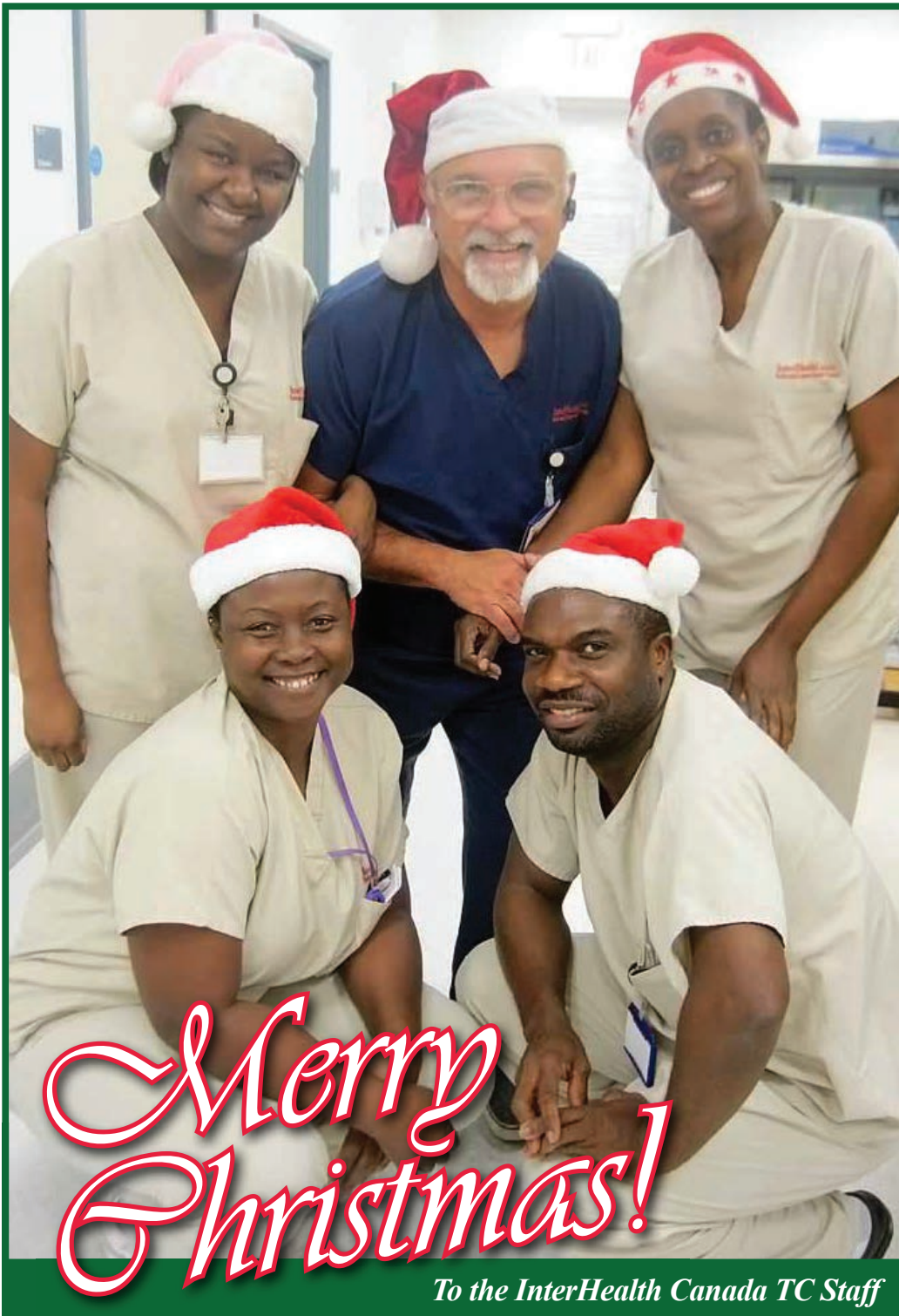


INTERVIEW

The Ezine for InterHealth Canada TC Staff

ISSUE 06 | DECEMBER 2011



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The world according to the Matron



Home James!

Did you hear that big cheer from the IT office the other day?

I think anyone this side of the Atlantic would have heard it.

It came after IT chief, James Hayward, announced he was going home to Scotland for Christmas.

Now we all love James dearly but his staff say he has been pushing them too hard of late.

In fact evidence of this was posted anomalously to InterView in the form of the above photograph.

Attached was a note which read: "Things are so bad that we are now no longer allowed comfort breaks unless we take our work with us."

CEO Roger Cheesman confirmed that an investigation into James' working practices was now underway.

Try before you buy!

With all the Christmas parties coming up, I decided I needed a new party dress.

In one of the clothing stores in Saltmills the other day, I asked, "may I try on that dress in the window, please?"

"Certainly not, madam", responded the salesgirl, "you'll have to use the fitting room like everyone else."

New surgeon

I saw Dr Robyn Barnes the other night and asked her what our new plastic surgeon was like.

She said he'd raise a few eyebrows.

What a turkey!

I remember working with a young bride at my old hospital who called her mother in tears from my office one Christmas.

She sobbed to her mother: "Richard (her husband) doesn't appreciate what I do for him."

"Now, now", her mother comforted, "I am sure it was all just a misunderstanding."

People often asked me why I became a nurse.

Truth is I was sold the idea after picking up a leaflet at a schools careers convention.

It talked about the benefits of what it described as a 'rewarding' job and gave 10 good reasons to become a nurse.

While clearing out a cupboard last week, I stumbled across that very leaflet and thought you'd be interested in its contents

The bride added: "No, mother, you don't understand. I bought a frozen turkey roll and he yelled and screamed at me about the price."

"Well, the nerve of that lousy cheapskate", said her mum. "Those turkey rolls are only a few dollars."

"No, mother it wasn't the price of the turkey. It was the aeroplane ticket".

Mum inquired: "Aeroplane ticket...." What did you need an airplane ticket for?"

"Well mother, when I went to fix it, I looked at the directions on the package and it said: 'Prepare from a frozen state', so I flew to Alaska.!"

10 Reasons to Become a Nurse

1. Pays better than fast food, though the hours aren't as good.
2. Fashionable shoes and sexy white uniforms.
3. Needles: It's better to give than to receive.
4. Reassure your patients that all bleeding stops....eventually.
5. Expose yourself to rare, exotic, & exciting new diseases.
6. Interesting aromas.
7. Do enough charting to navigate around the world.
8. Celebrate the holidays with all your friends.....at work.
9. Take comfort that most of your patients survive no matter what you do to them.
10. Courteous and infallible doctors who always leave clear orders in perfectly legible handwriting.



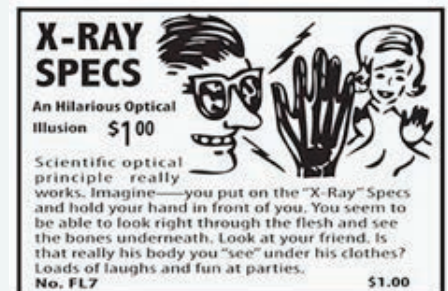
Cover up please!

During my rounds at the Cheshire Hall medical Centre the other day, I identified a definite training need.

But not one for staff.....for patients.

I followed this poor gentleman down the corridor and I have to say I was blushing by the time I reached my destination!

Memo to self: Produce a leaflet instructing patients how to put on gowns properly!!



X-RAY VISION

As everyone knows, healthcare costs have been the subject of much debate in recent weeks, here in the TCI.

In fact the government held a public consultation exercise, inviting residents to come up with money saving ideas.

Lots of suggestions were received, with the best now under consideration.

But one that probably won't go any further is a proposal for reforms in the hospital radiography departments.

A source close to the government told InterView: "When we opened one of the envelopes from the public there was an advert (see above) enclosed.

"It was for \$1 x-ray specs with a note saying the hospitals could use these instead of expensive equipment such as MRI scanners."

As I say, it's a proposal that is unlikely to see the light of day.....or will it? Watch this space!

Goodbye 2011, hello 2012 !

BY ROGER CHEESMAN
CEO, INTERHEALTH CANADA TC

It's December and Christmas is fast approaching. It certainly does not seem like a year has passed since we all met in the car park for a BBQ and had a great afternoon together with Santa Claus bringing a great deal of joy to the children.

It has been an interesting year in which we moved from the first contract year and into the second one. This second year is a consolidation one and we are moving forward with improved services, greater efficiency and forming a very strong corporate identity together.

There have been some very notable clinical achievements not least of which have been the retention for very premature babies in house and the delivery and management of an 800 gm (1.76 lbs) neonate. Congratulations go to the neonatology team. We have also been very active in reducing the number of patients going overseas and, in the recent past, retained a potential neurosurgical patient on island by close coordination with the neurosurgeon in the Bahamas. As we look towards 2012, the Turks & Caicos Islands government appear to be strongly considering additional investment in services at the Turks & Caicos Islands Hospital in order to reduce even further the number of overseas referrals.

As in all hospitals we have seen people leave and new people arrive. Although it is sad to lose colleagues when they fly off to 'pastures new,' an infusion of 'new blood' is also very welcome as it brings with it new ideas and challenges to previously held concepts. Our losses and gains have been no different and we have benefitted from new ideas, particularly in nursing services, where we are witnessing structural changes to manpower which will improve efficiency and create a more viable organisation for those within the nursing profession.

Just as with the loss of staff and the gaining of new staff, the loss of the Year 2011 and the gaining of Year 2012 will bring with it new challenges and triumphs. At this stage, it looks as if early 2012 will bring with it a number of health tourism and revenue generating projects to the Turks & Caicos Islands. This will involve both Cheshire Hall Medical Centre and Cockburn Town Medical Centre.

Perhaps one of the major events in 2012 will be the gaining of Accreditation in March: Do not doubt that we will get it. One of our new people, Donna Hutton is working with us all to ensure this happens. We must also



remember the extremely hard work of Zena Trainor and Jane Mealey in this area of our work.

The gains made in the last year are down to the efforts made by you all. There is incredible teamwork going on that makes me proud to be at the head of our small but dynamic hospital. Thank you one and all for your activities and support in achieving the aims of this hospital.

I would like to wish all those of our numbers who celebrate it a very merry Christmas, wherever they may be celebrating it. To one and all, I wish you a very happy and prosperous 2012.

We say goodbye to 2011 but look forward to the challenges and successes the new year will bring.

Hello 2012 !!

Hospital staff are top of the class

A GROUP of healthcare professionals are celebrating perfect exam results.

The InterHealth Canada workers scored 100 per cent passes in their fire safety tests.

All staff at both the Cheshire Hall and Cockburn Town Medical Centres are undergoing specialist training, under the expert tuition of TCI Fire and Rescue, divisional supervisor, Kevin Tuffley.

He explained: "InterHealth require that all it's personnel are trained in fire safety skills and procedures. The standards taught are very high and in accordance with Accreditation Canada, which the hospitals are working towards.

"The aim is to ensure that hospital staff achieve uniformity in their approach

to operational requirements and that their colleagues and the general public receive the best possible guidance should an incident ever occur.

"The response to training has been absolutely tremendous and I would like to commend all those who have taken part so far."

Those scoring top marks in their exams were Eleanor Hall, Noemia Filipe Ulisses, Antoinette Davis-Trail, Sandie Willis, Jennifer Mascilat, Haydee Raviz Dayupay and Magdalena Waldner.

Pictured receiving their certificates from InterHealth's Kathleen Bree, second left, are, left to right, Eleanor Hall, Antoinette Davis-Trail and Noemia Filipe Ulisses.

InterHealth announce cost-cutting proposals

INTERHEALTH Canada will be doing all it can to help reduce healthcare costs in the TCI.

The pledge comes after the Government recently asked for the public's views on how it could save money.

A range of cost-cutting and revenue-making ideas and proposals have been put forward by InterHealth Canada, which are now under consideration.

Chief executive, Roger Cheesman explained: "InterHealth Canada has always moved healthcare in the TCI forward with sustainability as a priority.

"At the moment the world is experiencing a very different economy to the one that existed when the agreement for the hospital was signed and we are acutely aware that the Government is working under severe financial constraints and restraints.

"We accept and acknowledge that these constraints and restraints also apply to healthcare and so we are working with the Govern-

ment on potential cost cutting and revenue making measures that can be implemented in the near future and in the longer term.

"There should be no doubt that InterHealth Canada, the Government, the Ministry of Health and NHIP are working hard together to help reduce the global healthcare costs in the TCI.

Despite statements in the media suggesting that the contract between the Government and InterHealth Canada could be renegotiated, Dr Cheesman revealed this was not an option.

"It has been frequently asked in recent weeks whether the contract between the Government and InterHealth Canada is going to be renegotiated", he said. "I'm afraid this is completely the wrong phrase because the contract has never been up for renegotiation.

"What does exist within the agreement is the facility to request change and that is what we and the Government are doing – review-

ing what changes can be made to benefit the cost and delivery of healthcare."

He added: "The scope of work in both centres – Provo and Grand Turk – is being looked at to see where we might be able to move certain services to other providers and introduce new services, which will require a small financial outlay now, but that will result in savings over time.

"For instance, it might be that we are having to send patients overseas for surgeries and treatments that, with the purchase of particular specialist equipment, our doctors and visiting consultants can do here in the TCI, thus resulting in substantial savings over time.

"In other words, short term relatively low investment for considerable long term gain."

And fears that the Grand Turk hospital would be closed in a bid to save money have also been dismissed.

"The Cockburn Town Medical Centre in Grand Turk will remain open and operational", stressed Dr Cheesman.

"We have, however, always accepted that there is the capacity to utilise the centre further than is being done so at the moment and reviews are currently underway.

"Services that are being considered included health tourism and the provision of long term care.

"Again, these ideas and proposals are being discussed by InterHealth Canada, the Government, the Ministry of Health and NHIP and we wait and see what comes of these talks.

"One thing is certain and that is we shall continue to deliver a quality healthcare service for the second largest population in the TCI."

Meanwhile there was reassuring news for staff members who feared that potential reforms would result in wide scale job cuts.

Dr Cheesman insisted: "I am confident that there will be no staff cuts at either centre. In fairness we are working with marginal numbers as it is and so this really isn't a realistic consideration.

"Jobs and duties may change slightly due to any new services that are implemented in the future, however these will be discussed and debated at the appropriate time.

InterHealth Canada will continue with its rigorous policy of employing Belongers wherever possible and where relevant skills and training allow and, as already indicated, we will do all we can to help through these difficult economic times.

"Our discussions with all parties have been excellent and we will continue to work hard for the people of the TCI."



WELL DONE: Congratulations to Indira Harris on her CIS success

Congratulations and celebrations

IF YOU hadn't guessed it already, our favourite word here at InterView is congratulations.

We love saying it and here's another opportunity to do so.

Congratulations to Indira Harris from the MDR department for recently attaining her Certified Instrument Specialist status at the recent exams.

CEO, Roger Cheesman, said: "Indira's success in this is an example to us all on the values of targeted education to not only the person being educated but also the company they work with.

"Her achievement brings credit to both her and the company and we congratulate her on her success."

Conference joy for InterHealth

A HUGE success!

That's how organisers described one of the biggest medical conferences ever held in TCI.

Infection Control in Paradise saw scores of delegates gather for the two-day event at Brayton Hall in Provo.

Hosts InterHealth Canada put together a packed itinerary featuring guest speakers, workshops and presentations.

One of those speakers was Professor John Oxford, a world authority on disease control, while others included Caribbean expert, Dr Terese Maitland, and Alison Pyper, InterHealth Canada's highly experienced infection control nurse.

And judging by the response from those who took part, medical conferences such as these are set to become regular occurrences in TCI.

Conference organizer, Susan Borden, said: "Infection Control in Paradise was definitely a big success. The workshops, with hands on demonstrations and interaction, were met with huge enthusiasm and interest.

"The lectures and speeches, particularly Professor Oxford's, were fantastic too and everyone left enriched by his and the others' amazing knowledge and experience in the world of infection control."

Ms Borden thanked those who contributed to the success of the conference.

"Lots of people put a lot of hard work into this conference and, on behalf of InterHealth Canada, I thank them all", she added.

"Thanks to our speakers and presenters, our delegates, sponsors and all those donated prizes.

"And thanks also to all at Brayton Hall and to Beaches for hosting our fantastic evening events."

Congratulations to Susan and her team for a job well done.



Speakers: From left to right, Bob Marrs, Sue Lafferty, Prof John Oxford, Therese Maitland, and Alison Pyper.



Dinner: Delegates enjoy an evening out at Beaches

If two hats fit!

THEY say that women are experts at multi-tasking.....just ask any woman!

And one member of the fairer sex who is living proof of that is Anne Males.

Anne recently arrived in TCI to both replace Kathleen Bree at chief of clinical services and to also help cover head of support services, Jim Trainor.

One of those jobs would have been tough enough, but two?!

"It's hard work", admitted Anne, "but I'm enjoying it. Jim is making a good recovery from illness back home in Northern Ireland and so he is now doing half the job from there.

"It's great that he is able to do more and more each day and we all look forward to him returning to full time action very soon."

The fact Anne is wearing two hats actually comes as no surprise considering her background, which covers both hands on clinical roles and healthcare business management.

Born in Bath in the West of England, she began her nurse training in Northampton in 1973. After working in the town hospital for a number of years, she moved to the Midlands and then on to InterHealth Canada in Runcorn.

Her first visit to the TCI came before the hospital opened when Anne did some project work for InterHealth Canada TCI here.

"I am a nurse first and foremost", she ex-



plained, "and that's what I see myself as. I started at the very bottom and have done all those dirty jobs so I know what the nursing staff go through every day and can certainly empathise with them.

"I think having been there myself it makes it easier for people to share their thoughts and concerns with me because they can be sure I totally understand exactly where they are coming from. I think it's important that there is nothing I would ask staff to do that I have not done or would not do myself.

"Any nurse will tell you that once a nurse, always a nurse. It doesn't matter how many meetings I attend or telephone calls I make, there is no where I feel more at home than out there on the wards and in the depart-

ments."

Anne, who is married to Andy and has a grown up son back in England called Drew, has many challenges ahead, but she is looking forward to each and every one of them.

She added: "This is a wonderful hospital, full of very talented and dedicated people. There is still plenty of work to be done, but that is only natural considering our tender age.

"Accreditation Canada is very important and something we all need to work hard at. I am also in the process of registering as a nurse over here so that I can be hands on as well.

"My first impressions? An excellent place with lovely people and a beautiful country to live and work in."

Top honour for dedicated Dawn

DOCTORS, nurses and clinical staff all have one thing in common – they are all special, caring people.

If they weren't they wouldn't and couldn't do their jobs, simple as that.

Some go even further by using their skills to help others in the community on a purely voluntary basis.

Why? Well one thing is certain; they don't do it for praise and recognition. In fact there are a number of clinical staff here at InterHealth Canada who give their time outside hospital hours freely without any one ever knowing.

But when acknowledgments do come along, they are always thoroughly deserved.

None more so that the recognition re-

ceived by Dr Dawn O'Sullivan for her work with Turks and Caicos AIDS Awareness Foundation (TCAAF).

During an event to celebrate World AIDS Day at the Veranda in Provo TCAAF directors presented Dawn with a certificate and gifts to thank her for her outstanding contribution in the fight against HIV and AIDS in the TCI.

Dawn, who is also a TCAAF director, said: "I am truly humbled, as all the work is done by the unsung heroes of the TCAAF.

"However I am so proud to accept this honour on behalf of them and the community workers caring for people living with HIV and AIDS."



Award: Dawn is congratulated by TCAAF president, Gilmo Williams.

CEO, Roger Cheesman, said InterHealth Canada was proud of Dawn's 'amazing' achievements.

"We are well aware of Dawn's long standing commitment to the fight against AIDS in the TCI", he added, "and the hard work she has put in over many years.

"We are very proud of her and congratulate her on this truly amazing achievement."

Café Corner

By Anish Thomas

Governor visits

Since I was last with you, the TCI has appointed a new Governor, His Excellency, Ric Todd.

Mr Todd succeeds Gordon Wetherill who left the post at the end of August.

And here at ReFresh we were delighted to cater for the new Governor and his staff during a fact-finding visit to the Cheshire hall Medical Centre.

Mr Todd was highly complementary about the hospital and, in particular, the catering. He said how much he enjoyed his buffet lunch and how lucky he though patients were come meal times.

“The food here is fabulous”, he explained. “Hospital is not a nice place to be but a tasty meal certainly helps bring a little bit of cheer to those who are forced to be here.”

Kind words indeed and so congratulations to all the ReRefresh team.



New face in Provo

A warm welcome to new catering assistant, Alicia Stubbs.

Our latest employee is working at the

Cheshire Hall Medical Centre in Provo, the island where she was born and bred.

Working in catering is nothing new for Alicia and hopefully she'll have a long and happy stay with ReRefresh. One thing is for sure, her huge smile is proving a big hit with diners.

Themed lunches

We've had a few themed lunches over the past couple of months, including Thanksgiving and Halloween.

These always prove very popular there'll be more coming up as we celebrate the festive season.

We are always happy to consider themed events and so if you have any ideas, please share them with us.

But to those who suggested we put on a special lunch to celebrate England's cricket Test series win over India, I'm afraid the answer was a resounding no!



Caribbean Wellness Week and World Heart Day

These were two events that were celebrated by ReRefresh.

For both, we put on special menus highlighting the most healthy foods and drinks available, with help from dietitian, Janet Green.

For World Heart Day we had the media come in to Cheshire Hall, with both television and newspaper journalists trying out the food and interviewing myself and chef, Keron Waugh.

Keron also bid an excellent piece over the telephone with Radio TCI, all about healthy eating and making the most of those ingredients which are good for you.



Infection Control in Paradise

We were very honoured to be asked to handle the catering needs for the Infection Control in Paradise Conference.

This proved a challenging assignment with the conference taking place a few miles from the Provo hospital, at Brayton Hall near the national Sports Stadium.

But the ReRefresh team again worked fantastically well to produce excellent food and refreshments which were enjoyed by speakers, delegates and visitors alike.

Well done to everyone involved.

Rest In Peace

Some sad news to report I'm afraid.

Can I, on behalf of everyone at refresh and InterHealth Canada, pass on our condolences to Sandra Hawthorne and Betty-Ann Williams.

Sandra sadly lost her sister recently in Jamaica while Betty's father also passed away.

Our thoughts and prayers are with both of you and your families.

On a happier note, it's good to see Michael Williams fighting fit again over in Grand Turk following his recent angiography procedure.

Refresh celebrates festival first

HOSPITAL food has long been the butt of jokes and horror stories the world over.

But that's certainly not the case here in the Turks and Caicos Islands.

ReFresh, InterHealth Canada's catering arm, has earned rave reviews for its tasty offerings from staff, patients and the general public alike.

And that excellent reputation has been further enhanced following the popular annual Conch Festival in Provo.

Under the leadership of catering manager, Anish Thomas, Team ReRefresh carried off first prize in the Conch Salad category, along with a third place in the Conch Speciality section.

A delighted Anish said: "It seems like we were waiting forever for the 2011 Conch Festival to come around following our successful first appearance in 2010.

"But it was certainly worth the wait and we just couldn't have predicted how well we would do.

"It really is a remarkable achievement when you consider that we are simply a hospital café and yet we are competing against, and beating, renowned and established TCI restaurants and resorts, all of who have had years of experience working with conch.



"Our success underlines the strength, depth and quality of services provided at the hospital. It was a fantastic example of teamwork and I am proud of every member of the ReRefresh team.

"It was a great day, a great atmosphere and a wonderful crowd. People from all different departments of the hospital came out to help and support us and I am really grateful for everyone's fantastic support."

Anyone who didn't get chance to visit the festival, well don't worry. Anish has promised to put the winning dishes on the regular ReRefresh menu.

These include the mouthwatering speciality entry, Conch Haji with red onion and spinach, served with mint and coriander chutney and Bambara rum sauce.

Congratulations to Anish, Keron, Michael and all the ReRefresh team on a fantastic result!

'Inspired' Governor enjoys hospital tour

"A TRULY impressive hospital."

That's how the TCI's new Governor, Ric Todd described the Cheshire Hall Medical Centre during a tour of the InterHealth Canada-run facility.

But despite his high praise, His Excellency is in no hurry for a return visit.

"It truly is an impressive hospital", he said, "and I've been grateful for the opportunity to view the state of the art facilities.

"I have been particularly inspired by the positive attitudes that exist throughout all departments, but, having said that, I'm hoping I won't be returning in the near future.

"However, should I or any other resident need to use the hospital then I know we will be in very good hands indeed."

The Governor inspected a range of departments including the emergency room, radiography, dialysis and the operating theatres.

He added: "It's been an enjoyable and educational visit for me. I have only been in the country just over a week and everyone has made me very welcome.

"One thing that stands out is the friendliness and expertise of the InterHealth Cana-

da staff. It's an international operation with people having brought skills from all over the world to work alongside local medical experts."

Governor Todd was shown around

Cheshire Hall by a group of senior managers, including InterHealth Canada CEO, Dr Roger Cheesman, chief of medical services, Dr Robyn Barnes and head of ED, Dr Denise Braithwaite.



Hello: Governor Ric Todd chats to ER nurses Stephanie, Karen and Mara.

Donna joins the accreditation push

AS INTERHEALTH Canada TCI continues to strive towards Accreditation Canada status, a new face has joined the team.

Donna Hutton is working on a consultancy basis and can be found hard at it in the office she shares with training manager, Nicola Mullins, in the administration block.

Nicola and Donna are actually in human resources manager, Peter Nicholson's former office, with Peter having moved to Nicola's old room.

InterView caught up with Donna, who many of you will know from the Accreditation Canada workshops held over the past year both in Provo and Grand Turk, for a chat.

Q&A with Donna Hutton

InterView: Hello Donna. Welcome to InterHealth Canada TCI. We hope your stay here is a happy and successful one.

Donna: Thank you. I am delighted to be here.

InterView: So Donna, what exactly is Accreditation Canada is and why it's so important?

Donna: "Accreditation Canada is a not-for-profit, independent organisation accredited by the International Society for Quality in Health Care (ISQua). It provides national and international health care organisations with an external peer review process to assess and improve the services they provide to their patients and clients based on standards of excellence.

InterView: How long has it been going?

Donna: Accreditation Canada's programs and guidance have helped organisations promote quality health care for over 50 years.

InterView: What is your background?

Donna: I'm a registered nurse with 40 years of experience in health care in Canada. I have held many positions including staff nurse in Orthopedics, ICU, Clinical Instructor in NICU, CVICU, Coronary Unit, Neuro ICU and General Systems ICU. I was the Director of Nursing at the University of Alberta Hospitals as well as the Cross Cancer Institute. I was also the CEO/ Registrar for the College of Nurses.

InterView: And now?

Donna: These days I am a principal with Hutton and Associates Consulting which assists governments with policy and process development, international organisational reviews and quality improvement. I have surveyed with Accreditation Canada across the country as well as Europe, the Caribbean and the Middle East for the past 20 years.

InterView: Tell us about your family

Donna: I am married and have five grown boys and four grandchildren. My husband,



Expert: Donna Hutton is helping InterHealth Canada's Accreditation drive.

Dennis, is also a consultant and provides companies in western North America with ISO 9000 consultation in conjunction with a company in the UK.

InterView: So what are you doing here in TCI?

Donna: As a consultant with many years of experience in completing Accreditation Canada surveys, I am in Provo and GT to support InterHealth Canada's staff to successfully complete the requirements for accredited status.

InterView: And how do you go about achieving this?

Donna: I am meeting with staff and teams to identify what still needs to be put in place, reinforce the implantation of processes that already exist and help team members address the questions the surveyors may ask when they visit in March. Much work has

already been done and these things need to be shared with everyone so that we are all aware of what they mean. Communication is the key and information will be forthcoming through the newsletter so stay tuned and be part of the process.

InterView: Is it just you working solely on Accreditation Canada matters, or are there others?

Donna: I think everyone in the hospital is working on some aspect of Accreditation.... The contact people in the hospital are Zena, Jane Mealey and myself.

InterView: How long will you be here for and how long is the Accreditation Canada process?

Donna: I am here until the end of March. The surveyors will be here from March 18 – 24. When the survey team completes their work they will submit a report to Accreditation Canada, and the individuals there will review progress to date and provide a final report and decision regarding the Accreditation status of the hospital. The final decision can take several weeks, so by the end of May we should know the results of all the work that has been done.

InterView: If someone needs to talk to you about Accreditation Canada, how do they go about it?

Donna: Come by the office I share with Nicola or email me and I will answer as quickly as I can.

Separated at Birth!



Nicola Mullins



Miss Moneypenny

AFTER our Separated at Birth feature in the last edition of InterView, we have received a nomination for this issue.

Our candidates this time are actress, Sarah Bond, who played Miss Moneypenny in the James Bond films during the Pierce Brosnan years, and InterHealth Canada TCI training manager, Nicola Mullins.

Can you tell who is who?

If you think a member of staff has a famous lookalike, let the editor know at paul.baker1066@hotmail.co.uk

LIME

WIN \$100 OF LIME CREDIT IN OUR CHRISTMAS FILM QUIZ

ARE you planning to make lots of phone calls over the festive period?

If the answer is yes then you'll be glad of some free minutes in the new year.

And that's exactly what's on offer in our Christmas film quiz - \$100 worth of Lime credit.

To win, all you have to do is jot the 10 correct answers in an email and send them to paul.baker1066@hotmail.co.uk

All entries to be submitted by January 9, 2012 with the winner notified by email soon after.

1) Which movie doesn't take place at Christmastime?

- Planes, Trains, and Automobiles
- Ernest Saves Christmas
- Reindeer Games
- Home Alone

2) What's the actual title of the 2000 Jim Carrey mega-hit 'Grinch' movie?

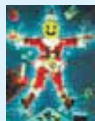
- The Grinch Stole Our Christmas
- The Grinch Who Stole Christmas
- How the Grinch Stole Christmas
- Why the Grinch Stole Christmas

3) What was the name of the little son of Bob Cratchit in the movie and/or Disney adaptations of "A Christmas Carol"?

- Tiny Tim
- Tiny Frank
- Wee Willy
- Wee Todd Didd

4) Which actor's face is actually behind the happy face on this movie-poster detail?

- Sir Anthony Hopkins
- Chevy Chase
- Bill Murray
- John Candy



5) Which word(s) can't be used before the word 'Christmas' to complete an actual movie title?

- The Night Before
- The Night After
- White
- Black

6) Which of the three ghosts in 1988's "Scrooged" appeared to be a huge grim-reaper like being?

- Ghost of Christmas past
- Ghost of Christmas present
- Ghost of Christmas future
- Trick question - none were

7) In which action movie do we see a sign saying "Now I have a machine gun. Ho ho ho"?

- Lock, Stock, and Two Smoking Barrels
- Lethal Weapon
- Reindeer Games
- Die Hard

8) What was the name of the angel that helped James Stewart in "It's a Wonderful Life"?

- Jessie
- Beelzebub
- Joe
- Clarence

9) In which action movie does a cop get a Christmas present of some plastic toy handcuffs and a plastic police badge?

- Lock, Stock, and Two Smoking Barrels
- Lethal Weapon
- Reindeer Games
- Die Hard

10) Which movies (or their movie posters) are the three images that make up the following graphic?

- Christmas Vacation
- Miracle on 34th Street
- The Grinch (2000)
- The Santa Clause
- It's a Wonderful Life
- Santa Who?



LIME

GUESS WHO AND WIN \$100 WORTH OF LIME MINUTES

YOU'VE all seen the big Christmas present on the roundabout just outside the Cheshire Hall Medical Centre, haven't you?

It's there as a promotion for one of the telephone companies with the idea being people have to guess what's inside to win a prize.

Well here we proudly present InterView's version.

The photograph above is of two InterHealth Canada TCI employees. All you have to do is tell us who they are to win \$100 worth of minutes with Lime.

Just simply jot down their names in an email and send it to paul.baker1066@hotmail.co.uk by Monday January 9, 2012. All the correct answers will be placed in a hat with the winning entry drawn after that. If you don't have access to email, just jot down the answer along with your name and a telephone number and hand it in to the editor in the on-call room during office hours.

But be warned...there is no point tapping up the editor for information because even he doesn't know who they are. And it goes without saying that any entries from the couple in question will be declared void!!!

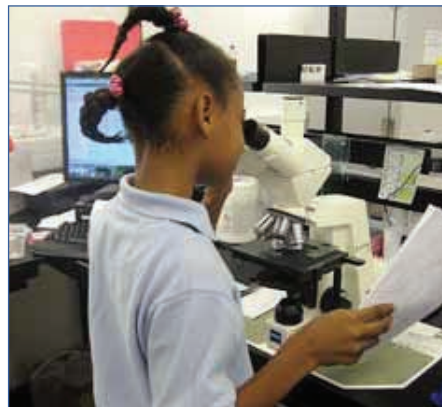
INTERHEALTH CANADA **IN**FOCUS



Certificates: Biomedical engineers Fivos Theophanous and Chubby Jackosalem have been busy collecting new qualifications in recent weeks. The pair have both completed Healthmark servicing autoprnt packaging machine training and repair training on Steris Corporation products. Congratulations from all at InetrHealth Canada TCI



Splash: Head physiotherapist, Debbie Findley-Clayton makes a splash with a couple of young patients in the rehabilitation pool. Debbie is running weekly highly popular and successful water-based classes for youngsters who are either recovering from injury or looking to improve their lifestyles.



Looking: Selena Grant from the Precious Treasure School in Provo, takes a look through a microscope in the laboratory at the Cheshire Hall Medical Centre during a recent tour of the hospital with her classmates.



Disaster: Hospital staff have been busy preparing for a mass disaster in TCI. It's expected that the government will run a full scale exercise very soon and so InterHealth has been busy going through its procedures.



Tasty: Donneka Hall from HR enjoyed a mouthwatering surprise on her 24th birthday recently. This tasty cake was made by the guys in ReFresh and presented by her colleagues.



Learning: InterHealth Canada TCI staff were busy in Grand Turk recently undertaking specialist Accreditation Canada training.



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

Management.....What is it?

SEASONS greetings from Grand Turk, everyone.

Thank you for all your kind comments following the last issue of InterView. It would seem that people like this new column.

Today I thought I'd look at the world of management. What it is, what it means and how it affects us all.

One definition describes it as the act of 'getting people together to accomplish desired goals and objectives using available resources efficiently and effectively'. It can also be defined as 'human action, including design to facilitate the production of useful outcomes from a system/organisation'. This view opens the opportunity to "manage" oneself, a prerequisite to attempting to manage others.

Then there's leadership, which is defined, according to Ken 'SKC' Ogbonnia, as the 'ability to successfully integrate and maximise available resources within the internal and external environment for the attainment of organisational or societal goals'. Based on these two definitions it stands to reason that for there to be successful management there must be an effective leader.

Just as there are different management, there are different leadership styles as well and both areas are closely intertwined as the management style of the organisation will take the style of the leader.

After all is said and done, this is what I think.

Managers are like the guardians/parents of any organisation. They are the glue and backbone of the company while the workers are the muscle, gristle and blood vessels. They all work hand in hand, coming together to form the whole. To repeat an old saying 'one hand washes the other'.

Management is not just about power it's also about how to effectively channel that power. Power without direction is useless. First and foremost in my book, a good manager is



Different styles: Managers vary in the way they do their jobs.

fair but firm. What goes for the goose goes for the gander.

There must be transparency in all dealings whether you are dealing above, below or in line in the hierarchy of the organisation. There is something wrong if everyone is in love with a particular manager and the scenario is worse if the manager is universally disliked. Management is not a popularity contest however the manager must be able to garner some amount of respect and loyalty.

Second, a good manager is open to new ideas. Not because you did not think of it don't make it an idea without merit.

Third, a good manager is approachable in all matters whether it is directly related to the organisation or it is a psychosocial issue pertaining to an employee, it is important to stop and listen. The situation might seem small as an ant hill at that time but if not dealt with appropriately can become a mountain very fast.

Fourth, a good manager must be accountable. DON'T PASS THE BUCK! Remember at the end of the day the buck stops with you.

Fifth, a good manager should be dependable. Your words when spoken should have meaning and your promises when made should have value.

Sixth, a good manager should be accessible. It is important that all members of staff especially the ones that you supervise directly should know where you are at all times. It's all well and good to leave employees on their own at times to give a sense of autonomy but the manager must keep in mind that they are the resource person, the link between the employees and upper management and when there are snags in the overall running of the organisation the manager is available to make prompt decisions.

On the other side of the coin management is not just about the persons in charge it's also about the persons they are in charge of. It's all well and good to blame the man/woman at the top when there is discord in the organisation but sometimes employees must remember that no one can give you complete satisfaction as each employee has their own individual needs, goals/aspirations and most of the time they are as different as night is from day. There is no way the manager will be able to meet all our needs, their needs while following the dictates of the organizational policies. Quite frankly some of the things we would want management to do for us goes against most organisational policy. There are some needs that we the employee can come together and garner on our own without any input from the managerial staff.

On a final note, I believe that as employees we have an obligation to fulfil our contractual duties to the best of our abilities and that we should know what our goals are and know when an environment is no longer conducive to the achievement of these goals. We also need to identify when it is time to say goodbye.

As for the manager, be aware that you are also a leader and that you are not just marketing yourself for your current position but you are on show for future responsibilities. We all don't know where we will be tomorrow and who we will see and meet again on our way so it is imperative that you be the best person you can be when you can, wherever you can and to all whom you can.

Extraordinary leaders/managers do not have to ambush, sabotage or claw their way to the top. If they create the right environment they are carried there.

Well that's it from Grand Turk for now. I hope everyone has a wonderful Christmas and best wishes for a happy, healthy and peaceful new year.



Jessica Saunders shows off her special pink cast.

Birthday treat for Jessica

LITTLE Jessica Saunders had the surprise of her life when she celebrated her ninth birthday.

The Ashcroft School pupil was one of more than 20 children who enjoyed an educational field trip to the Cheshire Hall Medical Centre in Provo.

And big-hearted InterHealth Canada staff discovered it was Jessica's big day, they enlisted her help with a couple of exciting demonstrations.

First, physiotherapists borrowed the youngster to show students the hoist system that is used to lower patients into the rehabilitation pool.

And then nurses in the emergency department demonstrated their skills by putting a bright pink plaster cast on Jessica's arm.

"It was so exciting", said Jessica, "and I really enjoyed my visit. All the nurses, doctors and physiotherapists were so friendly and kind and I learnt so much about the hospital and how it works.

"It was definitely a memorable birthday."

For many pupils, it was their first ever visit to the medical centre and they all left highly impressed by the state of the art facilities.

Science teacher, Mary Jimenez, explained: "The children are studying human biology and so the visit tied in really well.

"We were all amazed by what we saw and we now have real understanding and admiration for the hospital and everyone who works there.

"It truly is a fantastic place and we got to see so many incredible things such as the laboratory, ED, maternity, physiotherapy and the imaging department.

"On behalf of everyone at Ashcroft School, can I thank chief executive, Dr Roger Cheesman, and all at InterHealth Canada, for a truly fascinating afternoon."

Red Bull tires Holger out!

THE car tire shops of the TCI will never be the same following news of an InterHealth Canada departure.

Nexus manager Holger Haeslar is returning to his homeland of Germany at Christmas, after more than 18 months in the Caribbean.

And as his IT colleague, James Hayward explains, the price of rubber in the islands is set to rocket.

"Holger bought a car back in the summer", said James, "and I reckon he's had more punctures than he's done miles in it. He seems to spend every weekend at the tire shops and they are certainly going to miss him.

"He says it's to do with the hot roads here in the TCI but I think it's probably down to the amount of Red Bull he picks up from IGA every week."

On a serious note, James paid tribute to Holgar's 'immense talent' and 'friendly nature'.

He added: "We are all very disappointed that Holgar is going. Unfortunately his dad has been ill back in Germany and he needs to be with his family.

"He is one of the nicest guys you could wish to meet or work with, and he has been a hugely popular and important member of the



Shopping: Holger makes his way home from the IGA

IT team. His immense talent and experience will make him a hard man to replace.

"On behalf of all his friends and colleagues, we wish him well and pray that his father makes a full and speedy recovery."

Indeed, the TCI will be a poorer place without Holger and so everyone at the Cheshire Hall and Cockburn Town Medical Centres wish him all the very best for the future.

Stephen's not enough to keep Linda warm in bed

LINDA Gill has been in touch to say 'hello and thank you' to her ex-colleagues.

Along with husband, engineering assistant, Stephen, the former training manager retired from InterHealth Canada TC in September.

The pair are now enjoying life back in Lancashire, England, although it has come at a hefty price.

Linda said: "It's wet and freezing cold and we are using two duvets on the bed! Very different to the TCI but it's good to be home.

"We're missing you all and think about you all constantly. Thank you so much for all your support - you made our time in the TCI very special. Thanks too for our beautiful gifts which we will cherish.

"We will always remember TCI for the wonderful people you all are. Love to you all."



Tasty: Linda and Stephen tuck into their leaving cake

RECIPE OF THE MONTH

Christmas cake by Anish Thomas



INGREDIENTS

- For the cake
- 500g/1lb 2oz sultanas
- 250g/9oz raisins
- 250g/7oz glacé cherries, halved
- 250g/4oz currants
- 250g/4oz cut mixed peel
- 150ml/5fl oz brandy
- 1 small orange, grated zest and juice
- 255g/9oz unsalted butter, at room temperature
- 200g/7oz dark muscovado sugar
- 5 medium eggs
- 300g/10½oz plain flour
- 200g/7oz Cashew nuts, roughly chopped
- For the decoration Optional
- 3 tbsp apricot jam
- 500g/1lb 2oz white marzipan
- 140g/5oz ready-to-roll white icing
- packet royal icing mix
- silver balls, to decorate
- icing sugar, to dust
- Preparation method

1. Put the sultanas, raisins, glacé cherries, currants, peel in a large bowl and pour over the brandy, orange zest and juice. Mix well, cover and leave to stand overnight.

2. Line the base of a 23cm/9in cake tin with a double thickness of parchment paper. Line the sides of the tin with a double thickness of parchment paper, so that it comes 4-5cm/1½-2in above the edge of the tin. Wrap a sheet of folded newspaper around the outside of the tin and secure with string. Stand the prepared tin on a folded sheet of newspaper on a baking sheet. Preheat the oven to 150C/300F/ Gas 2.

3. In a large bowl, beat the butter and sugar together until pale and fluffy. Gradually beat in the eggs, adding a little of the flour if the mixture starts to curdle. Add the fruit, its soaking liquid and the nuts and mix well. Stir in the flour, taking care not to over mix it. Spoon the mixture into the prepared tin and level the surface with the back of a spoon. Bake for 3-4 hours or until a skewer inserted into the centre comes out clean. If the top of the cake starts to get too brown, cover with a sheet of baking parchment.

4. When the cake is cooked, remove it from the oven and leave to cool completely in the tin. Store the cake in an airtight tin, wrapped in greaseproof paper and foil. Optional, feed the cake with a spoon brandy every day until you are ready to decorate it.

5. Decoration optional, pass the jam through a sieve and warm it in a pan with 1 tbsp of water. Invert the cake onto a serving plate or board. Use a little of the marzipan to fill any gaps between the cake and the plate. Brush the jam all over the cake. Roll out the remaining marzipan and lift carefully onto the cake, easing it around the sides. Trim off any excess with a sharp knife.

6. Roll out the ready-to-roll icing to a 0.5cm/¼in thickness and cut out as many star shapes as you can, re-rolling the trimmings. Set aside on parchment paper to harden. Meanwhile, make up the royal icing according to the instructions on the packet. Spread the icing over the cake to cover it, then roughly peak it using a spatula. Arrange the stars on top and scatter over the silver balls. Leave the icing to harden, then dust the cake with icing sugar. Powered by

Say hello, wave goodbye

A NUMBER of new personnel have joined the InterHealth Canada TCI family in recent weeks.

These include Donna Hutton, who is working as a consultant on Accreditation Canada business, and Australian, Dean Dight, who has joined the pharmacy team.

Sadly, December not only sees us saying goodbye to 2011, we are also waving a bon voyage to Nexus manager Holgar Haeslar.

Starters

SOFIA HILLSTROM

– Registered Nurse

ABIMBOLA AFOLABI

– ED Physician

DONNA HUTTON

–

DEANE DIGHT

– Pharmacist

ALICIA STUBBS

– Catering Assistant Leavers

HOLGAR HAESLAR

– Nexus manager

UNIFORM CHANGES INTRODUCED

UNLESS you live on the moon, you would have seen the new coloured epaulettes being worn by nurses at the two medical centres.

These have certainly helped smarten the uniforms up and many patients have remarked on how good they look.

Epaulettes guide:

Navy blue - ward or department supervisors

Red - RGN

Pale blue - midwife

Green - nursing assistants

A Special Christmas Celebration

Lessonjulle Lyons-Dobney (Medical Laboratory Technologist, Cockburn Town Medical Center)

Christmas is usually a time of celebration and a time of sharing. This Christmas, we'll share our special gifts with the Interhealth Canada, TCI family – gifts that were delivered to us through the participation of teams on both sides of the fence.

The long haul in Grand Turk took the efforts of persons across the entire strata of the Cockburn Town family led by a wonderful obstetrician, Dr Guillen, who never waiver in his determination to get us through a treacherous path.

The victory lap took us into Cheshire Hall where another great team led by Drs Anara & Perry steered us through the valley and into a wondrous light – our two boys made it through and I followed close behind.

My husband likened the event to a scene from the ER series on television. He was impressed at the level of preparedness when we got into Cheshire's ER and onward. As a member of staff/patient, I had the opportunity to assess practices against policies and found that, apart from a single incident that threatened to mar my entire experience, surveyors might have awarded a diamond as a result of using my case as a tracer.

My family will be forever grateful to all those who participated in the walk with us – the doctors, laboratory staff, nurses, imaging staff, pharmacy staff, records & reception, housekeeping staff, porters, administrative staff, cafeteria staff and of course those who supplied me with my daily stash of ice.

This year Christmas, for us, will take on a new kind of celebration. God has indeed found favor with us – our little family has jumped from three to five. It took us fifteen years to get there and we are tremendously happy.

We hope that every member of the Inter-Health Canada's family has something special to celebrate this year – if not then there is always next year.

High praise for theatre staff

WHEN it comes to unsung heroes, there are plenty working at the hospital.

Take the guys in theatre for instance. A more dedicated and talented bunch of people who'd be hard pushed to find.

And that's exactly the sentiments of Inter-Health Canada maintenance assistant, Stephen McDonnell, who recently underwent surgery at the Cheshire Hall Medical Centre.

He explained: "The theatre staff are often forgotten because patients are usually asleep when they undergo surgery and so never meet them. But for mine I was awake and I have to say it was a rewarding experience."

"I was obviously very apprehensive because I had never had an operation before. Despite working in a hospital, I had thankfully never had call to use the services on offer.

"But any worries I had disappeared the moment I entered the surgical suite and I'd like to say a huge thank you to everyone who looked after me on the day."

Stephen, who had surgery on his legs, firstly thanked Dr Chris Valentine, locum Dr Linda Hadfield and Dr Ken Yip.

"Chris, Linda and Ken were fantastic", he explained. "They put me at ease, explained everything fully and even shared a few jokes during the actual surgery."

"And I must also mention the theatre girls who treated me with so much care and attention. Thanks to each and every one of you."

"The service I received was truly amazing and I doubt I would have been better treated anywhere in the world. My decision to have my surgery here was the right one and I can now speak from experience when I say this is a truly magnificent hospital."

Despite his satisfaction, Stephen does have one regret.

He joked: "I tend to blush a bit now when I see the theatre guys because they've seen parts of me that even I've not seen!"

Don't worry Stephen, you're secrets are safe with the theatre crew!

TRAINING DATES FOR YOUR DAIRY

DECEMBER

- 5-9: Mandatory Training, Provo
- 12-16: Mandatory training, GT
- 13: Assessment of the trauma patient, Sharon Orie, room 12.22, 3.30pm
- 15: Lab medicine, Dr Godfrey, room 12.03, 12.30pm
- 20: Acute coronary syndrome and ECG, Dr Ravindra, room 12.22, 3.30pm
- 21: Reflective practice, Nicola Mullins, room 12.22, 9am

JANUARY

- 9-13: Mandatory training, Provo
- 16-20: Mandatory training, GT
- 3: Gynaecology emergencies, Dr Perry, room 12.22, 3.30pm
- 12: Interesting case presentation, Dr Anara, room 12.03, 12.30pm
- 19: Management of epsis, Dr Vora, room 12.03, 12.30pm
- 26: Self-management of asthma, Dr Blythe, room 12.03, 12.30pm

FEBRUARY

- 6-10: Mandatory training, Provo
- 13-17: Mandatory training, GT



Happy birthday Karen

INTERVIEW readers would like to send their best wishes to Karen Samuels, who celebrated her birthday on December 2.

Like all InterHealth Canada ladies, medical transcriptionist Karen, who is based at the Cockburn Town Medical Centre in Grand Turk, was 21 again!

And anyone who wants to argue about her age...be warned. Our birthday girl lists martial arts as one of her hobbies, along with singing and dancing!

MDR team showcase their skills

VISITING the hospital can prove an enlightening experience.

Just ask those residents who called into the Cheshire Hall Medical Centre during Medical Device Reprocessing (MDR) Recognition Week.

MDR manager, Susan Borden, and her team, put on a special display to showcase the work they do here in TCI.

And the public were fascinated by what they saw and by what they learnt about one of the hospital's lesser known departments.

Susan explained; "Recognition Week gives us a great opportunity to come out of our department and show the world what we do.

"We put on a display surgical instruments and there was also a board game for people to view, spin the wheel and challenge themselves to identify the surgical instrument and surgical services.

"This proved particularly popular because there were chocolate goodies for successful participants and I was impressed by the interest people showed in what MDR is all about."

She added: "A big thank you to the MDR team for all their hard work in organising the event and thanks also to all those staff members, patients and visitors who stopped to say

hello."

Meanwhile the MDR team continue with their professional development and will soon

be undertaking level two of the international exam for Certified Surgical Instrument Specialists. Good luck to them all.



Teamwork: The MDR team explain what they do to passersby at the Cheshire Hall medical Centre

Staff praised during PDM visit

INTERHEALTH Canada's workforce have been described as 'dedicated, highly skilled and a huge asset to the TCI'.

The praise came from PDM Party deputy leader, Doug Parnell, during a tour of the Cheshire Hall Medical Centre.

He explained: "Healthcare in the TCI is facing some difficult challenges at present and these are testing times. But one thing that remains consistent is the professionalism that exists among the workforce at the InterHealth Canada hospitals.

"During my tour I have met and spoken to many staff members, all of whom are extremely dedicated and highly skilled people who are a huge asset to the TCI."

Parnell, who was joined by his party's general secretary, Patricia Eke, and national executive member, Ashwood Forbes, was impressed by the facilities and services on offer to islanders.

"It is important that we get a deep understanding of what is physically here and available in the hospitals", he added. "I think they are first rate facilities and that the physical infrastructure has in many ways been undersold."



Impressed: PDM deputy leader, Doug Parnell, chats to a patient at the Cheshire Hall Medical Centre

Nicola's superhuman effort!

AS EDITOR of this publication, I don't often self-indulge. In fact, other than crowing about a rare golf victory over Donald, I've never done it.

And before he mentions anything, it was only a hole I won and not an actual game!!!

But today I am going to boast about my wife, training manger, Nicola Mullins, because she certainly won't.

I have written dozens of stories over the past 18 months congratulating InterHealth Canada TCI staff members on amazing achievements in the line of duty.

From training course successes to saving the leg of a shark bite victim, I've done them all. Every article has been a pleasure to write, with every one of them celebrating something incredible. However you'll have to forgive my selfishness, but this is by far the best story I've ever written.

Nicola has passed her prescribing exams. Now that in itself is a wonderful achievement. But it's more than that. It's truly a feat of utter determination and commitment.

I of course have inside knowledge as to what she has been through and it certainly hasn't been a bed of roses.

After beginning her prescribing studies in England more than two years ago, Nicola has since moved 5,000 miles away to the other side of the world, started a new life, begun a new job, been a fantastic mother to three children – Daisy and William who are here in



Cheers: Nicola, right, celebrates with Robyn, left, and Helen.

the TCI and grown up son James back home – been an amazing wife to an extremely needy husband, changed jobs and taken on addition studies and training commitments.

Now against that backdrop, most people would barely have had time to breathe!

But somehow, Nicola has managed to study what is an extremely tough subject and come through with flying colours.

She deserves her success. She has spent hundreds of long, lonely hours at her laptop tapping away, often sacrificing even the simplest pleasures in the process. I remember well our three weeks home in England last summer where she spent almost every waking hour studying and sitting exams. Some

vacation that was for her!

So Nicola, on behalf of everyone at InterHealth Canada, congratulations. On behalf of me and the kids and all the folks back home – well done you, we are all so proud.

Now I can't go and ask her how she feels - she's going to kill me for doing this as it is. But I know she would want to thank everyone for their support, particularly her brilliant mentor, Helen Leonard.

Also thanks to Robyn Barnes, Dawn O'Sullivan, Denise Braithwaite and all the ER team, and all those who have been there for her when times were tough.

Right enough of this. Hey Nik can you recommend anything for this pain in my neck please?

TCI hospital inspires Trinidad and Tobago

A LOCAL success story is being held up as an example to the rest of the Caribbean.

The TCI hospital at Cheshire Hall Medical Centre and Cockburn Town Medical Centre were built through a public/private partnership (PPP) between the islands' government and InterHealth Canada.

And as other countries in the region consider PPPs, officials are being urged to visit the hospital for inspiration.

The latest country to examine the TCI model is Trinidad and Tobago, where last week, the High Commission of Canada and the International Finance Corporation, hosted a PPP seminar in Port-of-Spain.

InterHealth Canada TCI chief executive, Dr Roger Cheesman, explained: "PPPs are very popular in Canada and they are now being considered for various projects throughout the Caribbean.

"Here in the TCI we have a shining example of how private and public enterprise

can come together and succeed for the good of the whole community. It therefore comes as no surprise that we are again being held up as a role model to others."

InterHealth Canada and the TCI Government have received critical acclaim since opening the medical centres in April 2010, with the hospitals being named in the world's top 100 PPPs by accounting giants, KPMG.

And it's not just the Caribbean that is looking to follow suit – a new PPP between InterHealth Canada and the Government of Poland will soon see a 400-bed hospital open in city of Zywiec.

There is a new PPP development that InterHealth Canada is developing in Tbilisi in the Republic of Georgia.

"The Turks and Caicos hospital is certainly a huge success story and it is held up as an example around the world," added Dr Cheesman.

"We have hosted a number of vis-

its from delegates representing different countries and all have been impressed by what they've seen.

"Current financial constraints apart, this country and its government have something to be very proud of and it's a wonderful endorsement when others look to follow your lead."

The Port-of-Spain seminar has received extensive coverage in the Trinidad and Tobago press, as has the TCI hospital.

Dr Cheesman said: "When so many people are talking about us, it can only be a good thing. The TCI and the hospitals have received great coverage in Trinidad and Tobago and that's good news on various levels.

"For instance, it underlines the excellent work both we and the Ministry of Health do here, along with government in general and NHIP. But it is also a huge plus too when it comes to both commerce and tourism."

TRAINING TALK

WITH NICOLA MULLINS



Showing the way: Jim and Sarah Bovia

Life support sessions a big success

INTERHEALTH Canada staff have been brushing up on their life-saving skills.

Dozens of employees attended Advanced Cardiac Life Support and Paediatric Advanced Life Support courses held at the Cheshire Hall Medical Centre and Cockburn Town Medical Centre.

Conducting the training were husband and wife team, Jim and Sarah Bovia, from renowned Detroit-based, Life Support Services.

Jim said: "It has been a real pleasure for Sarah and I to running training sessions for InterHealth Canada, both in Provo and Grand Turk.

"We have met with some very talented and enthusiastic people and the residents of the Turks and Caicos Islands are fortunate to have such a talented medical team at their disposal."

Any staff members who were unable to attend the training sessions will get a chance to do so next year.

Training manager, Nicola Mullins, explained: "Life Support Services are a superb training company and we were lucky to have experienced tutors Jim and Sarah available to us.

"Our intention is to invite them back in the spring so that anyone who missed out this time will get a chance to attend these highly beneficial sessions."

Congratulations Kimberly

NOW everyone will know Kimberly Williams as one of those big smiling faces on the reception desk at the Cheshire Hall Medical Centre.

But there's more to this talented young lady than meets the eye.

Apart from meeting and greeting patients and visitors, Kimberly is also an active volunteer in the community.

As a member of the Five Cays Disaster Community Group, she plays a vital role preparing the area for eventualities such as hurricanes and major incidents.

And to further enhance her skills, Kimberly recently attended Community Emergency Response Team (CERT) training, hosted by the TCI Department of Disaster Management and Emergencies (DDME).

DDME director, Jamell Robinson, explained: "Disaster community group members play a crucial role in the response efforts following the impact of any storm or hazardous incident, such as Hurricane Irene.

"People like Kimberly are the first persons on site whom will be in a position to give assistance and report information to relevant authorities such as the DDME. The CERT training is one of many steps being taken to strengthen a community's ability to becoming self-sufficient."

The four-day course saw Kimberly tackle a range of subjects which InterHealth Canada training manager, Nicola Mullins, reckons will be of great benefit to the hospital.

"All training is good", she explained, "because when staff enhance their skills it benefits the hospital too.

"Congratulations to Kimberly. This was an intense course and she certainly earned her certificate at the end of it."



Proud: Kimberly shows off her CERT certificate

INTERVIEW

The Ezine newsletter for the InterHealth Canada TCI Staff

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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.