

THE INTERVIEW



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.

STAFF APPRECIATION HIGHLIGHTS

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MESSAGE FROM THE CEO

Happy 2015 to all our excellent staff of Turks and Caicos Islands Hospital! It seems like Christmas was just yesterday, but January is gone, February is here and - before we know it - it will be March and the start of our second accreditation survey with Accreditation Canada International. Our goal? [More diamonds!!](#)

Why is accreditation important?

- Accreditation validates to our community that we are providing our patients with high quality care and that we are all working (and being cared for) in a healthy and safe environment.
- Accreditation sends a message to international visitors and potential private-pay (medical tourism) patients that a Hospital exists here that meets global healthcare quality and safety standards, a Hospital where they can feel comfortable bringing themselves and their money to help support our local healthcare economy.
- Accreditation is a requirement in most contracts for provision of medical tourism care at the Hospital – it is our “ticket” to get into the medical tourism “dance”.
- It is a mandated requirement under the terms of our Project Agreement with the Turks and Caicos Islands Government, so our future depends on it!

The stakes are high. Please ask questions, get involved, get informed, get ready to put your very best work on display and show our surveyors, our patients, TCIG and THE WORLD how wonderful Turks and Caicos Islands Hospital is! If we can see it, we can be it!

Jill Magri CEO

EDUCATION/TRAINING DEPARTMENT - WHAT'S HAPPENING?

Save the dates and register!

DATES	TIME	ROOM	Session	Audience
Mar 30 th	9:00 am – 1:30pm	12:22 (VC)	CUSTOMER SERVICE TRAINING*	Non-management

***Register by March 25th**

MESSAGE FROM JOHN HYLAND- LEGAL COUNSEL AND DIRECTOR



As I write, we are 8 weeks from the start of the Accreditation Canada survey and 10 weeks from the 5th Anniversary of the opening of the Hospital and therefore it is a good time to take stock of where we are and what we have achieved together. All of us, whatever be our position and whether we are Belongers or holders of Permanent Resident Certificates or, like me, periodic visitors to the TCI Hospital, can feel justly proud. We are able to work in modern, well designed and well maintained buildings with up to date and well maintained equipment and a supply chain which ensures access to the requisite drugs and other pharmaceutical products. That is an enviable position which a great many healthcare professionals elsewhere in the Region would dearly like to enjoy – but we have to remember always that healthcare is a “people business”. The buildings and equipment are really no more than the “tools” which are maintained by Martin Dawtry and his team and which allow those of you directly involved in clinical care to treat patients with the attention and skills which they require and deserve. Our patients come to us for care when they are vulnerable; it is their well being and the support which we give to them and their families that has to be our paramount concern. Accreditation is the internationally accepted benchmark against which our performance in meeting the revised Vision, Mission and Values Statements adopted last summer and the international standard of healthcare promised to the Government and the people of the TCI has to be measured.

Under the leadership of Jill Magri and with the support of the Senior Management Team, great progress has been made over the last two years. The many developments and improvements to policies, procedures and protocols, are all now embedded into working practises and being reinforced through the work of the entire management team and supported by the leaders of the various accreditation work streams. In parallel, the Board has been reviewing its Governance policies, amending them as appropriate and adding new ones to accommodate Standards introduced since April 2012. I and my co-directors are confident that the efforts which all of you have and are continuing to make, will result in our Accreditation status being renewed.

Aside from the appearance of new diseases, the constant introduction of new drugs and new ways of providing treatments means that the provision of healthcare can never be static and in all countries it is always open to challenge and criticism. That is something which we as a company and you as our staff, have to accept and live with. However, I take this opportunity to assure you that the company recognises, supports and thanks you for the efforts which each of you continues to make to ensure the Hospital's success and future. Working together, we can and will succeed in making what is already a very good Hospital into a great Hospital.

TCI Hospital in the COMMUNITY

Turks and Caicos Islands Hospital is proud to be part of the TCI community. The hospital generously supports a number of organizations in the community. Here are just a few recently supported:

- The H. J. Robinson High School
- Footsteps for good TCI – SNAP Centre
- Nutrition in Demand
- National Cancer Society
- Crime Stoppers TCI
- TCI Aids Awareness Foundation

Nurses of the Month – CHMC

RN Asha Jose - General Ward

Asha Jose had her professional training as a nurse in Amala Institute of Medical Sciences [AIMS], Kerala, India. Her long-term dream was to be a professional nurse working with a multi-cultural team anywhere in the world. That dream has come true at Cheshire Hall Medical Centre in Turks and Caicos Islands. Nurse Asha said she has been practicing as a nurse for seven years and her training goes on especially on the job, which boosts her knowledge and experience. Nurse Asha Jose is currently furthering her nursing studies with the University of West Indies. According to Nurse Asha, "Nursing is a noble and divine profession. Nurses are God's angels without wings and this is a golden opportunity to help and



make changes in the lives of others, especially at the time of sickness and suffering. I am proud to be a nurse and I long for the day when the world will be fully staffed with competent and compassionate nurses - God's Angels". Nurse Asha is blessed with a loving husband, Jom, and a

five-year old son Aatish (another one is on his way). She has expressed sincere thanks for all the support and encouragement and wishes for all staff a successful and pleasant 2015.

RN Jacqueline Fiedtkou - Maternity Ward



Jacqueline Fiedtkou is a Registered Nurse and Registered midwife. Nurse Fiedtkou has been with us at Cheshire Medical Centre since the opening of its doors in 2010. She received her nursing certification in Guyana commencing in 1989. Nurse Fiedtkou said, "I have since remained in nursing and never regretted being in this profession because there is true job satisfaction in having the privilege to contribute in a meaningful way to my fellow human beings. Nursing has definitely changed my life. I feel that I have learned so much more from my patients than I have ever given to them. It has made me humble and grateful. It is the big and small daily happenings that make nursing such an interesting and rewarding profession."

JOURNEY TO DIAMOND



There's a lot of work going on behind the scenes to get everything ready for the Survey during the week commencing 23 March. But any day now I will be emerging from my office (a bit like a hibernating bat from Middle Caicos Caves!) and it will be all systems go. Donna Hutton is back with us and we're in the process of confirming which staff members Surveyors will be interviewing. Donna and I will then meet with each of them to do "mock" surveys to ensure that they are comfortable with the process and that we've identified any additional information needed.

Eleanor Hall will complete the list on the Quality portal which identifies where each of the documents essential to the Survey can be found so that you can read up on them and stun the Surveyors with your knowledge.

We are developing several presentations for you about the ethics framework, the quality framework and plan and other key pieces of work, and will be attending departmental meetings so that we can tailor information specific to your areas of work to ensure that they are relevant to you.

You will all have received an email regarding the Institute for Healthcare Improvement (IHI) passport membership and a number of people have already enrolled in some of the available programmes. If you require any help with this, you are very welcome to drop by my office.

Please also do get in touch if you have any questions or concerns regarding Accreditation preparation.

Joanne Kinborough Mata
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Leonard Smith Certified as an Instrument Specialist



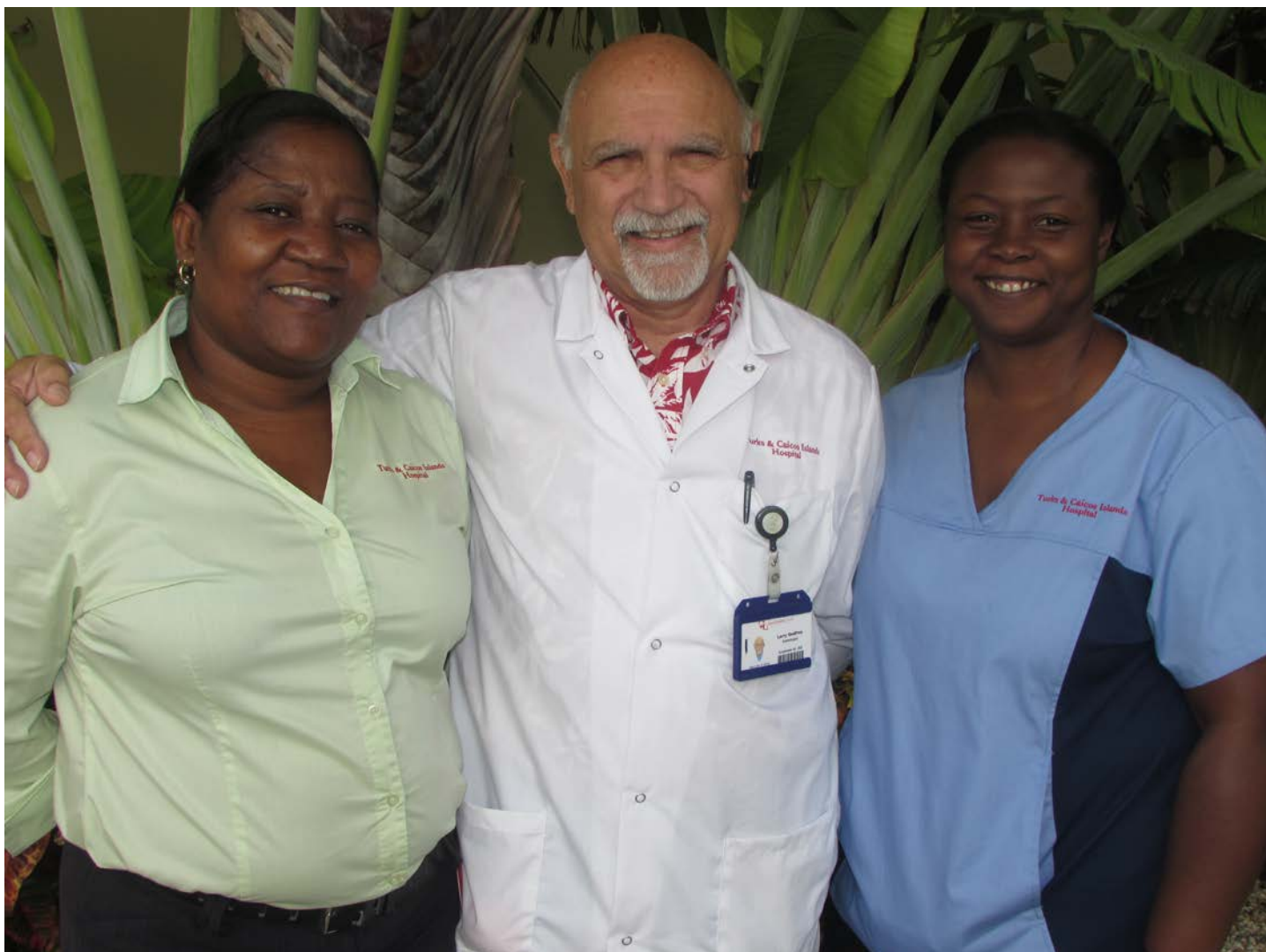
Leonard Smith, from our Medical Reprocessing Department, is now certified as an instrument specialist through the International Association of Healthcare Central Service Material Management. With this certification, Smith will now be able to demonstrate the knowledge and recognition of medical instruments and instrument support system functions necessary to help ensure the safe and timely delivery of surgical instruments to patients. A very ambitious Smith said, "It was through hard work and dedication, while juggling work and other extracurricular activities. I am never satisfied and I am always trying to get more". Achieve more, do better, be better - is his motto, one that he lives by day to day.

David Banton, MDR Manager praised Smith for his commitment over the last several months. "This was a self study course which Leonard was

very committed to, and because of his hard work and sacrifice, he managed to pass the exam. This accomplishment will benefit both Leonard and the Turks and Caicos Islands Hospital. Banton added, "Leonard will be more equipped to carry out his duties, by identifying the importance and impact that surgical/medical devices have on patient safety. He can now speak to the impact that instrument quality and instrument systems have on physician satisfaction and also the financial impact that poor handling and management can have on facility."

According to Smith, some day in the near future he sees himself completing a Bachelor of Science degree in Registered Nursing, specializing in Surgical Nursing.

LABORATORY HEADS ATTENDS ABBOTT DIAGNOSTICS WORKSHOP



Pathologist Larry Godfrey, Chief of Allied Services Eleanor Hall and Clinical Lab Manager Carol Robinson have recently attended the Ecosystem Innovation Workshop – Driving Change through Value and Creating Innovation, December 9th and 10th, 2014. The Abbott group realized that the healthcare landscape is more complex than ever before and in our increasingly interconnected world, the decisions made can lead to new and unforeseen outcomes, not all of them positive. To meet the challenge of offering the highest quality of care while working to reduce costs, every level in the healthcare system must work in harmony, like an ecosystem.

The overall objective of the workshop was to provide all persons involved in healthcare with a deeper understanding of the healthcare ecosystem and innovation processes as it relates to developing projects or executing any desired “value creating” innovation project in the organization. According to the Lab Manager, the workshop introduced the “Innovation Toolkit,” which consists of three phases (define, solve, implement/execute), each of which carries you through steps to capture value in our healthcare ecosystem and identify new strategies in order to maximize opportunities while tackling threats.

In Memory of Nurse Sheryl Walkin

Many gathered at Cheshire Hall and Cockburn Town Medical Centres on Friday January 9th, 2015 to honor the memory of Nurse Sheryl Walkin. Nurse Walkin was remembered as a caring person and devoted colleague. The event saw tributes from colleagues, our Chief of Medical Services Dr. Denise Braithwaite, our Chief Executive Officer Jill Magri and Minister of Health Hon. Porsha Stubbs Smith. Family and friends of Nurse Walkin were also in attendance. See highlights from the memorial service below.



TCI HOSPITAL SUPPORTS THE GEEMS PROJECT

On January 22nd, Barbara Handfield, Founder of Geems Project TCI, in bringing awareness to domestic violence, was able to put on display in Cheshire Hall Medical Centre's foyer the details of her latest fundraising effort . GEEMS Project TCI is a registered Non-Profit Organization aimed at motivating and inspiring residents to a healthy and productive lifestyle and has been in operation for three years. The

1st Annual GEEMS Project TCI fundraiser will be held on Saturday, February 28th at Blue Haven's Salt Bar & Grill in Providenciales. On February 27th and February 28th, a bin will be located at the Cheshire Hall Medical Centre reception area to collect donations of brand new pairs of shoes, which will be auctioned off at the fundraiser. GEEMS stands for "Gender, Empowerment, Endurance, Moderation and Survival.



Human Resource Department - We are here for you!!



The Human Resource Department continues to provide support to the staff at TCI Hospital. After receiving feedback from the last employee satisfaction survey, we decided to develop a plan that we hope will serve you better. We intend to change policies and procedures that best suit all employees and to also help the organization to function efficiently. Below are some of the changes being made:

1. Ticketing: Starting 1st January 2015 staff will have the ability to purchase their own tickets and have it reimbursed. However, we require that these tickets be bought at least three (3) months in advance in order to take advantage of the best rates available. For those who need assistance, the HR staff will be happy to walk you through your options.
2. Wellness: We are continuing to build off the wellness program that we started in 2014 by soon providing you with a wellness news letter on a monthly basis. This newsletter will help support you to reach your fitness goals for 2015.
3. Training: The Education Manager along with the Human Resource Department have made some changes to the mandatory training and the staff induction process. All team members will be notified soon of the details.
4. Employee Recognition: The Communication Committee is helping to finalize the employee recognition policy which is expected to be completed by the end of

February. The organization has planned two annual staff functions. One will be a family picnic in the beginning of the summer, and the other will be an employee appreciation dinner at the end of the year. We are also planning quarterly fun days for both sites. This new initiative will be organized by the various departments throughout the organization.

Remember we are here to support you and the organization by continuing to promote and maintain a happy and healthy workforce, in order for you to provide the TCI and its visitors with high quality healthcare.

HEALTH TIP OF THE MONTH

We are still in the flu season!!!!!! The flu is spread by droplets as those infected with it cough, sneeze or talk. These droplets can land on surfaces that others touch and people then touch their noses or mouths. The flu can vary by individual and can range in severity from very mild to very severe, even causing death. Here are five simple steps you can take to reduce your chances of getting – or spreading – the flu:

1. Get vaccinated.
2. Wash hands frequently.
3. Cover coughs and sneezes.
4. Stay home if you are sick.
5. Convince those around you to follow steps 1 – 4.



Welcome to the TEAM!!!



Meet Lorlean Wilson, our new Employee Relation Officer. She has over two years in Professional Human Resource Management. Prior to joining InterHealth Canada, she worked at Club Med Turkoise as Human Recourse Assistant Manager. Wilson is a graduate of Georgia State University with a BA Degree in Managerial Sciences. Her passion and drive is to accomplish any task big or small.



Lorenzo Seymour, originally from the Island of South Caicos is one of our new Employee Relation Officers. Lorenzo completed his studies at Barry University, graduating with Bachelor of Science Degree in Management. Mr. Seymour's career thus far has been immersed in the Hospitality industry working at the Turks & Caicos Islands Tourist Board and most notable Beaches Turks & Caicos Resort Villages & Spa.



Say hello to Ivis Taylor who was born on Conch Bar Middle Caicos!! She attended the Raymond Gardiner High School and The Turks and Caicos Business College on Grand Turk, where she obtained her academics in Accounting and Computer Technology. For 14 years, Taylor held the position as Retail Store Manager at LIME TCI, then venturing into the legal field at Law Firm Swann & Swann in 2011. Ivis is now the Executive Assistant to the CEO and CMS.

HIGHLIGHTS OF DECEMBER STAFF APPRECIATION



