

MAY 2021



## The Southern Pulse

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## SRHA Procures Restraints Valued at \$8 Million to Enhance Care for Mentally Challenged



(Left to right) Lionel Town Hospital (LTH) Nurse Ward Manager Donnett Cameron, SRHA Acting Regional Mental Health Officer, Karen Elliott, LTH Director of Nursing Services, Nichola Fowler-Higgins and Acting Nurse Ward Manager Ann-Marie Nolan-Robinson are pictured here after the handing over of restraints for the LTH.

The Southern Regional Health Authority (SRHA) has procured 50 sets of Pinel Restraints valued at J \$8 million, to restrain mentally ill patients in a more compassionate manner for their safety and those around them.

The restraints were acquired and allocated in March to the Authority's five major hospitals (Mandeville Regional, May Pen, Black River, Percy Junor and Lionel Town hospitals) and major health centres-Black River, May Pen, Spalding health centres and Santa Cruz Centre of Excellence and Mandeville Comprehensive Clinic. The crisis response buses in each parish have also been outfitted with restraints.

Acting Regional Mental Health Officer, SRHA, Karen Elliott explained that before the acquisition of the restraints, less ideal

methods were used to restrain mentally challenged patients; however, these restraints will provide involuntary confinement and restrict patients movements in a more compassionate manner for their safety and those around them for a limited amount of time.

"These restraints are safer to use minimizing the complications associated with other forms of restraints and will be used for both inpatient and outpatient care when ordered by a physician" she added.

Nurse Elliott noted that the staff members are extremely grateful to the Authority for procuring these restraints which will make their duties easier. "Sometimes when we were transporting clients with mental health challenges, we didn't have the appropriate restraints which proved dangerous to the clients, staff members and the vehicle which was being used for transportation. We are really pleased as we continue to advance the care of mentally ill persons in Jamaica" Nurse Elliott pointed out.

She noted that staff members have received training in de-escalation techniques in addition to the appropriate application of the restraints by the manufacturer as well as the Acting Regional Mental Health Officer. Nurse Elliott said on-going support will continue.

SRHA Regional Director, Michael Bent noted that it was important for the Authority to procure the restraints to advance mental health services in the parishes of Manchester, Clarendon and St. Elizabeth.

"I am pleased that we have been making significant advances to mental health care in Jamaica and the SRHA is committed to continuing on this path. Mental health services have not received the attention and resources that it should but in recent times, much has been done to enhance community mental health service delivery and response. While we do what we can to provide the necessary resources to advance mental health care, we need the public's support if our success is to be assured. I encourage everyone to let us work together to prioritize mental health and also end the stigma and discrimination against persons suffering from mental health challenges" Mr. Bent said.

## In the News: Southern Regional Health Authority

### Mandeville Hospital Receives State-of-the-art Equipment to Detect Laryngeal Cancer



(Left to right) MRH ENT Consultant, Dr. Andrew Manning; Manchester Wellness Foundation Nadine Sinclair; MRH Senior Medical Officer, Dr. Everton McIntosh and MRH CEO, Alwyn Miller examine the equipment donated to the hospital.

The Mandeville Regional Hospital's (MRH) Ear, Nose and Throat (ENT) Department in Manchester has received rigid laryngoscopes, chest support unit and biopsy faucets equipment valued at J\$1.5 million to detect and treat laryngeal cancers, the sixth most common cancer in men.

The donation was made to the ENT department on Thursday, May 6 at the MRH, by the Manchester Wellness Foundation, which has adopted the ENT department. The Foundation donates millions to purchasing well needed equipment and instruments for the hospital annually.

ENT Consultant at the hospital, Dr. Andrew Manning explained that persons would have to travel to either Kingston or Montego Bay to access these services; however, with the acquisition of the state-of-the-art equipment, the services will now be available to central Jamaica.

"If you detect laryngeal cancer you can save someone's life without having to resort to major surgery. If you don't catch it early enough it's quite debilitating and presents the person with severe difficulties, for example if the mass grows to a certain size you won't be able to breathe. We actually do laryngoscopy here (MRH) but we have been using older equipment for some time. This equipment represents state-of-the-art, modern equipment and we are able to use it with some other bits of equipment that we had before" Dr. Manning explained.

"To put it into perspective, if someone presents to us with certain symptoms, persistent hoarseness being the main symptom, we are able to see that patient, take that patient to theatre and under general anaesthesia we can safely do a biopsy and send it to the pathologist and confirm the diagnosis. If we catch it early enough, say stage one or two, we can send the patient either to Montego Bay or Kingston and the Government has recently acquired a linear accelerator so we can treat these patients with minimum morbidity and treat it at an early stage so you are saving that person a lot of trauma" Dr. Manning added. The ENT Consultant pointed out that having the service at the hospital will cut down on the waiting times in the public system, adding that: "once you can make the diagnosis early you should be able to treat more persons early. If you treat somebody with radiotherapy it means you don't have to have a major surgery and that person doesn't have to come into hospital and stay in bed and use up a lot of oxygen and anaesthesia, so all of this helps towards that."

CEO for the hospital, Alwyn Miller thanked the Manchester Wellness Foundation noting that without their intervention, it would have been unlikely for the hospital to procure the equipment on their own. "We are very thankful and this will continue to help us as a hospital and the ENT service to respond to emergencies and other selective circumstances. We are very pleased about this partnership which dates back several years and without a doubt, persons outside of the parish will be able to benefit from the improved services from the equipment" Mr. Miller said.

For her part, Chairman of the Foundation, Nadine Sinclair noted that the Foundation is honoured to be able to partner with the medical services in the Manchester region and help to improve services in the ENT and other departments in the hospital. She noted that since the establishment of the Foundation in 2003, the Foundation has raised and disbursed more than J\$ 19 million to health facilities in Manchester; through two major fundraising events, a run walk and a vintage party.



## In the News: Southern Regional Health Authority

### Black River Hospital Benefits From US \$15,000 Donation



CEO for the Black River Hospital, Diana Brown-Miller (3<sup>rd</sup> right) accepts the cheque of US \$15,000 from Peggy Ewen, family friend of donor Dave Johnson (left), while Senior Medical Officer for the hospital, Dr. Sheriff Imoru (2<sup>nd</sup> right) and Parish Manager for the St. Elizabeth Health Services, Sean Brissett look on.

The Black River Hospital (BRH) in St. Elizabeth recently received US \$15,000 to construct a well needed porte cochère at the Accident and Emergency Department to aid in the removal of patients from vehicles when it rains.

A porte cochère is a roofed structure extending from the entrance of a building over an adjacent driveway and sheltering those getting in or out of vehicles.

The donation was made possible by Dave Johnson, a Jamaican from the Arlington District in St. Elizabeth who resides in the United States of America. Mr. Johnson noted that he has been blessed and “with the agreement of his family made a commitment to make a lifetime donation to his primary school and church in his community and also to the hospital.”

Senior Medical Officer for the hospital, Dr. Sheriff Imoru commended Mr. Johnson on his altruism, noting that the donation was important to helping the hospital kick start its developmental plan.

BRH CEO Diana Brown-Miller welcomed the donation and thanked Mr. Johnson for allowing himself to be used to give back to his community in such a meaningful way.

“The funding of public healthcare is difficult and so the Government welcomes all the support it gets in advancing quality and efficient healthcare for Jamaicans. Thank you again Mr. Johnson and I hope that others will continue to partner with us as we seek to keep generations alive and healthy” Mrs. Brown-Miller said.

Mrs. Peggy Ewen, family friend and operator of the Cafeteria at the BRH made the presentation on behalf Mr. Johnson. She was instrumental in getting Mr. Johnson to donate to the hospital.

## Staff Highlight

### Women's Health Heroe



**Dr Curtis A Pryce**

**TITLE:** Consultant paediatrician; Head paediatrician, May Pen Hospital; Associate lecturer, University Hospital of the West Indies; Lecturer, Windsor School of Medicine, Caribbean School of Medical Sciences, All American Institute of Medical Studies.

**What he does:**

I am a consultant paediatrician trained to manage the general medical needs of children and teens. I work in primary and secondary care settings and hence I am able to see a broad view of paediatric issues in the community in which I work. I am therefore able to utilise a balanced approach to treatment strategies. At this vantage point I interact with baby girls, young girls, young women, and of course their mothers on a daily basis.

I treat female-related medical issues on a daily basis, ranging from physical issues, including physical and sexual abuse, to emotional abuse, neglect, and anxiety. I also address preventative female care issues. These include vaccination for the prevention of cervical cancer, family planning focusing on a biblical approach to a stable family life, promotion of sexual purity and reserving sexual exposure to a lifetime marriage partner, and early intervention related to advice re sexual activity.

**What made you fall in love with your job?**

I love paediatrics dearly. Children are happy, hopeful, malleable, giving and grateful. It is the area in medicine where you are able to make the biggest impact prior to the onset of chronic permanent physical and psychoemotional issues of adulthood. Children say thanks sincerely, they say what they say from the heart. When you give them your best they are happy to return the favour with a response like, 'You are the best doctor ever', or 'I love you Dr Pryce!'

**What would you say is your field's most valuable contribution to Jamaican women?**

Paediatricians interact with children as early as birth and beyond. We have contributed to women's health with early interventions related to vaccination and improving quality of life of women in the society. This is exemplified by the administration and promotion of the HPV [human papillomavirus] vaccine which has helped to reduce cervical cancer in a big way in Jamaica. We are able to discuss with parents and their teens the benefits of this vaccine prior to onset of coitus.

We also play major roles in surveillance of issues which affect women and girls in the society. Spikes in sexual abuse cases are usually picked up and highlighted by paediatricians and presented to the different stakeholders so that appropriate measures can be put in place.

**What makes focusing on women's health important to you?**

Women play a big role in the stability of a society, and Jamaica in particular, where women play a major role in our predominantly matriarchal set-up. Women are the head of most homes in Jamaica and particularly so in homes of lower socio-economic status. If we can make women's life more stable and meaningful, we will definitely be able to make major changes to the society at large.

**If you had one bit of advice for Jamaican women, what would it be?**

Be brave. Be strong. Be independent while interdependent. Be the strong God-fearing resilient person that you were made to be. Love your spouse. Love your children. Love yourself but most importantly, love and depend on God completely for your strength.

**What's one interesting thing that your patients probably don't know about you?**

That I have never began seeing a child ever without first praying for them.

**If you could trade this job for anything, what would it be?**

Nothing. I have been led to this job by divine guidance and would not trade it for price or penny.

**Credit:** The Jamaica Observer

## Staff Highlight

**A well-organised Champs– Published Article From Staff Member**



**Dear Editor,**

The organisers of the Inter-secondary Schools Sports Association (ISSA)/GraceKennedy Boys' and Girls' Championships 2021 must be commended for their leader's intellect, as the quality of the leadership was reflected in the standards they set of sound judgement, critical thinking, and innovation. These attributes have resulted in the tremendous success of the staging of the 111-year-old competition in these unprecedented times.

Although the novel coronavirus pandemic prevented the physical presence of spectators, many people were still beaming with pride as they watched on their television sets or on social media platforms.

I strongly believe that this competition should be used as a yardstick for other competitions and social gatherings.

I do believe that the athletes were disappointed that the competition was cancelled last year. Although their training sessions were not as frequent, they were anxious to showcase their talents, so abiding by the COVID-19 protocols was not an option for them.

An American author wrote, “Discipline is the virtue that begins in obedience and flowers in self-control.”

To the organisers, you have raised your standard to create change.

**Nichola Nichonia Lyle, Accountant, SRHA Regional Office.**

**lylenn72@yahoo.com**





## Oneil Gayle

**Hospital Attendant  
Black River Hospital**

**“I Love to Help the Sick”**



When Oneil Gayle goes to work daily at the Black River Hospital as a Hospital Attendant, it is his love for helping people which motivates him to execute his duties to the best of his ability.

“When I go to work, I condition my mind to help people because I love to help persons who are sick so they can go back home quickly” says Oneil who has been working in public healthcare since 2014.

Working with the Black River Hospital has been a challenging, yet rewarding and good experience for Mr. Gayle. He states that he has had the opportunity to learn a wide range of things and assist persons, which he enjoys doing.

He explains that as a Hospital Attendant, it is important to possess tolerance and patience and be physically fit, as a big part of his job involves moving patients and equipment between various areas of the hospital. He adds that he transports patients to different areas of the hospital on a stretcher or wheelchair, lift patients to stretchers and wheelchairs and rotate patients on a regular basis on the wards. Mr. Gayle says he also accompanies the ambulance driver to destinations and assists medical personnel with certain procedures.

A valuable member of the hospital’s team, Oneil has been described as a determined, hardworking and honest employee. In 2016 he was awarded Worker of the Year and in 2020 he received an award for hero on the frontline, testament of his attitude to his job.

Oneil is inspired to do his best by his family, particularly by his mother (now deceased). He points out how important family is to him, noting that it is a joy to be around them. Mr. Gayle adds that on a weekend he can be found at home assisting with chores and spending time with his family.

A lover of football, Oneil tells the Southern Pulse that he loves watching sports particularly the English and Spanish leagues and also basket ball.

At a time when healthcare workers have been at the frontline managing the COVID-19 pandemic, Mr. Gayle is encouraging his colleagues to put God first and remain steadfast and strong. “We should try to work as a team so we can get the work done. Each one help the other even though it is rough. If we trust each other we can go far” he adds.

He notes that his favourite artiste is Jamaican Bounty Killer and favourite actor, American Vin Diesel.

## Department Spotlight

### Black River Hospital's Customer Service Department



**Stacy-Ann Austin – Customer Service Manager**  
**Reena Williams-Myers - Customer Service Officer**

The Black River Hospital's Customer Service Department has been in operation since March 2017, and was designed to reduce patient waiting time within the Accident & Emergency Department.

Even though the team has changed individuals over the years, the purpose, goals and drive of the department, while adapting, has remained the same, ensuring quality service to all individuals.

Charged with the responsibility to improve the overall customer service experience of staff and clients, the department's main function is to provide direct assistance to clients in various service areas. The team also assists with analyzing client related information and seek to recommend and implement effective systems.

Customer Service Manager. Stacy-Ann Austin explains that the team believes that each customer or client must be treated as they would at any other place of business – private sector or public entity.

“Once each customer is seen in this light, they will feel respected and appreciated. We have been contracted as essential services workers and as such the onus is on us to live up to this noble expectation” she says.

The team is an important part of the compliant mechanism and receives and handles complaints for staff and clients. They also conduct public surveys and give feedback to staff and public. Other responsibilities of the team include:

providing reliable and courteous service to all clients and staff; direct and provide information to all clients and staff; log patients as they enter the Accident and Emergency Department; do daily talks to educate patients in the Accident & Emergency Department with information on the process on been seen and assessed by a doctor; respond to client's needs, requests and concerns as is appropriate; monitor waiting time and intervene where possible and inform patients of the reasons or possible reasons for any delay in service.

The Customer Service Department throughout the years has expanded its wings to establishing a variety of ventures to build rapport, show appreciation to staff and give back to patients in need.

One of these ventures was the Smile Campaign used to show appreciation to the wonderful staff and give recognition to those who continuously make an impact. It was in this time staff had the opportunity to extend their democratic ability to vote for the most courteous employee in the departments and the winner would be put on display.

Other projects throughout the years include: Health Promotion Day to encourage healthy choices, Fitness Fridays to promote exercise and Fitness and to get our body and mind energized, Motivational Session – which was seen as a means to encourage and motivate staff.

In an effort to give back to patients the department had a Raffle and created Photo-Boom Day. The funds from these proceeds created the Customer Service Care Packages. These packages were distributed to in need patients on all wards of the hospital.

The most well-known venture from the department is the Customer Service Workshop, which was established to train and remind each member of staff of their duty in the field of customer service and self-development.

# Wellness Bytes

## "Coronavirus"

Credit:  
Ministry of Health  
and Wellness



### What is a coronavirus?

Coronaviruses are a large family of viruses that are known to cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

### What is a novel coronavirus?

A novel coronavirus (CoV) is a new strain of coronavirus that has not been previously identified in humans.

### Can humans become infected with a novel coronavirus of animal source?

Detailed investigations found that SARS-CoV was transmitted from civet cats to humans in China in 2002 and MERS-CoV from dromedary camels to humans in Saudi Arabia in 2012. Several known coronaviruses are circulating in animals that have not yet infected humans. As surveillance improves around the world, more coronaviruses are likely to be identified.

### What are the symptoms of someone infected with a coronavirus?

It depends on the virus, but common signs include respiratory symptoms, fever, cough, shortness of breath, and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

### Can coronaviruses be transmitted from person to person?

Yes, some coronaviruses can be transmitted from person to

person, usually after close contact with an infected patient, for example, in a household workplace, or health care centre.

### Is there a vaccine for a novel coronavirus?

When a disease is new, there is no vaccine until one is developed. It can take a number of years for a new vaccine to be developed.

### Is there a treatment for a novel coronavirus?

There is no specific treatment for disease caused by a novel coronavirus. However, many of the symptoms can be treated and therefore treatment based on the patient's clinical condition. Moreover, supportive care for infected persons can be highly effective.

### What can I do to protect myself?

Standard recommendations to reduce exposure to and transmission of a range of illnesses include maintaining basic hand and respiratory hygiene, and safe food practices and avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

### Are health workers at risk from a novel coronavirus?

Yes, they can be, as health care workers come into contact with patients more often than the general public WHO recommends that health care workers consistently apply appropriate infection prevention and control measures.



## Disaster Preparedness Tips

"Corona-Virus Preparedness Tips"

Credit:  
SRHA & Ministry of  
Health & Wellness



### MANCHESTER, CLARENDON AND ST. ELIZABETH

STAY HOME TO HELP STOP THE SPREAD OF COVID-19

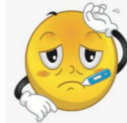
#### REDUCE YOUR RISK OF CORONAVIRUS INFECTION



#### Covid-19 Signs and Symptoms

Symptoms may appear 2 days or up to 14 days after exposure. Common symptoms include:

- Fever
- Cough
- Shortness of breath



### COVID-19 HELPLINE

TOLL FREE LINE:

- 1-888-ONE LOVE (1-888-663-5683) OR
- 888-754-7792
- 876-542-5998
- 876-542-8006
- 876-542-8007

Email: covid19@moh.gov.jm  
jacovid19@gmail.com

#### MANCHESTER

Call the Manchester Health Department  
Monday-Friday 8:30 a.m.-9:00 p.m.  
Saturday-Sunday 8:00 a.m.-8:00 p.m.  
Telephone: 876-961-0128  
Email: srhamhd.eoc.srha.gov.jm

#### ST. ELIZABETH

Call the St. Elizabeth Health Department  
Monday-Friday 9:00 a.m.-4:00 p.m.  
876(965-2266, 913-1571, 715-4172) or  
Whatsapp: 876-589-0811  
Email: stelizabeth.eoc20@gmail.com

#### CLARENDON

Call the Clarendon Health Department  
Sunday-Saturday 8:00 a.m.-12 midnight  
Telephone: 876-986-9043  
Email: clarendoneoc36@gmail.com

SRHA Regional Office (24 hours-Everyday) 876-962-2752  
Email: srharo.eoc@srha.gov.jm

# DISASTER PREPAREDNESS



Plan



Prepare



Recover



## HOW & WHEN TO WASH YOUR HANDS

/// COVID-19



After coughing or sneezing

After taking public transportation

When caring for the sick

Before, during and after you prepare and eat food

After toilet use

When hands are dirty

After handling animals or animal waste

W  
H  
E  
N

How long is this social distancing supposed to last? My wife keeps trying to come in the house.

The Lighter Side





The Ministry of Health and Wellness is encouraging Jamaicans who may be experiencing anxiety or stress out of concern over the Coronavirus Disease 2019 (COVID-19) to contact its mental health line at 888 NEW LIFE (888-639-5433).

“Anxiety and stress are normal responses to a public health challenge of this magnitude. Among other things, COVID-19 has required that people self-quarantine or otherwise physically distance themselves from others. This can be stressful for anyone and in some people can lead to feelings of isolation,” said Director of Mental Health and Substance Abuse at the Ministry of Health and Wellness, Dr Kevin Goulbourne.

“We urge Jamaicans to talk about their fears and anxiety. It is amazing how therapeutic it can be to share your feelings and with someone who takes the time to listen. The mental health team at the Ministry is here to listen and to support our Jamaicans through this public health challenge. We therefore welcome those calls,” he added.

It is now more important than ever that Jamaicans take care of their emotional health and there are a number of ways that they can do that from home.

# HR And You:

## “COPING WITH COVID-19”

- **Stay in touch with friends and family.** Give them a call or reach out to them via social media.
- **Take a break from social media.** While social media is a good way to stay in touch with friends and family, the excessive use of social media has been known to fuel anxiety among some persons.
- **Keep a journal.** It is always a good idea to have an outlet for self-expression. A journal is a good way to do so.
- **Exercise.** Feel free to work up a sweat, increasing, in the process, the body’s ‘feel good’ chemicals known as endorphins.
- **Smile.** A smile, research has shown, can work wonders in helping to reduce blood pressure while improving your mood and reducing stress.

**Credit: Ministry of Health & Wellness**

## SUBMIT AN ARTICLE

We welcome your input. Please submit your articles and feedback for the June edition to:

**Latoya Laylor Brown, Public Relations Officer**

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