

# INTERVIEW

The Ezine for Interhealth Canada TC Staff

ISSUE 01 | DECEMBER 2010

## Hospital praised for high standards

**D**IAMONDS might be a girl's best friend, but they are equally important to Interhealth Canada TC.

The precious jewel, along with gold and platinum, represents a job well done when it comes to standards set by Accreditation Canada (AC).

As staff will no doubt be aware, AC inspectors visited Cheshire Hall Medical Centre and Cockburn Town Medical Centre between 24 October and 3 November.

Interhealth Canada TC is both contractually and professionally committed to ensuring that the TCI hospitals become accredited



Delighted: Interhealth Canada TC CEO Roger Cheesman

by AC at, or before, the end of the second contract year.

CEO Roger Cheesman ex-

plained: "The recent survey visit was a preliminary review of our activities to present us with feedback on our current status in respect of the standards issued by AC.

"It also provided us with some education on the needs of AC and on some of the primary issues we need to address.

"Remember, we are a new organisation comprised of staff from the two former hospitals in the TCI, new staff from a significant number of countries and a small proportion of people who have worked for and with Interhealth

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## A Christmas message to you all

**"A**lthough some of you have been here for many years or, indeed, all your life, for quite a large number of our team, this is your first Christmas in the beautiful Turks and Caicos Islands.

Coming from a cold country myself – Wales - I have enjoyed

working overseas in warmer climates for many years but last year was my first Caribbean Christmas – and it was great fun!

We will ensure that as many of you as possible can be away from work on Christmas Day and with your families. For some that will be on island and for others it

will mean flying out to wherever home and family may be.

Unfortunately, being acute care hospitals, there will need to be those on both sites who must work on Christmas Day. I extend a very special thank you to those people for spending this special time with our patients and not at home. We will ensure that you too get some festive food, courtesy of our award-winning Refresh restaurants.

Wherever you will be on the day, I take this opportunity of thanking each and every one of you for all your dedication and commitment during what has been an amazing year for healthcare in the TCI. Can I wish you all a very Merry Christmas and a prosperous New Year - may your time with those you love be all you could wish it to be."

Roger Cheesman,  
CEO, Interhealth Canada TC



Ho,ho,ho: Father Christmas dropped in to the Cheshire Hall Medical Centre the other day. But can you guess which member of staff is under the white beard? Find out on page 6.

## WHAT'S Inside



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## Not such a g'day mate

The World According to  
**Matron**



**W**ith so many people from so many different places, things occasionally get lost in translation here at the TCI hospitals.

Take one of our Australian members of staff for instance, who had our beloved leader spurning coffee all down his nice clean shirt with an early morning tale of woe.

Passing the CEO's open door, our friend from Down Under popped her head around to say 'g'day'.

"How are you?" enquired the chief.

"Not bad mate", came the reply, "although I'm having trouble with my thong today. It keeps riding up."

On hearing this bizarre and totally unexpected answer, out came the coffee all over the shirt.

Realising what she'd done, our Aussie friend quickly set about sparing the CEO's blushes further.

"Oh crikey", she exclaimed, "I've just remembered thongs mean something very different where you come from! Where I come from it's another name for a flip flop!"

### IT'S A DOG'S LIFE!

On the subject of poor commu-

nications, what about this little beauty.....

When the editor of this newsletter was chasing a photograph to go with a story about a member of staff giving birth to twins, he wrote the following email to the new mum, copying in her boss in the process:

**Hi. Hope you and your babies are well?**

**I have a pic of your babies for the newsletter story but not one of you. Is there any chance you can email me of pic of yourself? Deadline for newsletter is this week so I need it asap.**

**Thanks**

Fair enough you'd think. However, imagine the editor's shock and concern when the following arrived in his inbox from the mother's boss:

**The babies have gone. The owner turned up yesterday and took them!!!! Will tell more when we next speak!!!!**

Suddenly the editor had the greatest story of his career on his hands. At least he did until he emailed back to double check the facts.

Turns out the intrepid boss thought the editor was talking about a dog that had recently

turned up on her doorstep and given birth to a litter of puppies!!!!

### SHOULD HAVE STAYED IN BED!

When Beaches holds its annual 70s and 80s night next year, one person who won't be dressing up as David Bowie, Boy George or any other glam rock star, is assistant facilities manager, Don Wilson.

If this year's event is anything to go by, the likeable Scot will never go near the place again.

Having taken full advantage of the free bar, Don proceeded to get himself in trouble with those nearest and dearest.

Nothing new in that I hear you cry, but wait....it gets worse, much, much worse.

Having been forced to spend the night on the sofa, our hero set off next day to play golf at Provo Golf Club. En route he gets news of a tragic result for his beloved football team, Celtic.

Still feeling the effects of the night before, the usually Tiger Woods-like king of the swingers hit his first three shots off the first tee into the bushes and, after his 10th go, he picked up his ball and made his way to the second, cussing as he went.

His round didn't get much better after that but at least he had a trip to the 19th hole (the bar) to look forward to afterwards.

Alas, a glance at the watch revealed Mr Wilson was soon required at the airport where he'd promised to pick up a returning colleague.

But what do you need to drive a truck? Keys of course and poor Don's were nowhere to be found.

More than a hour later and with daylight long gone, the search finally ended when the man with the key to the shed that housed the golf buggies turned up and there were Don's in the drinks holder of the cart he'd used earlier.

Not the greatest day of the wee man's life, that's for sure.

Good luck to the person brave enough to whistle 70s and 80s hits within earshot of him!

### AND FINALLY.....

During a walkabout the other day, I overheard a nurse talking to a doctor about a patient she had just seen.

Nurse: "The patient has had no rigors or shaking chills, but her husband states she was very hot in bed last night."

## Refresh taste success at conch festival

**W**HO said hospital food wasn't tasty?

Not Interhealth Canada TC patients, that's for sure.

They, along with staff and visitors, enjoy great nosh from our Refresh restaurants in Provo and Grand Turk on a daily basis.

But the food is not just great any more...it's actually award-winning.

Last month, chefs Anish Thomas, Keron Waugh and Michael Williams went head to head with the best eateries in TCI at the 7th Annual Conch Festival.

And the hospital trio beat all

but one of them at their own game, by claiming second spot in the overall Best Conch Dish category.

Decided by the general public, Refresh were just a paltry seven votes behind Bay Bistro, who took top spot for the fifth year running.

Nonetheless it was a great effort by the Interhealth team, who surely would have carried off first prize had there been a competition for the best looking stand.

Interhealth's Fiona McDonnell, said: "We are proud and

delighted to have been part of the Conch Festival and coming second in the overall event was a fantastic achievement.

"There are a lot of jokes about hospital food, but this just goes to show how good our catering is.

Congratulations go to our chefs, Keron, Michael and Anish, and to all our staff and volunteers who made the event such a success.

"Our stand certainly looked fantastic and there is no doubt in my mind that Interhealth Canada were the best in every department."



Tasty: The Refresh team take a break from serving up delicious conch at the 2010 Conch Festival

## Hospitals receive pats on the back

**P**RAISE for the two hospitals has been coming in from a variety of sources, some of which has a little unexpected.

Doug Parnell, leader of the People's Democratic Movement (PDM), has never been shy when it comes to ensuring islanders are receiving value for money from their healthcare service.

But as well as being an outspoken critic, the politician has also given 'credit where credit is due' as demonstrated recently.

Speaking at Cheshire Hall Medical Centre Christmas lights switch on, Doug said: "I would like to congratulate Interhealth

Canada on a truly stunning facility. The hospitals in Provo and Grand Turk must be doing a great job because I look around and see so many healthy people.

"I have heard many good stories about the hospitals and its dedicated staff."

Meanwhile, the state of the art facilities at Cheshire Hall and Cockburn Town Medical Centres are helping boost tourism numbers, according to Turks and Caicos Hotel and Tourism Association's CEO Caesar Campbell.

He explained: "As a tourist destination, one of our focuses is to ensure that all tourists who visit

our shores have access to the best healthcare, if needed, and that's something they now have.

"Medical services in the TCI have evolved tremendously in recent years with the construction of two state of the art medical centres, currently being managed by Interhealth Canada, a reputable global healthcare medical firm."

And visitor Mark Recornas from Los Angeles, is one of those

who checked out the medical facilities before booking his holiday in Provo.

"It's the first thing I did," added Mark. "I have a wife and young children and you need to know you are in good hands medically wherever you chose to go on vacation."

"Interhealth Canada are a huge name in medical services and so I had no hesitation in coming to the TCI."

## Interhealth praised for high standards

*Continued from page 1*

Canada in the past.

"We all of us bring to the hospitals our cultures and, given the very short time we've been a 'family' with differing needs and hopes, it was to be expected that our 'score' on this preliminary survey might not be high.

"However, we were all very pleasantly surprised to find that, despite our short life as a cohesive group, we actually did extremely well and were warmly congratulated by the surveyors for our achievements, which were also above their expectations of a new system."

Although subject to small changes, the results show that the two new medical centres are already compliant with approximately 75 per cent of all standards applicable.

The standards are at Gold, Platinum and Diamond levels with Diamond being the highest.

"I am pleased to say that we gained 17 Gold, 29 Platinum and 17 Diamond", revealed Roger, "with just 21 standards not yet met. We do not know how far we are from achieving these remaining standards but we do know that we cannot afford to rest on our laurels.

"We must work hard at improving those standards we have gained and achieving the remainder."

Among the key issues noted are that a new Interhealth Canada culture appropriate to the TCI Hospital should be developed.

Roger added, "this will require each and every one of us to begin to move forward from our current cultures and adopt what is good and reject what is not good in order to develop a true corporate and clinical cultural identity."

"We must also work in a holistic manner with respect for each other's professional abilities and requirements. We cannot work in silos."

While delighted by the findings, Roger was quick to point the finger of success at the staff at the two centres.

He said: "The success of this organisation in this preliminary survey is down to you all and I therefore wish to thank each and every one of you for a job well done.

"I would also like to take this opportunity to encourage you all to move forward to an even better future."

## Interhealth surgeon on the world cup trail

**C**ANADA'S Rugby World Cup preparations received a boost during a recent warm-up tour of Europe.

The North Americans won three of their four fixtures as they continue to build towards the sport's biggest competition, which takes place in New Zealand next autumn.

And helping the team stay fit and healthy on their travels was an orthopedic surgeon Joe Lemoine.

When he's not fixing patients at the Cheshire Hall Medical Centre, he's looking after his country's rugby players.

Joe, who used his own vacation time to travel with the side, said: "The trip went well. We hit the ground running in Brussels with twice-a-day training sessions to get the team ready.

"But all the hard work paid off with victories over Belgium, Spain and Portugal. The only defeat came against Georgia."

As head of medical staff, Joe has a busy schedule on tours, with little time for fun or sightseeing.

"During the first days on tour the medical staff reviews the status of the athletes", he explained, "with most of the professionals usually playing while recovering from some minor injuries.

"A typical day would be to



**Touch down: Joe Lemoine is helping prepare Canada for next year's Rugby World Cup**

discuss with the medical team, therapists and strength and conditioning coach the health of our sick or injured players and what activity in training they can do that day

"Sometimes we have to set up a special session for them such as working in a pool or gym, so they can get some training in without aggravating their injury.

"On match days we then set up medical facilities at the stadium, planning for any type of injury scenario. During this tour we had one significant injury in each game and so we were kept very busy."

He added: "All in all it was a good tour both from a fitness point of view and results. We were also able to blood some new players and so it was excellent preparation ahead of next year's World Cup.

"I was able to squeeze in a tiny bit of sightseeing, but the cold of Europe had me missing TCI."





Members of the Staff choir entertain guests at Cheshire Hall.



Interhealth's Roger Cheesman, left, and George Commander, with youngsters from the Provo Children Home.



PDM leader, Doug Parnell, meet Santa Claus at the Cheshire Hall switch on



Kathleen Bree, centre, hands over a cheque to representatives of the Ona Glington Primary School.



Cockburn Town choir in good voice.

# Christmas lights up for needy TCI youngsters

**C**HRISTMAS came early for children in Provo and Grand Turk, thanks to big-hearted Interhealth Canada TC staff.

Special youngsters from both islands were given the all-important job of helping switch on the festive lights at Cheshire Hall Medical Centre and the Cockburn Town Medical Centre.

In Provo it was members of the island's Children Home who did the honours, while pupils from the recently fire-ravaged, Ona Glington Primary School, were on hand to assist in Grand Turk.

Both organisations were presented with cheques for \$500

while in Provo, Interhealth Canada's international CEO, George Commander, matched that figure with \$500 from his own pocket.

Interhealth Canada TC CEO, Roger Cheesman, said: "Both Christmas Lights switch ons were wonderful events and I'd like to thank everyone who attended.

"In Provo we had guests such as Elmo from Sesame Street and PDM Party leader, Doug Parnell, while in Grand Turk were honoured to be joined by Consultative Forum chairman, Lillian Miskick, and Ona Glington Primary School head, Gwen Harvey.

"But our really important

guests in both centres were all the children. Christmas is about giving and remembering those less fortunate than ourselves and so it was pleasure to celebrate with our great friends from both Provo Children's Home and Ona Glington Primary."

He added: "Seeing their faces light up when Santa turned up with his sack full of presents was priceless."

Meanwhile, facilities director, Fiona McDonnell, was full of praise for what turned out to be the star attraction at the Provo event.

She explained: "When we decided to have a choir singing

carols, we went to head physiotherapist, Debbie Findlay-Clayton to see if she knew of one. Well that was on the Monday lunchtime and by Wednesday we had a fabulous collection of singers.

"Their performance was fantastic and really made the night special. Well done to Debbie for all her hard work and to the entire choir, who gave up their free time to entertain others. You were marvelous!"

She added: "And the same goes to all the guys in Grand Turk who also formed a choir at very short notice and were just as fantastic."



Family joy: Proud parents Shamire and Conroy with the twins

## Double joy for delighted Shamire

LIKE most twins, Zaden and Zyere Jackson will share a lot of things in their lives.

But bizarrely, the siblings will never celebrate their birthdays on the same day.

They might have been born only two minutes apart, but those two minutes were the difference between night and day.

Mum, Shamire Moore, receptionist and administration supervisor at the Cockburn Medical Centre in Grand Turk, gave birth to son Zayden at 11.59pm on August 7 with daughter Zyere arriving at 12.01am on August 8.

Now while Shamire and dad, Conroy, have been blessed with two beautiful and healthy children, they've also been landed with a huge dilemma.

"It's strange having their birthdays on two separate days," admitted Shamire, "because I'm not sure whether I will have two separate parties. And if I have one party for the both of them what day will we celebrate on?"

"But being born on different days is good in one way because they could not be any more different and have completely different personalities.

"Zyere is so happy and doesn't mind playing alone, whereas Zayden is the serious one who always wants to be the centre of attention. They also look completely different. I call them my night and day babies."

Despite wanting her babies born on her home island of Grand Turk, Shamire had to be flown to Florida where Zayden and Zyere arrived more than a month premature.

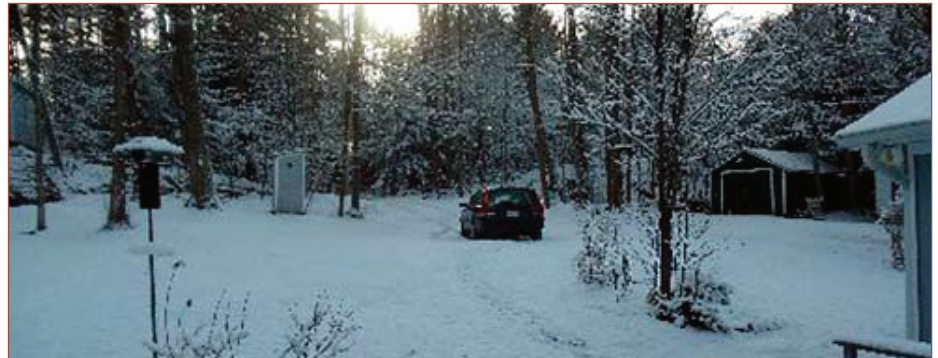
Shamire explained: "Although I came to the hospital for my regular visits I made the decision to have my babies in Florida because I was told I would not be going full term. I have a small frame and so carrying two babies was tough.

"But it wasn't a surprise because I come from a family of twins on both my mum and dad's side.

"My family have been so supportive and I would also like to thank my doctor, Dr Luis Gullien, who made house calls when I was stuck at home with chicken pox.

"Also thanks to my boss Fiona McDonnell who, with many others, made sure I was well taken care of and had me smiling on a regular basis. Conroy and I are so grateful."

She added: "Zayden and Zyere are blessings from God and I am so happy to be their mum. It's double trouble and double noise, but I also get double love which is great."



Winter wonderland: The snow lays deep and even outside Bill's cottage in Canada

## We're dreaming of a white Christmas

WHILE TCI basks in glorious sunshine this Christmas, spare a thought for some of our recently departed members of staff.

Take ex-procurement consultant Bill, Rosenitsch, for instance who spends most mornings shoveling the snow from the pathway of his beautiful cottage in Ontario.

"It's pretty cold up here now", reports Bill "and I do wake up some days dreaming of Grace Bay beach and the swimming pool at Flamingo Park.

"The cottage is situated on the lake and even that has now frozen up because it's so cold. But it does make for a beautiful scene especially with Christmas on the way.

"Talking of which, Merry Christmas to all my friends down there in TCI!"

Another country in grips of one of it's coldest spells for years is Great Britain, where life has ground to a halt on occasions due to heavy and unexpected snow falls.

Maternity consultant, Lesley Heelbeck, who spent a month in TCI earlier this year, said: "Living in the north east of England I am used to a bit of snow but I can't remember it being this bad so early in the year.

"The whole of Britain has been suffering and it certainly makes me think of TCI when I'm shivering in the cold!!"



Presents: Santa hands out gifts to the children of staff members



Smile: It's fun for everyone at the staff party

## Festive Fun at the ho ho ho-hospitals

STAFF have been in festive mood at the Cheshire Hall and Cockburn Town Medical Centres.

More than 300 of them and their families, enjoyed special Christmas parties thrown by bosses, Interhealth Canada.

Attractions included childrens' games, bouncy castles, bbqs and special visits from Santa Claus, who handed out gifts to all the youngsters.

Chief executive, Roger Cheesman, explained: "Every single member of staff has worked so hard this year to get the hospitals in Provo and Grand Turk up and running.

"Therefore it was our absolute pleasure to throw Christmas parties in their honour.

"Also it gave us a chance to thank family members who have supported our staff in every possible way."



## FINANCIAL TIMES

By Lauren O'Hanlon

# E Payslips

**D**uring the busy Holiday season you may have found yourself wondering where have the payslips gone?

During November the finance team worked hard to move from a paper-based payroll system to an upgraded electronic system so you can view your pay details online on the intranet.

We've had a few hiccups and it's taken a bit longer than expected, but we're absolutely thrilled to report that by January 2011 we'll be fully electronic.

That means no wasting paper, no carbon footprint, no room for confidentiality breach with payslips lying around and on time, real time, pay information.

Reimbursements: Know Your Code

Ever asked yourself why you have to fill in so much paperwork?

And surely you've wondered why is finance asking me to fill in all of these codes?

Well for one thing, it will help

you get reimbursed faster if we have the correct information. If we know how to contact you, which department (cost center) you are in, your extension and your line manager, then it will help to create a better work flow and you will ultimately receive your reimbursement faster.

We do our best to process reimbursements as quickly as we can. However sometimes there are levels of approvals that need to take place before we can release the payment.

Sometimes these take weeks to process! Please always be patient and to follow up directly with your manager first, and then with finance if there are any problems.

While we can't guarantee a one-week turn around, we strive to make that happen and do our best to ensure at least a two-week workflow.

Happy Christmas and a prosperous New Year to all from the finance team.

## Café Corner

By Anish Thomas



### Conch Festival 2010

IT WAS hard work, but it was worth it. I'm talking about the 2010 Conch Festival in Blue Hills.

We knew when we entered Refresh, we'd be up against it and that was certainly the case. There were some fantastic restaurants and eating places that took part and so to come away with second place overall, was fantastic.

Well done to all the Refresh staff and also to the Interhealth staff who helped out on the day. Our stand was without question the best in show and long queues of people lining up to taste our Conch shows just how good we are when it comes to catering.

### Christmas parties

While on the subject of thank yous, can I also say a big one to all the Refresh staff following the recent Christmas events and parties.

Feedback from both the Christmas lights switch ons and the staff Christmas parties has been fantastic with the food and refreshments having proved a tasty hit in both Provo and Grand Turk.

Thanks again to everyone who worked so hard to make these functions such a success.

### Festive menu

With Christmas just around the corner, the kitchens in both Provo and Grand Turk are taking on a festive feel.

The menus leading up to the big day will include traditional seasonal fare, with roast ham, roast turkey and Christmas cake to mention but three delicious options.

Check our daily menu boards for more details.

### Foods from around the world

Our themed Fridays have proved a big hit among diners with Indian, English, Jamaican, Canadian and Australian menus so far.

We will be continuing the international flavour in the new year and so again, check our menu boards on a regular basis.



Ladies man: Marlon is heading for pastures new

## 'Magic' Marlon's moving on

CHESHIRE Hall's physiotherapy department is losing one of its most popular members of staff.

Marlon Uy, affectionately known as Magic Marlon, is heading off for a new life in Vancouver, Canada.

Boss Debbie Findlay-Clayton, said: "It's a real shame to be losing Marlon because he's a great physio and a great member of the team. He is popular with both

colleagues and patients and his experience and skill will be badly missed.

"In the end I don't think he could cope with working with three Jamaican women if the truth were known, but we were always very gentle on him.

"But seriously, we thank Marlon for all he's done and wish him much luck and love in the future."



## Behind the beard

So did you guess who that was playing Santa Claus on the front cover? That's right, it was popular chef, Keron Waugh who got all dressed up to wish everyone a very merry Christmas and a happy new year. And that's also the message from me and all the refresh team at Cheshire Hall and Cockburn Town.

## GETTING TO KNOW YOU

## Debbie Findlay-Clayton

— HEAD OF PHYSIOTHERAPY

**I**F IT'S service with a smile you want then look no further than Cheshire Hall's physiotherapy department.

Sure, you hear a lot of screaming coming from behind those closed treatment room doors, but rest assured the physiotherapists are happy in their work.

And when you meet their boss, it's not surprising there's a lot of smiling going on.

Head of department, Debbie Findlay-Clayton, wears the sort of infectious grin that rubs off on all she meets. "Smile and the world smiles back at you" is one of her mottos. Born in Jamaica, Debbie left school and began working in a bank. But it wasn't long before she began to gain an interest in physiotherapy.

"There were four reasons for wanting to become a physiotherapist", she explained. "First my mother said that working in a bank was a job and that what I actually needed was a career.

"Then a friend from high school started studying physiotherapy and telling me all about it, and the romantic book I was reading at the time featured a physiotherapist as the main character.

"And when I watched the film, *Regarding Henry*, which also has a physiotherapist in it, I figured that someone was trying to tell me something and so that was that."

Debbie left the bank and spent the next few years studying at the Caribbean's only English-speaking school of physiotherapy in Kingston.

And after graduating with flying colours, she landed a position at Jamaica's Mandeville Public Hospital.

In 2001, Debbie, who is married with three young sons, spotted an advert online from the TCI Ministry of Health.



Chorus line: The physio girls, from left, Shareel, Debbie and Natoy

She said: "It was advertising for someone to go to Grand Turk and set up a physiotherapy service over there and so I applied and got the job."

After three years, she was transferred to Provo before returning to the Mandeville Public Hospital for 18 months in 2005. Then it was back to the Myrtle Rigby Medical Centre until the arrival of Interhealth Canada earlier this year.

"I love my work", she added. "The feeling you get when you help put someone back on the road to recovery is fantastic.

"I'm also lucky to be part of a great team which features Netoy Dilworth and Shareel Dixon-Anderson in Provo and Camille Marshall in Grand Turk".

**Q & A**

**If I weren't talking to you right now I'd be...**

Seeing a patient I expect. If not I'd probably be catching up on some paperwork.

**A phrase I use too often...**

Oh dear Lord! I say it all the time and don't realise I'm doing it.

**I wish people would take more notice of...**

People less fortunate themselves. Instead of turning the other cheek, we should all make time to speak to those who are not as privileged as we are and listen to and understand their needs and requirements. The other thing I wish people would take notice of is the sign in our reception area asking patients to turn off their mobile phones during treatment!

**The most surprising thing about me is...**

That I can't ride a bicycle. When I was young I thought I had nice legs and didn't want to cut or graze them and so I refused to learn to ride a bicycle just in case I fell off

**A common misconception about me is...**

That I'm a soft touch, a push over. I might come across as a happy, smiley person but I can be very tough when I have to be and very stubborn, especially when I am right. I'm a doer, the sort of person who can be relied on to get things done. And you don't get things done by being a soft touch.

**I'm good at...**

My job – that's what I pride myself on. But everyone who knows me would probably say



Service with a smile:  
Debbie Findlay-Clayton

I'm pretty good at talking too!

**My ideal night out would be...**

Watching a good play, movie or musical with family or friends, especially period dramas such as *Pride and Prejudice*. What's also nice is meeting up with my really close friends and just sitting and chatting over ice cream.

**In moments of weakness I...**

Escape in a trashy chick flick or romantic comedy.

**You know me best as a physiotherapist but in truer life I would have been...**

A housewife. I grew up with this idealistic dream of settling down, having children and baking cakes all day. The realities of life are a little harsher than that but it was a nice dream while it lasted.

**The best age to be is...**

The age you are now

**In a nutshell, my philosophy is...**

Trust in God, let and let live and be kind to everyone you meet. Always remember that what goes around comes around and smile and the whole world smiles back at you.

**I'll tell you a joke...**

A doctor is talking to a car mechanic:

"Your fee is several times more per hour than we get paid for medical care."

"Yeah, but you see, doc, you have always the same model, it hasn't changed since Adam; but we have to keep up to date with new models coming out every month."

## WE'RE NEW

## Peter Nicholson

**TITLE:** HR manager

**HOME:** Edinburgh Scotland

**CAREER TO DATE:** British Army officer; HR manager Capel-Cure-Myers, City of London; HR manager RR Donnelly Printers, Gateshead; change consultant, Standard Life, Edinburgh; HR manager Airwork Vinnel Muscat Oman; group HR manager Al Faisal Holdings, Qatar, HR director Royal Hayyat Hospital Kuwait; senior manager compensation and benefits EMAL, Abu Dhabi; freelance change consultant, Edinburgh.

**INTERESTS:** Squash, tennis, skiing, rugby, golf, travel, reading, music

**OBJECTIVES:** To support the CEO in making the TCI hospitals the leading medical facilities in the region by utilising its people skills.



## Barbara Ferguson

**TITLE:** Catering supervisor, Refresh

**HOME:** Bahamas. Moved to TCI in 2003

**CAREER TO DATE:** Worked in restaurants in the Bahamas before becoming a chef here at Beaches. I have also worked as a chef on Ambergris Cay

**INTERESTS:** Track and field, basketball, meeting people and cooking.

**OBJECTIVES:** My aim with Refresh is to help maintain the excellent standards and make improvements where I can. My long-term goal is to one day become a nurse and help save people's lives. Hopefully, an opportunity may arise in the future, but in the meantime I am just so grateful Interhealth and Refresh have put their faith in me and I am determined to reward that faith.



## Mary-Jo Bryant

**TITLE:** Purchasing manager

**HOME:** Born in Dearborn, Michigan. Family moved to Mississauga, Ontario, when young, and have lived in Oakville, Ontario for 25 years, raising two children.

**CAREER TO DATE:** Have worked in the materials management healthcare sector for over 30 years, predominately in management positions throughout the Greater Toronto area. Have been part of implementation team for three large regional hospital groups in Ontario, the most recent being Shared Service West (SSW), which is comprised of eight hospitals

**INTERESTS:** Golf, concerts, gardening and travel. Volunteer for dog rescue group in Ontario and also have been on the Multiple Sclerosis Walkathon Committee in Oakville for more than 10 years.

**OBJECTIVES:** My goals while working for Interhealth Canada (TCI) Ltd is to reduce costs that are associated with the consumables that are required for patient care, without compromising quality. Also maximise and stabilise on logistical relationships to ensure timely receipt of our orders.



## Say hello and wave goodbye

INTERHEALTH Canada TC extends a warm welcome to all those members of staff who have arrived in the TCI over the past few months.

Among them are purchasing manager, Mary Jo Bryant and HR manager, Peter Nicholson.

Others include general surgeon Christopher Valentine, paediatrician Lorena Soler, ER physician Duayne Storm, radiographer Jose Abaya, physiotherapist Shareel Dixon, RN Simone Ruddock, PA to CM Carol Theophanous, chef Andre Smith and catering supervisor Barbara Ferguson.

There have also been a number of locums and consultants who have spent time in the islands, such as maternity expert Lesley Heelbeck, laboratory officer Peter Anderson and paramedic Pat Riel, from EMS, to name but three.

Meanwhile the last couple of months have also seen us say goodbye to a number of personnel. And sadly there are more departures on the horizon.

Among those heading to pastures new is popular senior phys-

iotherapist, Marlon Uy.

"I have enjoyed my time in TCI," said Marlon, who leaves Provo on December 22, "and I have made a lot of friends who I am going to miss.

"Hopefully I'll be coming back to visit in the future but until then, I'd like to thank everyone for their kindness and wish you all well for Christmas and the new year."

Others who have moved on include dentist, Dr Bruce Robertson, pathologists Dr David Harris and Dr Michel Trudel, general surgeon. Dr Roger Mason, internist Dr George Northrop, RN Ricardo DeBelen, physiotherapist Elizabeth Fennel, radiographer Christina McDavid, telehealth officer Lynn Guscott, patient services, Cyre Ferguson and HR manager, Nick Ofield.

From the catering department we have lost Celia Parnell, Loathe Arming, Sydney Steward and Grace Mallory while porter Sebastian Pennant and clerical assistant, Daphne, Alcime, have also left.

## 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.