



PULSE

BERMUDA HOSPITALS BOARD

Newsletter to the Community

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Welcome

On behalf of our staff and physicians, it is my pleasure to welcome you to the first issue of Pulse – the Bermuda Hospitals Board's newsletter to our community.

When you are a patient or a visitor at our hospitals, you will recognize many familiar faces in our physicians and staff. These are the faces of people who you may see while shopping in town, visiting family and friends, at church, or at school events. As members of this community, our commitment to you runs deep. We are dedicated to providing the highest quality of healthcare to you.

In this newsletter you will find information about some of the many exciting developments at our hospitals. We hope you find it useful and informative. We value your input as we move forward, and encourage you to contact us at communications@bermudahospitals.bm if you have any comments.

Yours sincerely,

Joan Dillas-Wright
Chief Executive Officer, Bermuda Hospitals Board



Joan Dillas-Wright
*CEO of the
Bermuda Hospitals Board*

We hope you enjoy
the first issue of
Pulse



If you would like to be on our mailing list for future issues, please mail, fax or email your address to Communications, Executive Office, Bermuda Hospitals Board, P.O. Box HM 1023, Hamilton, HM DX, 441-236-0358 or

communications@bermudahospitals.bm

Patients Receive First-Class Care in New ICU

The Bermuda Hospitals Board's new state-of-the-art intensive care unit accepted its first patients on January 6, 2005. The bright and spacious unit, located on the second floor of King Edward VII Memorial Hospital (KEMH), is designed



according to international standards. It features nine patient rooms, each a minimum of 250 square feet; natural light in every patient room (which has been shown to improve patient recovery time); state-of-the-art equipment throughout; dialysis capacity in every room; and a comfortable lounge for visiting family and friends, in addition to a staff lounge.



Bermuda Hospitals Board
CARING FOR OUR COMMUNITY

Diabetes Centre News

Education Classes

The Diabetes Education and Counseling Centre is directed and staffed by certified diabetes educators, registered nurses and clinical dietitians, and offers a variety of programmes to meet educational needs.

The Centre offers a 12-hour diabetes group session over the course of a week, on a weekly basis except when there is a public holiday. Walking in the Botanical Gardens is an integral part of these classes and blood sugars are measured before and after the walk. Anyone with new or existing diabetes is eligible for these classes, but they must have a referral letter from their physician.

The Diabetes Centre also offers individual counseling for patients with gestational diabetes, Type 1 or Type 2 diabetes. Patients are referred by their physician for continuous glucose monitoring, which assists physicians in determining the most appropriate regimen. Type 1 patients are instructed in the use of the insulin pump and carbohydrate-counting classes are offered to patients and their families.

In addition, the Diabetes Centre (in collaboration with St. Brendan's Hospital) offers one-on-one counseling sessions with a psychologist.

Clinical Trials

KEMH is involved in many international clinical trials. The ORIGIN trial, whose purpose is to determine whether new cardiovascular disease can be prevented using insulin glargine, is still in the recruitment phase. If you have had a heart attack of stroke, angioplasty and have been told that your blood sugar is a little high, ask your physician about this trial or call the Diabetes Centre at 239-2027 for more information.

The DREAM trial, which is testing the possibility that diabetes can be prevented using medication, is in its third year and the recruitment phase is over. Results for this trial are scheduled to be published in 2006.

**The Diabetes Centre is located on the
ground floor of KEMH.**

Tel: 239-2027

Email: diabetescentre@bermudahospitals.bm

Estate Master Plan Update

The Bermuda Hospitals Board is making excellent progress with its estate master plan, a plan that will be the blueprint for the future of our hospitals. A steering committee composed of hospital employees, physicians, Board members and government representatives is meeting regularly with leading design firms CannonDesign and OBM as they move forward with this exciting project that will change the face of healthcare in Bermuda. The plan is on track and will be presented to hospital employees, key stakeholders and the public in May 2005.

St. Brendan's Granted "Centre of Learning" Status by World-Renowned City & Guilds

We are very pleased to report that St. Brendan's was recently granted approval to be a Centre of Learning for the City & Guilds, the leading awarding body in the United Kingdom that offers vocational qualifications recognised as the benchmark for workplace skills. The City & Guilds representatives awarded this status after surveying St. Brendan's in January 2005 at the request of the learning disability programme.

Initially, 28 staff will take the programme to obtain certification to care for learning disabled clients. The programme will commence on February 8, 2005 and last 18 months. With its Centre of Learning status, St. Brendan's will also be able to participate in any other certification courses offered by City & Guilds.

This achievement showcases St. Brendan's commitment to continuous growth and improvement and to achieving the Bermuda Hospitals Board's vision of being a Centre of Excellence.

MRI Celebrates Second Anniversary

KEMH recently marked the second anniversary of its MRI service to the community. The hospital operates the only high-field superconducting facility in Bermuda, providing optimal images of soft tissue structures of the body. Continuing software and hardware upgrades keep the machine state-of-the-art. Evening appointments will be phased in to best serve needs of the patients.



Dr. Stephen Witchell reports MRI case

What Our Patients and Visitors Had to Say about the BHB...

"We write to express our gratitude and appreciation for the staff of the King Edward VII Memorial Hospital Maternity Ward and Special Care Baby Unit. During the weeks leading up to our daughter's birth, the friendly, caring and professional nature of the staff was greatly appreciated. They helped ease a stressful situation, and made the days as pleasant as possible.

We learned so much from the nurses and were very pleased with the care our daughter received. We are fortunate to have such an exemplary service on the Island."

Jason and Erika Krupp
Devonshire, Bermuda

"I have nothing but praise for the way I was treated right from "check in" to the surgical outpatient unit to the time I was taken by wheelchair to my ride home. Each and every staff member that I came into contact with was professional, kind and greeted me with a smile. Your recovery room nurses were also amazing – I observed their dedication to other patients as well, constantly checking and re-checking. To each member of staff at each step on the way, my heartfelt thanks."

Linda C. Lewis
Southampton, Bermuda

"I am writing to thank you for taking time to meet with the Commonwealth Parliamentary Association (UK Branch), and for giving them a tour of the hospital.

They were very impressed with your facility. In most cases they equated what they saw and heard with their own individual constituencies in the UK, which are of similar size to the overall population of Bermuda. In this sense they felt that what KEMH had to offer to the Bermuda community was not only of a higher standard than what is provided to constituencies of equal size, but also in some instances when equated with constituencies with a much larger population than Bermuda."

Senator A.T. Oughton
President
Bermuda Branch of the Commonwealth Parliamentary Association

"We don't hear enough about the excellent services at King Edward VII Memorial Hospital. I had an excellent stay in the new intensive care unit. The hardworking staff – laundry and housekeeping personnel, nurses and doctors – deserve enormous recognition for their dedication and commitment."

Ricardo Wilkinson
St. George's, Bermuda

"I am writing to tell you about the excellent care I received at the King Edward VII Memorial Hospital. As a nurse educator and a member of the board of directors of a large regional medical system, I am very aware of "quality of care" issues.

Your staff should be commended not only for the excellent quality they deliver, but also for the compassionate care they give. I delighted in telling people in the U.S. about the high quality, compassionate care I received. In fact, I challenged them to match the care I received at your hospital."

Susan K. Dent, R.N., MSN
South Carolina
(assisted by the Hospitals Auxiliary of Bermuda Overseas Family Help Services)

"The doctors and nurses in the emergency department and intensive care unit at KEMH are wonderful – they treated me like royalty! I found all of the staff to be very compassionate, efficient and well-organized. They really know what they're doing over there."

Eugene Todd
Southampton, Bermuda

"Recently, my husband and I had the misfortune of crashing on a motor scooter on your beloved island. We were taken to the King Edward VII Memorial Hospital ... it was a scary situation for us, in an unfamiliar hospital facility on an unfamiliar island.

However, you made this stay quite comfortable. Your patience and kindness were truly appreciated. We have sung the praises of the personnel at your hospital and assured friends who plan to visit Bermuda that if they ever do have to use the medical facilities, to expect to encounter a kind, caring, thoroughly professional staff."

Patricia Palmieri
Rhode Island

"I had not the occasion of spending the night at KEMH since having my tonsils and adenoids removed when I was little. While I recall ice cream being the panacea for my discomfort then, 30 plus years later, the attending midwife (Fiona), nurses, doctors, housekeeping and food staff, and the Pink Lady who wheeled me to the exit did a most exemplary job in making my stay as comfortable and as short as possible. I also wish to commend the maternity staff who openly accepted my husband's eagerness, as a father, to be involved in every aspect of my stay, from Honor's delivery to her first bath."

The Hon Patrice K. Minors, JP, MP
Minister of Health and Family Services

BHB Modernises Billing and Coding System

New System Will Lead to Improved Data on Island's Healthcare Needs

The Bermuda Hospitals Board is in the process of modernising its Charge Description Master (CDM), which is a comprehensive listing of items that could be billed to a patient, payer or healthcare provider. The new CDM will provide fees that are more representative of costs, using internationally recognised coding conventions. This will help us maintain our positive financial results, which allows us to re-invest in our hospital equipment, infrastructure and staff.

We will also be implementing Current Procedural Terminology (CPT) to record medical services and procedures provided by

physicians. This will allow us to collect more detailed data that can be used for better planning for Bermuda's healthcare needs and services.

From April 2005, government and insurers will have the data necessary to make the decision about when and how we implement the new billing system. Full implementation may not take place until April 2006 at the earliest because of legislative changes that will be required. This transition will be seamless for our patients.

**INTERESTED IN
A REWARDING
VOLUNTEER
EXPERIENCE AT
OUR HOSPITALS?**

To find out more,
please call our
Volunteer Office
at **239-2134**
(KEMH)

or
236-3770 ext. 3238
239-2055 ext. 3258
(SBH)

Two New Members Join the Bermuda Hospitals Board

The Bermuda Hospitals Board welcomes its newest members, Alaina Trott and Roseanne Michelson (*President, Hospitals Auxiliary of Bermuda*).

Other Board members are: Jonathan Brewin (*Chairman*), Anthony Richardson, (*Deputy Chairman*), Lynne Cann, Reverend Howard Dill, Wendell Emery, Tonya Minors, Dr. Alexander Romeo and Charmaine Tucker.

The Bermuda Hospitals Board would also like to extend many thanks to its former members who have recently stepped down, Eugene Blakeney and Marijke Peterich, for their many contributions to our hospitals.

As guardians of our assets and resources, the Bermuda Hospitals Board establishes the overall purpose and direction of King Edward VII Memorial Hospital and St. Brendan's Hospital and oversees our operations to help ensure achievement of that purpose.



Alaina Trott



Roseanne Michelson

BHB Physicians and Staff Influence Patient Care Around the World

Dr. Shane Marshall, Director of Cardiac Care at KEMH, is the coauthor of ***On-Call: Principles and Protocols***, a medical textbook that is now published in five languages and is used around the world by senior medical students, interns and medical residents.

Dr. Heir from the Medical Programme, Linda Rothwell from Infection Control and Debbie Jones from the Diabetes Centre have all made notable contributions to the recently released fourth edition of the book in their areas of expertise.

To The Occupier

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

communications@
bermudahospitals.bm

Telephone:
441-239-2104

Fax:
441-236-0358

**Did you
know?**

With 1600 employees, the Bermuda Hospitals Board is the Island's second largest employer. In fact, 4.5 percent of the entire Bermuda workforce is employed at our hospitals.

The Bermuda Hospitals Board, making a difference in our community



Bermuda Hospitals Board

CARING FOR OUR COMMUNITY