

DEC 2016



Southern PRIDE

SWRHA'S NEWSLETTER



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Chairman's End of Year Message

We've made it through 2016 with many developments and have seen growth and successes in somewhat less favourable conditions. As we end one year and begin another, it is a good time for retrospection, so that as we go forth into a new year, we can be better prepared to grow, exceed and surpass the valiant work we have done in delivering a critical service to our citizens, which is Healthcare and Health Education.

In an organization as large as the SWRHA, with approximately 5,000 staff working to serve a growing population of over 600,000 persons, we must assess how we have performed and plan to improve. 2016 has been a trying year economically, however, in the face of significant challenges, we have still been able to make progress. Therefore, I want to sincerely thank you for your continued commitment and all that you do to deliver on our purpose. The SWRHA has been nationally and regionally recognized for its clinical excellence, particularly in the innovative surgical procedures being pioneered at our faithful San Fernando General Hospital.

Notwithstanding our successes, we are well aware of the deficiencies in our system.

As a new Board, we have recognized that there are some internal challenges that must be addressed. Recently, the Board has taken the opportunity to meet with you directly at our first Staff Open Forum Session. We wanted you to share your ideas and vision for improvements of the SWRHA with us. This session was the first of bi-annual sessions that allow for closer linkages between staff and supervisors. We wish to create an environment of true partnership, not only external partners, but internal ones.

2017 isn't promised to be without its own set of challenges. But no matter what the circumstances are, we must not lose sight of our priority; providing comprehensive, quality healthcare. We must be cognizant of the role we play in the national operation of the country. Healthcare is not just a job but a service to our fellow citizens. We must come together to continue to efficiently bolster our efforts as the country tries to recover from a harsh decline in revenues.



I implore you to live the mandate of our National Pledge:

*"I will strive, in everything I do
to work together with my fellowmen
Of every creed and race
For the greater happiness of all
And the honour and glory
Of my country."*

Only if we work together, can we achieve a better country where we can feel proud to call it home. As Chairman, I can vow that your Board of Directors stands committed to effective improvements within the organization. I assure you that we are willing, able and ready to be the number one RHA in the country.

- #1 in healthcare
- #1 in customer service
- #1 in educating our country on how to stay healthy.

With all that being said, I wish you and your family the unity, joy and serenity associated with the season and look forward to working with you as we make greater strides towards improvements in 2017.

Your partner in Health
Dr Alexander Sinanan
Chairman



SWRHA's New Board Appointment

The Board of Directors of the South-West Regional Health Authority (SWRHA) appointed 13th January, 2016 recognises the recent appointment on September 8th 2016 of a new legal representative Mr. Dexter Bailey. These eight Directors bring with them a high level of decorum, professionalism, knowledge and commitment to their roles as Directors and the overall improvement of the South-West Regional Health Authority.

SWRHA's Board of Directors:

- ❖ Chairman - Dr. Alexander Sinanan - a Medical Doctor & Specialist in Clinical Radiology
- ❖ Deputy Chairman - Mrs Valerie Alleyne-Rawlins - a Registered Nurse

Board of Directors

(Sitting L-R) Mrs. Valerie Alleyne-Rawlins, Deputy Chairman; Dr. Alexander Sinanan, Chairman; and Ms. Jayselle McFarlane.

(Standing L-R) Mr. Anil Bhagowtee; Dr. Shalini Pooransingh; Mr. Dexter Bailey; Ms. Jennifer Marryshow and Dr. Harry Smith

- ❖ Mr. Anil Bhagowtee - Director, has special qualifications in and practical experience of matters relating to personnel management/industrial relations
- ❖ Mr. Dexter Bailey - Director, Attorney at Law
- ❖ Dr. Harry Smith - Director, Ministry of Health Representative
- ❖ Ms. Jayselle McFarlane - Director, representing the public interest and welfare
- ❖ Ms. Jennifer Marryshow - Director, an individual with Local Government experience
- ❖ Dr. Shalini Pooransingh - Director, a medical doctor and specialist in Public Health Medicine.

UROLOGY DEPARTMENT HOSTS RECONSTRUCTIVE SURGICAL WORKSHOP

Reconstructive Urologic surgery is defined as the surgical re-routing, recreating, or repairing of the urinary tract. The Urology Department in collaboration with the International Society of Urology, International Volunteers in Urology, USA and the Caribbean Urological Association hosted a Reconstructive Urology Surgical Workshop from October 31st to November 2nd, 2016.



Dr. Kurt Mc Cammon, Professor of Urology at Eastern Virginia Medical School (sitting R) with residents from the Urology Department

Dr. Kurt Mc Cammon, Professor of Urology, Chair of Genitourinary Reconstructive Surgery, Urology Residency Programme Director at the Eastern Virginia Medical School, USA conducted the three-day workshop during which reconstructive surgery was performed on six patients. This workshop assisted in clearing the backlog of reconstructive urology cases, and provided an excellent learning opportunity for staff and clients in the Department of Urology.

WORLD MENTAL HEALTH DAY, 2016



Staff of the Mental Health Department celebrating World Mental Health Day at the Gulf City Mall

Staff of the Psychiatric Department, SWRHA joined over a hundred countries worldwide in celebrating World Mental Health Day, 2016 with a mental health fair at the Atrium of the Gulf City Mall on October 1st, 2016.

The theme for World Mental Health Day this year was “Dignity in Mental Health - Psychological and Mental Health First Aid for All”. The theme was an extension of that of last year which continues the “Dignity” agenda and supports the visibility of mental health.

In his address, (read by Mr. Pooran Sankar, Regional Manager Psychiatric/Mental Health Services), Mr. Anil Gosine, Chief Executive Officer, emphasized that the SWRHA is serious about the maxim, “There is no Health without Mental Health”. He also stated that “treatment for people with mental illness involves a range of regimens and modalities. These include hospitalization, medication, talk therapy and occupational therapy. However, even if a person had the best in all these areas, without being treated with respect and dignity, these services lose their efficacy”.

Mr. Gosine also stated that “many people who suffer from psychological and mental distress, personal crises and mental disorders can benefit from receiving psychological and mental health first aid.

Several governmental and non-governmental organizations joined SWRHA in the Mental Health Fair through educational booths from their respective Agencies.

Psychological and Mental Health First Aid

The Psychiatric Department embarked on a project to develop a shared understanding of basic Psychological and Mental Health First Aid that will be understood by the general public, professionals, governmental agencies, as well as, non-governmental institutions, schools, Faith-Based Organizations and community groups. The aim is that every member of the public can learn how to provide basic Psychological and Mental Health First Aid to distressed individuals while connection is made to SWRHA's specialized services.

The Department is currently "rolling out" Psychological and Mental Health First Aid training to groups and organizations within the South-West Region. The first recipients of this focused training were sixty-five students and ten teachers from secondary schools in San Fernando and environs. The second cycle of the training included 46 members of the clergy from churches within the South-West region and beyond. The content of the training included:

- ✦ Depression Guidelines - *Dr. Shivan Mahabir and Dr. Andrea Homer*
- ✦ Traumatic Events Guidelines - *Mrs. Joanna Maharaj (Psychiatric Social Worker II)*
- ✦ Psychological First Aid - *Ms. Giselle Dumas (Clinical Psychologist)*
- ✦ Helping Someone with Drug Use Problems - *Mrs. Merene Singh (Mental Health Officer I)*
- ✦ Suicidal Thoughts and Behaviours - *Mr. Pooran Sankar (RM, Psychiatric/Mental Health Services)*

Additional cycles are expected to continue in 2017.



Dr. Andrea Homer-Edwards educating pastors on how to become equipped when confronted by someone with depression



Mrs. Joanna Maharaj, Psychiatric Social Worker II speaks with students during the first Psychological and Mental Health First Aid training session



Mr. Anil Gosine, CEO, addressing students and teachers during the Psychological and Mental Health First Aid training

PAHO/WHO BREAST IMAGING WORKSHOP



(L-R) Dr. Murrie Mosodeen Consultant Radiologist; Mr. Anil Gosine, CEO; Dr. Alexander Sinanan, Chairman; Dr. Gale Sisney, Breast Imaging expert; Dr. Dale Sookoo, Medical Director Primary Care; Ms. Wendy Marshall, Mammography Technologist and Dr. Edwin Bolastig, PAHO Representative

Approximately 50 Radiologists and Mammographers in Trinidad and Tobago, attended the PAHO/WHO Breast Imaging Workshop at the San Fernando Teaching Hospital on October 15th and 16th, 2016.

The two-day Workshop featured international experts and medical professionals in the field of breast imaging, digital mammography and radiology. These included Dr. Gale Sisney, a recognised leader in breast imaging and intervention, and Ms. Wendy Marshall, Mammography Technologist and co-founder of MammoCheck, a program designed to evaluate mammography technologists' performance and service. Dr. Murrie Mosodeen, Consultant Radiologist at the Radiology Department SFGH and Dr. Naveen Ratan, Medical Physicist, NWRHA and Lecturer of Radiology Physics at UWI, St. Augustine, were also a part of the presenting team.

The idea for this Breast Imaging Workshop originated with Dr. Mosodeen. She was a key coordinator of this event, collaborating with PAHO, Radiological Health Systems and the Radiological Society of Trinidad and Tobago to produce a successful workshop, aimed at enhancing the quality of performance and interpretation of mammography scans throughout Trinidad and Tobago. Breast Imaging can lead to earlier diagnosis, improved prognosis and ultimately a decrease in mortality from breast cancer, which is the ultimate goal of any cancer screening programme.

SAVING HEARTS WINNING MINDS



Dr. Pravinde Ramoutar, Medical Director (Ag) (sitting C) with staff from the Cardiac Care Unit and Nursing Administration

Worldwide, heart diseases are the leading causes of deaths; they account for the loss of 17.3 million lives annually. The World Health Organization has dedicated the month of June as World Heart Month. The staff at the Cardiac Care Unit (CCU), San Fernando General Hospital, utilized this observance to promote good heart-health by hosting a public outreach, with the theme "Saving hearts, winning minds" at the San Fernando Teaching Hospital on Thursday 30th June, 2016.



Dr. Pravinde Ramoutar, Medical Director (Ag) during his opening remarks at the CCU's Health Fair

To convey the key issues surrounding maintaining a healthy heart, the CCU partnered with the Nutrition and Dietetics Department, SWRHA; Phlebotomy Lab, SWRHA; the Trinidad and Tobago Heart Foundation; and the Free Fit Club. The messages were delivered through demonstrations, displays and presentations that allowed attendees to get a clearer understanding of how the heart works, the associated risk factors, the methods for managing these risks, the various types of cardiac conditions that afflict persons and the importance of nutrition and exercise.

ONCOLOGY UNIT RECEIVES CANCER CARE PUBLICATIONS



Staff at the Oncology Unit, SFGH

Mrs. Joy Brooks-Toussaint, an Oncology Nurse based in England, presented the nurses at the Oncology Unit, San Fernando General Hospital, with fob watches and cancer care publications on October 14th, 2016. The publications which contain information about up-to-date advanced innovations and care practices included: Cancer Nursing Journals, British Journal of Nursing, and cancer care and management books.

Her experience of witnessing a close relative battle with cancer over five years ago motivated her to become an advocate for elevated cancer care and for the past four years, she has been making similar contributions to the Oncology Unit. She recognised the vast level of skill and knowledge required to provide effective treatment in a comfortable environment that is delivered in a reassuring manner that allows patients to feel a sense of dignity. Mrs. Brooks-Toussaint expressed her aspiration to return to Trinidad and Tobago one day to care for cancer patients but for now, she will lend her support in any meaningful way she can.

HANDS INTERNATIONAL AT AREA HOSPITAL POINT FORTIN

Staff of AHPF collaborated with a medical team comprising doctors with various specialities from Hands International, one of the largest international non-profit organisations, to provide healthcare services to persons in the Point Fortin community. Approximately 1,800 adults and 300 children were screened from September 2nd to 5th, 2016 at the Chinkit Park, Point Fortin. The medical team also performed 40 operations-30 minor and 10 major surgeries at AHPF.



Hands International doctor, listens attentively to this patient's heartbeat



Dr. Sylvan Pierre, CEO and members of the Hands International team

AUTISM SPECTRUM DISORDER PARENTING WORKSHOP AT PLEASANTVILLE HEALTH CENTRE



Ms. Sian Allum, Psychologist, highlights communication differences during her presentation



Ms. Giselle Dumas, Psychologist addressing parents at the Workshop

Children diagnosed with Autism Spectrum Disorders (ASD) are adversely affected by the associated developmental disorders that undermine their abilities to function and behave coherently, and communicate effectively. For these children, activities at home or in external social settings are often impaired. In recognizing the needs of children with ASD developmental disorders, the Community Paediatric Team and the Child Guidance Clinic at Pleasantville Health Centre hosted the *Autism Spectrum Disorders, Parent Training Workshop Series*.

The parents who participated in the workshops came from the Child Guidance Clinics across the South-West Region: Pleasantville Health Centre, Couva District Health Facility, Princes Town District Health Facility, Siparia District Health Facility and the AHPF.

On June 14th, 2016 the series commenced with the “Addressing Challenging Behaviours” workshop. Parents were assisted with developing strategies aimed at managing challenging behaviours generally observed in children with ASD, through the identification of factors that influence behaviour and the use of visual supports to manage behaviour.

The second workshop, on September 13th, 2016, focussed on “toilet training children” on the ASD Spectrum. Toilet training may be especially difficult for a child on the Autism Spectrum due to the characteristics of ASD, which include sensory issues and challenges with social communication. Parents were trained on how to gauge a child’s readiness for toilet training, and strategies that can be employed to make toilet training a success for both parent and child by using visual supports, schedules and reinforcement.

In the follow-up session, “*The Basics of Communication*”, on November 8th, 2016, parents were instructed on the essential techniques for improving their ASD children’s ability to communicate and utilize cooperative behaviour to their benefit in any environment. The topic covered an overview of communication, its functions, types of communicators, and strategies for teaching ASD children how to protest and comment. Throughout the session, reference was made to the previous sessions to reinforce the role of communication at each stage of the children’s development. The workshops are expected to resume during the first quarter of 2017 where other crucial aspects of ASD will be explored.

PHARMACY PARTNERING WITH MPA FOR DIAMOND STANDARD CERTIFICATION

One is often reminded that “a journey of a 1000 miles must begin with a single step”.

The MPA, Diamond Division led by Ms. Genesia Pierre, Service Improvement Specialist, is that beacon of light that shines the pathway for Pharmacy Services at the SWRHA to acquire the Diamond Standard Certification. The Service Improvement Team continues to hold meetings keeping the main focus on and aligned to achieve excellence in public service delivery.

The eight (8) key criteria are Communication, Service Environment, Promoting a Customer Service Culture, Responsiveness & Service Standard, Innovation and Creativity, Technology, Partnerships and Customer Involvement and Understanding.

Within the Certification Process, Pharmacy Services would have progressed from Registration → Sensitization/ Workshops → Self-Assessment → Service Improvement.

Areas Addressed

- ❖ Customer Surveys
- ❖ Suggestion Box Management
- ❖ Customer Service Hotline
- ❖ Twenty-four Hour Communication of Pharmacy Team
- ❖ Customer Feedback
- ❖ SWRHA Website
- ❖ Customer Service Training
- ❖ Patient Satisfaction Survey
- ❖ Time and Motion Study



Mr. Anil Gosine, CEO (8th from R) with members of SWRHA's Executive Team and Pharmacy staff

- ❖ Implementation of the Cellma System
- ❖ Procurement of Laminar Flow hood for Total Parenteral Nutrition
- ❖ Out-Patient Pharmacy Patient Service Charter
- ❖ Out-Patient Pharmacy Prescription Pathway
- ❖ SFTH In-Patient Pharmacy Service
- ❖ Staff Recruitment

Next Steps

- ❖ To continue with the Service Improvement Plan
- ❖ To meet with the Steering Committee
- ❖ To address critical issues with Manager, Health & Safety
- ❖ To attend Application and Assessment Preparation Workshop 2016

The MPA has undoubtedly demonstrated control and efficiency in this programme with meetings, information sharing, communication and meaningful workshops of high standards.

The MPA is a true exemplar of teamwork, camaraderie and discipline.

Their efforts in this partnership have been excellent, timely, consistent and shining like diamonds. It is with this momentum and energy of the MPA that Pharmacy Services continue to serve our clients with professionalism, urgency, care and strive to obtain Diamond Standard Certification.

World Diabetes Day 2016

Annually, **World Diabetes Day** is celebrated on November 14th. It is a platform for giving prominence to concerns raised by the steady growth of reported cases of persons with diabetes globally. According to the International Diabetes Federation, it is reported that in 2015 there were 415 million adults living with diabetes and by 2040, it is expected to reach 642 million, one in every 10 adult persons.

Ministry of Health takes Diabetes awareness to the Gulf City Mall



Mr. Lyndon Gumbs, Enrolled Nursing Assistant, tests a client's blood pressure and sugar

The Ministry of Health launched its **World Diabetes Day** awareness programme at the Gulf City Mall on Friday 11th November, 2016. This outreach gave the community an opportunity to learn about diabetes self-management. The programme was designed to prevent Type 2 Diabetes or control existing conditions from Type 1 Diabetes through diet, exercise and medical advice. With the 2016 theme **"Eyes on Diabetes"** clearly in focus, the Blind Welfare Association of Trinidad and Tobago and Look Optical provided eye screenings and consultations aimed at maintaining good vision. Visitors were able to get nutrition advice and health screenings that would help them determine if they had any symptoms of diabetes.

CDHF celebrates World Diabetes Day



(Sitting L-R) Ms. Mavis Seepersad, Pharmacist; Ms. Rena Yearwood, Facility Manager CDHF; Ms. Alicia Sanor, CEO/Lead Educator at Caribbena Lifestyle Diabetes Centre with CDHF staff.

On **World Diabetes Day**, November 14th, 2016 the Couva District Health Facility collaborated with Caribbean Lifestyle Diabetes Centre and the Zaheer Ali Foundation to host a Diabetes mini symposium and health fair at the Couva South Constituency Hall. With a high incidence of pre-diabetes and obesity among children in Primary Schools in the Caroni South area, the programme underscored the importance of compliance in relation to proper nutrition, exercise regime and active daily routine from an early age to prevent the onset of Type 2 Diabetes. This event was open to standard three students, teachers, parents and the wider community to promote making better health choices at an earlier age that would lead to healthier lifestyles not being an option, but a habit.



Members of the public get advice on making healthy eating choices

In promoting the theme, **"Eyes on Diabetes"**, all attendees were encouraged to take care of their eyes and get eye check-ups to prevent blindness due to eye diseases such as: diabetic retinopathy, diabetic macular edema and glaucoma. Proper eye care and early detection can reduce the risk of vision loss.

Flanagin Town Health Centre and its Diabetic Wellness Group, “Walk For Life”



Staff at Flanagin Town Health Centre celebrate World Diabetes Day

The rain did not dampen the spirit of the town folk in Flanagin Town as the villagers joined with the staff of the Health Centre in a walkathon on November 16th, 2016. The walk entitled “Walk for Life” set the theme for the Health Education Programme that ensued. District Health Visitor, Ms. Seeta Sookdeo encouraged the clients from the small town to take a personal interest in their health and well-being. She was frank with the audience, reminding them that if they are negligent and become critically ill with diabetes, they can become a burden to their family, children and spouses as she had personally seen such occurrences with amputees in the past. Dietician, Ms. Jochelle Mohammed reminded the residents that eating anything in excess is bad for their health as it increases their visceral fat which often leads to high blood pressure, heart disease and insulin resistant diseases like diabetes. DHV, Ms. Geraldine Lewis further educated the audience on the signs and symptoms of diabetes and the lifestyle changes that are needed by those already diagnosed with diabetes. She addressed the diabetics and described what their daily routine should be like in order to prevent amputation, kidney failure and death.

Aerobic Burnout

1st Place - Sherryann Marchan, Seamstress

2nd Place - Jerielle Thomas, Clerk

3rd Place - Jonette Williams, UWI Alumni

Poster Competition

1st Place - Sewing Room

2nd Place - Ward 3

3rd Place - Nutrition and Dietetics

Community Liaison Unit keeps its Eyes on Diabetes



CLU staff at the start of their Health Walk

The staff of CLU held their annual **World Diabetes Day** observance at the San Fernando General and Teaching Hospitals on November 15, 2016. They continued to chart the course in diabetes education and self-management when they started the day with the health walk around the hospital and aerobic burnout. This was followed by the diabetes health fair where the 2016 Diabetes Poster competition winner was announced. In keeping with the theme “**Eyes on Diabetes**”, they heightened awareness about the importance of healthy lifestyles through nutrition, exercise, mental health and medical compliance to prevent vision loss which is one of the most prevalent and often overlooked complications of diabetes.



Sewing Room staff, show off the winning poster and receive their prize from Ms. Joy Providence Williams, Regional Manager Liaison Services (L)



Champions- Ms. Jerielle Thomas, Ms. Sherryann Marchan and Ms. Jonette Williams (1st row C) with other Aerobic Burnout participants

BLOOD BANK CELEBRATES WORLD BLOOD DONOR DAY



Blood donor, Avinash relaxes while donating blood at SFGH Blood Bank

"Blood connects us all", was the theme of World Blood Donor Day 2016, which was commemorated by staff at the San Fernando General and Teaching Hospitals' Blood Bank on June 14th, 2016. The day's event focused on thanking blood donors and highlighted the connection between donors and patients. In his greetings to the audience of approximately 50 persons, Mr. Anil Gosine, CEO, thanked blood donors and encouraged others to become donors. His sentiments were echoed by Dr. Anand Chattorgoon, former Medical Director (Ag.), who described blood as "liquid love". All donors received tokens of appreciation on that day.

TTRA VISITS SFGH POST NATAL UNIT



R-L) Ms. Gwyneth Rawlins, member of the TTRA, Ms. Evelyn Holder and Ms. Judy Paul-Alexis, members of the Mothers' Union talks to a new mother on the importance of communication and reading to her newborn.

Members of the TTRA paid a surprise visit to five new mothers on the Post Natal Unit of the San Fernando General Hospital's Labour Ward on September 8th, 2016. This TTRA's project entitled 'Read to me' sensitizes new mothers on the importance of positive communication with their newborns. The mothers were encouraged to start talking to their newborns. Many people harbour a misconception that newborns are unable to understand words, but babies do listen to loving tones. Even though their coordination is not developed, babies respond to their mothers' voice by making subtle body movements and facial expressions or even moving their arms and legs in time with their mothers' speech. Each of the five mothers were given reading material on how to effectively communicate with their newborns.

CLU'S 10TH ANNIVERSARY HEALTH FAIR

On August 8th, 2016 the dedicated Ms. Joy Providence Williams, Regional Manager, Liaison Services and staff at the Community Liaison Unit (CLU) celebrated a decade of providing healthcare services and improving patient care outcomes with a Health Fair at the San Fernando General Hospital's Foyer. Clients, staff and members of the public received blood pressure, random blood sugar, and body mass index tests. Staff interacted with persons: provided educational material on diabetes and diabetes management and counselling on making healthy lifestyle choices.



CLU staff conduct blood sugar and pressure tests at SFGH's Foyer

STRONGER together for World Sight Day



Dr. Kieron Naguar, House Officer, checks the pressure in a client's eye at the Health Fair at Palmiste Park

Celebrated annually, World Sight Day places blindness and vision impairment in the global spotlight. "Stronger Together" was the theme of World Sight Day 2016. It aimed to promote connectedness among healthcare professionals who engage in eye care, the diabetic community and the visually impaired. In keeping with this theme, the hardworking staff at the Eye Outpatient Clinic, headed by Ms. Savitri Sankar, Head Nurse, coordinated a Walkathon and Health Fair at Palmiste Park on October 15th, 2016. This event was centred on connecting healthcare professionals to the public, raising awareness of blindness and vision impairment, facilitating empowerment of clients and sensitising the public to the importance of vision testing and eye care.

The walkathon started at 8:00 a.m. Approximately 40 persons strolled along the Park's winding walkway and returned to a brief programme focused on educating persons on cataract and glaucoma. Clients and members of the public received blood pressure, random blood sugar, eye examinations and eye pressure tests. Booths were operated by SWRHA's Nutrition and Dietetics, Oncology and Psychiatric Departments, Eye OPC and Ward 2 Clinic. Persons were also treated to a short yoga exercise session from members of the Suchit Trace, Debe Yoga Holistic Group.

Pharmacy Week at Princes Town District Health Facility

"Let's get Better Together- Become an Antimicrobial Guardian Today" was the theme of Pharmacy Week 2016. The theme encouraged clients and healthcare professionals to make better use of antibiotics. The staff at the PTDHF celebrated Pharmacy Week 2016 with lectures, in keeping with their theme, by educating clients on the do's and don'ts of antibiotics. They also focused on the importance of blood sugar testing, blood pressure monitoring, diabetic foot care and the importance of clinic and registration cards. Pharmacists and Pharmacy Assistants engaged the public in games and provided tokens of appreciation to clients visiting the Pharmacy during the week.

(Right Above) Pharmacy Staff at PTDHF get ready to distribute tokens of appreciation to clients

(Right) These clients listen with rapt attention to this Pharmacist's presentation



MATERNAL AND CHILD HEALTH CLINIC

CELEBRATES WORLD BREASTFEEDING WEEK 2016



(L-R): Ms. Yolande Davidson, DHV at Gasparillo Health Centre, Ms. Zorina Ragbir, DHV at Rochard Douglas Health Centre and Ms. Merle Tang, Registered Nurse and Lactation Midwife gives advice and answers questions on breastfeeding to expectant mothers and fathers.

If mothers believe that exclusive breastfeeding for six months is important to their babies and themselves, they will find a way to do it. In modern times, however, working and caring for a baby takes multitasking at a new level. Mothers therefore need to effectively plan ahead.

It was with this in mind, that the Baby Friendly Hospital Committee hosted a seminar to commemorate World Breastfeeding Week by inviting two working mothers employed as doctors in the SWRHA to address clients attending the Maternal and Child Health Clinic on August 5th, 2016 at the San Fernando Teaching Hospital's Prayer Room.

Dr. Arlette Khan from the Neonatal Unit and Dr Melissa Bachan spoke openly and gave positive testimonies on exclusively breastfeeding their babies. They explained how they juggled working in the medical field and breastfeeding, without the aid of baby formulas.

Ms. Merle Tang, Registered Nurse and Lactation Midwife, Ms. Yolande Davidson, DHV at Gasparillo Health Centre and Ms. Zorina Ragbir, DHV at Rochard Douglas Health Centre also educated the mothers and fathers present on the benefits of exclusive breastfeeding, positioning and attachment of the neonate to the breast, the expression and storage of breast milk, problems that may arise while breastfeeding and how to solve them.

7th Annual Breastfeeding Seminar



at La Brea Health Centre

Ms. Merle Tang, Registered Nurse and Lactation Midwife speaking to mothers at the La Brea Health Centre



La Brea Health Centre's 7th Breastfeeding Seminar, celebrating World Breastfeeding Week 2016, took place on August 15th, 2016. This annual seminar, consistently promotes exclusive breastfeeding for the first six months after birth and continued breastfeeding along with appropriate foods up to two years of age and beyond, as recommended by the World Health Organisation. Forty-six mothers in the La Brea community were rewarded for their commitment to this breastfeeding regimen. Presenters, Ms. Merle Tang, Registered Nurse and Mrs. Violet Welch-Knights, Prevention of mother-to-child transmission (PMTCT) Coordinator, highlighted the numerous benefits of breastfeeding, positions and attachments, expression and storage of breastmilk, informed mothers of the challenges they may experience during breastfeeding and outlined ways to overcome them.

Staff of the La Brea Health Centre serenade mothers with a rendition of their song 'Breastmilk'





Cookout Chow and Souse at AHPF



A cross section of the chow and souse presented by departments at AHPF



Pharmacy Department staff at Area Hospital Point Fortin accept the winning prize in the Cookout Competition

To promote team spirit, unity and camaraderie, the staff at AHPF held an interdepartmental Cookout and “Chow and Souse Off” on June 17th and July 15th 2016, respectively. The Cookout culminated with the Pharmacy Department earning the first place with its amazing culinary skills. But a month later at the “Chow and Souse Off”, the Medical Orderlies Department proved to these “iron” chefs that it can whip up the tastiest chow and most mouth-watering souse at AHPF.

Indian Walk Health Centre celebrates Divali and World Diabetes Day

For centuries, Divali traditions and its significance of the victory of light over darkness have been passed from one generation to the next. On Wednesday 26th October, 2016, the staff of the Indian Walk Health Centre explored the festival's deeper meaning in relation to the health of their clients by hosting their Divali and World Diabetes Day function. World Diabetes Day was celebrated on Monday 14th November, 2016. The theme for this function was Knowledge (light) over Ignorance (darkness) where understanding could only be gained through shared information.

The message to patients, which included persons from the communities of Indian Walk and Tableland, was a reminder about the importance of diabetes management or for some, the prevention of the onset of diabetes during this festival. Simple steps were outlined such as: food consumption, beverages and sweets in moderate quantities, taking medications as prescribed, regular exercise and good care of their feet.



Dr. Geeta Rajkumar (sitting R) singing bhajans at the annual Divali and Diabetes programme at the Indian Walk Health Centre

Attendees were also urged to join the Diabetes Support Group sessions which takes place on the 1st Wednesday of every month at 1:00 p.m. For further information about the Diabetic Support Programme, please call the Indian Walk Health Centre at 655-2478 from Monday to Friday between the hours of 8:00 a.m. to 4:00 p.m.

DISASTER COORDINATING UNIT

Going Beyond Disaster



Safety Warden Graduant, Ms. Nadia Khan-Mohammed of the Couva District Health Facility receives her certificate from Mr. Joseph Keston, Manager of Disaster Coordination Unit.

Mr. Keston Joseph, Disaster Coordinator and staff at the Disaster Coordinating Unit continue to strengthen SWRHA's disaster response. By partnering with the Office of Disaster Preparedness and Management (ODPM), 67 staff members were trained in Shelter Management and Initial Damage Assessment from November 7th to 10th, 2016. At present, the SWRHA is the first Regional Health Authority to have staff trained in both fields. The ODPM also facilitated Basic Incident Command System and Mass Casualty Management System staff training sessions on October 19th and 25th, 2016.

The Disaster Coordinating team completed the second phase of Safety Warden Training at all District Health Facilities. One hundred and seventy-three Safety Wardens were taught basic disaster preparedness, the role of safety wardens, and trained in basic fire safety. Cardiopulmonary resuscitation (CPR), Automated External Defibrillators (AED), basic first aid, mustering procedures and the Incident Command System. At Couva District Health Facility, a full-scale evacuation drill was conducted on October 12th, 2016 to sensitise staff and clients on evacuation procedures.

Mr. Joseph explained that these training sessions enable staff in cases of disaster to provide shelter, conduct post damage assessment of a facility, manage incidents with multiple patients and limited resources and provide a unified systematic approach to managing emergencies in the SWRHA.

SERVICE CHAMPIONS

QUALITY IMPROVEMENT UNIT SFTH



Winners, Mr. Solomon Gaskin, Audit Assistant II (Ag) and Ms. Samantha Battoo from the Medical Records Department (C), with Mrs. Seromanie Rampersad-Debiddeen, Manager, Quality Improvement and Quality Improvement staff

The Quality Improvement Unit, SFTH joined the worldwide celebration of Customer Service Week, by hosting a week of activities from October 3rd to 7th, 2016. Customer Service Week is annually celebrated and aims to boost morale and teamwork, reward frontline representatives, and raise awareness of the importance of customer service. "Service Champions" was the 2016 theme. The Quality Improvement Unit served breakfast to approximately 80 clients at SFTH, and rewarded patients for their knowledge of the Patient Charter of Rights and Obligations, Customer Service Week and the role of the Quality Department. Staff also engaged clients visiting the Paediatric Clinic in "Champion Seat", during which prizes were awarded to persons who found a World Quality Month logo under their seat. The week of activities closed with a scavenger hunt on Level 4. Ms. Samantha Battoo from the Medical Records Department, Mr. Solomon Gaskin from the Internal Audit Department and Ms. Maqueda Jordan from the Quality Improvement Department won 1st, 2nd and 3rd places, respectively.



Domestic Department celebrates Housekeeping Week 2016

International Housekeeping Week annually recognises persons who daily maintain a clean, safe and healthy environment in facilities across the globe. The Domestic Department observed International Housekeeping Week 2016 with a week of activities honouring wardsmails. Celebrations commenced on September 26th 2016 with a Thanksgiving Service at the St. Paul's Anglican Church, followed by brunch on the 27th at San Fernando Teaching Hospital. Domestic staff from health facilities in the SWRHA and other RHAs shared on-the-job experiences and encouraged their colleagues to strive for excellence. The following day, wardsmails showcased their art and craft, embroidery and culinary skills at the San Fernando General Hospital's Foyer.

The Rewards and Recognition Ceremony held at the San Fernando City Hall Auditorium on September 29th 2016 was the grand finale. The event celebrated and awarded wardsmails in the South-West, North Central, North West and Eastern RHAs for their excellent service, outstanding commitment, neatness, punctuality and quality of work. These activities "celebrate the part we play in the SWRHA...promote health and help to build relationships with the other regions. We hope that this venture will impact wardsmails so that they can become the best versions of themselves," said Ms. Michelle Trotman, Domestic Supervisor.



Wardsmail showcasing their culinary skills at their talent show in the foyer of SFGH

Here are the awardees:

Area Hospital Point Fortin

- Ms. Cherry Ann Young- Best Attired
- Ms. Allistra Sookram- High Maintenance of Quality
- Ms. Lynette Charles- Best Team Player
- Ms. Carolyn Longdon-Bethel- Most Innovative
- Ms. Zorina Ali-John- Most Flexible
- Ms. Lystra Alexander- Most Outstanding
- Ms. Nicole Harper- Williams- Extra-curricular Activities
- Ms. Rosaline John- Retiree
- Ms. Hanifa Peters- Retiree
- Ms. Radhica Dookran- Retiree
- Ms. Margaret Pryce-Retiree

Couva Extended Care Centre

- Ms. Dulanie Ramoutar- Going Beyond the call of duty
- Ms. Rachael Mohammed- Going Beyond the call of duty
- Ms. Judith Medica- Uniformity

[illegible]



Improving the Patient Experience with **CELLMA**

More than two years have passed since the implementation of the Patient Information System, CELLMA, at the San Fernando General Hospital. Our launch on September 22nd, 2014 has allowed us to electronically register patients, schedule clinic appointments, triage patients, dispense prescriptions, manage drug inventory and conduct assessments. We have accomplished "One Patient, One Record". With this new system, we are able to track patient waiting times in the Emergency Department and produce various service reports e.g vomiting and diarrhoea, demographic and conformance.

In Pharmacy, we are able to view patient prescription history and correlate it with their visit which limits the occurrence of prescription fraud. With the intention to expand use to all health facilities, we will be able to electronically manage all patient interactions with the SWRHA. The Patient Information System has transformed the way in which we do business, inclusive of patient management, quality information and quick access to patient information.

In the near future, we plan to include Doctors usage in the Emergency Department, expand the Patient Information System to all Health Facilities, implement additional assessments that are currently in the developmental stage and upgrade our equipment to facilitate the expanded use. As we continue to use CELLMA, we continue to build our patient records. Decision making will be data-driven, we will be able to spot trends and minimize epidemics, and will allow us to focus our resources on our greatest needs.

If you require additional information, send an email to techsupport@swrha.co.tt.

WHY SHARING YOUR PASSWORD IS A BAD IDEA

Would you share your ATM PIN with your colleague or friend? If not, then why would you share your SWRHA's network password? When you share your password, you are sharing your identity. The only way a computer can identify you is by your username and password. Your level of access is granted based on your credentials. Every activity done while logged into the network is associated with your login. Any violation or fraud that occurs while you are logged in is associated with your login. I urge you to think twice before sharing your credentials.

Some reasons given for sharing a password are that someone is on leave or vacation, it takes too long to get an account or that the person is temporary and does not require an account. While all these reasons seem legitimate to the user, they are putting the network and the SWRHA at risk. Department Drives or NAS Drive exist so files can be stored there and shared within the Department. If the ICT Department encounters sharing of an account, the account is disabled.

Every SWRHA employee is entitled to a network and email account. To request an account, complete the Network Account Form, have it authorized by your supervisor and submit to techsupport@swrha.co.tt. It takes a maximum of 48 hours to create an account.

No one should know your password including your supervisor and network administrator. The ICT Technicians have the access they need to perform their duties. If your password is required, you are required to enter in yourself. In summary, there is absolutely no legitimate reason to share passwords. Sharing passwords severely weakens the security of the SWRHA network.

Pastelle Pie

Yield: 6 servings, 3 ounces each

Ingredients

Seasoning for Meat
2 tbsp. chopped celery
Sprig thyme
2 tbsp. chopped chive
1 small pimento
1 small clove garlic
2 tbsp. chopped onion
¼ tsp. salt
Dash black pepper

Pastelle Ingredients

¼ pound minced beef
¼ pound minced pork
1 egg white
6 ounces skimmed milk
½ cup cornmeal
8 ounces cream style corn
¼ cup raisins
1 tbsp. chopped capers
2 tbsp. chopped olives
2 tbsp. chopped cocktail onions
½ tsp. pepper sauce
½ cup chopped red and green sweet peppers

NUTRIENTS PER SERVING

Calories	176
Total fat	4g
Protein	12g
Saturated fat	1g
Carbohydrates	24g
Cholesterol	20mg
Dietary fibre	2.15g
Sodium	350mg

Method

- ❖ Chop seasonings. Season meat(s). Set aside.
- ❖ Mix egg white and milk.
- ❖ Add cornmeal, cream style corn and raisins. Set aside.
- ❖ Cook meats in skillet and drain off fat.
- ❖ Add capers, olives, onions, pepper sauce and sweet pepper. Mix well.
- ❖ Pour corn mixture into meat mixture. Mix thoroughly.
- ❖ Put into lightly greased baking dish. Cover with foil and place in shallow pan with water.
- ❖ Bake for 40 minutes at 350°F/180°C.



Adapted from: Trinidad and Tobago Association of Nutritionists and Dietitians (TTANDI) Cook Book.

Substitution:

You may use minced soya or chicken instead of beef or pork

Health Tip:

For sodium restriction, omit capers, olives and cocktail onions

Do you have a story for the Southern Pride?

Contact the Corporate Communication Department
T: 653-4259 Ext: 2107; 2136; 2105; 2890; 2248; 2130 or E: communication@swrha.co.tt