

# THE INTERVIEW



## TCI HOSPITAL LAUNCHES 'READY' PROGRAM

Students across the Turks and Caicos Islands will soon pick up internships in all areas of health care, thanks to TCI Hospital's 'Ready!' program that is being developed in conjunction with the Ministry of Education faculty in the Science and Business Studies Departments and the Guidance Counselors in all TCI schools. The goal of the program is to educate students about the complexities of a healthcare delivery system and the many jobs that are available within these settings.

The program was rolled out October 8<sup>th</sup>, 2014, beginning with the H. J. Robinson High School on Grand Turk, will run in two phases. Phase One includes school tours, presentations and discussions on the wide range of careers in both clinical and non-clinical areas. In Phase Two, students who have shown a serious desire for a career in healthcare and have selected subjects in these disciplines for completion in their senior year, will be selected to participate in an intensive mentorship, coaching and practical application experience involving senior level staff at the Hospital. Selection will be based upon criteria developed together with the schools.

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### Mission

To provide the community and its visitors with high quality healthcare.

### Vision

To improve the nation's health through the development of a substantial and accessible health care system

### Values

We value ethical and respectful behaviour, honest, accountability and excellence in all we do.

## TALKS WITH TCI POLICE

"It is very encouraging how both parties have embraced the opportunity to meet and it is hoped that this dialogue further augments the collaborative relationship between the hospital and the Royal Turks and Caicos Islands Police Force".

*Dr. Denise Braithwaite*

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# VERNESSA FORBES AND MARYLEE WILSON to be certified Medical and Billing Coders.

The demand for billing and coding professionals is growing throughout the healthcare industry and TCI hospital is making that dream a reality for our patient services administration staff. Hats off to Vernessa Forbes and Marylee Wilson, who have completed a billing and coding course through Ashworth College in the USA. Both Forbes and Wilson have completed the six months course in record time, and obtained a perfect 4.0 grade point average.

It was an opportunity Forbes was glad she took. She said, "It's all about balance. Working full-time while also studying full-time clearly requires a lot of effort. There are times when you feel exhausted and stressed out while studying and working full-time, but it's important to evoke your motivations for taking this approach, and continue the journey and never give up. Winners never quit and quitters never win."

Provisions for study time are currently being worked out for the ladies to for their certification exam, through the National Health Career Association in the USA. Once successful, Forbes and Wilson will be certified as Medical and Billing Coders..

Patient Administration Manager Straudy Jackson said, "In keeping with the global standards and accreditation in healthcare, a certified billing and coding professional is the first line of defence within the hospital against noncompliance, helping to prevent legal difficulties with the

medical records department within the hospital. This person ensures accuracy in the billing system providing correct procedure codes as well as "accuracy of diagnosis coding" by collecting and analyzing vital statistical information that is necessary to the delivery of quality healthcare".

Jackson went on to express pride in her team ending with words of encouragement, "I am extremely proud of Vernessa and Marylee as they have shown that determination and hard work really pays off, they both play an integral role in the department's success as they continue to work hard, embrace change, take on additional responsibilities and challenge themselves to think outside of the box and beyond their normal comfort zone. They are to be celebrated for their accomplishments especially since they have only been here for just over a year. I am looking forward to the other Patients Services Associates who will also embrace the opportunity to enrol in the billing and coding course."

**GOOD LUCK AND  
CONGRATULATIONS  
FROM EVERYONE AT TCI  
HOSPITAL.**



## CTMC gives back to the H. J. Robinson High

Our team at the Cockburn Town Medical Centre recently presented the Helena Jones Robinson High School in Grand Turk, with over \$1500 dollars in cash, towards the purchase of an electric school-bell.

The much needed funds were raised during this year's Nurses' Week celebration, a "Nurses in Concert" event, where nurses displayed their talent through dance and song. The nursing staff was well supported by Primary Health Care and Wellness Centre teams.

Site Director at the Cockburn Medical Centre Meleck Cummings said, "We would like to use this opportunity to express appreciation to everyone who made contributions towards the concert; they include our MC, Huntley Forbes JR, Father Mark Kendall and the Anglican Church Family for providing the venue."

Principal Rienwald Lewis said, "The delivery came as so much of a surprise. We are extremely grateful to Mr. Cummings and the TCI Hospital team, for taking the time to get to know the students of the H. J. Robinson High School, recognize our needs, and embrace our mission."



# TALKS WITH TCI POLICE

Positive talks are currently in place with officials of the Royal Turks and Caicos Islands Police and Senior Management at TCI Hospital in support of creating a safe, inclusive and secure environment for staff, patients and visitors, so that the uninterrupted delivery of quality healthcare can be guaranteed at all times. Ideas on how to better manage crowd control, and concerns of verbal and physical abuse against hospital staff were discussed.

Speaking on the discussions, Chief of Medical Services Dr. Denise Braithwaite said these talks are headed in the right direction, which can only benefit the community, of which the hospital is a key part. Dr. Braithwaite added, "It is very encouraging how both parties have embraced the opportunity to meet and it is hoped that this dialogue further augments the collaborative relationship between the hospital and the Royal Turks and Caicos Islands Police Force especially in the area of relevant protocols for the Emergency Department".

Police Commissioner Colin Farquhar said, "I am looking forward to working closely with TCI Hospital to ensure that it is a safe and secure environment for staff, patients and visitors. These talks also reflect the strengthening of co-operation between TCI Hospital and the Royal Turks and Caicos Islands Police Force to provide a safe environment and a high standard of care to the communities of the Turks and Caicos Islands." Discussions are ongoing.



## IM&T TEAM GETS ADDITIONAL TRAINING

The IM&T team is stepping up their game. If you've done your research into current IT certifications, you'll see that Information Technology Infrastructure Library, or ITIL, is near the top of the list. The IM&T teams at the Cheshire Hall Medical Centre and the Cockburn Town Medical Centre have successfully completed the first level of ITIL qualifications. Congratulations to IM&T Manager Ryan Smith and his team: Lovell Ingham, Detorrie Tennant, Nerissa Lewis, and Perfecto Sevillejo.

"This level of ITIL qualifications introduces standards to IM&T, and allows us to maximize product effectiveness and reduces response time", said Ryan Smith, IM&T Manager. He added, "ITIL is so important because it provides a framework to identify, plan, deliver and support IT services. We are proud to be a part of an organization that is always looking to improve its IT operations management. It is important to continuously make these strategic investments in tools that lower management costs, boost service quality and reduce risks."

ITIL is proven and used worldwide, to improve customer satisfaction and relationship, to better reliability and quality of service, to enhance the optimization of service delivery across the supply chain and create a competitive advantage through value creation and agile change.





## MESSAGE FROM THE GENERAL MANAGER

As an organization in early development, Hardwiring Excellence gives us an insight on how we can create the opportunity for sustaining a culture of service and operational excellence. By implementing small but simple changes within our organizations we can ensure better customer service; build strong leadership, align our organisational values, goals, and results; increase communication; reward and recognize individual success while also requiring accountability of our actions. For many who work in health care, overwhelming business pressures and perceived barriers to change have nearly extinguished the flame of passion to help others but by making some simple changes we can succeed in **SERVICE, QUALITY, PEOPLE, FINANCE and GROWTH.**

**Martin Dawtry, GM**

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Education and Training Manager Mrs. Jacqueline Moe- Cox said, "I am extremely pleased to be associated with this internship program 'Ready' where the TCI Hospital is partnering with the education stakeholders to provide the youth of this nation with all the information that they need to prepare them to exploit job opportunities in clinical and non-clinical services in the Hospital. The launch session at the H.J.H Robinson High School on Grand Turk yesterday has emphasized the need for this exposure so that students in the upper school fully understand that careers in health care expand beyond generalist roles like nursing and doctors.

*"I fully endorse this partnership with TCI Hospital"*

*Hon. Akierra Missick*

Also making a presentation and a part of the team visiting the schools, Chief of Medical Services, Dr. Denise Braithwaite-Tenant said, "The 'Ready!' program is a critical component of our strategic plan goal to attract and retain top talent. I believe the program presents an ideal opportunity and major advantage of starting a career with TCI Hospital to develop practical skills in a wide variety of specialties; it is a great start."

Praising the initiative was the Minister of Education, Youth, Sports and Culture, Hon. Akierra Missick. Hon. Missick said, "I fully endorse this

partnership with TCI Hospital. I am thrilled to see students from every community given the opportunity to receive the practical and theoretical insight into working and learning within a hospital setting. This is a valuable educational experience for those students who are interested in the healthcare field and an excellent launching pad for the healthcare workforce of the future".

Also making presentations were Human Resource Manager of TCI Hospital, Edwin Taylor and Site Director at the Cockburn Town Medical Centre, Meleck Cummings. The second phase of program "Ready" is set for summer 2015.

## BIRTHDAY CORNER

Jyothi George, Carmette James, Aneka Dean, Lennessa Comrie, Beanca Clare, Isableo Cuadras, Denwell Cox, Barbara Ferguson, Donneka Hall, Oneil Ruddock, Veronica Rigby, Shantell Gardiner, Basillia Otuonye, Aileen Cagauan, Renay Robinson, Soliman Raafat, Elinore Zaguirre, Lorena Soler, Tamara Johnson, Clarita Tucker, Magdala Hyppolite, Shamire Moore, Barbara Saunders Venice Brooks, Julie Togie, Martin Wintz, Rafeeza Seecharan



# SUCCESSFUL FLAG RISING AT CTMC



On Tuesday 30 September 2014, dignitaries, staff at TCI Hospital and members of the Grand Turk Community gathered at Cockburn Town Medical Centre to witness for the first time, the national flag hoisted as part of TCI Hospital's four year anniversary celebration. The ceremony attended by His Excellency, Governor Peter Beckingham and his wife Mrs. Jill Beckingham and invited guests, were given the opportunity to unite in celebration, while witnessing a unique display of the country's flag flying high.

Our Chief of Medical Services, Dr. Denise Braithwaite said the Flag rising at both the Cheshire Hall Medical and the Cockburn Town Medical presents a chance to build community pride.

Dr. Braithwaite added, "The TCI Hospital is a product of the vision of the leaders and people of the Turks and Caicos Islands. It is our desire for excellent health care for its citizens, residents and visitors that come to our beautiful shores. We have an investment interest in insuring the sustainability of these services, excellence in service, value for money and the growth of our local health care capacity.

His Excellency, Governor Peter Beckingham in bringing remarks, praised the Cockburn Turk Medical Staff for the quality of care he had received in the past. Governor Beckingham added, "This hospital obviously is a really important arena for Turk and Caicos, for Grand Turk in particular; especially for the local community and visitors. It's a pleasure to meet people from InterHealth Canada and thank you for inviting us"

## **CEO Commends new Pavisse System**

Also in attendance was the Honorable Hugh Derek Taylor, Mrs. Portia Clark- Deputy Permanent Secretary and Director of Health Planning, Dr. Therese Maitland.

The ceremony wrapped up with a tour of the Cockburn Town Medical Centre, led by our CEO Jill Magri, Chief of Medical Service, Dr. Denise Braithwaite, and Meleck Cummings, Cockburn Town Site Director; followed by refreshments catered by 'Refresh Café'.

After announcing the implementation of Pavisse™, a cutting-edge electronic incident management

system in August at both Cheshire Hall Medical Centre and Cockburn Town Medical Centres, CEO of TCI Hospital, Jill Magri has commended all staff who are reporting incidents. "After a thorough review and feedback, it was determined that Pavisse was the right system to leverage our patient safety initiatives." Since implementation, we have already seen a four-fold increase in the numbers of incidents reported, which means we have a four-fold increase in learning opportunities to make our organization safer for our patients and for our staff.

TCI Hospital is the first in the Caribbean region to adopt the unique IT system which is designed to support the hospital's goal to continuously enhance its delivery of high quality patient care.

"Pavisse will help us better track and manage incidents, develop corrective action plans, determine the root cause of incidents, conduct peer reviews and perform audits. All of these activities will help us to investigate promptly and resolve any concerns our patients may have and improve the quality of care provided to them." said CEO Magri.



# MESSAGE FROM THE CEO

Welcome to another edition of our Employee newsletter. I want to reinforce some messages from our September Town Hall meetings and share what we are doing with our Strategic Plan. We are now breaking all of our operations plans into five important Pillars: Service, Quality, People, Finance and Growth. For today I'll describe what we are doing in the first two pillar areas, Service and Quality:

## Service

1. We will launch mandatory customer service training for all staff
2. We will develop a Leadership Development Institute for managers, to occur two times/year
3. A multidisciplinary staff team will develop our TCI Hospital "Standards of Behavior"
4. We will do "Hiring for Service" training for our managers
5. We will begin a process of "Rounding for Outcomes" for managers, senior leaders and ancillary/support departments.

## Quality

1. We will complete the OB/GYN and Family Practice service reviews and initiate reviews in Physiotherapy, Diagnostic Imaging, the Visiting Consultant program and laboratory
2. We will develop a culture of safety (a "Just Culture") throughout the organization, supported by the implementation of the Pavisse risk management/incident reporting system
3. We will train all departments on use of the Rapid Cycle Improvement process
4. We will update the Quality Framework and Risk Register
5. We will develop care pathways for common critical diagnoses
6. We will strive to develop a culture of continuous quality improvement throughout our Hospital. This will begin with two courses in October: "Advancing Quality through Measurement" and "Physician Engagement in Quality Improvement".

Yes, TCI Hospital family, as Charlie Brown said, the flood

waters will (and did) recede! My thanks go out to each of you who did everything possible to get to work and help others get to work, so we could care for our patients and our Hospital during the recent flooding. You all came together as an incredible team and I continue to be inspired by each and every one of you!

One final quote, from a gentleman named Jared Kintz: "I love it when the streets near my house get flooded, because it's the only time I can go out and walk my fish!"

## WHAT'S HAPPENING

October 16<sup>th</sup> – Fitness Challenge

October 23<sup>rd</sup> – Affiliation Agreement Ceremony

October 25<sup>th</sup>- Footsteps for Good TCI

November 1<sup>st</sup>- Corporate Fitness Challenge

December 16<sup>th</sup>- Staff Party