



Bermuda Hospitals Board
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PULSE

B E R M U D A H O S P I T A L S B O A R D

Newsletter to the Community

Bermuda Hospitals Board Welcomes New Chairman



H. Anthony Richardson, C.A. takes on role of Chairman.

The Minister of Health and Family Services appointed Anthony Richardson to the post of BHB Chairman in January 2006. Mr. Richardson was originally appointed to BHB in 2003 and served as Deputy Chairman last year. He took over his new role from Jonathan Brewin, who stepped down at the end of 2005, after serving in the position for three years.

Employed as Vice President, Senior Relationship Manager, at the Bank of Bermuda, Mr. Richardson has 16 years of professional accounting experience. His formal introduction to healthcare began in 1994 when he worked in the Accountant General's Department and had direct responsibility for the Government Employees Health Insurance Plan (GEHI). Mr. Richardson is a Chartered Accountant and has a Bachelors degree in Business Administration from Acadia University and a Masters of Arts degree in Finance and Management from Webster University.

Mr. Richardson looks forward to his role as Chairman of BHB and believes focusing on patients, people and performance will secure the future success of our hospitals.

Venetta Symonds Serves as Acting CEO for the BHB

BHB appointed Venetta Symonds to the role of Acting Chief Executive Officer (CEO), effective April 1, 2006. Former CEO Joan Dillas-Wright retired on March 31, 2006 after thirty years of distinguished service at BHB. A Board-appointed CEO recruitment and selection committee has engaged locally-based international firm PricewaterhouseCoopers (PWC) to assist in the selection of a permanent CEO. Mrs. Symonds' appointment will be in effect until a permanent CEO is found.

A BHB scholarship recipient in 1976 and a full-time employee for 26 years, Mrs. Symonds was recently responsible for overseeing an organization-wide operational process to improve performance. With a strong background in Diagnostic Imaging, she was the Director of Support Services prior to her most recent assignment. Mrs. Symonds holds a Bachelor's degree in Radiologic Technology from the University of Tennessee and a Masters of Arts degree in Human Resource Development from Webster University.



Venetta Symonds takes on new role at hospitals.

ORIGIN TRIALS: Bermuda Leads the Way in International Diabetes Study

Bermuda came out ahead of the United States, Canada, Australia and Ireland in an international diabetes study. The ORIGIN (Outcome Reduction with Initial Glargine Intervention) study involves 22 countries and 12,612 participants from across the world. In the most recent ORIGIN newsletter, Bermuda ranked first for having the highest percentage of study participants in the target blood sugar range. KEMH's Diabetes Centre and Cardiac Care Unit are conducting the ORIGIN study, and 13 participants are enrolled in Bermuda.

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Clients at the Diabetes Centre learn about healthy food choices.

ORIGIN study coordinators published the following top ten list for target blood sugar values.

ORIGIN Study Chart

- 1) Bermuda
- 2) USA
- 3) Canada
- 4) Australia
- 5) Ireland
- 6) Belarus
- 7) Estonia
- 8) Sweden
- 9) Italy
- 10) Colombia

The ORIGIN study involves pre- or early type 2 diabetes patients with a high risk of vascular disease and examines the possibility of preventing future cardiovascular disease with insulin glargine injections and omega 3-fatty acids. The study commenced in September 2003 and is expected to conclude in October 2009.

“We are very encouraged by these results, as they demonstrate that both study participants and health care staff are doing an excellent job on this study so far,” said Debbie Jones, Clinical Educator at KEMH’s

Diabetes Centre. “Because diabetes is such a widespread condition in Bermuda, it’s imperative that we have the right resources and support in place to carry out initiatives such as the ORIGIN study. We’re looking forward to carrying out more research in this field.”

The Diabetes Centre plays a major role in the community, particularly since 14% of the Bermuda population is affected by this condition. In 2004 alone, 165 patients were diagnosed with Type 2 Diabetes. This past year, 246 clients enrolled in Diabetes Centre classes designed to assist and educate newly diagnosed patients. The classes include morning walks in the Botanical Gardens as well as instruction in diet and cooking, as part of an effort to help clients integrate a healthy lifestyle into their daily routine.

KEMH’s Cardiac Diagnostic Unit (CDU) is responsible for non-invasive cardiac testing. Electrocardiograms (ECG), Holter Monitoring, Stress Tests, Echocardiograms (Echo), Stress Echocardiograms and Pacemaker Analysis are all performed at the CDU. All patients must be referred by their general practitioner, internist or cardiologist before having a test. CDU staff performed a total of 14,485 tests in 2004 alone.

For further information on the Diabetes Centre, call 239-2027. For further information about the Cardiac Care Programme, call 239-2055 ext 1416.

Bermuda Hospitals Board Announces Partnership with International Teleradiology Corporation



Dr. Steve Witchell reads CT scans.

BHB was pleased to announce its collaboration with Australian-based International Teleradiology Corporation (ITC). Launched in March, this partnership assigns the task of reading scanned images to ITC, who will be providing after hours support primarily to the emergency department.

Since the introduction of computerized tomography (CT scan) at BHB almost 20 years ago, the emergency department has come to rely heavily on this technology to provide accurate and timely diagnoses. With an ever-increasing proportion of emergency department visits requiring CT scans, networking with ITC provides a viable option for physicians who need instant access to studies in the middle of the night. Using Board Certified Radiologists, ITC assures the highest quality reporting, using images that are digitized and transferred through broadband Internet service. This process allows for accurate and quick responses in real time. All digital data is encrypted to ensure confidentiality.

Dr. Stephen Witchell, Clinical Director of MRI at BHB, explained the value this service affords to patients. “The nature of the emergency department is to provide service 24/7, 365 days a year. Physicians require CT images to be interpreted by specialists. Because of time zones, Australia is ideal for Bermuda, as radiologists will be awake and alert during times we need this service.”

Used globally, teleradiology greatly improves service to referring physicians by drastically reducing the response time of radiologists. Medical care is shifting to emergency departments and demands on radiological services are growing rapidly. Introducing broadband imaging technology at BHB’s emergency department will improve service by optimizing accuracy and reducing the time required to receive results. With hundreds of CT scans ordered by emergency physicians annually, this new service is facilitating early diagnoses and correct patient treatment.

“Radiologists at ITC typically hold specialty credentials in three jurisdictions- the USA, the U.K. and Australia. They are well-trained and highly qualified professionals, who are organized and alert during our after-hours. We are fortunate to have access to this level of expertise, since rapid reporting will now be available to patients at night and during the weekends,” said Dr. Witchell.

The Many Faces of Volunteering



1. Rosie Smith, Refreshment Host, works with RN volunteers Neil Kempe and Felicity Lunn at the Blood Donor Centre.
2. HAB Volunteers Kay Custodio and Amalia Musson discuss care with a patient at the Medical Clinic. Between them, they have served as volunteers for over 35 years.

There are nearly 1,000 volunteers who regularly work at both KEMH and MWI. They provide a valuable service to patients and staff and impact revenue by performing tasks that would otherwise be done by paid employees. April is Volunteer Appreciation Month and the BHB salutes each one of these dedicated assistants. Here are ways volunteers make a difference:

- Over 100 people serve as interpreters, translating in dozens of languages for patients who do not speak English.
- Each year, more than 100 clergy volunteers make at least 800 visits to patients.
- Last year, more than 160 after-school students provided 3,625 hours of service.
- Red Cross volunteers include nurses, technologists and refreshment hosts, who logged over 2000 hours of service in 2005.
- Last year, HAB adult and Candy Striper volunteers worked almost 40,000 hours.
- Volunteers at Agape House helped raise \$140,000 through the Rubber Duck Derby.
- Over 60 volunteers worked at total of 1700 hours at MWI in 2005.
- The Information Desk is staffed 312 days a year by HAB volunteers.
- The Junior Service League has been providing hundreds of holiday gift baskets to patients every Christmas for the past 50 years.
- Over the past 50 years, the HAB has contributed millions of dollars to the BHB.
- MWI volunteers assist dozens of clients living in group and community homes.



After-school student Jasmine Wilson volunteers on Curtis Ward.

- HAB volunteers log about 1000 hours annually working in the Medical Clinic and assist with over 2000 patient visits each year.
- Volunteers from the Continuing Care Units provide worship and chapel services to patients and staff every week.
- Agape House volunteers serve three meals a day, 365 days a year to patients.

Standing Room Only Crowd for January Learning Lunch at KEMH

Ms. Yaso Shan, a Consultant Medical Herbalist from the UK, was the guest speaker in January for a lunchtime clinical presentation at KEMH. An overwhelming, standing-room only audience turned out to hear Ms. Shan talk about the use of plant extracts to treat a wide variety of medical conditions, including skin complaints, diabetes, digestive disorders, gynaecological problems, headaches and depression.



Yaso Shan, medical herbalist, uses plant extracts to treat a wide variety of health conditions.

Ms. Shan began her career as a lecturer in health sciences, with a master's degree in physiology, before making a decision to attend Middlesex University in London, earning an additional degree in herbal medicine. She has since dedicated her time to clinical practice in London, as well as to writing for several journals, magazines and national newspapers.

"My interest in natural therapies, particularly plant remedies, stems from my own cultural perspective," explains Ms. Shan, who was born in Sri Lanka. "I developed a fundamental belief that enabling the body to heal itself lies at the heart of all effective therapies."

Ms. Shan's presentation at KEMH provided an opportunity for healthcare professionals within mainstream medicine to consider herbal alternatives in conjunction with conventional treatment. In addition, she talked about the use of adjunct therapy where patient progress is limited or has halted. Using evidence-based information on the effectiveness of herbal remedies, Ms. Shan explained that a balance between these therapies often produces results for patients. Herbal medicine also includes the role of nutrition and its impact on recovery.

"The treatment and management of disease can benefit enormously from a closer alliance between conventional doctors and practitioners of herbal medicine," explained Ms. Shan. "A better understanding of herbal remedies will go some way towards giving patients a wider choice of treatment options and alleviate some of the concerns that they may have over conventional drugs. This will require greater support from medical organisations."

Department of Pathology is Granted Accreditation by Joint Commission International

BHB's Department of Pathology was granted a three-year accreditation from Joint Commission International (JCI). As the only full service accredited laboratory in Bermuda, this achievement reflects BHB's on-going commitment to quality patient care.

JCI is the international branch of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), a voluntary, independent organization established in the United States, setting standards for health care quality around the world.

Venetta Symonds, Acting CEO for BHB, offered congratulations to staff for this achievement. "We are proud of our dedicated pathology team. Laboratory professionals provide information that makes up 70% of patient medical records and plays a significant role in the diagnosis and treatment of illness and disease. Receiving accreditation brings credibility and recognition to the exemplary job being done every day in our laboratory."

Although both hospitals received accreditation in 2005 from the Canadian Council on Health Services Accreditation (CCHSA), that process does not cover the Department of Pathology. Tammy Hendrickson, Pathology Manager and Dr. Kered James, Chief of Pathology, decided to seek individual accreditation through JCI. "This accreditation is of the highest standard," said Dr. James. "After a vigorous assessment, conducted by highly trained and certified JCI surveyors in January of this year, we are thrilled to achieve success in this undertaking."

JCI's accreditation standards for clinical laboratories are intended to stimulate continuous, systematic and organization-wide improvement in daily performance and in the outcomes of patient care. Based on international consensus standards, JCI sets uniform, achievable expectations for hospitals. Accreditation provides a visible commitment to improving quality care, while ensuring a safe environment and reducing risks to patients and staff.

Maureen Connors Potter, Executive Director for JCI praised the



Laboratory professionals provide information that makes up 70% of a patient's medical records.

Department of Pathology and staff at BHB for achieving recognition of their commitment to provide quality care on an ongoing basis. "The people of Bermuda should be proud that the Department of Pathology is focusing on this most challenging goal to continuously raise quality to higher levels," she stated.

BHB Commended by Canadian Council on Health Services Accreditation

BHB was recently commended by the Canadian Council on Health Services Accreditation (CCHSA), after a focus visit was conducted at KEMH and MWI in February. The purpose of the visit was to review progress on various identified areas of improvement. Sandra Kearns, surveyor for CCHSA, was pleased to see that recommendations made last year had been addressed and many totally implemented.

Both KEMH and MWI underwent a voluntary external review process in May 2005 and successfully achieved three-year accreditation, making them the only CCHSA- accredited organizations in Bermuda. Suggestions for improvement were also identified at that time, which included regular fire drills, ongoing monitoring of staff satisfaction, continued review of patient chart management and attention to the current aging physical plant.

"BHB has taken recommendations from the accreditation survey in May 2005 as an opportunity for continuous improvement," said Ms. Kearns. "This organization truly embraces quality improvement and a commitment to patient safety. There is evidence of this commitment from the Board and application throughout all levels of the organization."

"The accreditation process provides us with an objective view of our organization," said Venetta Symonds, acting Chief Executive Officer of B H B. "By identifying areas of excellence, as well as areas of improvement, the process confirms our commitment to providing quality care. I extend my sincere thanks to the staff, patients and members of the public who participated in this exercise and made it a valuable, instructive experience for all of us. We are proud of our accomplishments and are pleased to share them with the community."

Current Renovation Projects at KEMH

Radioisotopes

Renovations to the radioisotopes area at KEMH began in February and will provide appropriate radiation shielding to the laboratory. Equipment will also be upgraded to comply with current safety measures and licensing conditions.

State-of-art equipment and fixtures will be installed, including cabinets and a fire suppression system. Patient dignity will be enhanced through the provision of designated client areas. An upgraded shower, changing facilities and staff room are being planned. Renovations are expected to be completed by the end of June 2006 and are being carried out to minimise disruption of services.

Ambulance Shelters

Construction on new ambulance shelters began in February and will provide a dedicated area for parking emergency vehicles. Offering protection from adverse weather conditions, the new shelters will also provide safer pedestrian access to the emergency entrance and assist traffic flow within the area. This work is expected to be completed by mid May. All efforts are being made to minimise the impact on services and access during the construction period.

Organ and Tissue Donation Awareness Week

The Bermuda Organ and Tissue Donation Association wants to remind everyone about the importance of giving the gift of life. During the month of April, several events were planned to draw attention to this vitally important issue. Presentations, given by representatives from the New England Organ Bank (NEOB), were held the week of April 3rd at the hospital and in the community. Students at Berkeley Institute attended an assembly and learned about a young Bermudian who was an organ donor. They also had a chance to sign organ donation cards. Free health screenings were held at Butterfield Bank and the Transport Control Department. Blood pressure and sugar testing were offered, along with an opportunity to sign a donor card.

While the number of patients needing transplants increases, the availability of donated organs remains small. Filling out and signing a donor card is the first step, but making your wishes known to family members is equally important.

Brad Kleinig, Acting Clinical Educator for the BHB Critical Care Programme, explains, "The single most important part in deciding to be a donor is telling your family. Even if you have signed a donor card or

indicated your wish on your driver's license, your family will be consulted before donation can take place. It is vital to have a family discussion to make sure your wishes are respected."

Without the donation of organs and tissues for those in desperate need, many more people would die waiting for transplants. Last year, more than 21,000 transplants were performed in the USA. As a result of partnering with the NEOB, Bermudians waiting for transplants are placed on the same list as recipients in New England and chosen by criteria for the best match. Since 1974, there have been 84 transplants to Bermudians and 123 organ donations made by Bermudians.

Many donor families say the act of donation allowed something profoundly meaningful to come from an otherwise tragic situation. Knowing their choice helped others live, donation offers grieving families solace and consolation.

For further information on filling out a donor card, please call Brad Kleinig at 239-2055, ext. 1505 or ICU at 239-2055 ext. 1380.

Child and Adolescent Services Offers Help to Families

April is Child Abuse Prevention Month and Sandy DeSilva, Clinical Psychologist for Child and Adolescent Services (CAS), says parents need to know there are resources in Bermuda to assist families facing challenges. "Parents should not feel guilty if they don't know what to do in every situation," says Dr. DeSilva. "Children don't come with instruction manuals. Parents need to adjust and adapt strategies that work. The good news is that skills can be taught and programmes exist in the community to help."

Child abuse may result from overstressed and under-resourced parents. Stressors can include economic problems, housing shortages and demanding work schedules. These stressors are even more pronounced in single-parent families. Pressure can lead to anger and explosive situations. Dr. DeSilva suggests that parents take a breather when their temper flares. "Before anger develops into rage, take control of yourself. Walk out of the room, go outside for a while, call a friend and vent your frustration. Then deal with your child."

CAS will refer families to classes that teach effective parenting skills. "Reinforcing positive behaviour is much more effective than punishing children and hurting them," explains Dr. DeSilva. Parents are the most important role models for good behaviour. Responding to a child who has misbehaved by yelling and hitting is teaching children the wrong way to resolve conflict.

CAS is run by a team of ten staff who offer interdisciplinary assessment and treatment to children identified as having emotional, behavioural, developmental or psychiatric problems.

As the only public mental health service for young people in Bermuda, CAS works with approximately 275 children between the ages of four and 18, as well as their families.

Offering help for a variety of symptoms that range from depression, anxiety and grief through to eating disorders, trauma and sexual abuse, each child is assigned to a therapist who makes a thorough evaluation before determining treatment needs.

The team consists of a programme manager, psychiatrist, psychiatric registrar, psychologist, occupational therapist, nurse, social worker, family therapist, clinical assistant and administrative assistant. CAS works closely with other resources in the community, such as the Department of Child and Family Services, in order to deliver comprehensive services.

"CAS provides assistance to children and their families," adds Dr. DeSilva. "No parent needs to struggle alone. We are here to help."

For further information or to make an appointment, call 239-2055 ext 1781. **Child Abuse Hotline - 278-9111.**



CAS team members Tauria Taynor, Sandy DeSilva, Dwight Grant, Sharon Apopa and Tammy Harvey want the community to know there are resources available for parents needing help.

Project Change



Bermudian Team in Ecuador, back row: Oliver Lewis, Alastair McCrerrick, Rosie Gilbert, Christopher Johnson, Front Row: Oddrun Farestad, mother of young patient, Ianthia Simmons-Wade, holding young patient and Regina Todd.

Dr. Allistair McCrerrick, BHB Chief of Anaesthesiology, joined a team of Bermudian health care professionals in February to participate in a humanitarian mission to South America. Project Change Bermuda is a registered charity organizing trips to remote villages in Ecuador for the purpose of treating children with cleft lips and pallets, burns and congenital ear deformities. Along with BHB nurses Oddrun Farestad, Leslie Fife and Rosemarie Gilbert, and reconstructive surgeon, Dr. Chris Johnson, the team undertook approximately 80 procedures during the week they were gone.

There was an outpouring of support from hospital staff who kindly donated everything from toys, blankets and cosmetics to diapers, clothes and stuffed animals. The team went with suitcases full of gifts for the children, who often have little in the way of material possessions.

"The procedures we performed meant a great deal to children who had been facing social stigma as the result of their medical condition," explained Dr. McCrerrick. "Ecuador is one of the poorest countries in South America and without our help, these corrective surgeries would not have been undertaken."

Rosemarie Gilbert said the experience was extremely rewarding. She was especially grateful to hospital administration for their encouragement. "The BHB has been supportive of our efforts and we were grateful for the opportunity. Working with surgeons in Ecuador afforded us a chance to learn so much."



BHB nurse Oddrun Farestad holds a young boy who had just undergone a palate repair.

Medical Clinic Extends Hours and Serves More Clients



Dr. Stanley James and Irene Waldbaum, R.N., confer over a clinic patient.

BHB operates a very busy medical outpatient clinic that provides services and supplies to uninsured and under-resourced clients. Located on the ground floor at KEMH, the clinic has recently extended service to five days a week. A team of physicians that includes Dr. Stanley James, Dr.

Samantha Price and Dr. Ronald Lightbourne, handles approximately 2500 patient visits annually, ordering diagnostic tests, prescribing medications and treating client complaints. In addition, nurses provide a variety of services that include wound care/dressing changes, blood pressure monitoring, and client education. Medical supplies and insulin are also distributed to clients.

Staffed by two nurses, a porter, and a physician, each clinic day is also run with assistance from volunteers. Playing a critical role, volunteers log thousands of hours annually helping out with reception and patient services on Tuesdays and Fridays.

The medical outpatient clinic provides comprehensive medical and nursing services to a client base made up primarily of the elderly. With a registry of 4,300 patients, this facility plays a vital role for many Bermudians.

To contact the Medical Clinic, please call 239-2031.

Patient LETTERS

Dear Madam,

I am writing this letter with deep gratitude and appreciation for my care at KEMH. I arrived November 7th with great difficulty breathing. Admittance supervisor Sheila Dickinson-Claridge realized I needed immediate attention and went to check with the emergency department, speeding up the protocol. Dr. Mark Dalton, Donald Astwood, April Smith-Grigsby, Andre Young and Avery Emery all took excellent care of me and made me as comfortable as possible, whilst still explaining the seriousness of my condition. I spent 11 days in Curtis Ward and would like to praise nurses Cheryl Maronie, Michelle Caisey, Omega Gunn, Natalie Skaling and Jacqueline Rose for their attentive and wonderful care. There was a time when I collapsed and I am grateful for the efforts of John Burchall and Dr. Andrea Gilford in assisting me. My experience at KEMH was very positive and I wish to convey my appreciation to staff and supervisors for the exceptional treatment I received.

-Donna Ingham

Dear Sir,

I happen to be a patient for five days last week and every single meal was superb. I got what I asked for and it tasted like good, home cooking. When people make reports about the food being bad, it may be because they have problems like a cardiac condition or diabetes and cannot eat regular food. My organs were healthy and the food I was served tasted good!

-Marilyn Sannemalm, St. Georges

MWI's Vocational Rehabilitation Staff Integrate Clients Into Community

MWI's Vocational Rehabilitation Services (VRS) has a stellar success rate working with clients recovering from mental illness. Through a variety of employment programmes and housing options such as group homes, opportunities to lead normal lives have been made possible for the vast majority of its clients.

Using re-admission statistics as evidence of the programme's achievements, Chitra Singh, Coordinator for VRS, points out that in 2004, 130 individuals were engaged in vocational pursuits. Of this number, only nine clients were re-admitted to hospital.

Staff at VRS, along with Community Mental Health Services, work as a team and provide a range of support services that include vocational and rehabilitative therapies. Comprised of mental welfare officers, psychiatric nurses, occupational therapists, psychiatrists, psychologists, rehabilitation therapists, community support workers, a social worker and a secretary, the programme treats approximately 250 clients. On average, 80 individuals receive vocational support on any given day.

Various levels of support and employment placements are available to clients. They range from assistance in the vocational department at MWI to positions with BHB and other community business partners and on to transitional training placements and full time employment.



A client in Vocational Rehabilitation works on making palm crosses. Thousands of these are made each year and sold during the Easter holiday.



Community Mental Health Services Team (Left to Right, Top Row through Seated Row) Diana Caisey, Angela Ferguson, Margaret Tattan, Karen Dill, Chris Tuckett, Yvette Brown, Ben Cooper, Carys Caisey, Debra Wellman, Winnette Wellington, Michelle Edwards, Chitra Singh and Cindy Nash.

In addition to vocational rehabilitation, thirty-nine clients enjoy independent living in fifteen different group homes located throughout the island. As a result of both job placement programmes and communal housing options, most clients are leading normal lives.

Ms. Singh explains the importance of the sheltered work programme at MWI. "Integrating clients back into ordinary living and working environments is the goal of our programme and the vast majority of the people we serve are achieving success. We are grateful to managers and staff at BHB and employers in the community who have made these placements available. With their support for rehabilitation, many individuals have been given an opportunity to work and to experience an improved quality of life."

A Client's Perspective:

Herbert Wolfe has a job he loves and has shared a comfortable home for the past 12 years with two roommates whose company he enjoys. Mr. Wolfe entered the vocational rehabilitation programme at MWI over 20 years ago and has benefited greatly from participating in various sheltered employment services. Since 1985, he has worked loading and unloading containers, assisted with truck deliveries and packed groceries at the former Coop Supermarket.

He currently enjoys full time employment as a houseman at Elbow Beach Hotel. He finds his job rewarding and varied. "When I first entered vocational rehabilitation, I did not realize all the advantages," he says. "But over time, I came to appreciate the value of acquiring skills that could be applied to the work place. Through the training programme, I have been able to move into full-time employment, a source of great satisfaction for me."

Mr. Wolfe says his colleagues have always been supportive and kind to him. Ms. Ann Granger, his immediate supervisor at Elbow Beach, confirms that everyone gets along well with Mr. Wolfe. "He is a real asset- a reliable, professional and friendly member of our team. We can always count on him. I wish we had more "Herbies." He is a true gentleman and always willing to go the extra mile."

When asked about his experience with the programme at MWI, Mr. Wolfe pointed out that staff have always been helpful. "Clients are treated with respect at all times. The programme works well and helped me to move on and better myself."



Herbie Wolfe meets with Cindy Nash, a rehabilitation therapist, several times a year.



WELCOME

Gabrielle Fernandes, new Health Sciences Librarian



Gaby Fernandes is enjoying her new job as Health Sciences Librarian.

Gabrielle Fernandes (who prefers being called Gaby) joined the BHB staff as the new Health Sciences Librarian at the end of January. Having worked at North York General Hospital in Toronto for the past 10 years, Gaby applied for the position after seeing it posted on the Internet. "I was ready for a change and this position fit my qualifications, as well as offering me some new responsibilities, she explains.

Originally from Trinidad and Tobago, Ms. Fernandes received her Bachelor of Science degree in biology from Aston University in the U.K. before earning a Masters in Library Science from the University of Western Ontario.

So far, moving to Bermuda has proven to be a positive experience. "Everyone here has been helpful and friendly," she said. And did the high cost of living surprise her, when she arrived? Ever the librarian, she notes, "I did my research. I knew what to expect."

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PULSE is produced by the Bermuda Hospitals Board Communications Department.

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LIBRARY SERVICES

BHB Health Sciences Library provides a vital service for clinicians and staff seeking up-to-date, evidence-based research to assure improved patient care, promote patient safety, support quality assurance initiatives and facilitate lifelong learning in medicine and health sciences.

Medical librarians are like meticulous detectives. By accessing cutting-edge research databases and skilfully filtering through information, the medical librarian assists health care professionals in finding answers essential for informed clinical and management decision-making.

Keitha Bassett, former Health Sciences Librarian for BHB, explains the importance library services play in a health care environment. "As a resource for our physicians, the information we provide is critical to patient care, especially because we are a remote island. We access information quickly from hundreds of sources, saving physicians time and obtaining precise data when needed."

Resources in the library include journals and reference books covering nursing and medicine, along with books on administration, business and management principles. Computer access is available and assistance with online searching is offered.

In addition to providing information, the Health Sciences Library archives materials. They keep copies of BHB annual reports, news clippings, business proposals and newsletters. They also facilitate the transfer of HMT and Board meeting minutes to the Bermuda Government Archives.

BHB staff are welcome to take advantage of library services and patients are encouraged to seek information on treatment options and understanding disease. One of the hospital's most vital resources, the Health Sciences Library is located on the ground floor at KEMH and is open from Monday to Friday, 8am to 5pm. For further information, call 239.2055 ext. 1433.

Did you know?

- Last year 2,752 MRI's were performed at KEMH?
- Over 1,100 visitors were treated in the emergency department in 2005?
- Nearly 200 newly diagnosed patients attended classes at the Diabetes Centre last year?
- Over 140 patients were assessed at the Asthma Education Centre last year?
- In 2005, Diagnostic Imaging carried out 3,134 mammograms?

WE WELCOME YOUR QUESTIONS OR FEEDBACK. YOU CAN REACH US AT:

communications@bermudahospitals.bm



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