

THE INTERVIEW



TCI HOSPITAL TURNS 5!

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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, honesty, accountability and excellence in all we do.



ALOHA!!

Most foreign languages have a word for “goodbye”: zai jian (Mandarin Chinese), adieu (French), auf wiedersehen (German), shalom (Hebrew), arrivaderci or ciao (Italian), adios (Spanish), hejda (Swedish),

GOODBYE FROM THE CEO

dag (Dutch), ja mata ne (Japanese), babay (Haitian Creole), kwaheri (Swahili) and totsiens (Afrikaans). But the language I like best is Hawaiian. Why? Because the word “aloha” not only means goodbye, it also means hello. In Hawaii it also stands for an emotional state – for love, affection, peace, compassion, mercy and mutual regard. “Aloha” extends warmth in caring, with no obligation in return.

You have all been a wonderful part of my life for the past 2-1/2 years, and you will be greatly missed. You have

also been a wonderful part of the Turks and Caicos Islands Hospital. I have great confidence that you will keep taking it in a positive direction, enhancing this great organization with a collective spirit of continuous quality improvement.

To all of you, I say “Aloha” (goodbye). I pray that you each will have nothing but love, affection, peace, compassion and mercy in your lives; until we meet again, when I can say, “Aloha” (hello)!!!

Jill Magri CEO



MELECK CUMMINGS FAREWELL

Dear All,

As you already know I resigned from the position of Site Director, Cockburn Town Medical Centre. My resignation is effective from April 29th 2015. I must say that such a decision was hard for me but it was a step I had to take. I am presently in Providenciales preparing to leave the Islands on Tuesday, April 28th 2015. I decided to pen down this letter to let you know that these 5 years of our association is an unforgettably wonderful experience of my life. If not

for your support and co-operation, we couldn't have made it to where we are this day. Please continue to remember your job purpose and let that be your drive. For those not in the know, I had an opportunity to work at the old hospital (which was known as Grand Turk Hospital) with some staff members presently serving at TCI Hospital. It was there where the foundation stone to my career and life in Beautiful by Nature Turks and Caicos Islands was carved. The days at Grand Turk Hospital was shaped with due respect for each other regardless, along with many other qualities that encourages staff.

My time at TCI Hospital was also rewarding in many ways. I was able to work closely with most of you and together we were able to achieve positive outcomes. May I use this means to express my appreciation for opportunities and exposure I've

received in all these years. I'd like to thank all of you, especially my nurses for their commitment and support. The nurses I worked with in TCI are simply the best group I have ever met. They are all so talented and not afraid to display their talents. The empathy you've shown when I had to take decisions that weren't much in favor of you and so much more that you've done to make my life easy and stress free was always appreciated. The kind of professionalism and discipline you've always maintained at work made my work life easier.

No matter where I am, wherever I be, in my heart you'll always remain my family. Do be in touch and please feel free to reach me at my personal e-mail which is meleck_c@yahoo.com.

My prayer will always be for God to Bless and Guide everyone.

TCI HOSPITAL TURNS 5!

On April 10th, the five-year anniversary of the Turks and Caicos Islands Hospital was marked by a small ceremony in the lobbies of the Cheshire Hall Medical Centre in Providenciales and the Cockburn Town Medical Centre on Grand Turk.

Dubbed a success on both sites, Chief Executive Officer Jill Magri, in her speech to those in the audience, recounted the successes and achievements of TCI Hospital over the last five years. Magri also spoke to the importance of building local career capacity in the future. She said, "We will continue to work with TCI schools to provide information about the broad range of careers in healthcare and have recently signed an important affiliation agreement with the TCI Community College to further train and build local career capacity. She added, "We look forward to Honourable (Akierra) Missick continuing to build scholarships to help support further career building within the TCI's healthcare industry."

During his remarks, Premier of the Turks and Caicos and the Minister of Health, Hon. Dr. Rufus Ewing encouraged TCI Hospital to continue to promote partnerships with the community and other relevant bodies as well as with the Government. He added, "In the Ministry of Health we are partners with you, the ones who were contracted to deliver service on behalf of the Government. Sometimes it may get rough, sometimes it may get rocky, and sometimes we may agree to disagree, but that's how it goes in partnerships, good times and bad times but at all times we must keep our eyes on the goal and on the prize as to why we are here."

The event was also attended by the Deputy Premier, Hon. Akierra Missick a number of community partners, representations of the National Health Insurance Board, The Ministry of Health and Human Services and the Hon. Derek Taylor and Shadow Minister of Health, the Honourable Edwin Astwood. See highlights below.





INTERIM CEO DR. ERIC PARSONS

Dr. Eric Parsons has been appointed to the position of Interim CEO while a permanent CEO is recruited. Dr. Parsons is InterHealth Canada's current Group Chief Medical Officer and a former Group Chief Executive, and he is very knowledgeable of the Turks and Caicos Islands Hospital

organization, having been involved in some of the early contract design work here with TCIG. Please extend to him a very warm and enthusiastic welcome.

FM EMPLOYEE OF THE MONTH

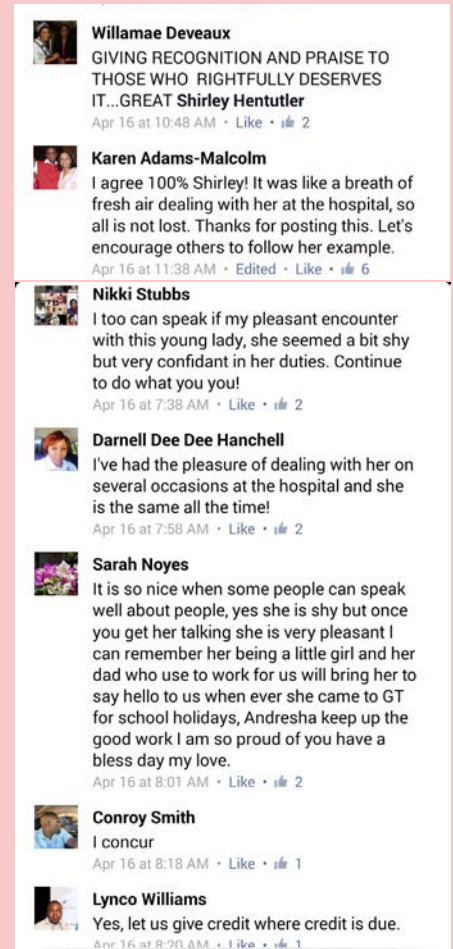
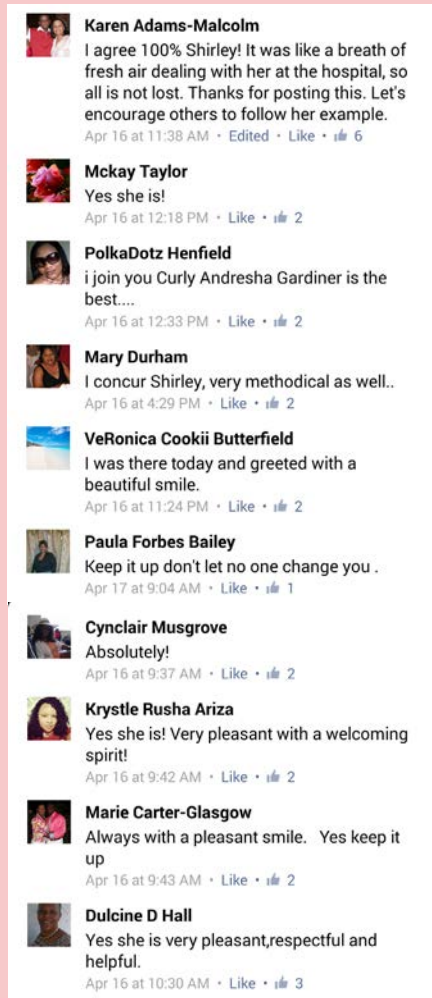


Beyond the call of duty... Facilities Management is recognizing Amos Carice as its Employee of the Month for March at the Cheshire Hall Medical Centre.

Amos has been working with the FM team for the past five years as a Porter. He is an outstanding and hard working member of the Portering team. Amos earned this important award by showing how reliable he is. Amos never says no when asked for assistance. He is respectful and supports his team without hesitation. During the month of March Amos worked extremely hard, and was reliable to cover shifts for staff who called in sick. Amos covered six sick days, suspension days and even pulled a double shift. Congratulations to Amos Carice from Facilities Management and staff of the Turks and Caicos Islands Hospital.

SHOUT OUT TO ANDRESHA GARDINER FOR HER GREAT CUSTOMER SERVICE SKILLS

The Turks and Caicos Islands Hospital would like to salute Andresha Gardiner for her great customer service skills. See testimonial below:



HOSPITAL GARDENING CLUB

The FM team will be launching a Gardening Club for TCI Hospital employees to develop a piece of land at the rear of the Hospital.

Once the area is established, our aim is to develop this space into a community garden and open it to the public. Interested Club members will have the opportunity to be the organizers and educators for the project.

This is a new and exciting project, and we are looking for volunteers prepared to give two hours or more each week of their time to support.

This should appeal to both people who are either interested in a few hours of gardening, and also for those who would like to get involved

in a more involved project. The aim is to develop our area from its humble beginnings all the way through to full launch to the community!

The club is free, and offers the following benefits:

- Opportunity to be either part of the group responsible for planning and shaping the project..... or simply to garden in your spare time
- Regular exercise without a trip to the Gym
- A chance to meet new people and start a new hobby
- To learn about native plants and cultivation of crops

- Gain gardening skills that you will keep for life
- Networking with others interested in gardening
- Seed and cutting share scheme
- Access to expertise from DEMA representatives
- Involvement in up and coming projects including keeping chickens and beekeeping

If you are interested please contact Karen on 232 4017 for more details



VERNESSA AND MARYLEE, OFFICIALLY RECEIVE MEDICAL CODERS CERTIFICATES

Congratulations to Patient Service Associates Vernessa Forbes and Marylee Wilson, who have received their certificates of completion in Medical Billing and Coding from Ashworth College.

Forbes said that medical coding is like learning a whole new language and it could get difficult, but she knew accuracy is critical for patient records, treatment and insurance purposes. That inspired her to work hard and excel in her studies. "It was a challenge to study while having a full time job, but now I feel like I can do anything. I am happy for the opportunity and I'm looking forward to more opportunities," said Forbes. "It was meant to be!"

Marylee Wilson (who graduated with honors) said, "Learning something new is always hard, but I knew that the skills we were developing would have a positive impact on my life and the lives of patients entering the Turks and Caicos Islands Hospital. I am more than grateful for this opportunity to study and hope to put the knowledge learnt into practice". It is a proud moment according to Wilson, "I feel a sense of pride as we have increased the numbers of locals who specialize in the medical billing and coding area"

"Medical Billing and Coding is a critical function in the healthcare industry today", says Patient Services Manager Straudy Jackson.

She added, " I am proud that these ladies have stepped up to the plate and excelled."

Both ladies are currently preparing for the medical bill and coding certification exam in the coming weeks.

"I am proud of these ladies have stepped up to the plate and excelled."

Straudy Jackson



Marylee Wilson



Vernessa Forbes

SUCCESSFUL ACCREDITATION SURVEY



The Turks and Caicos Islands Hospital has been successful in being granted Accreditation for three more years. Though there is further follow-up we must still do, this represents a significant achievement for our organization. This was the first triennial re-survey following our initial accreditation in 2012 and it involved an assessment of the hospital's performance against over two thousand (2,189 to be exact!) quality and performance standards. Many of these standards had been enhanced since 2012 and 361 were completely new from any standards identified earlier. This addition or enhancement of standards is further demonstration of Accreditation Canada's (and our Hospital's) commitment to the process of continuous quality improvement. Our success in this process is indicative of all the hard work done by you, the dedicated staff of the hospital, in the delivery of healthcare on a continual basis; you and the nation of the Turks and Caicos Islands should feel justly proud. We are one of only 2 hospitals in the entire Caribbean that enjoys international accreditation, so we can feel very special!

We are still awaiting clarification from ACI regarding our performance at either a gold, platinum or diamond level. They have told us that process may take up to thirty business days before a decision is rendered, but the IMPORTANT message is that we retained our accreditation, which is a requirement we have under the terms of the Project Agreement with the TCIG. What is important now is that we do all we can do to ensure we are always in a state of continuous readiness. The accreditation process is ongoing, it doesn't stop and then restart 3 years later! Remember, we are not preparing for the next survey, we are always preparing for the next patient who comes in through our door! – **CEO Jill Magri**



TCI Hospital

THANKS YOU



International Doctor's Day, is an internationally recognized event, held annually around the world on March 30th. The Turks and Caicos Islands Hospital is joining the rest of the world, setting aside this day to recognize our physicians for their dedication and hard work. We would like to express our thanks and appreciation to our local team of physicians that works so hard to serve our TCI community and visitors. Thank you for having chosen to work at the Turks and Caicos Islands Hospital.

MEDICAL TECHNOLOGIST WEEK OBSERVED AT TCI HOSPITAL



Every day, medical decisions are based on data generated by highly skilled Laboratory Professionals who take pride in the work they do. The Turks and Caicos Islands Hospital, in conjunction with the National Public Health Laboratory and Accu Diagnostics, joined the rest of world in observing Medical Laboratory Professionals Week April 18th – 25th, under the theme “Laboratory Professionals Get Results”. The focus of this year’s event was to educate the general public about the profession and provide continuing education.

“This is also a time to highlight all laboratory professionals in the Turks and Caicos Islands who play a very important role in every aspect of health care, often working behind the scenes. A few people know about the critical testing we perform every day”, says Carol Robinson, Clinical Laboratory Manager at TCI Hospital. She added, “Laboratory professionals are the foundation of diagnosis and an integral part of the larger patient care team, directly contributing to preserving and enhancing patients’ lives.”

To commemorate the event, on Saturday, April 18th, a church service and social was held for Medical Laboratory Professionals on Providenciales. On Sunday, April 19th, a church service was held on Grand Turk, and there were displays and Laboratory tours for high school students and the general public at the Cockburn Town Medical Centre and the Cheshire Hall Medical Centre, on April 21st to 22nd. Medical Technologist teams were also featured on the Breakfast Club morning show. The week wrapped up with a blood drive on Grand Turk, a visit to the TCI Wellness Centre and a closing out dinner.

Director of the National Public Health Laboratory under the Ministry of Health, Agriculture and Human Services, Peggy Samuels, said, “This week is very important to us as we celebrate our vital contribution to healthcare”. She added, “It is important to foster a sense of unity and integration with all Medical Laboratory Professionals across the Turks and Caicos Islands so we can operate with one common direction of providing quality laboratory services to all users.”



The Turks and Caicos Islands Hospital salutes all medical professionals for the valuable contributions they make to the quality and high standard of medical care in the Turks and Caicos Islands.

FROM OUR EDUCATION DEPARTMENT TO YOU

YOU WANT GREAT MANAGERS? FOCUS ON THE FUNDAMENTALS.

Let's be honest, managing people is no simple job. In fact it's one of the most difficult roles to excel in, and there is no single recipe for success – no book, no program, no “silver bullet” that can prepare someone to master the skill-set quickly. Why? Because we are talking about leading human beings and the wonderful inherent complexity that they bring to the workplace. In addition, managers rarely have the luxury of just managing people – they often have their own functional responsibilities to take care of as well as leading a team. They have to hit deadlines, achieve goals and targets, write reports, fight fires, deal with customers, and these days often lead change in an ambiguous and uncertain marketplace. It's no wonder they feel under pressure!

Well-intentioned organizations often fight complexity with complexity in the form of an infinite menu of disparate training programs that promise solutions:

- Accelerated Decision Making
- Thriving in Chaos
- Resolving Workplace Conflict
- Maximizing Team Performance
- Building a Service Culture

In our experience this can create more pressure for managers – more programs to attend, more stuff to learn, more frameworks or

processes to follow, more surveys to complete. More!

So what is the key to being a great manager and how can we prepare our managers for success? The answer is to focus on the fundamentals, the core elements or levers (tasks and behaviors) that will create the most impact on your team and the business.

To boil it down to the fundamentals, the most successful managers are able to do two things well:

- Inspire and motivate their people and
- Focus them on the things that are most important.

This requires an understanding of your business and how your team contributes, and a mastery of some core skills: engaging your people to bring their best ideas, efforts, and passion into their jobs; building

great working relationships; being clear; coaching and developing; and following up to ensure execution.

Mastery of the basics is not that elusive silver bullet either – it requires an openness and willingness to learn and a commitment to deliberate practice, but it does provide a solid foundation on which to layer new skills, and is an often-overlooked prerequisite for success as a leader.

The message here to managers and those responsible for training or developing great managers is that mastery and consistent application of the basics is the best way to build a leadership capability that can deliver for your business. Ensure that your managers can walk, on all terrains with ease and confidence, before asking them to run.... and signing them up for a marathon!



PATIENT SERVICES EMPLOYEE OF THE MONTH

MAGDALA HYPPOLITE-HARVEY - COCKBURN TOWN MEDICAL CENTRE

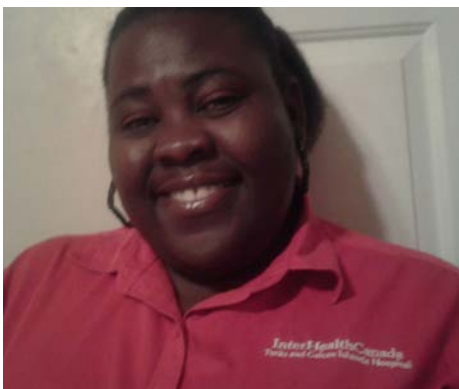


Magdala has been working at Cockburn Town Medical Centre since the facility opened in April 2010, in the capacity of Patient Services Associate. During this period she has gone beyond the call of duty to get her job done in a timely and professional manner.

Happily married and the mother of a beautiful little girl Arielle who she adores, Magdala definitely has a love her job. She says, "I am always willing to go the extra mile for the patients and making sure that they are completely satisfied with their visit here at CTMC."

According to PSA Manager, Straudy Jackson, "Magdala is a committed and dedicated worker who has exceeded the expectations as a PSA. She is capable of working all of the different departments and when asked to take on additional projects, she is always willing to assist. Madgala has set a record for encounter closing by closing 8,000 encounters in one month. Madgala is to be complimented for being an outstanding PSA."

CHRISTINA CHARLES - CHESHIRE HALL MEDICAL CENTRE



Christina Charles is a Patient Services Associate at the Cheshire Hall Medical Centre since April 2010. Over the past five years, Christina has taken the initiative to learn how to work in all of the various departments and become versatile in those areas.

Manager Straudy Jackson said, "An employee such as Christina is an asset to the department and it is a pleasure working with her. Christina can be called upon at any time to work any department and she is always willing and ready to assist. She take ownership and pride in the work that she does as a PSA and is always looking for ways in which she can improve her skills and education here at CHMC. Christina's goal for the future is to become a nurse and I am continually encouraging her to move forward in that direction."

Christina says she enjoys her job on a daily basis, and added, "I love serving the patients and I always go the extra mile for the patients to make sure that their visit here is a pleasurable experience". Christina is the mother of a beautiful little girl Marie.



HEALTH TIP OF THE MONTH

It's been pretty warm over the last few weeks so stay hydrated!

Water is essential to the human body. In the summertime, our body loses a lot of water without even doing anything. Water should be consumed every day (91 oz for women; 125 oz for men) to replace

the amount lost during everyday activities. If you are exercising, you should consume even more. You can consume water through many fluids and foods including juices, smoothies, tea, lemonade, soups, fruits and vegetables.

AN ANGEL IN DISGUISE...



Over the past three year, Mrs. Cheryl Forbes has been donating baby knitted caps and bibs for our Neonatal Intensive Care Units, NICU. All items are given free to infants and their parents. "I'm just lucky that I have a talent and happy to share it with the Hospital", says Cheryl Forbes. During her annual vacation in Canada, Cheryl says she knits with her elderly mother.

BIRTHDAY CORNER!!

Happy Birthday wishes to: Martin Dawtry, Jacqueline Campbell-Brown, Lorna Mills-Evans, Lynvel Seymour, Wilnick Mompremier, Wlodzimiers Zarow, Howard Wilton, Marylee Wilson, Gemma Williams, Faith Talaro, Jestina Skippings, Hubert Skippings, Eric Stoll, Dr. Dawn Perry Ewing, Lorna Mills-Evans, Rosheda Neat, Carol Mills, Lessonjulle Lyons-Dobney, Jovelyn Boston, Ronald Cagauan, Jacqueline Campbell-Brown, Christina Charles, Martin Dawtry, Phulmatee Durham, Celeste Hunte, Nenita Jalosjos, Carl Lewis, Janelyn Lomase.

