

THE INTERVIEW



MEET THE 'WISE OWL'

Page 6



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.



MESSAGE FROM THE CEO

“At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted a flame within us.”
- *Albert Schweitzer*

So much of our ongoing accreditation survey preparation process has been like this – one person tiring and another cheering him/her on, each time the spark igniting a flame. We are very grateful for everyone’s help to not just prepare for our Accreditation Canada survey, but to prepare for the next patients who walk through

our doors....the patient who comes to us struggling and in pain, having lost their light until a smile, warm touch and encouraging word provide a ray of hope. Is there someone you know who can benefit from your spark today?

Jill Magri CEO

5TH YEAR ANNIVERSARY UPDATE

The Turks and Caicos Islands Hospital will celebrate 5 years of serving the community with high-quality care on April 10th. Over the past 5 years, we’ve seen incredible growth in the number of patients we have served, the expertise and education of our staff, and the expansion of our specialty services. Thanks to all of you who have supported this growth. Please see list of activities below.

April 10 – Anniversary Ceremony - CTMC

April 10 – Anniversary Ceremony –CHMC

May 12th, 2015 - Staff appreciation ceremony at the Cheshire Hall Medical Centre

May 19th, 2015 – Staff appreciation at the Cockburn Town Medical Centre

We are planning a year-long celebration, much of which will be community-based; we will also reach out to the sister islands. Follow the Newsletter to hear about these exciting events to come.



Healing garden

and Quiet Contemplation Room



The quiet contemplation rooms at the Turks and Caicos Islands Hospital meet spiritual and religious needs of patients, relatives and staff of all faiths.

The Quiet Contemplation room at Cheshire Hall Medical Centre is adjacent to the lab, on the ground floor. It is open 24 hours, and has washing facilities.

The healing gardens at both facilities are also an option for space to support spiritual thought.



LOOKING FOR THE LATEST EVENT?

See here!!

April 2nd, 2015 – Light it up blue, Autism Awareness Day (call 2323117 for shorts)

April 10th, 2015 – Anniversary Ceremony - CTMC

April 10th, 2015- Anniversary Ceremony –CHMC

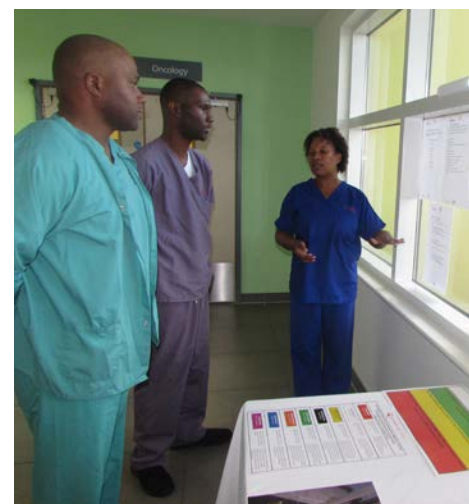
May 12th, 2015 - Staff appreciation ceremony at the Cheshire Hall Medical Centre

May 19th, 2015 – Staff appreciation at the Cockburn Town Medical Centre

OPEN FORUM A SUCCESS

In early March, the Quality, Risk and Patient Safety Department hosted an Open Forum for staff at both the Cheshire Hall and Cockburn Town Medical Centres. The overall aim of the forum was to showcase all the hard work staff has been involved in recently and to communicate changes in policies. There were booths to provide information on Pressure Ulcer Prevention, Patient Bill of Rights, Falls Prevention, Emergency Preparedness, Healthy Eating, Disclosure Policy, Quality Framework, Complaints policy and incidents policy. Staff was also given information on hypertension and diabetes care guidelines, and the Health Stand was set up for blood pressure and blood glucose checks.

Each attendee was provided with a plastic wallet with an attendance register to be signed by those manning the stands once they had been visited. Staff with a full attendance sheet was given a raffle ticket for a prize draw. Congratulations to winners,



“The Open Forum has been well-attended at both sites and I would like to thank everybody who has taken the time to visit the stands, and also all of those who have worked hard to prepare and deliver the sessions”, says Joanne Kinborough Mata, Quality Risk and Patient Safety Manager.

A total of 128 staff took part.

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



FM STAFF RECEIVE INFECTION CONTROL TRAINING

The Infection Control Department recently provided a refresher course for The Facilities Management staff that are in the areas of catering, domestic, porters, supervisors and managers and biomedical engineering. The topics covered many infection prevention control issues such as the correct hand hygiene techniques, wearing of personal protective equipment when working with patients with infections and how those patients are identified in clinical areas, correct waste disposal, biohazard exposure management and what to do with biohazard spills in healthcare settings. Staff were asked to participate in the training by joining in with the hand hygiene demonstration and contributing in the discussions.

Kerry Reid, FM Supervisor at Cheshire Hall Medical Centre assisted with the training by demonstrating the correct method of putting on personal protective equipment and removing it safely.

General Manager Martin Dawtry said, "This is the first of its kind for our FM staff; this program is expected to run quarterly". Dawtry added, "We are working closely with the Infection Control Department to make sure TCI Hospital meets its obligations".



Staff Feature of the Month

MEET THE 'WISE OWL'



Did you know that our Infection Control Manager, Carol Evans is Former Girl Guide Leader? As a young girl, the only thing she wanted was to be a Girl Guide. At age 7 she enrolled in the 1st Crawley Down Brownies in West Sussex in UK. At age 11 she joined Guides and went on to be a young leader and then an adult leader, dedicating several decades of her life to influencing, by example, the young women under her guidance. Carol's father (who was a Scout Leader) was keen that all his four daughters be involved in the scout and guide movement.

"My earliest memory is of visiting Kew gardens, a huge botanical garden in London, with the Brownies

and also being taken to Trafalgar Square, to see Nelson's Column in London where myself and all of the other Brownies were delighted to have pigeons flying all around us and landing on our Brownie Berets!" said Carol.

Carol was previously District Commissioner for Ripley Girl Guiding and a leader with 1st Ripley Girl Guide Unit, a unit of 40 girls in Derbyshire in the UK and a leader for 1st Langley Mill Brownies where she was known as "Wise Owl". All Brownie leaders in the UK are known by Owl names, i.e. Brown Owl, Tawny Owl, Snowy Owl etc.

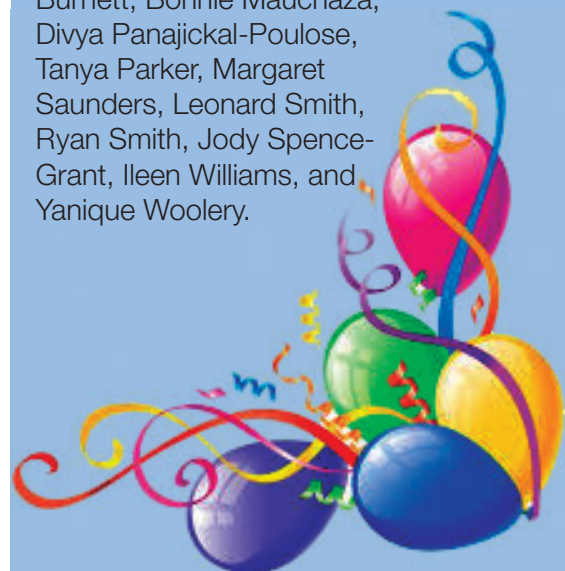
"I have been involved in many different activities such as camping, running cooking competitions, running large Thinking Day events (the founders birthday) for 400 children and leaders, taking girls on hikes in the Derbyshire hills in the UK and going on international trips with leaders and girls including visits to Mexico and Switzerland, all of which have taken a huge amount of planning and fundraising", says Carol.

Carol has plans to assist with the local Brownies and Guides groups.



BIRTHDAY CORNER!!

A special Happy Birthday to those staff who celebrate their birthdays in March. Birthday greetings are extended to Artlaine Adams, Rosamma Antony, Wendy Cooke, Edwin Taylor, Karleen Dyer, Dieufort Francois, Kedesha Gabbidon, Maria Jagocoy, Salomon Jeanty, Fiona Johnny-Burnett, Bonnie Mauchaza, Divya Panajickal-Poulose, Tanya Parker, Margaret Saunders, Leonard Smith, Ryan Smith, Jody Spence-Grant, Ileen Williams, and Yanique Woolery.



CAREER DAY AT H. J. ROBINSON HIGH SCHOOL



Lorenzo Seymour from our Human Resource Department spent the day with senior students of the H. J. Robinson High School on Grand Turk in late February, speaking to students about the various fields in health care and shared TCI Hospital's

employee's passion and commitment to their chosen occupations within the hospital. In addition, Seymour provided students valuable tips on how to prepare for careers in a hospital setting.

CAREER DAY AT CLEMENT HOWELL HIGH SCHOOL

On the heels of Education Week 2015, a team from the TCI Hospital took part in a career day at the Clement Howell High School on Providenciales on March 4th. The TCI Hospital team shared career information and interactive activities in the various specialties of Nursing, Laboratory Science, Radiology, Rehabilitation and medicine, to name a few. Presenting on behalf of TCI Hospital were, Chief of Medical Services Dr. Denise Braithwaite-Tennant, Training and Education Manager, Jacqueline Moe-Cox, Senior Physiotherapist Debbie Findley-Clayton, Medical Technologist Andrico Garland, and Detorrie Tennant, of IM&T.

"The Students enjoyed learning about the vast number of careers available in healthcare, both clinical and non-clinical. We informed students of the technical aspects of their career possibilities, like years of education, but we enjoyed sharing about our passion for healthcare in the Turks and Caicos Islands", says Andrico Garland, Medical Technologist.

"we enjoyed sharing about our passion for healthcare in the Turks and Caicos Islands"

Andrico Garland



WORLD KIDNEY DAY AT CHMC AND CTMC

On March 12th, The Turks and Caicos Islands Hospital in conjunction with the Turks and Caicos National Kidney Foundation, and the National Health Insurance Board observed World Kidney Day at CHMC and CTMC. An informational booth was set up for staff, visitors and patients. Blood pressure monitoring was done and educational material on healthy kidneys, diabetes, blood pressure and dialysis were handed out.



Did you know?

Major risk factors for kidney disease include diabetes, high blood pressure, family history of kidney failure and being age 60 or older.

FROM THE HUMAN RESOURCE DEPARTMENT

Work Life Balance!

In 2015 the Human Resource Department is continuing its focus on the work life balance of staff. The initiative started last year with the fitness challenge, which we intend to make an annual event, and we plan to introduce our monthly wellness newsletter during the month of April. Every month we plan to host a scheduled health and fitness run/walk - more details are to come. At the end of the year we plan to award lucky staff members with special recognition for their participation in wellness activities.

Throughout the year we also plan to have guest speakers hosting information sessions on various topics e.g. yoga, injury prevention, meal planning and stress management to name a few. We know finding that proper work life balance can be challenging, and we recognize the effect this can have on your emotional and physical well-being. That is why we are dedicated to providing you with the tools to make this less of an issue. Every year we plan to review all the activities we offer and we look forward to your feedback, as we provide you with



the knowledge and the ability to find a balance in your work and home life. To coin a phrase; "Health for today, helps give life for tomorrow." Remember we are here to support you.

TCI Hospital attends NEONATAL RESPIRATORY SYMPOSIUM

Recently, a team from the TCI Hospital attended a Neonatal Respiratory Symposium in Washington DC, hosted by Fisher & Paykel Healthcare. The event featured discussions on current and emergent non-invasive respiratory support strategies.

The conference provided participants with a fresh perspective on quality and safety initiatives for the care of the neonate. Innovative approaches to improving care and implementing change were highlighted. Opportunities were given to participants to further develop and customize improvement and data analysis tools which can be applied to multidisciplinary continuous improvement programs at their home institution.

"We've had talks and discussion on the newest research on the diagnosis, prevention and treatment

of health problems in neonates", said Dr. Lorena Soler, Neonatologist and Paediatrician. "Attending a conference such as this only shows TCI Hospital's commitment to support the training needs for staff in our NICU, to ensure the provision of the best standards of health care and treatment for children from birth to various advanced ages."

This conference was intended for the entire neonatal critical care team practicing in the neonatal intensive care arena and for those interested in improving respiratory care outcomes in neonates.





TCI INTERNATIONAL SCHOOL STUDENTS TOUR TCI HOSPITAL

Preschoolers from the Turks and Caicos Islands International School visited Cheshire Hall Medical Centre on February 25th, to learn about the role the hospital plays in the community. Dr. Lorena Soler, our Neonatologist and Paediatrician, based at CHMC said, “It’s important to expose young children to the hows and the whys of health care to enrich their knowledge”. Dr. Soler added, “Children often fear these professionals because the situation is new and they don’t know what to expect. I am happy that we were able to accommodate the little ones; they were excited and happy to tour the facilities and pay a special visit to our NICU”.



“It’s important to expose young children to the hows and the whys of health care to enrich their knowledge”

Dr. Lorena Soler

NURSE OF THE MONTH

For TCI Hospital

MICHAEL WILLIAMS



Michael G Williams, a Registered Nurse, is stationed at the Cockburn Town Medical Centre's General Ward. Michael is a Nurse with approximately 35 years of experience with a humble beginning as a Nursing Assistant from June 1980. Although he holds a Postgraduate Degree in Health Education, his passion for Nursing is unsurpassed. He views the profession as far more than a career opportunity; it is his mission field. It is a high calling for which he must walk worthy. His Work Ethic: "I come to work happy every day because caring for people is what I love doing. No situation is too much for me to handle because I come with a positive attitude". His Motto: "Give and share all that you can and as much as you can, because what you don't use, you'll lose". His recipe for success: "I trust not in my own strength or ability. I always pray for divine enablement for even the simplest of tasks. In addition, I study to show myself improved. In other words, occupy your time wisely". A Word to the Wise: "If you know that your ancestors were eagles, don't behave like a yard fowl. Spread your wings and soar to heights where you can see things from a different perspective."

DONNETT HUTSON



Registered Nurse and Registered Midwife Donnett Marva Hutson began her nursing career in Guyana in September 1984 at the Georgetown School of Nursing. "My experience as a nurse has been very dynamic. I have worked in a Level 5 health care system for seven years. I work in special areas like Maternal and Child health, Gynecology Clinic, Theatre – recovery area, Pediatric ward, Surgical and Medical Ward, Psychiatric Hospital", says Nurse Hutson. Donnett came to the Turks and Caicos Islands in January 2007 and was assigned to the Grand Turk Hospital as a Registered Nurse and Registered Midwife; now she is stationed at Cockburn Town Medical Centre. According to Nurse Hutson, "Nursing is a noble profession and I love it with a passion and hope to continue doing this as long as my health and strength prevails by the grace of God. I work in General and Maternity wards, mostly of which I enjoy seeing the babies being born and know that maybe I am holding the future leaders of Turks and Caicos Islands."

JOLLY KURIEN



Nurse Jolly Kurien of the CHMC's Maternity ward was born in the southern part of India, Kerala. Growing up with her grandparents in the village on a big farm, pets were everything in her early years. "We had lots of rabbits, chickens, dogs, cows, goats, cats. I enjoyed my childhood with my grandparents", said Nurse Kurien. The eldest of five siblings, Nurse Kurien is now married and has two children, Jinila and Jasmine. She studied and worked in Mumbai, India and also in Muscat, sultanate of Oman, Middle East. Kurien has 25 years in the field of nursing. She is a Registered Nurse /Midwife and critical care nurse, anesthetic nurse and Nurse Preceptor. She has spent the last 12 years in the Turks and Caicos Islands, and is now based at the CHMC'S maternity ward. "I love my profession and I enjoy especially taking care of critically ill patients and the elderly. I am happy when my patients are happy, satisfied and get well. I also love gardening. I consider myself to be a team player and a leader who communicates and works well with other colleagues in my immediate work environment and in other departments. I am very much pleased to be a part of the TCI Hospital team".

BRENDA ADOLPH



Brenda Adolph of the Cheshire Hall Medical is a hardworking, dedicated and compassionate Nurse with forty-six years of nursing experience. Trained in Guyana as a Registered Nurse/Midwife and Operating Room Scrub Nurse, Nurse Adolph worked at several hospitals in Guyana and in St Vincent and the Grenadines. After receiving the award for Valued and Dedicated Service from the Guyanese Government, she Came to the Turks and Caicos Islands in 1994 and was placed at Blue Hills Government Clinic. It didn't end there for Nurse Adolph, in 1995 she moved to the Myrtle Rigby Health Complex for 16 years as a Registered Nurse/Midwife and Operating Room Nurse. Nurse Adolph was a part of History in the Turk and Caicos Islands, a part of the operating team, under the leadership of The honourable Dr. Rufus Ewing, (now Premier) and Dr. Dawn Perry-Ewing, that preformed the first Surgery on the Island of Providenciales at Myrtle Rigby Health Complex. Now employed at the Turks and Caicos Islands Hospital, Nurse Adolph is Nurse in charge of the Pre-natal Clinic and one of the Midwives on the Maternity Ward.

"This is the most enjoyable part of my quest in Nursing. I love being with the expected parents on their arrival of their special gift from God, seeing the joy on their faces-even though I also sometimes shed tears. I take pleasure and pride in Teaching, counselling advising and congratulating my Parents", Says Nurse Adolph.

HEALTH TIP OF THE MONTH

How to Manage Stress?????

Everyone experiences some level of stress on a daily basis. Because you cannot control every situation, stress is inevitable. So don't STRESS about stress, learn ways to manage and deal with it!

Don't know why you're stressed? It's a good idea to identify your stressors so you know how to deal with them. You may find that some of the things that create stress are unnecessary and may be able to be eliminated—which gives you more energy to focus on more important things. One way to identify stressors is by keeping a journal. When you start to feel overwhelmed by a situation, make note of it and you can come up with a plan the next time you encounter a similar situation.

Learn ways to manage stress. Positive self-talk will gear your mind for positive thinking and will help prevent you from getting stressed out. Avoid the stressor whenever possible. Alter the situation—managing your time and planning ahead will cut down on some stress as well.



Daily relaxation will also help you deal with stress. Making time for yourself is key to combating fatigue from stress. Whether it's reading a book, taking a walk, meditation, or anything else that relaxes you, take time for YOU!

www.albright.edu

