



Bermuda Hospitals Board
CARING FOR OUR COMMUNITY

PULSE

BERMUDA HOSPITALS BOARD

Newsletter to the Community

Dear Partner in Health Care,

We are pleased to provide you with this edition of the Bermuda Hospitals Board's quarterly newsletter, *Pulse*. We look forward to informing you about interesting programmes, developments and the variety of activities at King Edward VII Memorial Hospital and Mid-Atlantic Wellness Institute.



Joan Dillas-Wright
Chief Executive Officer

Working with our community partners in health care will help us achieve our goal of providing Bermuda with the best possible medical services. We hope you will find this issue of *Pulse* interesting and informative. If you would like to contribute to a future edition or share any feedback, please contact our Communications Department at communications@bermudahospitals.bm

Yours sincerely,

Joan Dillas-Wright
Chief Executive Officer

Working Together To Give the Gift of Life

The Bermuda Hospitals Board has been partnering with New England Organ Bank (NEOB), the oldest independent organ bank in the United States, for the past fifteen years. As part of the contractual agreement with NEOB, Bermuda is included in the United Network



for Organ Sharing. This means organs are donated to the best match, whether the recipient is located in New England or Bermuda. NEOB provides the BHB with donor management, organ recovery services, annual education and assistance with any hospital policies and procedures that relate to organ and tissue donation.

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Members of the Bermuda Organ and Tissue Donor Association flank the Donor Quilt, created to honor donors and their families. Muriel Williams, Employee Health; Brad Kleinig, Acting Clinical Educator Critical Care; Cynthia Woods, O.R. Nurse; Glenda Daniels, Nurse Recruiter; Carol-Ann Tacklyn, Emergency Unit Clerk, Tracy Paiva, Supplies Coordinator; Elaine Ferdinand, O.R. Nurse.

KEMH After Dark

When most people are turning in for the evening or settling down to relax, dozens of staff at KEMH and MWI gear up to provide medical care, security, support and services necessary to keep both hospitals operating through the night.

The hallway leading into the Emergency Department at KEMH remains a busy place after hours. While clinic, lab and diagnostic imaging appointments are generally scheduled between normal business hours, the demands of Bermuda's hospitals clearly go on 24-hours a day. The Evening and Night Administrative Coordinators are registered nurses who work the 4:00pm to midnight or midnight to 8:00am shift every day of the year.

Night Coordinators are critical to the smooth operation of KEMH after hours. They are responsible for the transition of important administrative matters between the day and evening shifts. "The Night Coordinators' role was developed to manage various hospital services after hours, as well as all day and night on weekends," explained Mrs. Naomi Swan, one of six full-time, part-time and casual nurses employed in this position at KEMH. "One of our responsibilities is assessing and managing resources related to staffing and bed management. We also dispense medications from the pharmacy. We often procure supplies such as intravenous infusions, dressing packs and masks and gowns from General and Medical Stores. We are called upon to retrieve clinical records, handle fire alarms and call in additional nursing staff when the hospital reaches capacity."

At MWI, a senior clinician serves as a resource person, who remains on site and is responsible for clinical and routine administrative issues. These include screening and assessing help line calls and walk-in

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1. Radiographers Terricca Glasford and Bion Anand working in Diagnostic Imaging after hours. 2. Maria Ceres Nagamos, an R.N. in the operating room, works late into the night. 3. Emergency Department physicians Drs. Phillip Jones and Ash Syed exam an x-ray during their night shift. 4. Registered nurses Diane Lamb, Pam Quadroy and Mark Meredith work in the Emergency Department throughout the night.

Gift of Life continued

Over the past five years, 10 people in Bermuda have donated organs. Ms. Ginnie Teed, Assistant Director of Hospital Development and Community Education for NEOB, stated, "We can safely say that more than 30 people have been given the Gift of Life from these Bermuda organ donors." Ms. Teed went on to say, "The New England Organ Bank covers 167 acute care hospitals including KEMH. Whenever I come to Bermuda, everyone from hospital staff to physicians, the Bermuda Organ and Tissue Donor Association and community partners, comes together to make my visit a success. The dedication of hospital staff, as well as the commitment and support from the community in general, always makes my visits extremely gratifying."

Ms. Carolann Tacklyn, President of the Bermuda Organ and Tissue Donor Association (BOTDA) is the parent of a donor and passionate about sharing information throughout the island. Her message, "Share your Life; Share your Decision; Become an Organ Donor," has made an impact. Since 1974, there have been 84 transplants to Bermudians. In addition, 123 organ donations have been made from Bermudians.

Ms. Tacklyn hopes to establish Bermuda Organ and Tissue Donor Cards. She is also seeking a venue to hang a large Donor Quilt, made by relatives of donors, to recognize their Gift of Life.

Mrs. Glenda Daniels is the Education Officer and Vice President of BOTDA and the Nurse Recruiter for the BHB. She has worked tirelessly, along with other members of BOTDA, to obtain organ donation permission on drivers' licenses. There are 25 members of BOTDA who represent a cross-section of the community, including hospital staff. They are available to give talks to schools, religious groups or businesses about organ and tissue donation. "People are much more educated about organ and tissue donation these days, but we still have a long way to go in getting our messages out there," explained Ms. Daniels.

The Dialysis Unit at KEMH deals with approximately 80 clients receiving dialysis to treat their kidney failure. Ms. Marianne Herbert, the Renal Transplant Coordinator at the Dialysis Unit, explained that about 25 of these people are eligible for transplantation and are currently on waiting lists for donations. "The list of potential recipients for transplant is continually increasing and far exceeds the number of organs available," added Ms. Herbert. "In the last two years, more Bermudians have received donated kidneys from living donors. Some of these patients have undergone the newer and less invasive laparoscopic (key-hole) surgery." In all, thirty people in Bermuda have undergone successful kidney transplants and are enjoying a good quality of life.

Mrs. Daniels is keen to let everyone know the importance of educating yourself about donation, making a decision and informing family members, the hospital and your physician if you choose to become an organ donor. Anyone who would like to arrange for a talk, join BOTDA or simply find out more about organ tissue donation, can contact Glenda at the Bermuda Hospitals Board at 441-239-2055 or glenda.daniels@bermudahospitals.bm

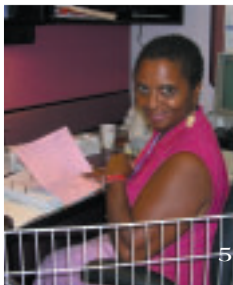
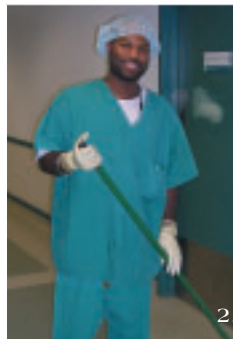
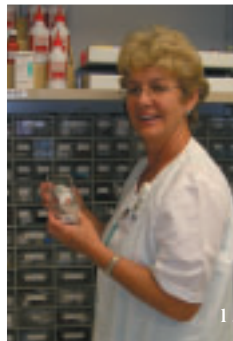
"Donor member and their families are heroes," concluded Ms. Teed, when asked what message she'd like to share with people in Bermuda. You can find

out more about the New England Organ Bank at www.neob.org

Anyone interested in joining BOTDA should contact Carolann Tacklyn at 441-238-2904 or 441-297-7133 or via email at ctacklyn@yahoo.com



KEMH After Dark continued



clients. There is also a stand-by three-person team consisting of a mental welfare officer, a resident doctor and a consultant psychiatrist. Each inpatient unit has a designated nurse, as well, who is in charge on each shift.

At the beginning of her 4:00pm to midnight shift, Mrs. Vivian Pereira, who has worked as an Administrative Coordinator at KEMH for the past 17 years, conducts a tour of the hospital to discuss issues with staff (including doctors, nurses and support staff) as well as patients and even family members. "Personally, one of the things I want to do is cheer people up, give them hope and let them know that I am here and that I care," she explained. "But I also want to make sure everything is running as smoothly as possible from a clinical and non-clinical perspective. Assuring staff work cohesively as a team is an important priority for me."

Over the course of her shift, Vivian juggles a variety of ever changing issues and inquiries, everything from media requests and patient complaints, to infection control issues and security calls. She is trained, as well, to handle disasters. To be truly effective, Vivian, a registered nurse for over 30 years, says it's essential to listen to and show respect to staff. For instance, she can remember the first names of about 300 people. "After you meet somebody a third time, I think it is important for you to know who they are and understand what they are doing."

When asked about the role Administrative Coordinators play at KEMH, Mrs. Dillas-Wright, CEO of the BHB, said, "Administrative Coordinators take on responsibilities throughout the hospital, after the rest of us go home. Their dedicated service plays an integral part in providing the best health care to our clients."

1. Administrative Coordinator Vivian Pereira retrieves needed medication from the pharmacy.
2. Houseman Dennison Grant works outside the Operating Room
3. Security Officer Hicham Boukhlooufi patrols KEMH throughout his night shift.
4. Eardley Stephens, an orderly on Gordon Ward, keeps things going in the middle of the night.
5. Beverly Griffin is a clerk in Clinical Records who works until 11:00pm each night.

Continuing Care Unit Marks World Alzheimer's Day

September 21 marks World Alzheimer's Day and Ms. Capri Smith, who works as an Activities Aide in the Continuing Care Department, is grateful for the chance to educate people about this disease. Having recently completed a Graduate Certification in Gerontology from the University of North Carolina, Ms. Smith has returned to Bermuda to work. She previously spent 15 years serving as a Recreational Therapist at MWI. When asked why it is important for the public to better understand dementia, Ms. Smith explained that Bermuda has a large number of baby boomers who face the challenges of growing older. This translates to increased numbers of clients who will develop Alzheimer's and a greater challenge for family members who will have to deal with this debilitating illness. Additionally, society will have to wrestle with issues surrounding the care of persons who develop Alzheimer's disease.

While many people are fearful about this subject, there is some good news. "Although we have no cure for Alzheimer's at present, there is much we can do to slow down the process. Early diagnosis, education and intervention continue to offer the best hope of managing this illness. My goal is to develop activities meeting the needs of every client on the ward. With ongoing cognitive and functional assessments, we learn the strengths and limitations regarding activities of daily living for a patient." Ms. Smith notes that humour is often the best medicine. "Activities should re-establish old roles, while being relaxing and enjoyable. Many patients will respond to humour, even when other abilities become limited."

Plans are underway to institute monthly functions for residents. Activities will include interactions with children, aromatherapy, neck and feet massage, outings, physical exercise, sing-a-longs and pet therapy. Dr. David Harries, Chief of Continuing Care at KEMH welcomed the initiative. He stressed the importance of providing regular structured stimulation for patients with Alzheimer's disease and is looking forward to seeing some very positive results. Ms. Smith added, "The goal of these pursuits is to promote self-esteem, maintain residual skills and provide enjoyment, pleasure and social contact."

One of the principle components of successful Alzheimer's care for clients and significant others is access to resources in the community. These include



Activities Aide Capri Smith and Activities Assistant Merleen Pringle work with clients in ARDU.

the Alzheimer's unit located in the Continuing Care Unit at KEMH, the National Office for Seniors and the Physically Challenged in Hamilton and the Bermuda Alzheimer's Family Support Group, a registered charity formed in 1989.

The Alzheimer's Family Support Group works to provide emotional support, education and information to family members and friends of those who have developed Alzheimer's disease and related disorders. Community based caretakers are welcome to attend meetings and have actively participated in the past. Ms. Julie-Kay Darrell, facilitator for the Group, has traveled to nine World Alzheimer's Conferences and emphasizes the importance of educating the public about dementia, as well as the support services available to patients and their families.

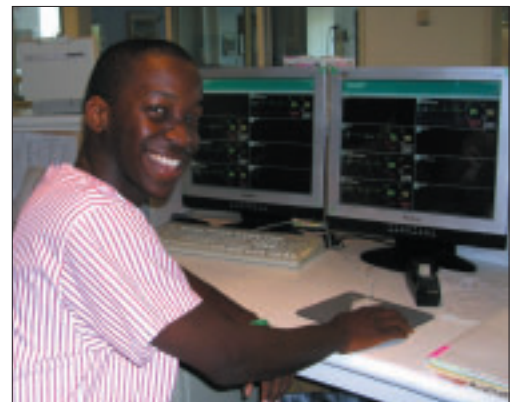
The Group also raises funds to purchase furnishings and equipment for the Alzheimer's and Related Disorders Unit (ARDU). They will sponsor a guest speaker, Mrs. Orien Reid-Nix, Chairperson of Alzheimer's Disease International, who will speak at a special breakfast presentation on Sunday morning, November 6th at the Fairmont Hamilton Hotel. This lecture is open to the public. Tickets are \$50 and proceeds will benefit the Alzheimer's Family Support Group. Ms. Reid-Nix will also be available on Saturday morning, November 5 to meet informally with staff and other interested people on ARDU.

The Bermuda Alzheimer's Family Support Group holds meetings on the second Tuesday of each month on the second floor of the Continuing Care Unit from 5:30pm to 6:30pm. For further information about the support group and for tickets to the Breakfast Presentation, please call Ms. Darrell at 441-238-2168.

Look for display boards in the lobby at KEMH hosted by the Continuing Care Unit the week of September 21 that will highlight information about Alzheimer's and Related Disorders.

Head Striper Urges Boys to Volunteer at KEMH

The Hospitals Auxiliary of Bermuda is pleased to announce that Bryce Williams is Head Candy Striper for 2005/2006 school year. Since becoming a Striper in 2002, the Warwick Academy student says he has enjoyed the wide range of experiences the programme has afforded him. "I have worked throughout the hospital, including the Pink Café and Gift Shop, the wards, Sterile Processing, the Continuing Care Unit, Employee Health and Admissions," says the bright young man. When asked about why more boys aren't involved with Striping, Bryce went on to say, "Now that all schools require community service hours, I think more boys will consider Striping as an option. In the past, Striping may have been perceived mainly as an activity for girls, but Striping builds character, teaches life skills and develops good work habits. Boys will benefit greatly from this programme." In addition to volunteering on Saturdays, school holidays and over the summer months with the Striping Programme, Bryce finds time to help out at the Packwood Rest Home and the Pembroke Nursing Home. He also participates in YES CORPS, a church youth group that has been instrumental in providing free health screening to the public. Bryce loves playing the cello, as well, and used to belong to the Philharmonic Society. He will pursue his Grade 7 exam in November of this year.



Bryce Williams volunteering at the ICU, seated at the Central Monitoring System.

New Dimensions: A Labour of Love

Vibrant. Dynamic. Energetic. Loving. Joyful. That's the atmosphere you first notice when entering New Dimensions, the Learning Disability Therapy Programme at MWI. There is no mistaking that dedicated staff members have a zest for life and a commitment to helping others. Noise, laughter, conversation, good food and activities are everywhere. There are eight members of staff responsible for approximately 40 clients, who use the day facility regularly. They are all long-serving employees, reflecting the enthusiasm and love they have for their work.

Occupational and recreation therapists at New Dimensions work with clients to acquire new skills, as well as to enhance existing strengths. In addition to three residential units and three acute units at the hospital, providing 24-hour care to long stay clients, there are several community homes, providing opportunities for clients to live in ordinary dwellings and become part of the community.

This is not just a job for Ms. Rosette Jackson, an Activity Therapy Aide. It is a passion and one she takes seriously. "When I first started out here, I didn't think I'd make it for six weeks," she explains. Seventeen years later Rosette loves her job at MWI and is currently taking special classes through the City and Guilds Programme. Along with 27 other staff from throughout the Learning Disability Programme, Rosette will complete 24 modules over an 18-month period, leading to a Certificate in Learning Disability.

Ms. Juliette Basden, Activities Coordinator and Recreational Therapist, says her staff enjoy coming to work. "They like working with a diverse population and engaging in a variety of activities throughout the week. My staff are so committed and devoted, I sometimes have to send them

home at the end of the day!" adds Ms. Basden. "Working at New Dimensions is more than just a passion. It helps to be called to this field. These people have a gift."

In addition to engaging in activities with clients, the staff provide opportunities for successful social interaction with other community members, through field trips and outings. Mr. Donovan Williams has worked at the hospital for 20 years and now serves as a Recreation Aide. Although outnumbered by his female colleagues, he wouldn't trade his position to do anything else. "I love working with people and enjoy the diversity my job offers. On a typical day, I might take clients bowling in the morning, on a walk along the railroad trail after lunch and to visit the petting zoo at the end of the day. Not only is my work rewarding, but I get paid for doing things I love."

Other staff at New Dimensions include Jade Bean, Maria Batson, Heidi Murray and Carol De Shields



Activities provide clients at New Dimension with opportunities for successful social interaction. Pictured are Activities Therapy Aides Rosette Jackson and Donovan Williams with Activities Coordinator Juliette Basden feeding a rabbit at the petting zoo.

Breast Health Awareness Month Targets All Women

October is Breast Health Awareness Month and the good news is that with early detection, survival rates for breast cancer are improving. In an effort to get the word out, KEMH will celebrate Mammography Day on October 21 with an open house that will include guided tours through three areas of Women's Imaging: Bone Density, Mammography and Stereotactic Biopsy.

Ms. Carla Cann, Senior Mammographer emphasized the importance of these three keys: breast self exam, annual mammography and yearly clinical exams. "We are especially interested in targeting women at the age of 40," explained Ms. Cann. "If we can encourage annual mammography from that age forward, we can detect problems earlier. This translates to saving lives."

Mammograms have been shown to lower the chance of dying from breast cancer by 35% in women over the age of 50; studies suggest for women between 40 and 50 they may lower the chance of dying from breast cancer by 25-35%.

BHB's Tumour Registry documents the incidence of cancers, an important step in identifying where resources are most needed to reduce cancer morbidity and mortality. Dr. J. Andrew Davidson, Consultant Medical Oncologist for KEMH and Director of Oncology Services, explained, "We know the incidence of certain cancers, such as ovarian, breast and pancreatic, may be linked to family history. Early detection, along with the use of genetic screening and counseling based

on family history all serve to increase survival rates."

Ms. Ann Smith-Gordon is President and CEO of P.A.L.S., a registered charity begun in 1980 to provide a community cancer nursing service that allows patients to

remain in their homes rather than be hospitalized. While their work begins after diagnosis, Ms. Smith-Gordon stated, "We support any and all efforts aimed at education and prevention of (breast) cancer and encourage all women from the age of 40 to have regular mammography exams, which could save their lives."

Working with a team of three full time and one part time technicians, KEMH conducts about 15 mammograms each day. Although the department has been providing this service for 15 years, Ms. Cann noted, "Many residents on the island still do not realize these diagnostic exams are offered at the hospital. We have the best equipment and a skilled team of professionals in Diagnostic Imaging. Every woman over 40 in Bermuda would benefit from an annual mammogram." To make an appointment, please call 441-239-2047.



Senior Mammographer Carla Cann stands with Mammographer Terri Farnan and Radiologist Dr. Daniel Stovell in front of the Senograph 800 T Unit.

Support is *Key to Recovery*

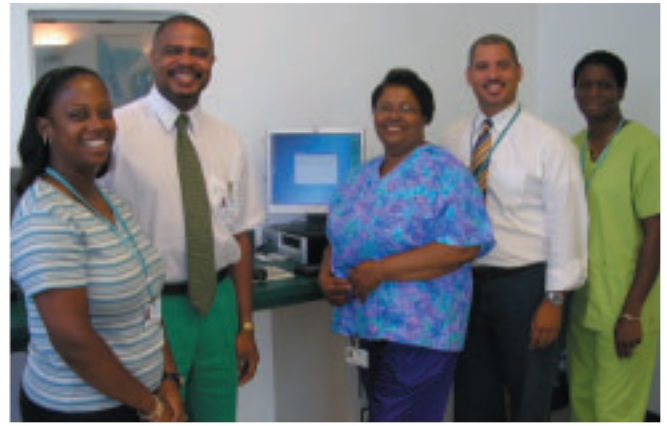
Dealing with the stigma of drug or alcohol abuse is often the biggest stumbling block for patients in recovery. September marks National Alcohol and Drug Addiction Recovery Month and staff at Turning Point's Substance Abuse Programme hope the public will support clients in their struggle to overcome addiction.

Officially opened in 1978 to handle alcoholism, Turning Point (once called Montrose) has progressed to include all forms of addictions that are significant social problems in Bermuda, including gambling. A Tri-Dimensional Treatment Center, Turning Point offers an Intensive Outpatient Program, a Methadone Maintenance Treatment Program and an Inpatient Detox Unit. Outpatient services at Turning Point include structured, clinically intensive intervention, along with individual, group and family counseling services, education and supportive services.

Mr. Preston Swan, Programme Manager at Turning Point stated, "Our mandate is to provide and maintain quality care to addicted individuals and their families, in partnership with other agencies. A collaborative effort between the addicted individuals, their families, agencies and the community is imperative to support our clients in the recovery process and to build on their early accomplishments."

Mr. David Parker serves as the facility's Clinical Coordinator. He expressed the mission behind Turning Point's important work. "By helping our clients gain tools for recovery," he explained, "we are making a difference. With internal motivation and external support, clients can live sober, drug-free, independent lives."

As the pharmacist at Turning Point, Ms. Sareta Trott noted, "Methadone is prescribed to maintain substance abusers who are addicted to heroin or other opiate-like drugs. Methadone reduces the physical cravings for heroin. It eliminates the addict's need to engage in illegal activities to pay for and obtain drugs. This gives addicts a chance to evaluate their lives, mend relationships and rebuild finances."



The new automated Methadone Dispensing Station at Turning Point's Pharmacy provides exact doses of medication for clients. Pictured are Sareta Trott, Pharmacist; Preston Swan, Programme Manager for the Substance Abuse Programme; Victoria Manning, Team Leader for the Inpatient Detox Unit; David Parker, Clinical Coordinator for the Substance Abuse Programme and Patrice Smith, Pharmacy Technician.

Ms. Victoria Manning, Detox Unit Team Leader, explained the Inpatient Detox Unit provides drug and alcohol detoxification services in a short-term residential/medical setting. "In addition to effecting withdrawal from drugs or alcohol and providing medical stabilization, these programs provide concurrent assessment, counseling and other intensive interventions for the purpose of placing clients in continued treatment," added Ms. Manning. October 15th, 2005 will mark the three-year anniversary of the opening of the Detox Unit. "The road to recovery begins here," noted Ms. Manning.

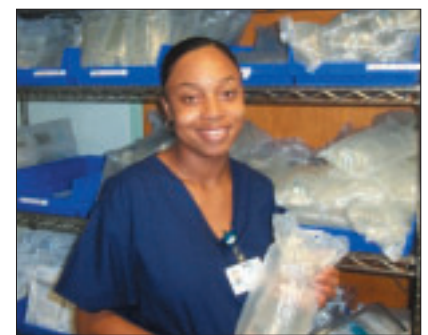
Mr. Swan added "Turning Point has come a long way in recent years and now offers a wide range of services for our clients." Other services include individual counseling, aftercare services, relapse prevention programmes, family education, family intervention, anger management, women's focus group, outpatient detox, psychiatric consultation and follow-up, psychological assessment and follow-up and drug testing referrals.

Nursing Student Finds *Encouragement* at KEMH

"When I first thought about volunteering at the hospital, I was scared!" says Latoya Ible, a 20-year old nursing student currently working in Cooper Ward. But thanks to her mom, Latoya enrolled in the Candy Striper Programme six years ago and now says she is "passionate about nursing, especially geriatrics." Latoya is among several students taking advantage of the Bermuda Hospitals Board's partnership with Hampton University in Virginia. She is completing two years of classes here at the Bermuda College before transferring in January 2006 to complete her nursing studies at Hampton University. Latoya will then be a Registered Nurse and looks forward to returning to KEMH. She plans to eventually take graduate courses and specialize in Psychiatric Geriatrics.

Latoya has spent the past four summers working as a student at KEMH. When asked about her experience, Latoya is quick to point out how welcoming the nurses have been to her. "They always make time to show me how to do new things. I have learned how to take vital signs, bath and feed patients, organize medications, prepare syringes and clean wounds," she

added. Observing surgeries especially impressed her. "It was really exciting. The nurses knew exactly what instruments to give the surgeon without being told."



Latoya Ible will be taking part in BHB's partnership with Hampton University

Latoya looks forward to becoming a Registered Nurse and mentoring and encouraging other young students in Bermuda who might choose health care as a profession. When asked about who was an important influence along the way, Latoya noted that Ms. Debra Byrd (Director of Volunteer Services), Mrs. Penny Ray (Candy Striper Supervisor) and Ms. Rita Davies (an RN from Perry Ward) each played a significant part in her decision to choose nursing as a career path.

To find out more about the Bermuda Hospitals Board's partnership with Hampton University, please visit www.bermudahospitals.bm.



MWI KICKS OFF RECYCLING PROJECT

In a true example of thinking outside the box (or bin), MWI staff have come up with an innovative recycling project that will benefit their clients, as well as the environment. MWI clients will produce note pads using recycled paper from various hospital wards and departments. The note pads will then be distributed throughout the hospital.

This recycling project aims to provide meaningful and purposeful activities for residents on MWI's Reid Ward. This 25-bed unit offers continuing care services, designed to promote and maintain well-being for elderly and infirm clients diagnosed with mental illness.

"Work is an important aspect in our lives. It is estimated that on average, a person spends almost three-quarters of their life working, thus the loss of this role in old age can create an unwelcome void in one's life," said Monique Raynor, Locum Occupational Therapist on Reid Ward. "As a result, it is important to assist people with redefining their role once work is no longer a realistic objective for them. We hope this project will help our clients feel useful."

Occupational therapy (OT) promotes health and well being through occupation, which is defined as everything people do during the course of everyday life. OT's primary goal is enabling people to participate in activities that give meaning and purpose to their lives. Occupational therapists work collaboratively with people of all ages and abilities who experience obstacles to participation. These obstacles may result from a change in function (thinking, doing, feeling) because of illness or disability, and/or barriers in the social, institutional or and physical environment. To find out more about OT, please visit <http://www.bermudahospitals.bm/careers/healthcare-careers.html>



Occupational Therapist Monique Raynor and OT Aide Stephen Rubinchak hold up memo pads made from recycled paper.

INTERESTED IN A REWARDING VOLUNTEER EXPERIENCE AT OUR HOSPITALS?

To find out more, please call our Volunteer Office

at **441-239-2134**
(KEMH)

or **441-239-2055** ext. 3258
(MWI)

The Pulse is produced by the Bermuda Hospitals Board's Communications Department.

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TouchPoint Initiative

The Bermuda Hospitals Board is putting into place recommendations outlined by the 2004 organizational review. Working with The Advisory Board Company, a think tank based in Washington D.C., steps are being taken to institute "best practices", a series of recommendations for improving our health care system. The Advisory Board has a membership that includes 2,100 of the largest and most progressive health systems and medical centers in North America. It provides best practices research and analysis, focusing on business strategy, operations and general management issues.

The TouchPoint Initiative was launched in June 2005 with the goal of implementing best practices for operational improvements identified by the TouchPoint Taskforce. The Advisory Board Company provided the supporting research. After interviewing 173 employees from patient

care programmes and services, qualitative data supporting the installation of specific best practices was established. The TouchPoint Taskforce learned a great deal from these employee interviews. Divided into teams, the Taskforce will make recommendations for policy decisions about the Student Rotation and Alumni Network, Recruitment Management, Centralized Nurse Allocation, Manager Performance Standards, Enhanced Orientation, Resignation Recovery Protocols, Instant Bed Status Alerts, Ancillary Service Standards and Comprehensive Offer Valuation.

Their work is being monitored and guided by the ABC, who is also providing them with benchmarked references and material.

Submitted by Venetta Symonds, Organizational Review Officer

Did you know?

BHB was recently granted a three-year accreditation by the Canadian Council on Health Services Accreditation (CCHSA). KEMH and MWI are the only healthcare organisations in Bermuda accredited by the CCHSA, an independent organisation whose role is to help hospitals examine and improve the quality of care and service they provide to their clients.

The Bermuda Hospitals Board, making a difference in our community



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