



Frankfield Health Centre Gets \$35 Million 'Refresh'



The renovated Frankfield Health Centre in Clarendon.

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In the News: Southern Regional Health Authority

Frankfield Health Centre Gets \$35 Million ‘Refresh’



Minister Tufton (left) greets staff members from the Frankfield Health Centre.

Over 10,000 residents of several communities in Clarendon are now accessing health services in a more comfortable environment following the renovation of the Frankfield Health Centre in the parish at a cost of approximately \$35 million.

The project was done under the Ministry of Health and Wellness’ Operation Refresh, which is a \$1 billion project aimed at enhancing the look, feel, and utility of health centres across the country.

It involves collaboration with the National Health Fund (NHF) and the regional health authorities.

The scope of works at Frankfield Health Centre included installing new reinforced concrete roofing, partition walls, air conditioning and new doors and windows; improving sanitary

conveniences; painting, plumbing and electrical works; adding new fixtures and fittings; among other things.

Speaking at the official reopening of the facility on Friday (March 28), Minister of Health and Wellness, Dr. the Hon. Christopher Tufton, told the staff that the improvements are intended to benefit them as well as the patients, who visit the facility to access health care. “You have to work in an environment where you are comfortable. That is what Operation Refresh is about,” he said. He noted that the health centre stands as a symbol of stability in the community, and urged the residents to make good use of the services provided.

“You don’t have to go outside to seek services that are being offered here. You have a comfortable place to come, to sit, to see the doctor, to ask questions, to get your treatment,” he pointed out. Minister Tufton underscored the Government’s commitment to the improvement of primary health care, noting that the focus is not only on upgrading the buildings but services as well. “Once you are in a community where there is a health centre, you can access certain critical services and we are going to ensure that these health centres are upgraded and improved to give you the best possible life chances as a citizen. Primary health care is essential and that is why we are investing so much resources, so much time, so much effort, and that is why we celebrate every time we build and upgrade [a facility],” the Minister said.

Last year, 6,537 persons were treated at the Frankfield Health Centre. Services offered are curative, mental health, child health, family planning, antenatal, postnatal and care for persons with Non-Communicable Diseases (NCDs), which accounts for most of the treatment provided. The number of doctors at the facility has moved from one to four.

Credit: The Jamaica Information Service



In the News: Southern Regional Health Authority

Southern Regional Health Authority Urges Caution Among Jamaicans Doing Pranks

The Southern Regional Health Authority is urging people to be careful when doing pranks, which could result in medical interventions.

The call comes against the background of a recent incident where a couple carried out a prank, resulting in the young man hands being glued to the steering wheel of his car. He required medical intervention and several hospital staff members attended to the situation.

The health system is already facing immense pressure and pranks like these, which result in medical emergencies place additional burden on the staff members and the health sector resources.

These pranks can also put others in danger, resulting in serious incidents and accidents.

The SRHA is also appealing to people to cease from videoing healthcare workers and clients in public health spaces without their consent, which is unlawful. This was also done as part of the prank and uploaded to social media.

While pranks can be enjoyable and harmless, they should not be conducted in a way that violate laws and regulations or cause distress and endanger the safety of others.

The SRHA is a statutory body of the Ministry of Health & Wellness, which administrates public healthcare in St. Elizabeth, Manchester and Clarendon.

Oral Health Competition Shaping Lives



A huge congratulations to McNie All Age for winning the Southern Regional Health Authority Dental Unit Annual Oral Health Competition on March 20, 2025.

2nd Place: Milk River Primary & Infant
3rd Place: Smithville Primary

Their hard work, dedication, and commitment to oral health truly paid off! A big shoutout to all the participants for showcasing their knowledge and helping to spread awareness about the importance of healthy smiles.

Facilities on the Move

Manchester Health Department Empowers Residents to Respond to Emergencies

On Monday, March 24, the Manchester Health Department conducted an earthquake drill at the Christiana Health Centre in Manchester to sensitize persons on how to respond in an emergency.

Most participants evacuated the building as instructed, demonstrating the importance of readiness and awareness—especially with the recent tremors we have been experiencing.

To make the drill even more realistic, some individuals simulated injuries, allowing emergency responders to assess and treat them. This exercise helped the team identify strengths and areas for improvement in the disaster response plan. The team worked closely with all relevant authorities, including the fire department, police, and hospital emergency teams, to ensure a coordinated response.

Please see below highlights.



Facilities on the Move

Chapelton Hospital Hosts Health Fair Providing Needed Care to Residents



Some of the members of the team.

On March 13 and 14, a team of more than 20 medical practitioners from Florida, USA, provided free health services to some 600 residents of Chapelton and surrounding communities in Clarendon.

The team – Breaking Healthcare Barriers, was headed by members of the Levy and Stern families, whose parents and grandparents were from Clarendon.

The team included a dentist, dental assistants, nursing students, general practitioners and leader - Raymond Levy who organized the mission. Of the 600 people treated, more than 250 received dental checks and close to 80 extractions were done. The team

also provided medication that was bought locally and at the end of the mission, they donated some of their medical equipment to the hospital.

According to Florida-based businessman and team leader, Raymond Levy, Breaking Healthcare Barriers was established to provide medical services to the underserved community of Clarendon. Mr. Levy also leads an educational mission to St. Ann, annually. They have distributed school supplies to hundreds of needy children over the years.

“The purpose of the mission is not just to be a one-stop and try to do everything, but we want to provide continuity of care for the patients going forward. We will keep electronic medical records, so the patients we see today; if they are five years old, we want to return when they are 30 and make sure that all the things we found in our first examinations, have been followed up and they are compliant,” Levy said.

He said when Breaking Healthcare Barriers passes on patients to local doctors, they will maintain the treatment over time for a better quality of life. Levy added that many of the services they provided would be costly, so providing them for free is a big help. The patients also receive medication for dental, optical and medical problems.

“We treated a number of issues from infections, abscess, glaucoma, cataracts, diabetes, hypertension and others. The plan is to return next year, so we will stay in touch with the patients by evaluating their medical records so that on those trips we can find out whether they saw a doctor and if there was follow-up care,” Levy said.

They also paid a local optometrist at Vision Dental Health in May Pen to see 10 patients who needed specialist eye treatments.

Credit: Resource Mobilization Officer, Barbara Ellington

Facilities on the Move

Oral Health Team Empowers Public on Oral Health Day

For Oral Health Day on March 20, the Manchester Health Department produced a series of informational videos to educate the public about the importance of oral health.

Some of the videos focused on: oral health needs for special needs patients, oral cancer, motherhood and oral health, the Second Chance Smiles programme, good oral hygiene, and other topics.

Please see below highlights of some of the team members who participated in the videos.



Facilities on the Move

SRHA Partners with JCF to Support People Facing Mental Health Challenges

On Wednesday, March 26, 2025, the Southern Regional Health Authority partnered with the Jamaica Constabulary Force for a vital workshop on mental health.

Our goal: to reduce stigma and strengthen collaboration in supporting those facing mental health challenges.

Through insightful presentations, we explored common mental health issues, crisis management, and ways to enhance our partnership in assisting those in need.

Please see below highlights.



Facilities on the Move

More Leaders Certified in Health Administration & Leadership

Congratulations to the 11 leaders from the Southern Regional Health Authority who were certified in Health Administration and Leadership (April–November 2024) from the University of Technology.

Their dedication, hard work, and commitment to advancing healthcare services are truly commendable.

A special salute to our outstanding awardees for their contributions in Creativity & Innovation, Teamwork & Collaboration, and Leadership Legacy. Your leadership is shaping the future of healthcare!

In total, 32 leaders have been trained from the SRHA. Please see below highlights.



Staff Highlight

Retirees “Celebrate the Journey, Embrace the Next Chapter”

On Thursday, March 27, 2025, the Southern Regional Health Authority hosted a heartfelt retirement function to honour the dedicated service of our retired regional office staff. Held at the St. John Bosco Vocational Training Centre Auditorium in Manchester, the event was a beautiful tribute to their hard work, commitment, and invaluable contributions to healthcare.

The retirees from the Regional Office were: Mrs. Irene Reid, Mrs. Nadine Johnson-Griffiths, Dr. Doreth Garvey and Mr. Michael Johnson. As they step into this new chapter, we express our deepest gratitude for their years of service and wish them joy, fulfillment, and success in all their future endeavors.

Please see below highlights.





**DID YOU
KNOW?**

It takes three 3 to 5 positive customer experiences to make up for just one unresolved negative experience? That's why every interaction counts! Providing prompt, empathetic, and solution focused support doesn't just resolve issues it builds trust and improve overall customer satisfaction.



**NOW THAT YOU
KNOW**

ASK YOURSELF:

- What kind of experience do I want people to have when they interact with me?
- How can I support my colleagues in delivering excellent service?
- What small change could I make today to create a more supportive environment?

Service Excellence and Complaint Management -Exceeding Expectations



inability or unwillingness to address service failures. Brown (1997) and Johnston & Sandy (2002), cited in Mjahed & Triki (2009), note that “employees have trouble hearing a complaint as feedback... and perceive it as an external job stressor and as a source of role conflict.” In short, it’s often the poor handling of the failure—not the failure itself—that drives dissatisfaction.

Customer loyalty formed before problems arise can buffer the effects of poor complaint handling (Miller & Robbins, 2004). A history of positive experiences helps customers remain loyal, even when issues occur.

Service excellence is about being “easy to do business with,” but it can be difficult to define and consistently deliver (Stone, 2011). Customers easily recognize both good and poor service, which strongly influences their emotions and loyalty. While exceeding expectations is often seen as the way to delight customers, doing so can be costly and unsustainable. Over-delivery may raise expectations to unrealistic levels, leading to disappointment when future service is only average.

True excellence doesn’t require going beyond expectations—it means offering smooth, hassle-free experiences. Andreassen (2000) found that effective problem handling plays a major role in customer perceptions, with half of excellent service and 64% of poor service linked to how complaints are managed.

Similarly, de Ruyter & Wetzels (2000) found that it’s not the initial failure but the recovery that shapes customer reactions. A good recovery can create delight, especially for those with low expectations, while a poor recovery triggers strong, negative emotions. This reinforces that constantly trying to exceed expectations may not be practical or necessary.

The Issue of Fairness

In recovery, fairness matters more than the perception of justice itself (de Ruyter & Wetzels, 2000). Even when recovery is technically successful, customers may still feel unfairly treated. A good outcome should be the main focus of complaint handling, supported by a fair and empathetic process.

Customers expect explanations, apologies, empathy, and a solution. They want companies to take responsibility and act quickly. According to Mjahed & Triki (2009), nearly half of unsatisfactory experiences come from employees’

To support this, frontline staff must be empowered to make decisions based on fairness and be equipped with the necessary information and complaint-handling policies. If the issue can’t be resolved immediately, customers should be clearly informed about the next steps.

What is Double Deviation?

Suresh & Chawla (2022) define “double deviation” as a failed recovery following an initial service failure. This increases the chance of customers switching to a competitor. However, customers may update their satisfaction and loyalty based on how future recoveries are handled and whether improvements are made.

Complaint Management and Learning

Many complaint management systems focus on avoiding negative outcomes rather than learning from failure, which limits growth. González & Francisco (2005), cited in Mjahed & Triki (2009), argue that transforming complaints into customer insights can be highly valuable.

Conclusion

Even top-performing service organizations struggle to consistently deliver successful recoveries (Mjahed & Triki, 2009). Over half of complaint responses end up reinforcing negative perceptions. To improve, organizations must invest in customer service and adopt modern complaint-handling tools such as email and social media.

The Ministry of Health is one example, uses structured complaint processes through Customer Care Units at each facility. Additionally, the Client Research & Resolution Unit (CARRU) under the Enabling Environment in Health and Client Services Division continues to lead efforts in effective complaints management.

**Credit: Mrs. Thereza Fraser
Senior Customer Care Officer
Mandeville Regional Hospital**

Wellness Bytes

“Adolescent Health Clinic
Schedule”



Adolescent Health Clinic Days & Times Southern Regional Health Authority (SRHA)

St. Elizabeth

Santa Cruz Centre of Excellence
2nd Tuesdays 12PM - 4PM

Balaclava Health Centre
4th Fridays 10AM - 4PM

Junction Health Centre
4th Wednesdays 1PM - 4PM

Clarendon

May Pen Health Centre
**1st & 3rd Thursdays
3PM - 5PM**

Spalding Health Centre
3rd Wednesdays 3PM - 5PM

Milk River Health Centre
2nd Wednesdays 8:30AM - 5PM

Manchester

Christiana Health Centre
**2nd Wednesdays
1:30PM - 4PM**

Mandeville Adolescent Clinic
1st Thursdays 2PM - 5PM

Mile Gully Health Centre
4th Thursdays 2PM - 5PM

Porus Health Centre
4th Tuesdays 2:30 - 5PM



HR And You:

“PMAS-Myths & Facts”

Now Accepting
Study Leave Applications for the 2026/27 AY

If you are considering full-time academic studies during the 2026/27 AY, it is time to complete your application for study leave or day release. **To be eligible for study leave applicants must:**

- Be appointed
- Pursue a programme that is relevant to the service.
- Be accepted in a registered learning institution.

Deadline
JULY 31

Submit to your applications to your HR Department. Phone Number 876-806-5442

Credit: Ms. Juline Singh
 Manager, Human Resource Development

Embracing Enterprise Risk Management Within the Southern Region

THE ERM CORNER:

Treating Risks:

Accepting the Risk-A risk is deemed to be acceptable if it is not going to be treated. Accepting a risk does not imply that it is insignificant. You may decide that it is appropriate to accept it for a number of reasons:

- The level of risk is low
- There are no treatment options
- Opportunities outweigh the threats

Credit: Ms. Kimberley Trought,
 Enterprise Risk Management Analyst

(Source: GOI Enterprise Risk Management Guidelines)

SUBMIT AN ARTICLE

We welcome your input.

Please submit your articles and feedback for the April edition to:

The Corporate Communications & Public Relations Branch

Email: latoya.laylor@srha.gov.jm

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