



# THE COUNTDOWN BEGINS

# to SPORTS DAY 2002

**Saturday, October 19, 2002  
Truman Bodden Sports Complex**



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## HEALTH MINISTER DISCUSSES DRAFT HEALTH PRACTICE BILL WITH PRACTITIONERS

The revised Health Practice Bill which is expected to go before the Legislative Assembly in November has received strong support from a wide cross section of health practitioners including the Cayman Islands Medical and Dental Society (CIMDS).

At a meeting with health practitioners on Thursday, September 12 to discuss the draft bill, several practitioners endorsed the bill as presented by Minister of Health, Hon. Gilbert McLean.

Dr. Steve Tomlinson who spoke on behalf of the CIMDS said the draft bill, as presented, was long overdue and praised the Minister for openness in encouraging dialogue on the bill before it is passed in the Legislative Assembly.

It is intended that the new Bill now named the Health Practice Bill, as it pertains to practitioners and health-care facilities, will replace the Health Practitioners' Law which was passed in 1974.

According to Mr. McLean "This Law is no longer adequate to regulate the increase in growth and variety of health care services now available in these Islands. The new law provides a more flexible and encompassing legal structure. It will ensure that the health of the public is protected and promoted through more detailed and sophisticated regulation of health care professionals and institutions in which health services are provided."

He said "The Ministry will ensure that the requirements and procedures are transparent and will be similar to the tested and established practices in the countries such as the US, Canada & the UK which all have joint Commissions or Services to ensure such standards."

To obtain a copy of the bill, contact the Ministry of Health Services on 244-2377. Any additional input will be considered prior to the first reading of the bill in the Legislative Assembly

## HSA Board to meet with staff

The Board of Directors of the Health Services Authority has scheduled a series of meetings to meet and share with staff in an informal setting.

Chairman of the Authority, Mr. Kel Thompson says "it is important for us to get to know the staff of the Health Services and to share with them some thoughts"

The first in the series of meetings started on Monday, September 16 with Physicians and Dentists and will continue on Friday, September 27 with all members of the Nursing Team followed by a meeting with all other members of staff on Friday, October 4.

All sessions start at 5:30 p.m.

Mr. Thompson noted that it is the intention of the Board to have on-going meetings with staff in the future and will in those sessions share and outline a vision for the Authority.

However at this time the intention is for the Board to get to know and familiarise themselves with members of staff.

The Chairman acknowledges the concern among staff about the future direction of the Authority.

Mr. Thompson indicated that the Board is at this time diligently gathering all the information to ensure that all decisions are made as accurately and responsibly as possible.

As soon as this process is complete the Board will follow through with a series of consultations with all sections on the way forward for the Health Services Authority.

# Staff Training Opportunities

## CHEMOTHERAPY & PAIN MANAGEMENT

On October 29<sup>th</sup> – Nov 1<sup>st</sup> Ms. Pat Collins will be in the Cayman Islands to do a Chemotherapy certification and Pain Management courses.

Ms. Collins is the Coordinator and Trainer in both these areas, for both Physicians and Nurses at Baptist Hospital Systems in Florida.

This training is considered essential and is thus required of all staff members listed below, with the exception of those attending to emergency situations only.

The program will run as follows.

Tuesday 28<sup>th</sup> Nursing Staff Chemo. 8:30am – 4pm

Wednesday 29<sup>th</sup> Nursing Staff Chemo 8:30am - 4pm

Thursday 30<sup>th</sup> Nursing Staff Pain Mgmt 8:30am – 4pm

Friday Nov 1<sup>st</sup> Doctors/ Pharmacists only Pain Mgmt. 8am-10am

There will also be a PALS certification course in the last week of November or first week of December. The exact dates of these courses will be available from the HSA's Training Officer, Mrs. Shirlene Henriques.

### PROGRAMMES OFFERED BY BAPTIST HOSPITAL.

Baptist Hospital in Florida offers several educational and training programmes for those members of staff who may want to do continuing education courses in the United States.

Introduction to arrhythmias [7.5contact hrs] Oct 25<sup>th</sup>, Dec 20<sup>th</sup>. \$75

Advanced Surgical Airway Management [8 c.h.] Oct 7<sup>th</sup>, \$100

Advanced Air Crew Core Curriculum [32 c.h.] Oct 8-11 \$350

NICU Update[7 c.h.]Oct 31<sup>st</sup>, \$75

Patient Educ. Seminar [6.5c.h.] Nov 14<sup>th</sup>, \$75

Core Leadership skills for RNs [7 c.h.] Nov 8<sup>th</sup>

Neonatal Resuscitation Program Cert. [16 c.h.] Oct 11<sup>th</sup>, & Nov 21<sup>st</sup> \$120

Neonatal Resuscitation Program Recert [8c.h.] Oct 30<sup>th</sup>, & Nov.12<sup>th</sup>, & Dec 5<sup>th</sup> \$70

Members of staff who are interested in attending any of these course should contact the Training Officer.

## News from Health & Medicine Hospitals - past, present and future

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institutions where only basic care can be provided at best.

What would, then, the hospitals of the future look like? That is anyone's guess. However, when planning for the design and construction of future hospitals the following questions will perhaps need to be considered:

- Will the hospitals of the future be places to provide care or cure?
- Should we centralise or disperse hospital services?
- Will we still need the hospital as a physical institution or can its functions be performed elsewhere?

In the design of future hospitals, we must consider that access to hospital

facilities is generally more important in relation to primary care, outpatient services and screening programmes while economies of scale and scope should also be considered if inpatient and /or more technologically advanced care is to be provided. Whatever form the hospital of the future takes, it will need to balance economies of scope with optimal access and to continue to draw upon advances in technology. It will need to be flexible with perhaps fewer beds and more operating theaters and recovery areas and capable of providing integrated care for common disorders.

All that we can be sure of it that the diseases that will be treated in the hospitals of the future and the ways in which treatment will be carried out, will be very different from today.

**Contributor:** P. Rodrigues (Ph.D.) - H.S. Research Officer.

Sources:

- McKee, M., and Healy, J., **The role of the hospital in a changing environment**, Bulletin of the World Health Organization, 2000, 78 (6), 803-810.
- **Dorland's Illustrated Medical Dictionary**, 28<sup>th</sup> Ed., Saunders, USA.

## 12-member team off for Cerner Training sessions

A team of 12 staff members will be traveling to Cerner's Solution Factory in Kansas City on September 23 as part of the training programme towards implementation of the new Hospital Information System.

The team consists of Malcolm Ellis, Martha Buford, Joanne Taylor, Hazel Brown, Joan Terry, Denzil Boyd, Dr. Raju Namburi, Kevin Gipple, Jackie Neil, Lisa McLaughlin, Melissa McLean and Dorcas Watson.

During this trip, the team will be given assignments to collect data needed to begin the design and build phase of the system implementation.

Please be aware that they may require assistance at short notice in collecting this data, and may be contacting Section Supervisors to

assist in this process either during or following the trip. Your cooperation is vital to the successful implementation of the new system.

Titled the Cerner Millennium solutions package, when implemented the advanced software package will allow the Health Services Authority to use electronic records to monitor patients' health status.

Furthermore, it will provide safety measures to ensure that health practitioners are delivering effective care - and importantly, because there will be less paperwork, there will be more time for treating patients.

## Congratulations

Congratulations to our Quality Control Coordinator Lizzette Howell who recently qualified as a Certified Healthcare Safety Professional at the Master level by the Board of Certified Healthcare Safety Management in the United States.

With this qualification Miss Howell now joins a select group of qualified practitioners who are providing management, leadership and direction in controlling loss resulting from hazardous environments.

The Certified Healthcare Safety Professional (CHSP) is recognised by the Joint Commission on Accreditation of Healthcare Organisations (JCAHO) and the American Hospital Association as the premier and definitive certification in the field of Healthcare safety.

Health Services News joins in extending congratulations to Ms. Howell on her achievement.

## Kiwanis Gives Paediatric Waiting Area a face lift

The Paediatric Unit's waiting area is looking brighter in recent times, thanks to a donation made by the Kiwanis Club of Grand Cayman.

A bilingual carpet measuring 8'4" x 11'8" was installed by the Club on August 1.

The carpet has inner squares that teach shapes, colours and word recognition in both English and Spanish. The specially designed rug's outer edges features the Spanish alphabet and provides

sitting for up to 30 young children under the age of 5 years.

Nurse Manager for the Paediatric Unit, Gill Barlow expressed appreciation for the gift from the Kiwanians and commented on the usefulness and attractiveness of the bilingual carpet and the enhanced waiting area for the children and their parents/guardians.



# HEALTH SERVICES INFORMATION BULLETIN

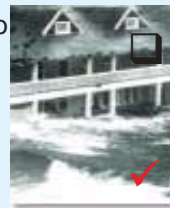
## Are You Ready for a Hurricane?

### Prepare a Home Evacuation Plan

- ✓ Identify ahead of time where you could go if you are told to evacuate. Choose several places ... a friend's home in another town or shelter.
- ✓ Keep handy the telephone numbers of these places as well as a road map. You may need to take alternate or unfamiliar routes if major roads are closed or clogged.
- ✓ Listen to local radio or TV stations for evacuation instructions. Act quickly!

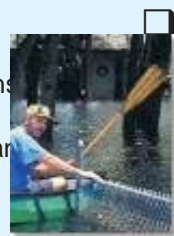
### Prepare for a hurricane

- ✓ Assemble a Hurricane Safety Kit containing
  - First aid kit and essential medications
  - Fire extinguisher
  - Canned food and can opener
  - Bottled water
  - Protective clothing, rainwear and blankets
  - Battery-powered radio, flashlight, and extra batteries.
- ✓ Also include in the kit written instructions for how to turn off your home's utilities.



### What you need to know about hurricanes

- ✓ Have on hand plywood, nails, and other materials needed to board up windows and protect your home.
- ✓ A hurricane WATCH means a hurricane may hit your area.
- ✓ A hurricane WARNING means a hurricane is headed for your area. You may be told to go to a shelter or evacuate the area; do so immediately.
- ✓ The eye of a hurricane is the calm center of the storm. The worst parts of a hurricane come just before and after the eye has passed over your area.



### When a hurricane is approaching.....

- ✓ Listen to your local radio and TV stations for updated storm information.
- ✓ Bring in garbage cans, lawn furniture, bicycles ... anything that could fly around and cause damage or blow away.
- ✓ Fill your car's gas tank and prepare for evacuation if told to do so.

- ✓ If you are told, evacuate as soon as possible.
- ✓ If you are not advised to evacuate, prepare to stay inside, away from windows

### After the hurricane is over...

- ✓ Listen to the radio for instructions.
- ✓ Stay away from downed power lines.
- ✓ Inspect your home for damage.



## HEALTH SERVICES AUTHORITY SETTING THE PACE FOR QUALITY HEALTH CARE IN THE NEW MILLENIUM

Less than fifty years ago, in 1955, the Cayman Islands opened its first Hospital with 28 beds, a team of six nurses and one full time Doctor. There was no emergency or specialist medical services.



Today, the Cayman Islands, which is approximately 100 square miles, putting it among the smallest territories in the Caribbean, has one of the most modern medical facility in the region and equal to any in North America, offering a wide range of specialist medical services delivered by a competent, professional team of doctors, nurses and other support services.

The fact that the Health Services Authority currently has on staff more than six hundred employees and has been able to attract some of the best professionals in the field of health care from 28 countries, including the United States, the United Kingdom, Canada and the Caribbean speaks volume for the level of advancement over the years.

The Cayman Islands Hospital now offers more than sixteen specialist medical services ranging from the routine General Practice visits to some of the more complex surgical procedures.

Cruise lines which operate within the Caribbean chose the Cayman Islands Hospital as the first health facility to send patients for the treatment of medical emergencies during cruises in the western Caribbean.

While the accomplishments, over the years, in the delivery of health care have given these islands much

to be proud of, the changing population demographics, increased knowledge and awareness of health care needs; global improvements in health care delivery and the resulting demand for quality services have created the need to continually evaluate the health care requirements of these islands and keep pace with the global changes in health care.

These complexities required a new approach to the management of health care in the Cayman Islands.

### A NEW DAY DAWNS

A new beginning and a new step to advancing health care in the Cayman Islands was ushered in on June 28 with passage of the Health Services Authority Bill in the Legislative Assembly. This allowed for the creation of a Board to manage and operate all Government health care facilities in the Cayman Islands.

On August 5, a 13-member Board was formally announced to chart the course of health reform in the Cayman Islands and ensure the maintenance of the quality of health care to which the people of these islands have been accustomed.



While the accomplishments, over the years, in the delivery of health care have given these islands much

The concept of a Health Services Authority is not new and was first introduced in the Cayman Islands in 1991. In recent years many other territories in the region have been adopting a similar approach to the governance of their health services. Bermuda, Jamaica, Trinidad and Tobago have now established Health Authorities to manage the health care system within these territories.



### NEW APPROACH

"The creation of the Health Services Authority represents a new opportunity in establishing a long term framework for the efficient delivery of quality health care for the people of the Cayman Islands", according to Chairman, Mr. Kel Thompson.

The Board will provide the leadership, jointly with the management and staff and with public input, to focus in a concerted way to achieve the greatest possible improvement to health care delivery for the people of these islands in a cost efficient manner.

Mr. Thompson stated that "in order to ensure a health care system that will continually meet the needs and expectations of the people of these islands while integrating new approaches and

advancements in technology and medicine it is clear that a business

**continued on page 4**

## HEALTH SERVICES AUTHORITY MOVING INTO THE MILLENIUM *continued from page 3*

approach must be adopted in the management of the health services of the Cayman Islands."

In this new approach, the Board has formed six strategic subcommittees to look at critical areas for the future of health care delivery in these Islands. These Committees are Finance, Information Technology, Human Resources, Strategic Planning, Public Relations and Clinical Advisory.

These Committees will work closely with staff and the community through various means of consultations in the development of policies and programmes for the future of the Health Services and for the benefit of the residents of the islands.



### BUILDING PARTNERSHIP

"As part of the new approach to the governance of the health services, the Board recognises that input from the staff, patients and the public at large are key to developing a sustained plan for the services", said Mr. Thompson.

As a first step, a series of consultations have begun with the staff of the Authority to gain a comprehensive knowledge of the operations of the Health Services.

It is anticipated that in the coming months the public will have opportunities to provide their feedback and input in the future direction of the Health Services.

"The goal of the new Health Services Authority can be very simply stated: it is to achieve real improvements in health care delivery to the people of the Cayman Islands and to significantly narrow the gap between the service expenditure and the revenue generated," Mr. Thompson commented.

### THE CHALLENGES

Mr. Thompson noted that while there are challenges, the Board believes these are not insurmountable and is committed to ensuring the success of the Authority.

He noted that new ways of achieving the same or better health outcomes, including a greater focus on prevention, will be examined so that overall costs can be kept within the capacity of available funding, while continuing to ensure accessibility, quality and accountability.

The Chairman pointed out that "a primary focus of the Authority is to support and encourage the health and wellness of the residents of the Cayman Islands and not just to diagnose and treat the ill and injured. Health promotion along with disease and injury prevention programmes to address risks to health where knowledge or early intervention can make a difference, will be aggressively pursued.

### THE FUTURE

A major role of the Health Services Authority is to create an environment for success and

already a number of initiatives are being undertaken to ensure that.

Among the plans for the future is the implementation of a new Hospital Information System in conjunction with Cerner Corporation of the United States. This system which will be operational in the third quarter of 2003 will provide a revolutionary approach in the management of patient care.

While the introduction of this new technology will provide significant advantages, the quality of care is also of critical importance in the future plans of the Health Services Authority. Already a customer service programme is being introduced for all staff at the Health Services. This training identifies the qualities and behaviours expected of employees to demonstrate in all their interactions with patients and families in the drive to deliver world-class patient care. These initiatives reflect the fact that we're constantly working to improve patient service and satisfaction.

The Chairman further stated that "the task ahead is challenging, however the Board is already encouraged by the many positive indicators and the prospects for the future of the Health Services Authority and will continue to work assiduously to ensure a viable, high quality, efficient and customer friendly health care system for the people of the Cayman Islands.



## News from Health & Medicine Hospitals - past, present and future

The word hospital (Latin *hospitalium*) comes from the Latin word *hospes* meaning host or guest.

Simple definitions of the word hospital are provided by commonly used dictionaries such as the Webster II Dictionary and the Oxford Dictionary. According to these two sources hospitals are institutions or establishments that provide medical, surgical and emergency care to the ill or injured.

Today's modern hospital is a complex institution and the Council of Medical Education in the USA comprehensively defines hospital as: "An institution suitably located, constructed, organised, managed and personned, to supply, scientifically, economically, efficiently and unhindered, all or any recognised part of the complex requirements for the prevention, diagnosis and treatment of physical, mental, and the medical aspects of social ills; with functioning facilities for training new workers in the many special professional, technical and economic fields essential to the discharge of its proper functions; and with adequate contacts with physicians, other hospitals, medical schools and all accredited health agencies engaged in the better health program." This definition provides some insight into the complexities associated with a modern hospital.

Historically, hospitals as institutions for care of the sick or injured appeared at different times in different places and reflected the existing social and religious contexts of the time. The first recorded hospitals appeared in the Byzantine Empire in the fifth and sixth centuries AD. In western Europe they emerged later on, during the middle ages and began in monasteries. This legacy is reflected in the religious

names of many present-day European hospitals. In medieval Europe most of the health care was provided by extended families and local communities, as formal health services had little to offer. This practice is still present today in many of the poorest regions of the world where access to hospitals is limited.

The Industrial Revolution in Europe brought not only enormous technological but also social changes that impacted health and health care. The creation of the industrial sector brought about the concentration of large numbers of people in small areas, the consequent growth of cities and with it the rapid transmission of infections. It also generated unsafe factories that contributed to large numbers of injuries. With the growth of cities, industry and consequent migration from rural to urban centres, the existing community and family support for the sick disappeared.

A combination of both self-interest among the wealthy and philanthropy stimulated both public health measures (as for example the construction of underground sewer systems in European and American cities) and the construction of new hospitals. However, urban overcrowding combined with high levels of infection in the hospitals and a rudimentary knowledge of medicine, often meant that the chances of dying were greater in hospitals than at home.

Only by the end of the 19<sup>th</sup> Century were infectious diseases beginning to be understood through the work and discoveries of Biologists such as Louis Pasteur. Surgeons such as Semmelweis showed that hand-washing could reduce the transmission of puerperal fever.

Lister introduced the use of antiseptics in surgery and anaesthetic agents were discovered. All of these scientific advances made surgery safer. Florence Nightingale established the professional basis for nursing. Hospitals were now able to offer more than basic care.

At the beginning of the 20<sup>th</sup> Century, advances in chemical engineering laid the foundation for the pharmaceutical industry (for example, research on chemical dyes led to the invention of sulfonamides) and it was only at the beginning of the 20<sup>th</sup> Century that hospitals began to offer cure rather than care.

Advances in military surgery during WWII had a profound impact on hospital care, with the introduction of safe blood transfusion, penicillin, and surgeons trained in trauma techniques.

However, the greatest advances occurred from the 1970s onward. There were advances in biotechnology, which led to improvements in laboratory diagnosis, and a massive expansion in pharmaceuticals. Advances in physics and electronics allowed for the development of new diagnostic techniques such as ultrasound and magnetic resonance imaging.

Today, at the dawn of the 21<sup>st</sup> Century, the work of a major hospital in an industrialized country has been transformed. Hospitals are now perceived as modern complex institutions in which seriously ill patients are treated at high speed with highly technical equipment and by highly skilled specialist staff from a wide range of professions. However, in contrast, in many areas of the world in middle and low-income countries, hospitals are still

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**Friday 8th Nov 2002**  
Depart GCM 9:15pm Arrive Cuba 10:05pm

**Monday 11th Nov 2002**  
Depart Havana 3:00pm Arrive GCM 3:50pm

**Rates:**

1 person per room	= CI\$480
2 persons per room	= CI\$410
3 persons per room	= CI\$400
Airfare only	= CI\$250 (for those who do not require hotel accommodation)

**Cost Includes:**

- Airfare - travelling on Cayman Airways (including GCM departure tax of US\$30 and Cuba visa of US\$20 per person)
- Accommodation at Havana Libre
- Buffet breakfast on Saturday, Sunday and Monday
- Tour of Havana on Saturday & Beach party on Sunday (lunch included both days)

\*This price does not include departure tax of US\$20 out of Havana which must be paid by each passenger on the day of departure.

**Contact:**  
Call 244-2816 or e-mail [cswell.walford@gov.ky](mailto:cswell.walford@gov.ky)  
Space is limited. Book your seat now. A \$100 deposit is required by September 27th to confirm your reservation. All payments must be made in full by October 25.

## HURRICANE SUPPLIES LIST

**Tip:** Start collecting your supplies, a little at a time, from the beginning of the season. This makes it more affordable.

### WATER

At least one gallon per person per day. Sterilize anything that will hold water. Fill the containers. Store water for drinking in plastic containers with tight covers instead of glass or waxed cartons, which can easily be destroyed.

### FOOD

Baby/children's food  
"Comfort" foods (breakfast cereals, cookies, candy etc.)

### FIRST AID

Kits can be purchased or assembled. It should have:

- §Antacid
- §Antiseptic
- §Aspirin or other pain reliever
- §Assorted bandages
- §Assorted safety pins
- §Diarrhoea medication
- §Gauze
- §Latex gloves
- §Laxative

## Hurricane Shelters

### CAYMAN ISLANDS HEALTH SERVICES COMPLEX

(exclusively for Health Services Staff & their immediate family)

Physiotherapy  
Dental Clinic- for Dental Staff only

### GRAND CAYMAN

#### George Town

John Gray High School - Assembly Hall  
George Hicks High School - Multipurpose Hall  
Primary School Assembly Hall  
Community College Hall  
Red Cross Building

#### East End

Primary School (part)  
Gun Bay Community Hall

#### CAYMAN BRAC

West End Primary School  
Gerrard Smith Airport

#### West Bay

Town Hall  
Primary School (part classrooms)  
Primary School Assembly Hall

#### Breakers

Community Hall

#### Bodden Town

Civic Centre

#### LITTLE CAYMAN

Public Works Department Building

#### CAYMAN BRAC

Aston Rutty Centre

## Emergency Medical Centres

### GRAND CAYMAN

George Town - John Gray High School - Islay Connolly Hall  
West Bay - Health Centre  
East End - Civic Centre  
North Side - Civic Centre  
Bodden Town - Primary School Multipurpose Hall  
Savannah - Primary School Assembly Hall

# WORKPLACE STRESS

## WHAT IS STRESS?

Stress is the adverse reaction people have to excessive pressure. It is not a disease in itself as most of us experience stress at different times. However, if stress is intense and goes on for some time, untreated, it can lead to mental or physical ill health.

## WHAT IS WORKPLACE STRESS?

Stress at work results from the interaction between an aspect or many aspects of the working environment and the individual concerned. It is a complex process and must be understood not just as an individual reaction to an independent stimulus, but as a unique interaction between the environment, the person's perception of that environment, the person's coping style and personality type, and their ability to gain supports and assistance in order to manage the situation.

We are all different in terms of what we find fun and what we find boring, and so we are different in what we find stressful and in the degree to which we become affected by the feeling of being stressed, as well as the efforts we make to protect ourselves from allowing an initial stress reaction develop further into a stress-related illness.

Where people feel stressed on a regular basis, organisations suffer. Absenteeism rises, turnover increases and morale becomes low. Research indicates that certain types of work environment can be more stress-inducing than others. These can include:

- High pressure, short time-frame, tight target jobs
- Jobs with constantly high workloads with no ease-off period
- Mundane repetitive work with no peaks or intermediate goals
- Jobs where there is threat of physical violence/attack
- Jobs where highly complex decisions must regularly be made

## CAN STRESS BE A GOOD THING?

No. Being *under pressure* can improve work performance but it is not true that 'stress' is a good thing. What is meant by 'positive stress' is actually pressure, because some people enjoy being put under pressure and they feel able to cope with the heightened state that pressure puts them under. It is excessive levels of pressure, which exceed the ability to cope that leads to the feeling of stress.

## ARE SOME PEOPLE MORE LIKELY TO SUFFER FROM STRESS THAN OTHERS?

Anyone can suffer from stress – it depends on the circumstances we are under at the time. Suffering from stress does not mean that a person is weak, it means that they have found themselves in a position where the demands being made on them exceed their ability – at that time – to cope. Preventing stress is good for employee health and well being and good for business.

## HOW DO I RECOGNISE STRESS?

A person under severe stress may behave in one or more of the following ways:

- be prone to tearfulness, impulsiveness and out-of-character behaviour
- be aggressive and irritable without apparent cause
- show poor levels of concentration and focus
- develop a variety of illnesses/conditions not medically explained
- exhibit tired, lethargic, apathetic behaviour
- Develop dependencies on alcohol, drugs, people
- Loose interest in many aspects of life within and outside of work.

## WHAT ARE THE EFFECTS OF STRESS ON THE BODY?

	Normal (relaxed)	Under Pressure	Chronic Pressure
<b>Brain</b>	Blood supply normal	Blood supply up	Headaches or migraines, tremours and nervous tics
<b>Mood</b>	Happy	Serious	Anxiety, loss of sense of humour
<b>Muscles</b>	Blood supply normal	Blood supply up	Muscular tension and pain
<b>Heart</b>	Normal Rate and blood pressure	Increased rate and blood pressure	Hypertension and chest pains
<b>Lungs</b>	Normal respiration	Increased respiration rate	Cough and asthma
<b>Stomach</b>	Normal blood supply and acid secretion	Reduced blood supply and increased and indigestion	Ulcers due to heartburn
<b>Sexual Organs</b>	(Male) Normal  (Female) Normal	(Male) Impotence (decreased blood supply) (Female) Irregular periods (decreased blood supply)	(Male) Impotence (Female) Menstrual disorders

# WORKPLACE STRESS

Very severe stress can lead to breakdown, where a person feels so overcome and unable to regain control of life that they need specialist help.

A person might behave in these ways without being stressed, or without the stress being work-related - don't jump to conclusions.

## WHAT ARE THE ORGANISATIONAL EFFECTS OF STRESS?

When employees of an organisation feel stressed, their well-being is negatively affected. They don't feel good and this has a direct effect on the organisation, which, after all, is only as good as its people. The organisational effects of stress can include the following:

- High absenteeism and staff turnover
- Interdepartmental conflict
- Deterioration in industrial relations
- Reduction in long-term productivity
- General dissatisfaction, low morale and poor work performance

## WHAT CONTROLS SHOULD BE IN PLACE IN ANY ORGANISATION?

Controls involve both policies – written documents, regulations, rules and 'accepted' practice - as well as systems in place.

The system changes might include:

- changing the design of work which some people find too stressful;
- structuring the working day;
- decreasing ambiguity around jobs;
- alternating people on different jobs;
- providing regular goals and feedback;
- reducing intensity of workload if necessary;
- improving communication skills.

To keep people in the workplace safe and healthy means to guard against physical as well as psychological ill-health and also to promote the healthy way to work. All workplaces should seek to minimise the risk from invisible environmental hazards like stress in the same way as they would with the highly visible risks like chemicals and toxins. Work should involve a properly organised programme of activities designed both to satisfy the needs of customers and the marketplace, as well as the needs of the individual employee.

## Stress Management Workshop

The Employee Assistance Programme will be holding two Stress Management Workshops on Thursday, September 26. The first session begins at 9:00 a.m. and will continue through to 12 noon. The second session will start at 2:00 p.m. and should end at 5:00 p.m.

Both sessions are free and will be conducted at the offices of the Employee Assistance Programme, 2nd Floor, the Anchorage Centre, George Town. Individuals who are interested in attending should call 949-9559 to register.

## From the Mailbag

The George Town Hospital  
P.O. Box 915  
Grand Cayman, B.W.I.

Gentlemen:

On July 30, 2002, I was visiting Grand Cayman while on a cruise with the Carnival Sensation. While walking down the sidewalk and starting to cross over to another street, my foot caught and I fell, breaking a bone in the knee and cutting my knee cap where four stitches had to be taken.

I wanted to take just a minute to "thank you" for all your efforts to get me "mended" so that I could continue on the cruise. The Physicians, Nurses, X-Ray Tech. - in fact, everyone there was wonderful and I could not let this go by without saying a big THANK YOU.

I do hope to return to your town again. The only regret that I have is that some nice gentleman stopped when I fell, and tried to clean the wounds and then took me back to

where I would catch the "tender" to return to the ship., and I was hurting so badly that I did not get his name. I would really like to "thank" him also.

My leg is mending nicely - in fact, you can hardly tell where the stitches were done. A fine job!

Please give my thanks to all who helped.

Rosie Thornburg.  
Florida