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Jamaican Innovation-SRHA Initiates Conversion of Buses into Ambulances Saving \$7.6 Million



Describing the move as a Jamaican innovation, Chairman of the Southern Regional Health Authority (SRHA) Board, Mr. Wayne Chen lauded the SRHA for spearheading an initiative to convert and customize two buses into ambulances which has resulted in savings of \$7.6 million.

Mr. Chen who was the keynote speaker at the handing over ceremony at the SRHA Regional Office in Manchester on Tuesday, October 11, noted the value and importance of being innovative in healthcare while leveraging scarce resources to offer better value and services to customers.

Regional Director of the SRHA, Mr. Michael Bent explained that two new ambulances values \$22 million with a turnaround time of six months, however the initiative to convert and customize the buses resulted in a combined cost of \$14.4 m, allowing savings of \$7.6 m and also a shortened delivery time from 6 months to 2 months.

He pointed out that the customization was done without breaching or compromising the Government of Jamaica Procurement Guidelines and the international specifications for ambulances.

Turning to the specifications, Mr. Chen noted that "the innovations and specifications that were put together were what we felt were best for us. We are not comparing apples and oranges. We are

SRHA Board Chair, Mr. Wayne Chen hands over the key to the ambulance to Operations Manager at the Mandeville Regional Hospital (MRH), Ms. Marcia Francis while SRHA Regional Director, Mr. Michael Bent (right); Chairman of the MRH Management Committee, Mr. Timothy Scarlett (2nd left); Mayor of Mandeville, Her Worship Councillor Brenda Ramsay (3rd left) and MRH Driver, Mr. Gaston Cameron looks on.

comparing a purpose built Toyota ambulance built on the same bus frame that would cost us \$11 million to import after a six months waiting period to the same Toyota bus frame that we have built to our own specifications taking into account our own conditions and needs."

Mr. Bent explained that the unique features of the ambulances include among other things: replaced flooring which is easily sanitized and in keeping with infection control protocols, an elevated stretcher base to reduce the impact of the road on patients and a large oxygen cylinder safely stored under seat to enhance occupational health and safety standards.

Other features include a more comfortable nurse's seat which allows for greater maneuvering of patients, a partition between the driver and patient compartments which minimizes cross contamination and also LED lamps which are very visible and distinct.

In The News: Southern Regional Health Authority

SRHA Boosts Customer Service Drive-Employs 18 Officers for Hospitals



The customer service officers engage in a workshop on Friday, October 7 at the Southern Regional Health Authority Regional Office.

The Southern Regional Health Authority has been making strides in developing a service-oriented environment focused on improving customer service within its facilities and has recently introduced Customer Service Units with a total of 18 employees.

SRHA Regional Director, Mr. Michael Bent noted that the Customer Service Representatives commenced employment on October 5 at the Mandeville Regional Hospital in Manchester and the May Pen Hospital in Clarendon. He added that these units will be introduced in the other hospitals and some health centres in the region at a later date.

Mr. Bent explained that the officers will provide direct assistance to clients in various service areas while implementing systems for the effective management of each client. Other responsibilities include ensuring that patients with special needs are given the necessary support within established policies and also monitoring of waiting time and impediments so as to intervene where possible.

Chairman of the Southern Regional Health Authority Board, Mr. Wayne Chen encouraged the officers to provide superior customer service noting that patients should be treated as customers and be shown empathy at all times.

“Healthcare is a calling. Too many of us see what we do as a job rather than a calling as there is a big difference between the two. Recall what brought us into healthcare—was it to take care of people or was it just a job? Remember customer service is not a department, it is an attitude. Let us be the change” he urged the officers.

The officers received extensive orientation in areas including excellence in service; client complaints mechanism; social work in health; customer service; professional ethics; teamwork; accident and emergency services and Human Resources policies and procedures.

Some of the other initiatives that the SRHA has embarked on to improve the level of customer service within its hospitals and health centres include the training of staff at different levels in customer service and the implementation of a Customer Charter which aims to improve the quality of service offered by the Hospitals.



Some of the 18 Customer Service Representatives who have been employed to the Mandeville Regional and May Pen Hospitals.

Facilities on the Move

\$19.6 Million X Ray Equipment to Boost Diagnostic Services at Mandeville Regional Hospital



Radiographer at the Mandeville Regional Hospital, Mr. Michael Thomas operates the X-Ray Machine while members of the SRHA look on.

With over 200 patients seen daily and over 36,000 procedures done annually, the Mandeville Regional Hospital's Radiology Department is now better equipped to provide diagnostic services with the acquisition of an X-Ray machine valued at \$19,599,000, donated by the Chase Fund.

CEO of the Chase Fund, Mr. Billy Heaven in urging the hospital staff to pay special attention to the care of the equipment noted that the Fund will be offering five scholarships for the degree programmes in Bio Medical Engineering which will help with the future maintenance of machines.

He told the staff that the warranty, maintenance should be looked at carefully

in addition to the establishment of a replacement fund to care for the equipment.

The X-Ray machine which is considered to be the best diagnostic tool in modern medicine was officially handed over on Friday, October 7 at the Mandeville Regional Hospital (MRH) in Manchester.

Mr. Heaven noted that the health sector is a critical part of the Fund's mandate and since its inception in 2003, has provided financial support to the tune of \$3 billion.

"The hospital is the main referral hospital in the region and thus the majority of high risk and critical care patients are seen at this facility. Therefore it is of paramount importance for the hospital to have the best available equipment in order to be able to serve the needs of the people" Mr. Heaven added.

Consultant Radiologist at the MRH, Dr. Alistair McBean noted that the Radiology Department provides services including radiography; ultra sound and image guided intervention procedures and fluoroscopic procedures to residents in the southern region and from as far as Westmoreland, St. Ann, Trelawny and St. Catherine. Dr. McBean in recording his gratitude to the Chase Fund said the Department remains committed to offering quality services to its clients.

Facilities on the Move

SRHA Encourages Culture of Good Oral Health Practices Among Students



Crowd favorites Mocho Primary School deliver a sizzling performance.

Against the background of the need to instill a culture of good oral health practices in Jamaica's children, the Southern Regional Health Authority's (SRHA) Dental Auxiliaries have been promoting good oral and dental health education in schools across the region, which culminated with an Oral Health Competition and Awards ceremony recently.

The Competition which was staged by the Clarendon Health Department under the theme, "Oral Health Matters", was used to evaluate primary and secondary students from some 20 schools through quiz, poster and deejay/rap competitions.

Oral Health Month is celebrated in October; however the SRHA Dental Auxiliaries hosted several activities which kick-started on Monday, October 24 and culminated with the competition on Thursday, October 27 at the St. Gabriel's Anglican Church Hall in Clarendon.

Regional Director of the SRHA, Mr. Michael Bent in supporting the initiatives noted that it is very important to change the culture of oral health in Jamaica as research has proven that many risk factors for chronic non-communicable diseases or lifestyle diseases are linked to the development of oral and dental health problems.

He encouraged the dental surgeons, dental nurses, dental hygienists, dental assistants and dental aides to continue being efficient and proactive in making Jamaica a healthier nation.

Turning to the importance of oral health, Medical Officer of Health for Clarendon, Dr. Kimberly Scarlett Campbell said oral health is very important to one's general health and is also useful in "diagnosing diseases, improving maternal and child health outcomes and also improving self esteem." She encouraged teachers and parents to support the students in improving their oral health.

The competition, which is an annual event, saw Denbigh Primary School copping the first prize in the Quiz Competition and also in the Poster Competition for the 6-8 category. Other winners included Treadlight Primary School in the 9-11 category, Thompson Town Primary School in the 12-15 category and Lennon High School in the 16 and over section.



Entries in the Dental Health Poster Competition.

Facilities on the Move

Patient Care Assistants-"Making a Difference"

Patient Care Assistants Week was celebrated Sunday, October 16 to Saturday, October 22 under the theme "Making a Difference –Part 2". The week was commemorated with several activities including a Church Service at the Black River New Testament Church of God on October 16, clinical presentations and an outreach project which targeted the hygienic and nutritional needs of 100 mentally challenged and street persons.

Please see below photographic highlights.



Outreach project for the homeless and mentally challenged.



Acting Senior Medical Officer at the Black River Hospital, Dr. Sheriff Imoru is presented with a gift after his presentation to Nurses and Patient Care Assistants on the management of wounds.



A group of Patient Care Assistants after a presentation to a patient in the Accident and Emergency Department.



Patient Care Assistant, Ms. Valerie Jackson (right) presents diapers for the Paediatric Ward to Sister Erica Myers.



Joel Myers

**Institutional Health Programme Specialist
Manchester Health Department**



Some have described him as a priest, others, a politician, however, for Joel Myers, he is a 'down to earth' and understanding individual who is passionate about public health.

Having served the southern region as a Public Health Inspector for the past nine years has been a fulfilling experience which he credits to the support from his fellow Public Health Inspectors. Joel explains that his experience began with the Southern Regional Health Authority as a Public Health Inspector Intern where he was subsequently offered permanent employment. He then worked in several capacities including Levels 1 to 3 as a Public Health Inspector and currently as an Institutional Health Programme Specialist where he has responsibility for the monitoring of all hospitals, maternity centres and parish health centres in Manchester with a view to having them compliant with standards of the Ministry of Health.

Though he started his professional journey as a Lab Technician, Joel always believed that the environment and general working conditions should be safer and so he constantly inquired and researched about the Public Health Inspectors' profession. His desire to become a Public Health Inspector and to make an impact in this area was cemented after his findings and following his acceptance to the University of Technology to pursue studies to become a Public Health Inspector, he resigned his job and began the journey which would take him closer to his dream.

He gives 'thumbs up' to the environmental health programme in Manchester, which he says has "definitely helped to shape me into a better professional." He adds that the programme allows Public Health Inspectors to be well rounded in most if not all areas. Though many persons are not aware of all the functions of a Public Health Inspector, Joel notes that the residents in Manchester are very receptive to their roles noting that some of their functions include: inspection and monitoring of public and private Health Care facilities, Nursing Homes, Day Care Centres and Penal/Correctional institutions.

It was discovered that his notable achievements are many, but fresh in his mind is his selection by the Commonwealth Commission for a Commonwealth Professional Fellowship Award in Environmental Health in 2015. He explains that what makes this achievement so significant is that he has become the third Jamaican to receive this award in Environmental Health. Also, in 2016, he was selected as the Vice President of the Jamaica Association of Public Health Inspectors, a first time feat for the southern region. These and other achievements including: Mile Gully Health Centre Worker of the Year in 2008; Manchester Health Services Worker of the Year for 2009; National Public Health Inspector of the Year 1st Runner up in 2011 and National Food Safety Officer of the Year 2014 (first for the southern region) are what drive him to excel at all times.

Guided by the profound verse from the Bible, "I can do all things through Christ which strengthens me", Joel is encouraging his colleagues to "enjoy what you do, otherwise you will be unhappy. Happiness is a choice...The job comes with good and bad. Choose to love the good and embrace it. Seek clarity for the bad, and see how you can be the change."

Staff Highlight

"Gold Steppers" Step Into 5th Place With Healthier Bodies

Six months of intense physical activities, altered diets and lifestyle changes did not only push the "Gold Steppers" into 5th place in the National Health Fund's "Work it Out Weight Loss Challenge for the Workplace", but have changed the lives of the five team members who now boast healthier and 'slimmer' bodies.

The NHF 'Work it Out' Challenge, was a weight loss team competition for workplaces that emphasized diet and physical activity as ways to lose weight healthily.

The team of Marshalee Legore from the Manchester Health Department, Christopher Samuels from the Man-
deville Regional Hospital, Latoya Lyons, Sadie Williams and Karen Nelson from the SRHA Regional Office hit the ground running on April 9 until the close of the competition on September 24.

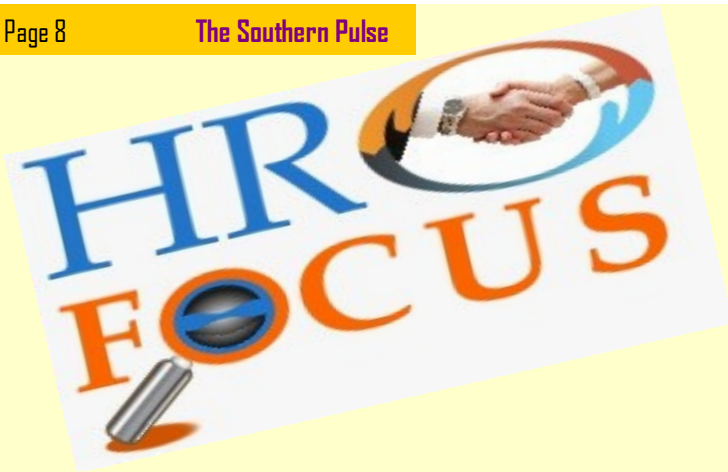
Fifty teams entered the competition, however 17 teams completed the challenge. Team captain, Karen Nelson also placed 5th in the female individual category losing a total of 21 pounds.

The team members express gratitude to their family, colleagues and friends who have assisted and encouraged them on this journey.



Left to right: Ms. Marshalee Legore, Ms. Latoya Lyons, Mr. Christopher Samuels, Mrs. Karen Nelson and Mrs. Sadie Williams at the beginning of the competition.

Left to right: Mrs. Karen Nelson, Mr. Christopher Samuels and Ms. Latoya Lyons pose with their certificate at the closing ceremony of the weight loss challenge.



HR And You:

“SERVICE IN MORE THAN ONE PART OF THE PUBLIC SECTOR”

15.10 SERVICE IN MORE THAN ONE PART OF THE PUBLIC SECTOR

In cases where an officer had service under one or more employing body e.g. other Central Government and a Parish Council (including the K.S.A.C.), or several Parish Councils, a detailed statement of the aggregate pensionable emoluments in respect of his/her service with each employing body should be forwarded to the Pensions Branch of the Ministry responsible for the Public Service.

In preparing the statement of aggregate pensionable emoluments, the following conditions shall apply:

i) during any period when the officer is on leave other than leave on full salary, he/she should be deemed to be on duty on full salary in respect of his/her substantive

appointment;

ii) during any period that he/she is acting in a higher office, his/her aggregate emoluments shall be related to the salary payable in respect of his substantive office;

iii) during any period of secondment, his/her emoluments shall be those payable in respect of his/her substantive office and shall be reflected in the statement of the lending employing body.

On the
Lighter Side



We welcome your input, please submit your articles and feedback to:

Latoya Laylor Brown, Public Relations & Advocacy Officer

Email: latoya.laylor@srha.gov.jm

Deadline: November 30, 2016



PUBLIC RELATIONS CORNER

"The deliberate, planned and sustained effort to establish and maintain a favourable public image of an organization"

"Jamaican National Flag"

The Jamaican National Flag was first raised on Independence Day, 6 August, 1962. It signifies the birth of the nation, recalls past achievements and gives inspiration towards further success.

Design

A bipartisan committee of the Jamaican House of Representatives designed the Jamaican National Flag. The flag comprises a diagonal cross or saltire with four triangles in juxtaposition, the diagonal cross in gold, the top and bottom triangles in green and the hoist and fly triangles in black.

The length of the flag is twice its width (for example, a flag 3 feet wide will be 6 feet long). The width of the diagonal cross is one-sixth of the width of the flag (for example, the width of the cross on a 6 foot by 3 foot flag will be 6 inches).

Symbolism

The colours of the flag have the following symbolism:

- Black depicts the strength and creativity of the people;
- Gold, the natural wealth and beauty of sunlight;
- Green, hope and agricultural resources

Wellness Bytes: "Dietary Tips for Teen Boys"

Credit:

Ministry of Health



WHY?



As you grow, make healthy food choices and take time to be physically active every day. This will:

- ✓ promote fitness,
- ✓ improve learning and
- ✓ provide your body with energy.

HOW?

1. Limit intake of foods that are high in fats and sugars. These foods are more likely to cause an increase in body fat.

2. Drink plain water and reduce intake of sugary drinks and sodas.



3. Learn to prepare your own snacks.

- ❖ Use more vegetables and fruits.
- ❖ Use nuts, seeds (e.g. pumpkin, sesame, sunflower) and whole grain (e.g. oats)

4. Read nutrition facts panel to identify nutritional content and make informed choices.

| Nutrition Facts | |
|------------------------|----------------|
| Amount Per Serving | |
| Calories 84 | |
| | % Daily Value* |
| Total Fat 5g | 1% |
| Saturated Fat 0g | 0% |
| Trans Fat | |
| Cholesterol 10mg | 5% |
| Sodium 1mg | 0% |
| Total Carbohydrate 21g | 7% |
| Dietary Fiber 4g | 14% |
| Sugars 10g | |
| Protein 1g | |
| Vitamin A | 2% |
| Vitamin C | 24% |
| Calcium | 4% |
| Iron | 20% |

5. Eat a variety of foods each day. Use the six food groups as a guide.

6. Keep an eye on size. Avoid over eating and super-sizing. More is not always better.

