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\$113 Million Spent on the Completion of Phases 1 and 2 of the Santa Cruz Centre of Excellence

A total of one hundred and thirteen million dollars (\$113m) was spent on the completion of phases 1 and 2 of the Santa Cruz Centre of Excellence in St. Elizabeth under the Primary Health Care Infrastructure Renewal Programme. \$25M was spent on phase 1 and \$88 million on the just completed phase 2 of the project.

During the official opening ceremony held on Friday March 13, 2015, Minister of Health, Dr. Fenton Ferguson stated that the Ministry of Health is implementing several changes which are expected to result in a paradigm shift for primary health care services in Jamaica.

Dr. Ferguson said, “we want to make primary care more attractive to our citizens so that they can better utilize their

community health centres. This will not only result in a reduction in crowding of hospitals but also address the fundamental needs of individuals towards reducing the country’s prevalence of non-communicable diseases.”

“In addition to the changes in the primary health care system and the development of the Centres of Excellence, secondary care facilities will be able to focus on the more intensive levels of care required such as emergencies”, Dr. Ferguson added.

Phase 2 of the Santa Cruz Centre of Excellence was completed with funding from the National Health Fund and includes infrastructure work and equipment.

The improved offerings of the Centre of

Excellence will include dental health, diagnostic and ultrasound services, maternal and child health, sickle cell testing, blood chemistry, cholesterol and blood count services and glucose testing. In addition to these services, the Centre of Excellence will offer curative services daily.

Minister Fenton Ferguson (right), Member of Parliament Raymond Pryce (centre) and SRHA Board Chairman Michael Stewart examine a Wireless ECG Machine at the Santa Cruz Centre of Excellence.





The Southern Regional Health Authority, a statutory body of the Ministry of health is committed to providing

From the Desk of the Regional Director

efficient and customer focused health care services to our valued customers.

We are pleased to distribute the inaugural issue of our regional newsletter, "The Southern Pulse" which aims to facilitate communication building and the flow of information in addition to

creating and building stronger connections with our customers, clients, stakeholders and friends.

In order to ensure the success of this initiative, we invite the full support and dynamic participation of the members of staff in making this initiative a success.

To our clients, stakeholders and friends, we look forward to your support and encourage you to share this publication with your colleagues, clients and friends.

Let us stay connected to the Southern Pulse.

In the News: Southern Regional Health Authority

SRHA Committed to Supporting Staff to Maximize Talents: Launches Medical Book From Staff Member



*Dr. Gabriel Ukala talks about his book, **Clinical Dialogues in Hospital Medicine**.*

The Southern Regional Health Authority (SRHA), a statutory body of the Ministry of Health has committed to supporting staff members in maximizing their talents.

This commitment was given by SRHA Regional Director Michael Bent at the book launch of one of its staff members.

Speaking on March 4 at the Manchester Club, Mr. Bent said while the Regional Authority is committed to making a posi-

tive difference to health care delivery in Jamaica, it will also encourage, facilitate and support its staff in optimizing their God given potential.

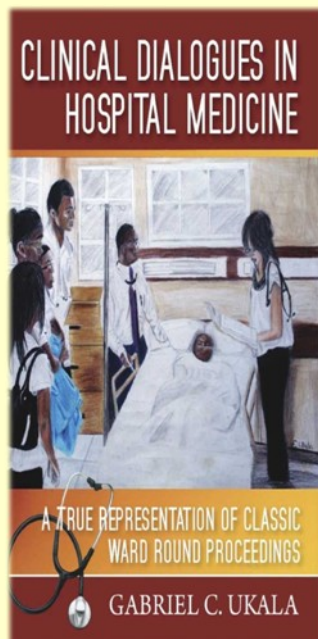
The Regional Authority hosted the launch of the recently published work, **Clinical Dialogues in Hospital Medicine**, a novel approach to medical writing. The author, Dr. Gabriel Ukala is a Consultant Physician and acting Head of Internal Medicine at the Mandeville Regional Hospital.

The book was published in Jamaica and released December 2014.

"As a region, we acknowledge that there are many challenges that we seek to correct and improve but we are aware that as a region we need to position ourselves where the rest of the country can look at us as role models" Mr. Bent added.

Mr. Bent noted that **Clinical Dialogues in Hospital Medicine** will indeed enhance revolutionizing health

SRHA Committed to Supporting Staff to Maximize Talents (Cont'd)



care delivery. It is expected to be an invaluable aid to medical students, residents, general practitioners and possibly Consultants involved in teaching anywhere in the world.

Dr. Ukala stated that the book is based on his clinical experiences in Jamaica over the years and documents classical ward

round proceedings and “is a clinical companion which provides clear, simple and systematic approaches to several difficult medical topics including ECG interpretation.”

Meanwhile, Nigerian High Commissioner to Jamaica, Ambassador Otunba Olato-kunbo Kamson who delivered remarks at

the launch lauded the work by Dr. Ukala and noted that the book will not only be useful to the community but to generations to come.

The Southern Regional Health Authority is responsible for health care delivery in the parishes of Manchester, Clarendon and St. Elizabeth.

SRHA Rolls Out Video Initiative to Improve Customer Service

The Southern Regional Health Authority (SRHA), a statutory body of the Ministry of Health has embarked on improving customer service within its hospitals and health centres.

This will be done through the introduction of informative and educational videos, which aims to inform of the services offered by the health centre, the responsibilities of the health centre as well as the rights of the customer.

This, in an effort to empower customers to make informed and improved lifestyle choices in addition to being more knowledgeable about their rights as a customer in accessing health care.

Customers will be able to view these videos as they wait for access to services in the hospitals and health centres.

The SRHA is encouraging visitors to the Hospital to learn as much as possible from these videos and exer-

**Customer Service
Is not a Department
It's an Attitude**

cise their rights as a customer.

The Regional Health Authority is reminding its valued customers that while it is the responsibility of the hospitals and the

health centres to provide the best available health care, the cooperation and courteousness of customers are needed to ensure a smooth and effective service delivery.

Hope Restored to Parents of Surgical Beneficiaries: Surgeries Done at May Pen Hospital

After one week of over 50 plastic and orthopaedic surgeries and general paediatric services to hundreds of children, hope has been restored to many parents and relatives of children who underwent corrective surgical procedures, which in some cases would have only been available overseas.

This observation was made by CEO of the May Pen Hospital, Nadia Nunes who noted that: "I have seen the changes in the patients and the restoration of hope which is evident in the faces and expressions of parents and relatives.

It has been heart-warming as many of the beneficiaries can now live normal or near normal lives."

US-based medical mission ISMS Operation Kids from New Jersey arrived in the island on February 6 to provide voluntary paediatric services to

children up to age 20.

The 21 member mission conducted corrective surgeries for conditions including cleft lip and cleft palate, burn scars, contracture deformity, club foot and cerebral palsy.

The team also conducted plastic and orthopaedic surgeries and distributed free medication.

For parent Calvin Edwards, whose son suffered a disability with his ankle which prevented him from walking properly, the initiative has been life changing.

"Based on my observation of his ankle, it seems the surgery was successful. I was told locally that there was nothing that could be done and I had to seek overseas assistance.

"There are no words to describe how I feel. I am grateful and I feel good. I would love for the team to come back and assist

other persons" explained Mr. Edwards.

Mrs. Nunes added that there are children who will need additional support which the Mission has committed to providing.

President of ISMS Operation Kids, Colleen Hekemian stated that the synergies with her team and the support team from the May Pen Hospital has been incredible.

"There are no words to describe how I feel. I am grateful and I feel good. I would love for the team to come back and assist other persons"

Doctors from the US-based medical mission ISMS Operation Kids, perform an orthopaedic surgery during



Facilities on the Move

Clarendon:

Advancements in Medicine Conference Hosted at May Pen Hospital Results in Improved Service

Several health care professionals converged at the May Pen Hospital in Clarendon on Monday (February 23) for a four day Advancements In Medicine conference which facilitated professionals from Jamaica and overseas sharing knowledge on current developments in medicine and identifying and implementing solutions that will lead to improvements in the country's health-care delivery system.

Senior Medical Officer at the May Pen Hospital, Dr. Bradley Edwards said the annual conference organized by the May Pen Hospital since 2010 in collaboration with the Organization for Strategic Development of Jamaica (OSDJ) has improved the efficiency and effectiveness of health care delivery at the May Pen Hospital.

Turning to the effectiveness of the initia-

tive, Dr. Edwards pointed out that the topic of Endoscopy which is a medical procedure where an instrument is used to look inside the human body for medical reasons was covered at the 2014 conference. He added that after the conference, staff at the May Pen Hospital was trained in more advance techniques in Endoscopy which resulted in the staff being able to effectively meet patient's needs in this area.

"The 2014 conference also resulted in the Accident and Emergency staff being trained in emergency ultra-sound which is another topic that was presented at that conference" Dr. Edwards added.

Dr. Edwards explained that some of the topics covered at this year's conference included Professionalism to Colleagues and Patients, Hypertensive

Crises, Investigation of the Infertile Couple, Acute Management of Asthma Including Status Asthmaticus, Panic Disorder, Understanding Schizophrenia, Diagnostic Imaging in Child Abuse, an extensive focus on ECG, its interpretation, assessment and treatment and the development of Paediatric Nephrology in Jamaica and the way forward.

For presenter, Dr. Stacene Maroushek, Paediatric Infectious Disease Specialist from the Hennepin County Medical Centre in Minneapolis, she has been working with the annual conference since 2008 and has found Jamaica very receptive. She highlighted the fact that she has been impressed with the level of dedication and service to patients by Jamaican health care professionals despite limited resources.

President of the Organization for Strategic Development of Jamaica Wayland Richards noted that in going forward the OSDJ hopes to partner with the Diaspora to provide support teams for each public hospital in Jamaica.

The conference which ended on February 26 featured presentations from medical consultants from the May Pen Hospital, the University of the West Indies, University of Minnesota, Mayo Clinic, Cleveland Clinic, University of New Mexico, Vanderbilt University and Hennepin County Medical Centre.

Staff at the May Pen Hospital was trained in more advance techniques in Endoscopy which resulted in the staff being able to effectively meet patient's needs in this area.

Facilities on the Move

Lionel Town Hospital: Public Bathrooms Renovated

The public will now enjoy refurbished bathroom facilities at the Lionel Town Hospital which was renovated at a cost of \$456,684.26.

The renovation work was funded by the by the Rejuvenate Jamaica Hospitals, a UK based community organization with the mission of raising funds to support the

improvement of hospitals in Jamaica.

Renovation work started on February 1 and was completed on March 24, 2015.

The organization will also be donating medical equipment for the hospital.

See photographic highlights of work undertaken:



the talent corner

*Beware the Weed: Verol Ebanks
Assistant Internal Auditor, SRHA*

A face all blank as if of stone
Emotions drained dry to the bone
What horror lurks within a brain
That once was wise, now insane

What worm did stir this tiny seed
And gave such strength to such a weed
To stifle fools who'd lost their worth
Then fall as dust upon the earth

The smoke thins quickly through the air
And leaves but ash to dwindle there
With nothing but a burnt out shell
A haven's turned to living hell

How sweetly scented is the rose
But there among the thorns it grows
Of colour pure its blooms appear
Soon to fade and the buds are bare

So sickly sweet it sends you high
And swiftly cold your feelings die
In wisdom choose, please do take heed
Make your stand, beware the weed

Facilities On the Move

Manchester:

Mandeville Regional Hospital and Percy Junor Hospital Forge Links With Jamaica Diaspora Advisory Board

The Mandeville Regional Hospital and Percy Junor Hospital has forged a relationship with members of the Jamaica Diaspora Advisory Board.

This newly formed association resulted in the touring of the Mandeville Regional Hospital and the Percy Junor Hospital in Manchester in March.

Members of the Board, Wayne Golding, Winston Hobson

took an unprecedented step of touring the facilities firsthand to get an understanding of the operations, opportunities and challenges of the facilities which they noted has put them in a better position to advocate for the facilities to the Diaspora.

Among the areas of possible partnership and support discussed with CEO of the of the Mandeville Regional Hospital, Alwyn Miller and a team from the hospital were

technology and training partnerships through a twinning initiative.

This, Mr. Miller said would facilitate the exchange of medical personnel who would be able to benefit from the different technologies and methods in different health systems.

Other areas discussed were collaboration in Surgical, Radiology, Anaesthetic Internal Medicine, Dialysis services.

The Board members noted that they were impressed by the Jamaican health system adding that what the medical personnel in both hospitals have been able to achieve despite the challenges is remarkable.

The team examines the module of a new Percy Junor Hospital.

Wayne Golding (2nd right) in discussion with CEO of the Mandeville Regional Hospital (MRH), Alwyn Miller (right), Senior Medical Office of the MRH, Dr. Everton McIntosh and Dr. Hopeton Falconer .



Facilities on the Move

St. Elizabeth: Black River Hospital Renovates Nursery

Through the efforts of the staff of the Black River Hospital with support from the CARIMED Foundation, a nursery is being renovated at the hospital's Paediatric Ward to house newborns.

Paediatrician at the Black River Hospital, Dr. Aggrey Sajabi said the renovation of the nursery will “allow a safe and sterile environment for the staff to treat sick babies and will also allow the staff to decrease the amount of transfers of babies to other hospitals.”

The CARIMED Foundation will also be donating infant warming incubators, bassinets and other equipment that will improve the service offerings at the nursery.

Dr. Sajabi noted that the renovation of the nursery will allow the Black River Hospital to function more autonomously and will ultimately lead to saving more lives.

The renovated nursery will house some 15 newborns at a cost of J\$1.7 million.



Did You Know?

The Southern Regional Health Authority is a statutory body of the Ministry of Health and one of the four Regional Health Authorities that emerged from the National Health Services Act of 1997.

This Act authorised the decentralization of the health care system through the creation of Regional Health Authorities.

Regional management aims at improving the quality of health care with more efficient use of resources and

timely decision making.

The SRHA Mission Statement is to:

Ensure access to a sustainable, responsive and effective health system that is customer focused, stakeholder driven, and facilitates the health and well-being of residents of Clarendon, Manchester and St. Elizabeth.

Its Vision Statement:

Healthy people through healthy lifestyle, clean and safe environment.

Staff Highlight

Stars on the Road to Excellence– Drivers Recognized for Important Role

On Thursday, February 6, drivers from across the region were recognized for their invaluable role in the health care system. The drivers were feted on the lawns of the Southern Regional Health Authority to an awards function which not only publicly recognized that their functions were valuable but encouraged them to keep on giving of their best as they play their part in the overall effective delivery of health care in the region.

A Driver of the Year was selected from each facility for their outstanding performance, however it was Mr. Milton Mattis from the Mandeville Regional Hospital who copped the overall award of Driver of the Year earning him a cash prize and gifts. Mr. Martin Williams from the Southern Regional Health Authority received the runner-up prize. An award and recognition for invaluable service which came as a surprise to Fleet Coordinator, Mr. Robert Robinson topped off the evening's function which was well received. See below photographic highlights.



Drivers listen attentively as they are encouraged to continue shining as “Stars on the Road to Excellence”



**This was no ordinary function.
While Mr. Ebanks serenaded the crowd, Mr. and Mrs. Collins reminded the audience of “The Wonder of You.”**



SRHA Board Chairman Michael Stewart presents the Driver of the Year runner up prize to Martin Williams.



Surprise Award for Invaluable Service is presented to Robert Robinson by Regional Director, Michael Bent.

A proud Milton Mattis accepts his Driver of the Year Award from Board Chairman Michael Stewart.



“Stars on the Road to Excellence”

Health Focus: Through the Lens of the Southern Regional Health Authority

World Health Day 2015– Food Safety

Every year, the World Health Organization selects a priority area of global public health concern as the theme for World Health Day, which is commemorated on the birth date of the organization, April 7.

The theme for World Health Day 2015 is **Food Safety**, a theme of high relevance to all people on the planet, and multiple stakeholders, including government, civil society, the private sector, and intergovernmental agencies.

Food safety is an area of public health action to protect consumers from the risks of food poisoning and foodborne diseases, acute or chronic. Unsafe food can lead to a range of health problems: diarrhoeal disease, viral disease (the first Ebola cases were linked to contaminated bush meat); reproductive and developmental problems, cancers. Food safety is thus a prerequisite for food security.

New threats to food safety are constantly emerging including changes in food production, distribution and consumption (intensive agriculture, globalization of food trade, mass catering and street food); changes to the environment; new and emerging bacteria and toxins; antimicrobial resistance—all increase the risk that food becomes contaminated. Increases in travel and trade also enhance the likelihood that contamination can spread.

Locally there is the Public Health (Food Handling) Regulation 1998, 2000, which provides the necessary guidance to Public Health practitioners as it relates to the expected standards required within the food handling facilities. These guidelines assist us in the monitoring and control of the food trade which will further augment the prevention or the spread of food borne illnesses.

Key Facts

- Access to sufficient amounts of safe and nutritious food is key to sustaining life and promoting good health.
- Unsafe food containing harmful bacteria, viruses, parasites or chemical substances causes more than 200 diseases – ranging from diarrhoea to cancers.
- Foodborne and waterborne diarrhoeal diseases kill an estimated 2 million people annually, including many children. Food safety, nutrition and food security are inextricably linked. Unsafe food creates a vicious cycle of disease and malnutrition, particularly affecting infants, young children, elderly and the sick.
- Foodborne diseases impede socioeconomic development by straining health care systems and harming national economies, tourism and trade.
- Food supply chains now cross multiple national borders. Good collaboration between governments, producers and consumers helps ensure food safety.

Major Foodborne Illnesses and Causes

- Foodborne illnesses are usually infectious or toxic in nature and caused by bacteria, viruses, parasites or chemical substances entering the body through contaminated food or water.
- Foodborne pathogens can cause severe diarrhoea or debilitating infections including meningitis. Chemical contamination can lead to acute poisoning or long-term diseases, such as cancer.
- Examples of unsafe food include uncooked foods of animal origin, fruits and vegetables contaminated with faeces, and raw shellfish containing marine biotoxins.

Foodborne diseases may lead to long-lasting disability and death.

A Day in the Life of:

Herschel Ismail
Director, Operations
and Maintenance,
SRHA



1. Do you have a talent?

Not a unique or highly skilled one.

2. What inspired you to choose your profession?

Profession- Industrial Engineer. I entered the manufacturing industry as a Chemical Technologist with aspirations to continue my studies as a Chemical Engineer. During my one and a half year working experience in a manufacturing industry as a Quality Control Officer, my interest in improving logistics, process flow and support services was unearthed. This led to me switching my course of study from Chemical Engineering to Industrial Engineering.

3. What is your biggest achievement to date?

Major Achievement –Becoming a seasoned facilitator/public speaker. This is because historically, I was reserved and never saw myself as a public speaker/facilitator.

4. What philosophy guides you?

I can do all things through Christ who strengthens me.

5. What is the most important life lesson you have learnt?

The value of honesty, integrity, reliability, coaching and valuing each team member's contribution.

6. Favourite meal.

Stuffed, roasted fish with Callaloo, Okra and Broad Beans.

7. Likes/Dislikes.

Likes Balanced life i.e. making time for daily devotions ,exercise ,work and family time, Healthy Eating, Making a positive impact with persons with whom I interact. Lyming with family and friends

Dislikes Acts of disrespect, indiscipline, injustice and abuse of others who are unable to represent themselves.

8. Favourite hobby?

Playing games – Indoor(board) and Outdoor

9. If you did not choose your present profession, what else would it be?

Chemical Engineering or Industrial Chemist

10. Five words to describe you.

Happy, Genuine, Youthful ,Effective , confident

11. Any fears?

The erosion of the declining values in the society and our children, makes me very fearful that my children, nieces, nephews and grandchildren will be challenged to live a holistic life.

12. Do you have a role model, who and why?

My late mother Sheila Grant. She had an indomitable faith in God and engraved in our minds and hearts that the earth is the Lord's and the fullness thereof and hence the Lord will always make a way for his children. We are his prince and princesses.....we should work hard and claim what was rightfully ours. She taught us how to be humble, to walk with Kings and not lose the common touch.

HR and You



Employees are being reminded of the provisions of Staff Orders 3.2 as outlined below:

Public Officers are required to observe the established hours (work schedules), to arrive punctually and be in attendance during the hours prescribed.

Managers and Supervisors shall establish mechanisms and procedures to monitor and record the punctuality and attendance of employees within their jurisdiction.

The normal work week is five (5) days for a full time employee.

Office hours are 8:30 a.m. – 5:00 p.m. (Mon – Thurs.); 8:30 a.m. – 4:00 p.m. (Fridays).

Whenever employees whose work schedules are within the hours stated above, but because of extraneous circumstances are given permission to arrive at work late, the cut-off time of arrival is 11:00 a.m. Absence beyond 11:00 a.m. is to be charged as a day's leave.

Employees who work on a shift system are required to work for any eight (8) hour period within a twenty-

four (24) hour period (currently there are specific shifts in place).

Where because of extraneous circumstances permission is given to arrive at work late, the cut-off time of arrival is two and a half (2 ½) hours after the official starting time for the service. Absence beyond 2 ½ hours is to be charged as a day's leave.

The leave is to be first charged as Departmental/Casual leave. If the Departmental/Casual leave provision is exhausted, then the

then the leave is to be next charged as vacation leave and if this leave is exhausted, then the deduction of a day's pay should be applied.

Absences from work **MUST** be reported to your immediate supervisor at least two (2) hours before the scheduled time of reporting (where possible).

Where not possible, contact should be made within the first hour of the workday. (Human Resources Policies and Procedures Manual 5.1.1)



Using an idiom incorrectly or messing up your grammar is akin to walking into a meeting with messy hair.

Here's a list of commonly misused words.

- 'For all intensive purposes'

The correct phrase is 'for all intents and purposes' – which originated from English law that predates

the 1500s. At that time, law practitioners used the full phrase: 'to all intents, constructions, and purposes,' which meant officially or effectively.

- 'Wet your appetite'

expression is more often used incorrectly than correctly.

'Whet' means to sharpen or stimulate, so the correct idiom to 'whet your appetite' means to awaken your desire for something.

Wellness Bytes

Southern Regional Health
Authority

Here are some basic guidelines that may be helpful in developing better nutrition habits.

1. Eat foods from the five major food groups:

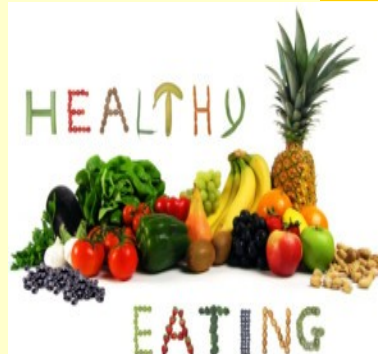


2. Try to limit foods that are high in fats (especially saturated fats), sugar and salt

3. Do not skip meals

4. Do more cooking at home. But when you do eat out,

watch what you eat. Watch out for "hidden" fats (think salad dressing) and oversized portions.



6. Read nutrition labels on foods before you buy them. Ask a doctor or nutritionist if you need help in understanding the labels.

7. During the day, drink lots of water.



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The Christiana Health Centre and the Percy Junor Hospital are participating in the Public Sector Customer Service Competition for the Best Health Centre and Best Hospital respectively.

You can vote by forms provided by the facili-

• Food Safety Expo Comes Alive at the Alligator Pond Primary School in May

ties or go online at: www.cabinet.gov.jm. Voting ends April 30, 2015.

The Manchester Health Department has commenced a mobile pharmacy service for the first time at the Newport Health Centre on January 14, 2015 and will continue services every 2nd & 4th Wednesday of each month.

The Manchester Mid-Wives Association will present a grand antenatal Health Fair

dubbed Pregmate-Pregnant Mothers Advancing Through Education at the Porus Health Centre on Friday, May 29 at 9 .a.m.

As an ongoing initiative of World Health Day, celebrated on April 7, the Ministry of Health in collaboration with the Southern Regional Health Authority presents a Food Safety Exposition and Fair in May at the Alligator Pond Primary School.

The Expo aims to

public about food safety practices in an effort to stimulate healthier food safety practices.

Look out for more details.

