



Bermuda Hospitals Board
CARING FOR OUR COMMUNITY

SUMMER 2008

PULSE

BERMUDA HOSPITALS BOARD
Newsletter to the Community

BHB Introduces Hospitalist Programme to Improve Patient Satisfaction

At Bermuda Hospitals Board, we understand our responsibility to do all we can to provide you with a comfortable environment, high quality care and a timely discharge back home.

To help us improve your experience, we are introducing a Hospitalist Programme this month as an option for your care. Hospitalist Programmes have proven to reduce length of stay and improve patient and physician satisfaction in many leading hospitals overseas.

Hospitalists are physicians who have specialised in hospital care. Essentially, they look after you instead of your GP while you are in hospital. Your GP remains as the physician you see when you are home, while hospitalists are there if you have to be admitted. *Continues on page 2.*



Dr. Basden (center) discusses a patient with team members.



Hospitals Achieve Accreditation

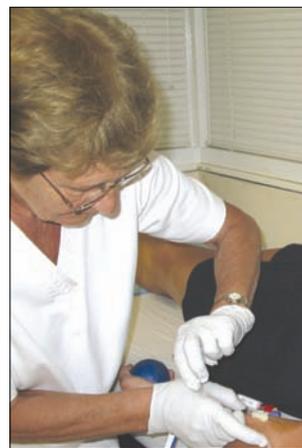
Bermuda Hospitals Board has successfully achieved **Accreditation with Condition** by Accreditation Canada, after an extensive process that culminated in an on-site survey during the third week in May.

Both hospitals voluntarily go through this process every three years and have maintained accreditation for over 20 years.

“Undergoing this intense, rigorous accreditation process helps us towards our vision to become this community’s first choice for health and wellness,” said David Hill, Chief Executive Officer. Maintaining accreditation is also vital for us to attract overseas healthcare professionals.”

What happens in an on-site accreditation survey?

The on-site survey is part of an ongoing accreditation process that includes on-line staff surveys, roadmaps for improvements and regular monitoring by Accreditation Canada. The on-site survey is important as it allows Accreditation Canada to send trained surveyors, who are also healthcare professionals, into both King Edward VII Memorial Hospital and Mid-Atlantic Wellness Centre.



Continues on page 2.

Hospitalist Programme continued from page 1.

BHB has decided to introduce a Hospitalist Programme as an option and has appointed Bermudian hospitalist Dr. Arlene Basden, as Director of the Programme.

“Hospitalists are a relatively new kind of specialist, but have already had a positive impact for patients in many leading hospitals worldwide,” explained Dr. Basden. “Our goal is to improve the patient experience at BHB, as this is one of our key strategic goals and is closely monitored by the hospital and Board each month through the patient satisfaction survey.”

What will my experience be if I'm cared for by hospitalists?

Your hospitalist team will see you every day and more, if needed. They are on-site if an emergency occurs and are also able to make timely decisions about your discharge. As specialists in hospital care, they can call on an interdisciplinary team of other specialist physicians and allied health workers to co-ordinate your care while you are a patient.

Dr. Basden stresses the importance to your care of hospitalists and GPs working closely together. “When you are discharged from hospital you will return to your usual GP.



Dr. Arlene Basden is Director of BHB's new Hospitalist Programme

The Hospitalists and your GP will enable you to move seamlessly between healthcare in the hospital and the community, and to benefit from the best in both sectors.”

Do I have a choice about who cares for me?

Absolutely. The Hospitalist Programme will be optional. GPs can elect to provide care for their patients while they are in the hospital and patients can also ask that their physician provide their care instead of the Hospitalist team.

“When a patient is admitted, a decision will be made about whether the patient will be cared for by their GP or a hospitalist team,” explains Dr. Basden. “GPs whose patients utilise the Hospitalist Programme will remain closely informed about their patients through regular communication, to ensure continuity of care. This dovetailing of services is critical to the success of the programme, as once hospitalised patients are discharged, they will return to their primary care physician.”

What is a hospitalist?

Hospitalists are physicians, usually internists, who specialise in the care of the hospitalised patient. This means they specialise in the many kinds of illnesses and conditions from which inpatients in hospitals suffer and are especially skilled in areas related to inpatient care. Hospitalists do not replace physicians in the community, but look after patients while they are in hospital. They do not replace other kinds of specialists in the hospitals. For example, patients who need specific kidney care, will still be seen by a nephrologist.

Hospitals Achieve Accreditation, continued from page 1.

During their on-site visit, the surveyors examined patient care and safety processes, staff development, leadership and Board governance, building and equipment maintenance, infection control and patient chart completion, community partnerships and quality of employees work life.

Surveyors met with staff, patients, family members and community partners and compared their own observations with BHB's self-assessment. They also incorporated a new assessment tool called “Tracer Methodology” which entails surveyors following patients to observe their experience, in order to assess hospital processes.



What They Said

Following are excerpts from the preliminary Accreditation Report:

- Highly impressive home care service
- Excellent Infection Control Programme
- MWI clients being integrated into the community through Group homes and employment opportunities
- Excellent Clinical Education available to employees
- Impressive range of activities available for long-term clients
- Average admission time to wards from Emergency reduced to 96 minutes
- New practices for medication reconciliation processes
- Low infection rates in the Dialysis Unit
- Excellent Quality Management Programme
- Effective and extensive Volunteer Programmes
- Excellent new-hire support services offered by Office of Staff Affairs

Helping Patients Overcome Swallowing Difficulties

Very few of us would ever think about not being able to eat due to problems with the simple act of swallowing. However, it can happen to people who are recovering from strokes, suffering from certain types of cancer or dealing with late-stage dementia.



Sandra Cook-Anderson and Roberta Simmon feed a patient with swallowing challenges.

Sandra Cook-Anderson, Speech Pathologist at KEMH, works with about 100 patients a year who have swallowing challenges. Working with a team of colleagues, she offers solutions to patients who are unable to participate in the basic joy of eating.

“Initially we do a thorough assessment, making sure food does not go down the “wrong tube” and cause breathing problems,” she explains. “Adjusting the patient’s diet so that swallowing can be successful is another essential part of the assessment. If a patient cannot swallow, we decide on an alternative eating method, like an IV or feeding tube through the nose.”

The next step is to provide swallowing therapy, which consists of lip, tongue, throat and voice exercises. As the

patient improves, new textures in the diet are slowly re-introduced.

“Puréed foods and thick liquids are safest,” Sandra says. “They move slowly through the throat and are better controlled by weak muscles. We also use special techniques with patients, like a chin tuck or a straw-cup.”

Sandra works closely with the Dietary Department at KEMH, which has successfully developed menu items for patients with special swallowing needs. They have recently introduced new diets for patients with swallowing problems and are currently working to further improve the look and taste appeal of menu items.

“Our Dietary team has been extremely creative in preparing foods that are both safe for patients and pleasing to the eye

and palate,” Sandra adds.

While most stroke patients eventually recover their ability to swallow, some continue to need specially prepared foods. Patients at the end-stages of dementia may also have long-term needs for puree and liquid food items.

“We continue developing ways to make soft food look and taste appetizing,” says Michael Hammond, Relief Cook at the hospital. “After experimenting with several processes, we have created a puréed lasagne that appears to satisfy our patients. Eating is such an important function and anything we can do to bring comfort to patients is really gratifying.”

“It’s very difficult for family members to watch loved ones lose the ability to swallow and enjoy eating,” concludes Sandra. “We are grateful our dietary department is so committed to finding attractive alternatives to traditional soft food options.”



Larry Burgess, Brian Hetherington and Michael Hammond prepare special menu items for patients with swallowing difficulties.



Dr. Farquhar serves as Consultant Psychiatrist at MWI.

MWI Welcomes Dr. Grant Farquhar

Dr. Grant Farquhar took up his post as Consultant Psychiatrist at MWI in January. His area of responsibility includes Acute Community Mental Health and Acute Inpatient Service for Somers Ward and Somers Annex. He is also responsible for patients in the east half of the island and serves clients at Turning Point.

Originally hailing from Scotland, Dr. Farquhar has most recently worked in South Island, New Zealand. His current position at MWI suits him well.

“I find working here enjoyable and neither too quiet nor too busy,” he says. “My colleagues and our clients are very pleasant to work with.”

Having been employed in many different countries, Dr. Farquhar ranks medical care at MWI highly. “Our patients receive a service that is excellent in comparison with anywhere else in the world,” he adds.

We welcome Dr. Farquhar to our island and to the BHB family.

Top Docs profiles Dr. Elaine Campbell, Consultant Anaesthetist



Dr. Campbell treats patients in the Intensive Care Unit.

Dr. Elaine Campbell has spent the past 15 years working at KEMH as an anaesthetist. She also serves as co-chair of the BHB Ethics Committee and chairs the Ethics Consultation Subcommittee.

A native of Scotland, she went to medical school in Edinburgh, and later moved to Glasgow where she specialised in anaesthesia and intensive care.

Of her move to Bermuda she says, "This hospital allows me to combine a practice of anaesthesia and intensive care medicine, which works very well for me."

Although Dr. Campbell loves her work, she also knows just how demanding it can be.

"Critical care can be both physically and emotionally draining," she explains. "Many

patients die in ICU and because the onset of illness is often sudden, their families are ill-prepared and need a lot of support."

As a result, Dr. Campbell works long hours and often at night. "We must provide a 24-hour service," she adds. "This can be tough to combine with a full family life."

Along with the demands of her profession, come many outstanding rewards. "To see patients in ICU recover from illness is very satisfying," she notes. "In addition, the ability to take patients through their procedures safely and comfortably in the operating room or labour suite brings tremendous gratification."

Dr. Campbell enjoys getting to know patients and their family members. "I appreciate that each patient is unique and needs to be treated as such. I still learn something new every day and hope that always continues," she says.

Given the current global shortage of physicians, Dr. Campbell thinks young people who want a challenging but rewarding career should consider medicine.

"You have to be prepared to work very hard," she advises. "Not just as a student and a junior doctor, but pretty much for the rest of your life. The good news is that there will always be a job for you!"

Dr. Campbell cautions that not everyone is suited to her particular specialties.

"Having to think and act quickly and remain calm in highly stressful situations is a priority in both anaesthesia and intensive care medicine," she explains. "Some people think anaesthesia is a good choice if you have poor communication skills. I would suggest the opposite is the case. Although we often spend only a short amount of time with our patients while they are still conscious, those are critical moments and make all the difference to that patient's experience."

When she is not in the OR or the ICU, Dr. Campbell enjoys Iyengar yoga, which she practices regularly with a local teacher.

Married with two beautiful young daughters, Isabella and Lucy, she says family time takes up most of her energy outside of work.

"I love my job and my family," she concludes. "Balancing the two takes skill on my part and patience and understanding on the part of my husband and children. I am very fortunate - they are supportive and encouraging."



Dr. Campbell discusses a patient with RN Mary Donald in the Post Anaesthesia Care Unit.



Kareema Sharrieff, Pharmacy Manager at KEMH, Alan Burland and Captain Blake aboard the Spirit of Bermuda

The Spirit of Giving to the Spirit of Bermuda

Pharmaceutical supplies were recently donated by BHB to the Spirit of Bermuda, the sailing vessel that offers week-long learning expeditions to the island's middle school children. The coastal voyages give young people an opportunity to live and work on board, while studying and developing teambuilding skills.

Alan Burland, Chairman of the Bermuda Sloop Foundation, which sponsors the Spirit of Bermuda, expressed his appreciation for the donation. "In addition to providing us with medical supplies, hospital staff instructed Captain Chris Blake and First Officer Sarah Robinson on how to use various items," he said. "We were delighted to partner with the hospital on this project."

Patient Survey Helps Us Take Small Steps on a Big Journey



Hallways and wards are being painted

One of Bermuda Hospitals Board's central goals is improving the patient experience. We measure whether we are improving by listening to our patients, through an on-going patient satisfaction survey.

Anyone who comes to the hospital, either through Emergency, as an outpatient, surgical patient or inpatient on our wards might receive a patient satisfaction survey through the mail. We use an independent survey administrator to make sure the process is completely confidential. Feedback from the first year's survey results includes very clear comments from patients about our facilities.

Using this feedback, we have started to make improvements. A 'Quick Wins' Committee was set up to implement patient and staff suggestions. By taking these suggestions out of our larger project list we can respond faster so patients will see improvements sooner.

Many thanks to all who have participated in the survey. If you have not received a survey, but would like to contact us with suggestions, please call our Quality and Risk Management Department at 239-2002.



KEMH's new blue exterior

Current improvements include:

- Painting the outside of KEMH blue
- Landscaping and planting
- Additional lobby lights
- New medication carts
- Standardized bulletin boards
- Art work placed on wards and public areas
- Painting the wards
- Air conditioning upgrade in the Emergency Department

Upcoming improvements include:

- Elevator cab upgrades
- Public toilet upgrades
- New patient chairs
- Renovated family consultation room near the Emergency Department
- Patient room clocks and bulletin boards

Public Service Announcement Honours Largest Group of Healthcare Providers

Bermuda Hospitals Board partnered with the Bermuda Nursing Association and the Department of Health in May to produce the first-ever PSA about the nursing profession. The goal of the commercial is to encourage more Bermudians to choose nursing as a career.

The PSA portrays eight Bermudian nurses in their various roles, including a community mental health nurse and a perioperative (surgical) nurse, talking about what the profession means to them.

"This has been a dream of ours for many years," said Kathy Ann Lewis, Director of Nursing and Allied Health at BHB. "We filmed this PSA using real Bermudian nurses. Seeing it air on TV will be really exciting for all of us involved in the project. Nurses make up the largest group of healthcare providers both in Bermuda and worldwide and we wanted the community to understand the range and diversity of our profession through our key message - *Many Roles, One Profession.*"

Nursing professionals from BHB, the BNA and the Department of Health starred in the new PSA.



The Goal is Control - What You Need to Know About Asthma



Debbie Barboza educates patients about asthma triggers.

World Asthma Day, celebrated in May, focused on a health concern affecting 12% of our community. While there are now many more opportunities for people to learn about asthma, both at the hospital and with the charity, Open Airways, not everyone understands how to control the condition successfully and avoid a bad asthma attack.

“The good news is that hospital admissions are down by more

than 70% since 1995, which is really significant,” explains Debbie Barboza, Nurse Educator at the Asthma Education Centre at King Edward VII Memorial Hospital. “The bad news is that 1,400 asthma patients come through the Emergency Department every year and visits requiring nebuliser treatment indicate that people with asthma have lost control. Asthma can be controlled, so if people are going to Emergency, there is still lots of work to do.”

What is asthma?

Asthma is a condition that affects the airways – the small tubes that carry air in and out of the lungs. If you have asthma, your airways become irritated by something you inhale (called an asthma trigger) that irritates your airways, such as lily pollen, chemicals or pets. The symptoms you feel when this happens will be tightness in the chest and difficulty breathing. This is caused by the muscles around the walls of your airways tightening and become narrower. The lining then becomes inflamed and starts to swell. Sometimes mucus is produced, which narrows your airways even more.

What are asthma triggers?

Triggers are anything that irritates your airways and cause symptoms. Everyone’s asthma is different and patients may have several triggers. Common triggers can be pollen, pollution, mould and pets. Some people can have a delayed reaction to an asthma trigger, so some extra detective work may be needed! It is important to know your triggers as you may be able to avoid many of them – which helps you control asthma.

Common Asthma Triggers & How to Manage Them

Colds and Viral Infections - Colds are very common asthma triggers and are also almost impossible to avoid. Talk to your doctor about having the flu vaccination.

Animals - Furry and feathery animals are a common trigger of asthma symptoms. Allergens are found in their saliva, flakes of skin (pet dander), fur and urine. Not having pets is the best way to avoid animal triggers. If you already have pets, keep them out of your living room and bedroom. Bathing cats and dogs twice a week can also help. Ask your vet for advice on how to do this properly.

Air Pollutants - Air pollutants like cigarette smoke and car exhaust fumes release gases into the atmosphere which can irritate your airways when you breathe. If pollution triggers your asthma, avoid exercising by the roads, especially on hot and humid afternoons.

Moulds & Fungi - Moulds release tiny seeds called spores into the air, which can trigger asthma symptoms in some people. Mould spore are found in any damp place, including bathrooms, kitchens and even piles of damp clothes. Keep your house well-ventilated (open those windows!) and treat dampness in your home quickly.

How pollen makes us sneeze and wheeze

1. Pollen enters eyes, nose, lungs sensitizing the immune system.

2. Specific antibodies to the pollen are produced.



3. Antibodies attach to mast cells found in tissues.

5. Allergic reaction is triggered resulting in runny eyes and nose, throat and nose itching, sneezing, nose and sinus congestion and asthma.

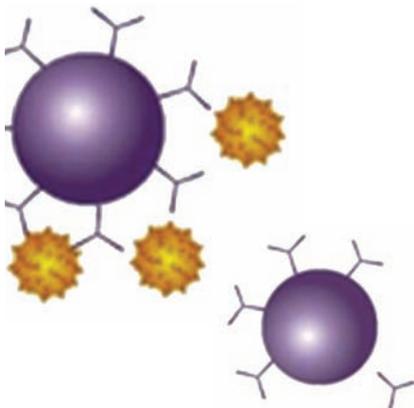
4. Pollen enters the body again, attaches to antibodies causing histamine and other chemicals to be released from mast cells.

Source: American Academy of Allergy, Asthma and Immunology

Take the 30-second Asthma Test to see if your asthma is well controlled.

1. Do you cough, wheeze or have a tight chest because of your asthma more than twice a week?
2. Do you wake at night due to cough, wheeze or a tight chest more than twice a month?
3. Do you have to limit your activities because of your asthma more than twice a month?
4. Have you missed time from work or school because of your asthma in the last 3 months?
5. Do you use your rescue/reliever (usually blue) inhaler more than twice a week?

If any of your answers are yes, you have uncontrolled asthma.





Staff from KEMH and MWI took up the Challenge

300 Hospital Staff Walk Round the World in 100 Days!

Approximately 300 staff members from both hospitals joined Live Healthy Bermuda's 100-Day Challenge. In total, staff lost over a thousand pounds and walked a distance equal to circling the globe at the equator!

"We were pleased to see staff members embrace this fitness initiative in such large numbers and with such great results," said Dr. Leonard Gibbons, who heads the Wellness Programme at BHB. "Participants in the 100-Day Challenge made a commitment to health and wellness by making fitness a priority."

Pre-Heritage Day Parade Takes Community Back to the Good Ol' Days

Staff and clients from the Learning Disability Programme at Mid-Atlantic Wellness Institute organized another successful Pre-Heritage Parade on May 15th.

Over 30 participants dressed up in colourful customs depicting the theme "Take Me Back to the Good Ol' Days."

"The parade was very well-attended," said Juliette Basden, Activities Coordinator for the Learning Disability Programme "It was an evening of family fun with activities, entertainment, music and food. Everyone had a great time and loved the festive costumes and floats."



New Manager for Allied Therapeutic Services



Sita Ingram will oversee rehabilitation services at KEMH.

The newly created position of Programme Manager for Allied Therapeutic Services has recently been filled by Ms. Sita Ingram.

Sita is responsible for a multidisciplinary team of approximately 50 staff providing rehabilitation services, including occupational therapists, physiotherapists, speech and language pathologists, clinical and rehabilitation aides, wheelchair technicians and dieticians.

Working with her team and assessing the extent and quality of allied healthcare services at the hospital will be her first step. This involves reviewing staffing levels and seeking ways to improve current practices and processes, with the goal of optimising patient care and outcomes.

"This is an exciting time to be a part of BHB," she says. "We are in the middle of significant change and growth as a healthcare facility and I am honoured to be a part of this journey."

"This new position was created to manage our diverse inpatient and outpatient rehabilitation services and to provide a continuum of patient care," explains Chief Operating Officer for KEMH, Bob Zinnen. "This appointment plays a vital role in our commitment to service excellence."

In Loving Memory...



Robin Simmons shows Clinical Leader, Roseann Key, how easy it is to transport a patient using the modified wheelchair.

Robin Simmons enjoys tinkering and is handy at repairing all kinds of equipment. Recently, his skills were put to use on a project near and dear to his heart.

He repaired and modified an electric wheelchair that had belonged to Yusef Brimmer, an acquaintance who recently passed away. The wheelchair has now been donated to patients at Agape House.

"It was a labour of love to work on this wheelchair," said Mr. Simmons. "I know Yusef would have been pleased that other patients benefited from his chair."

Roseann Key, Clinical Leader for Agape House, said the new wheelchair will get plenty of use. "Our staff can now safely transfer some of our heavier patients from the lower level to the common areas, such as the main dining area, living room and porch," she adds. "Thanks to Mr. Simmons, they won't feel so isolated."



A nurse thanks lucky winner Jahroy Richards for his poster depicting the many faces of nursing.

Glenna on Gosling Ward are my favourites."

The competition ran to raise awareness of nursing in the community. Jahroy was pleased to win and especially enjoyed receiving his gift of an iPod shuffle.

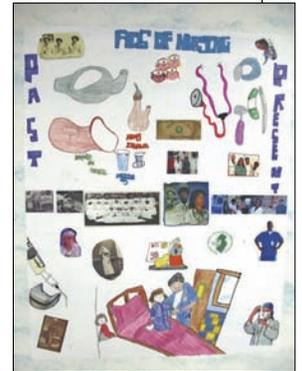
"We are always looking at ways to encourage our students to consider a career in healthcare," say Kathy Ann Lewis, Director of Nursing and Allied Health. "The art competition gave us a chance to visit Whitney and tell young people about the field of nursing."

Jahroy Richards WINS Nurses Week Art Competition

Jahroy T. Richards, an 11-year old in student at Whitney Institute Middle School, used his family as inspiration in an art competition that ran as part of Nurses Week in May 2008. The theme of the competition was "Faces of Nursing Past and Present".

"My nana is a nurse," he said. "And I visit the hospital often

so I know lots of nurses. Nurse Christine and



Jahroy's poster depicts the faces of nursing.

Mammography Department at the KEMH Achieves 10th Annual Accreditation



The hospital's mammography department has once again been accredited by The American College of Radiology (ACR). Considered the gold standard across North America, the ACR has been accrediting the department for the past ten years.



M3Wireless and Logic Donate Internet Service

M3Wireless and Logic recently donated an Internet connection to a hospital patient with special needs.

Stuart Brash, Vice President of Keytech, said his company was pleased to assist in this particular case.

"We were made aware of a patient with long-term care needs who very much wanted access to the Internet," said Mr. Brash. "We were happy to offer our services in this situation."

Hospital staff have expressed their appreciation for the help. "We know having Internet access has made a difference for this patient," said Maxine Simmons, Clinical Coordinator for the Continuing Care Unit. "We are grateful to Keytech for their contribution to quality patient care."

In the last edition of PULSE, we regret an error was made in our article called "**KNOW YOUR NUMBERS.**" The statement should have read: Your total cholesterol should be under 200 mg/dl, LDL-cholesterol less than 130 mg/dl, HDL cholesterol greater than 45 in men, and greater than 50 in women, Triglycerides less than 150 mg/dl. Your physician can outline options if your cholesterol is high.

Pulse is produced by the Bermuda Hospitals Board's Public Relations Department.

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