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## HSA OPENS NEW WOMEN'S HEALTH CENTRE

The Health Services Authority (HSA) is opening a new and modern Women's Health Centre – a dedicated multi-use building within the Cayman Islands Hospital complex devoted exclusively to serving the needs of female patients at all stages of life.

This is the first of its kind and only facility in the Caribbean exclusively for Women's Health.

According to the HSA's Managing Director, Mr. Lewis Ebanks, "women's health care needs are unique and

the opening of the new women's centre is recognition of the



importance of having a dedicated facility to meet the specific needs of our female population."

"We want to be sure that women have the very best health care

possible, and are well-informed about their health care options," continued Mr. Ebanks. This centre will offer a wide range of services that fulfill all of women's health needs, in a facility that's safe, convenient and easily accessible."

The centre which will be staffed with a multidisciplinary team of health care professionals specializing in women's health issues is conveniently located at ground floor level in new and spacious facilities which were constructed last year at the Health Services Complex. Patients accessing the Women's Health Centre should enter through the

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## HSA COMMITS TO QUALITY PATIENT CARE WITH PATIENT BILL OF RIGHTS

In a major move to signify its continued commitment to patient care the Health Services Authority has announced plans for a Patient Bill of Rights which it says will further enhance patient satisfaction and further improve the quality of care through clearly established and agreed guidelines by the patients and the health care providers.

Managing Director of the HSA, Mr. Lewis Ebanks says this initiative by

the Authority is a clear demonstration of its mission as a healthcare provider to ensure the right of every individual to high standards of medical care at all HSA facilities.

According to Mr. Ebanks, "while the HSA remains the premier healthcare provider of choice by most residents and visitors to these islands, we will not be complacent but always strive to elevate the level of our patient

service comparable to one that is truly outstanding."

The HSA's Patients Rights and Responsibilities policy will cover areas such as:-

- **Dignity and Respect of patients**
- **Confidentiality of Information**
- **Patients Right to Informed Decisions**

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## HSA COMMITS TO QUALITY PATIENT CARE WITH PATIENT BILL OF RIGHTS

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### •The Patients Participation in Care

### •The Responsibilities of Patients

He notes that along with the new Patients Rights and Responsibilities policy document, the HSA has also put in place a corresponding Patient Complaints and Grievance Procedure which provides guidelines to patients for resolution of complaints or concerns which may arise during their visit to our facilities.

"We take all complaints seriously and that's why we have put in place systems and measures to deal with all complaints about the service", notes the HSA Managing Director. "The compliments, comments and complaints of our patients are extremely valuable in our assessment of the quality of service we provide", he continued.

As part of this new initiative the Health Services has recently

appointed, a Caymanian, Miss Julie Faulknor-Grant as Patient Services Representative. The Patient Services section is responsible for pursuing and/or referring any questions, concerns, complaints or grievances about the quality of care provided by the Cayman Islands Hospital

In her new portfolio Miss Faulknor-Grant will be responsible for overseeing all patient related issues within the Health Services, including the resolution of complaints and implementing the HSA patient service initiatives.

Commenting on her appointment, Mr. Ebanks says Miss Faulknor-Grant is a highly qualified and experienced professional and well suited to take on the new responsibilities.

She holds a degree in Social Work and was previously Medical Social

worker with the Health Services Department.

Commenting on her new portfolio, Miss Faulknor-Grant says she welcomes the challenge. "In an increasingly competitive health care environment, patients chose to go where they are given quality service and it is my job to ensure that there expectations and needs are met so they will continually choose our facilities as first choice in their decision about healthcare" she says.

She continued, "for more than fifty years, the Cayman Islands Hospital has been serving the healthcare needs of the people of Grand Cayman. Though many things have changed over the years, one thing has remained constant: our old-fashioned values of care, compassion and commitment to our patients.

## NO CASES OF SARS IN THE CAYMAN ISLANDS

Effective Sunday April 13, a Public Health Department (PHD) staff member became available at the Public Health office in the Owen Roberts Airport to assist immigration officers as passengers arrive on direct Air Canada flights from Toronto on Sundays and Wednesdays.

While the new arrangement is *not* a screening procedure and Cayman remains free of the illness to date, the SARS alert issued earlier continues to be enforced. The Public Health Department officer will be on hand in the airport's arrival hall

office, should immigration staff have any questions or concerns.

Medical Officer of Health Dr. Kiran Kumar explains that using **World Health Organization (WHO)** criteria in order to ascertain if we had any local incidents of SARS, his department has reviewed all pneumonia cases admitted to the Cayman Islands Hospital since February 1 this year.

Of 35 cases admitted to either the intensive care unit, or the paediatric or medical/surgical wards, 32 patients or guardians

have already been contacted. None had a history of travel to the affected areas within the three weeks prior to becoming ill. "Neither have we received any reports from public or private doctors, so we conclude that we do not have SARS in Cayman at this point in time," adds Dr. Kumar.

The department will continue to contact the remaining pneumonia cases previously admitted to the Cayman Islands Hospital. It will also check on any pneumonia cases that may have been previously admitted to Faith Hospital.

# HSA OPENS NEW WOMEN'S HEALTH CENTRE

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main entrance of the Hospital complex. Ample parking is available in our spacious parking lot. Enter through the main Hospital lobby and follow the directional signs which will guide you to the centre.

The new facilities will also accommodate all public health services, provided at the George Town Health Complex, including the office of the Medical Officer of Health.

The centre, which will be opened on April 22 will offer the following programmes

## WOMEN'S HEALTH

### Gynaecology Services:

- \*General health and well-being
- \*Breast Exam and education



- \*Pre-menstrual syndrome care
- \*Pap smear screening and follow-up treatment such as colposcopy
- \*Pre-natal counselling



- \*Infertility treatment
- \*Menopausal care
- \*Genetic counselling

### Obstetric Services:

- \*Antenatal care by both obstetrician and midwives
- \*Midwife Delivery on the Maternity Unit
- \*Post natal visits by the Midwife on the Maternity Ward.
- \*Genetic screening
- \*Foetal diagnostic testing
- \*Obstetric ultrasound
- \*Foetal well-being assessment
- \*Breastfeeding advice
- \*Pre-natal education classes

### Family Planning Services:

- \*Contraceptive advice and care

- \*Pap smear screening and follow-up
- \*Obstetrician and midwife shared care

### Referrals:

- \*Postnatal home visits for mother and newborn baby
- \*Social services for those in need
- \*Psychological counselling
- \*Medical assistance
- \*Physiotherapy
- \*Surgical
- \*Counselling for smoking, alcohol and drug abuse

Appointments for all services by the Women's Health Centre can be made by calling 244-2649.

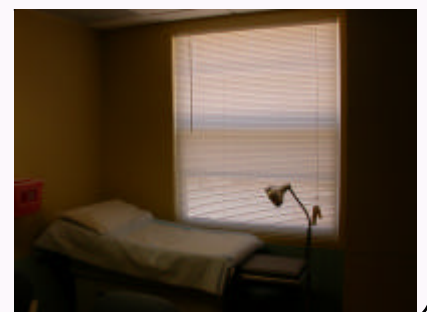
## PUBLIC HEALTH SERVICES

Child Health: Growth and development checks and immunizations.

International Health: Travel advice and immunizations

Sexual Health: Counselling and screening for infectious diseases

Public Health Clinics are conducted by appointment by calling 244-2648. The clinic also offers walk-in appointments.



## HSA LAUNCHES FIRST ELECTRONIC INSURANCE VERIFICATION & CLAIMS SYSTEM IN THE CAYMAN ISLANDS

The Health Services Authority (HSA), as part of its on-going initiatives to improve and expand its customer service operations is installing an electronic insurance verification and claims system at the Cayman Islands Hospital.



Brac Informatics (BIC), a local provider of international e-business services, developed the new electronic insurance verification system – ‘informaticsCONNECT’ – to facilitate health care professionals in the Caribbean with processing claims efficiently and more cost-effectively.

“Several months ago, Brac Informatics was approached to develop an electronic solution for processing insurance claims. With support from Cayman General Insurance and the HSA, BIC designed informaticsCONNECT, a system that will prove to meet the needs of all parties involved – health care and insurance providers and their clients,” said Nancy Ewing, President and CEO of BIC.

The new system will allow the Health Services Authority to:

- *Reduce administrative overhead expenses*
- *Receive payments quickly*
- *Eliminate critical errors that can cause claim processing delays*
- *Reduce a significant amount of paper claim submissions*
- *Process claims much quicker*

The initial phase of the project will only allow for verification of patient information for clients of Cayman General Insurance (CGI), as they are the first local insurance company to subscribe to this service.

“We at CGI are extremely pleased and excited to be the first insurance company on the Island to support this innovative system,” said Danny

Scott, President of CGI. “By combining state-of-the-art technology from a reputable company such as Brac Informatics, we are confident that this programme will compliment our focus of providing superior service to our customers.”

With the new verification and claims processes in place, patients who are customers of CGI will simply present their insurance card to hospital staff and their health benefit plans will be loaded onto a computer screen and confirmed within seconds. If the claim is within the plan’s specifications, it is cleared for payment.

“When a patient visits the hospital, they are already dealing with the stress of their illness; therefore there should be no reason for insurance matters to cause them any further discomfort or concern.

informaticsCONNECT will be a tremendous benefit to both the Health Services Authority and its patients, as the system will eliminate excess paperwork and reduce the time in which it takes to issue payments,” explained Lewis Ebanks, Managing Director of the Health Services Authority.

While the informaticsCONNECT system will initially be available in the Hospital’s General Practice and Specialist Clinics, the HSA anticipates that other areas will implement the system overtime. “By utilizing technology, we are able to drastically increase our efficiencies. Instead of spending time dealing with unnecessary paperwork, we can now deal with the more important things – our patients,” emphasized Mr. Ebanks.

## CARDIOLOGY SERVICES

The Cayman Islands Hospital is expanding its range of specialists' services to patients and as of May 1 will begin offering cardiology services with the appointment of Dr. Neeraj Prasad as Consultant Internist and Cardiologist.

The Hospital's new cardiology unit will offer diagnostic and therapeutic services.

Dr. Prasad graduated with distinction from the University of Dundee Medical School, Scotland. He continued his postgraduate training in Internal Medicine and Cardiology in Scotland and was awarded Membership of the Royal College of Physicians (UK) in 1991, and a Fellowship in 2001. He also has a Doctor of Medicine research degree awarded in 1998.

He is currently a Consultant Cardiologist and Honorary Senior Lecturer at the City Hospital NHS Trust, Birmingham, UK. In this post Dr. Prasad is lead clinician for the cardiac catheterization laboratory, and has particular interests and expertise in hypertension and heart failure.

Dr. Prasad says that he is "very excited at the prospect of developing the cardiology services at the Cayman Islands Hospital."

Commenting on the appointment of Dr. Prasad, Medical Director of the Health Services Authority (HSA) Dr. Bryan Heap says that "the Hospital is fortunate in recruiting the services of such a high calibre cardiologist. This gives us the potential to expand

our cardiology services so that we will be able to perform a number of cardiac investigations and treatments now only available in Miami."

Managing Director of the HSA, Mr Lewis Ebanks says the introduction of cardiology services at the Cayman Islands Hospital will help to reduce the need and cost of sending cardiac patients overseas for certain tests and diagnosis as these services will now be available in Cayman.

According to Mr. Ebanks, "the cardiology service is one of many initiatives to be introduced by the HSA to improve the overall access and provision of healthcare to the people of the Cayman Islands."

## HSA RESPONDS TO CAYMAN COMPASS EDITORIAL

Your editorial of Monday March 31 - 'Difficult Decision' – highlighted for the most part public concerns about the maintenance of 24-hour ambulance coverage in the eastern districts and some of the constraints in doing so.

While it is commendable that your publication has sought to bring this issue to national attention it is necessary for us to clarify a comment in the Editorial, which could give the public the false impression that our staff are not properly trained.

The Emergency Services, Ambulance division of the Health Services Authority currently has a staff complement of twenty-four

(24), including a supervisor. Of this number, five (5) are trained Paramedics and nineteen (19) are certified as Emergency Medical Technicians.

There are three categories of emergency medical technicians (EMT's) in the Cayman Islands: basic, intermediate and paramedic. EMT-basic is the entry level position, and involves training in basic emergency medical practices such as cardio-pulmonary resuscitation (CPR) and splinting and bandaging, as well as some advanced skills that include defibrillation, starting intravenous cannulation (I.V.)'s and advanced airway treatments. There are ten (10) basic level EMT's in the Ambulance Service.

The EMT-Intermediate has more advanced training that allows administration of intravenous fluids, use of manual defibrillators, and use of advanced airway techniques and equipment to assist patients experiencing respiratory emergencies. Nine (9) EMT Intermediates are attached to the Ambulance Service. Six months to a year's training is required, prior to qualification as basic or intermediate Emergency Medical Technicians. Paramedics are required to further specialize for a twelve-month period in pre-hospital emergency medicine.

EMT-Paramedics are the most

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# MRS. EBANKS ORILEE SAYS ADIEU TO THE HEALTH SERVICES

Mrs. Orilee Ebanks bade farewell to the Health Services on Friday, April 4 completing a long, distinguished and memorable career as a civil servant and employee of the Health Services on Friday, April 4.

Ms. Orilee as she has become affectionately known by everyone joined the Health Services staff on November 28, 1977 as an Executive Officer and last year marked a major milestone having completed 25 years with the Health Services.

Mrs. Orilee's long career as a civil servant goes way beyond that however and she shares a unique distinction with only two other persons in Government who have served in the public service for more than 37 years.



Ms. Orilee started her career in 1961 as a Teacher's Aide at the East End Primary School before going off to Shortwood Teachers College in Jamaica on a three year government scholarship. She was one of only five Caymanians awarded scholarships to Jamaica in that year, to pursue studies in teacher education. The others being; Mr. James Ryan who is currently Chief Secretary, Hon. Gilbert McLean, Minister of Health Services, District Administration, Aviation and Agriculture, Mrs. Bernice Levy and Ms. Dorothy Bryan.

After completing her studies in 1965, Ms. Orilee returned to the classroom and worked for seven (7) years as a teacher in East End, West Bay and Cayman Brac before moving to the Registrar of Companies in 1972 as an Executive Officer, working alongside Messrs. Thomas Jefferson, Lee Ebanks, Woodrow Terry and Robert Bodden

A vacancy arose in the Health Services in 1977 for an Executive Officer and Mrs. Orilee was



selected as the most suitable for the position. With her natural qualities, great interpersonal skills, leadership ability, qualification and experience she was quickly promoted to Hospital Secretary only a month after joining the service. As Hospital Secretary she was responsible for all administrative issues, purchasing, maintenance, housekeeping, personnel and finance.

From a 28 bed hospital with a staff of just about 120 employees when



she joined in 1977, Ms. Orilee has seen the Health Services grow to a 128 bed institution with more than 500 employees.

She too has grown with the service moving from an Executive Officer when she first joined in 1977 to her present position of Supervisor, Purchasing and Inventory Control, a position which she has held since January 1983.

1984 was a special year for her as she was among those educators who were honoured for their services to education in the Cayman Centennial Year of Education. Another big moment came in 1990 when she was named among the recipients for an award of the British Empire Medal in the Queens New Years Honours List. The was given in recognition of her outstanding contribution to the public service.

In all her career moves, Ms. Orilee speaks adoringly about her many years with the Health Services. She describes these years as her best working experience. According to her "to sum it up, if I had to live my life all over again, I wouldn't have done it any other way"





The Health Services is pleased to announce the addition of a female Obstetrician/Gynaecologist to our staff. Dr. Gilbertha

Alexander joined the Health Services on Monday, April 14.

Dr. Alexander is a member of the Royal College of Obstetricians and Gynaecologists and holds a Doctor of Medicine degree from the University of the West Indies in

Jamaica. In addition to her formal training as an OB/GYN, Dr. Alexander has had additional training and specialisation in Family Planning methods, colposcopy, ultrasonography and laparoscopy.

She has held senior positions in numerous hospitals where she has worked. Dr. Alexander was the Consultant OB/GYN at the Victoria Hospital in St. Lucia prior to joining the Health Services. She also worked at the Mayday Hospital in London, the University Hospital of the West Indies in Kingston, Jamaica and the Princess Margaret Hospital in Nassau, Bahamas. She has also held locum positions in Anguilla,

Grand Turk and Jersey in the Channel Islands.

Medical Director of the Health Services Authority, Dr. Bryan Heap says that Dr. Alexander's exceptional qualifications and previous work experience in the Caribbean and Europe will be a tremendous asset to the Health Service Authority and its customers.

Dr. Alexander joins Dr. Howard Deosaran, in our Obstetrics/Gynaecology department and will conduct outpatient clinics in the new Women's Health Centre.

### Health Ministry's Name Amended

To reflect the current significance and increasing importance of aviation in the Cayman Islands, government has amended the name of one of its ministries.

The new name is the **Ministry of Health Services, Agriculture, Aviation and District Administration**. The minister responsible for these areas, the Hon. Gilbert McLean, notes that the change is appropriate in light of the high visibility of aviation.

"Matters relating to aviation are increasing in frequency and importance within the work of this ministry," he explains. "The tragedy of September 11, numerous new regulations and procedures at airports worldwide, and changes instituted in accordance with the UK Civil Aviation Authority have further heightened its significance. Along with the airlines' swift response, this demonstrates aviation's international sensitivity."

Mr. McLean adds that the conduct of his duties as minister, including official correspondence regarding aviation, will now be streamlined, with no question as to his responsibility and authority for this subject. "Including the word "aviation" in the ministry's title also corrects any misconception that aviation is treated with diminished significance in the Cayman Islands," he says. The name was officially changed at the meeting of the Executive Council held on 11 March.

## BUSY 2003 HURRICANE SEASON PREDICTED

Hurricane forecaster William Gray says updated atmospheric data reinforces his prediction that there will be twice as many hurricanes this year as in 2002. Gray initially made the prediction in December of last year. It was updated Friday, two months before the start of the hurricane season.

"A wide variety of global indicators obtained and analyzed through March continue to point to 2003 being an active Atlantic hurricane season. We expect Atlantic basin tropical cyclone activity to be about 140 percent of average this year," Gray said in an update to his 20th annual hurricane forecast.

That means eight hurricanes, compared with four last year, the Colorado State University professor said. Of the eight, three are expected to evolve into intense hurricanes with winds of 111 mph or higher. There is a 68 percent chance that at least one will hit the mainland, compared with the average yearly possibility of 52 percent.

The Weather Research Center, a private forecasting company based in Houston, predicts there will be six hurricanes this season.

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## BUSY 2003 HURRICANE SEASON PREDICTED

Gray and his team of forecasters attribute the increase to the decline of El Nino, which had suppressed hurricane activity last season. The forecasters also cite very warm sea surface temperatures combining with decreasing sea surface pressures in the north and tropical Atlantic as factors.

In a warning that Gray has repeated many times, he said coastal homeowners have been very lucky for years.

“With such large coastal population growth in recent decades, it is

inevitable that we will see hurricane-spawned destruction in coming years on a scale many times greater than what we seen in the past,” said Gray.

Gray said weather data suggests that the region will see increased storm activity for the next two or three decades.

In preparation for the season, the Health Services has scheduled a special meeting of its Medical Relief Committee to review and assess its plans and preparedness for the season. All heads of departments, managers and supervisors should

submit their staffing and preparedness plans to the Health Disaster Co-ordinator, Mrs. Ella Conolly immediately.

## HSA RESPONDS TO CAYMAN COMPASS EDITORIAL

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advanced EMT's and are highly trained and skilled medical professionals who are educated to a level, which enables them to carry out some of the duties of a Physician.

Paramedics can examine, evaluate and treat patients with equipment and medications usually only found in the emergency department of a hospital. In addition to the procedures already described, paramedics may administer drugs orally and intravenously, interpret electrocardiograms (EKGs), perform endotracheal intubations, and use monitors and other complex equipment.

Five members of our team are certified at the level of EMT Paramedics.

Our EMT's and Paramedics are trained to perform difficult pre-

hospital medical procedures. Following strict rules and guidelines, they give appropriate emergency care in incidents as varied as automobile accidents, heart attacks,



drowning, childbirth, and gunshot wounds. Our paramedics are also trained to treat patients with minor injuries on the scene of an accident or at their home without transporting them to the hospital. Emergency treatments for more complicated

problems are carried out under the direction of medical doctors by radio preceding or during transport.

If after assessment by our EMT's or paramedics, a patient requires further medical care, usually, one EMT or paramedic drives while the other monitors the patient's vital signs and gives additional care as needed, while the patient is being transported to the Hospital.

As you correctly pointed out in your editorial, in an emergency people's lives often depend on the quick reaction and competent care of emergency medical technicians (EMT's) and paramedics, and the Health Services Authority is confident that the training and skill of our highly qualified team enables us to respond to and adequately deal with any emergency on the island.