

# Do You Know?

Do you know the number of beds available within the Hospital? Here's the current data.

Unit Type	Unit Name	Bed Type/Service	Number of Beds
Inpatient	Med/Surg Ward	Standard	30
Inpatient	Maternity Ward	Obstetric	13
Inpatient	Maternity Ward	Newborn (standard)	13
Inpatient	Maternity Ward	Newborn = Neonatal Intensive Care	6
<b>Total Maternity ward</b>			<b>32</b>
Inpatient	Paediatric Ward	Standard	11
Inpatient	Paediatric Ward	High dependency	2
<b>Total Paediatric ward</b>			<b>13</b>
Inpatient	Critical Care Unit	Intensive care / high dependency	3
<b>Inpatient Total</b>			<b>78</b>
Outpatient	Ambulatory Unit	Standard / Ambulant	6
Outpatient	Ambulatory Unit	Standard/Oncology	2
<b>Total Ambulatory Unit</b>			<b>8</b>
Outpatient	Emergency	Standard / Observation	12
<b>Outpatient Total</b>			<b>20</b>
<b>Grand Total (Grand Cayman)</b>			<b>98</b>
<b>Inpatient Total (Cayman Brac)</b>			<b>18</b>
<b>Grand Cayman and Cayman Brac</b>			<b>116</b>

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**HEALTH SERVICES NEWS**

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## HEALTH SERVICES TEAM CREATES A FIRST IN LOCAL MEDICAL HISTORY

A medical first for the Cayman Islands was accomplished on Sunday, June 15, 2003 with the first successful permanent pacemaker implantation in a patient being done locally at the Cayman Islands Hospital.

A team led by Cardiologist Dr. Neeraj Prasad assisted by Dr. Andres Mesa, a Cardiologist of the Texas Heart Institute and Pacemaker Technician, Miss Sharon Wilson from St. Jude Medical in the United States carried out the procedure on an 84-year-old Caymanian patient.



*The historic transplant team of Dr. Neeraj Prasad, Dr. Andres Mesa, pacemaker technician, Sharon Wilson along with Nurses, Christy Falke, Jijimole Mathai, Jaonne Taylor and Debbie Scott.*

Pacemakers are small implantable devices that provide electrical signals much like the heart's natural pacemaker. This means that patients are free to maintain their normal daily routine, whether they are home, work or away on vacation.

Most pacemakers are recommended when an individual experiences symptoms (such as fatigue, weakness, light-headedness, shortness of breath or fainting) related to an

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## FROM THE MANAGING DIRECTOR

### NO CHANGES IN HEALTH CARE BENEFITS FOR HSA EMPLOYEES

There will be no changes in the current healthcare benefits offered to Health Service Authority employees.

After receiving and considering the feedback received from many of you on a proposal to implement a contributory and co-pay health benefits plan a recommendation was made to the Board of Directors not to pursue this arrangement, which has been accepted.

Therefore, we will not be changing the current health-care benefits plan enjoyed by staff and their dependants. This brings to an end the proposal that was under consideration.

I would also like to take this opportunity to thank each and everyone of you for continuing to do an excellent job. I know it isn't easy at times but we are now entering a more settling phase in our 'change process'. This involves more inclusion and participation by staff and includes programs that encourage, recognize and reward performance. I plan to discuss this in greater detail with you at our next staff meeting which is scheduled for Friday, June 27 at 3:00 p.m. in the Hibiscus Conference Room.

## FIRST LOCAL PACEMAKER IMPLANT SURGERY DONE AT CAYMAN ISLANDS HOSPITAL

inappropriately slow heart rate. When the heart beats too slowly, it does not pump enough blood to meet your body's needs. Most commonly, the slow heart beat results from diseases in the heart's own pacemaker (SA node) or in the heart's conduction ('wiring') system.

Managing Director of the Health Services Authority, Mr. Lewis Ebanks hailed the achievement of Dr. Prasad and his team as a major accomplishment for the Cayman Islands Hospital as it seeks to expand its range of medical services for the residents and visitors to these islands.

He stated that not only is this a historic moment but it is also great to know that the patient will now be able to experience even healthier moments with her family.

According to Mr. Ebanks, "the success of the procedure on Sunday gives us the potential to expand our cardiology services so that we will be able to perform a number of heart investigations and treatments now only available in Miami."

He continued, "the HSA's new cardiology services will provide significant benefits to patients and their families. The care of cardiology patients often involves frequent lab and diagnostic tests which previously had to be undertaken overseas at significant costs for travel and housing both for the patients and their accompanying relatives. Frequent time away from work and family

also proved difficult for these patients."



Members of the star team relaxes for a photograph after the historic procedure: (l-r) Jijimole Mathai, Shauna Frazer, Dr. Mesa, Christy Falke, Sonia Rowe and Sharon Wilson.

"With the addition of our cardiology services patients are now able to make savings in the cost of their care as well as have the benefit of on-going family support during their hospitalisation and care" said Mr. Ebanks.

This is one example of us providing the highest level of medical care on the island. Our plan for the Health Services was first to improve the existing services offered and to create opportunities in other areas such as cancer care, heart disease, diabetes, dialysis treatment etc. This is obviously one good result, continued Mr. Ebanks.

Dr. Prasad says that he is "very excited at the achievement", noting that "although pacemaker implants is now a routine operation in many large hospitals overseas, this is a big step for the Cayman Islands." Dr. Prasad continued... "this is undoubtedly a move in the right direction for both Cayman and the

Health Services Authority, travel is not always an option for cardiology patients and being assured of competent care on-island can sometimes be a critical facet of recovery."

"I am thankful for the support received from the Texas Heart Institute and St. Judes Medical for getting the equipment on island and their technical expertise to enable us to undertake the procedure. I must also thank the senior management team in particular Mr. Mervyn Conolly and Mr. Lewis Ebanks for being very supportive in allowing us to get this done." continued Dr. Prasad

According to Dr. Prasad the HSA is now acquiring new equipment and will in the very near future be able to offer this procedure to many other residents on the island as well as other specialist cardiology services including t r a n s o e s o p h a g e a l echocardiography.

Dr. Prasad who joined the Health Services Team in May 2003 is a highly recognised cardiologist and is a member of the renowned Royal College of Physicians in the UK. He has particular interests and clinical expertise in hypertension, heart failure and coronary artery disease.

Prior to joining the Health Services he worked as a Consultant Cardiologist and Honorary Senior Lecturer at the City Hospital NHS Trust, Birmingham, UK.

## SECONDS COUNT - PULL OVER FOR EMERGENCY VEHICLES

a sudden stop.

·Avoid distractions that could prevent you from hearing a siren, such as playing the radio too loud, or wearing personal stereo headphones. Keep music and other noises at a low level so you can hear the emergency vehicle sirens.

·If you are stopped for a red light and an emergency vehicle comes up behind you - get out of the way when it is safe to do so. Even if it means deviating from your destination, it will help the emergency vehicle get through the intersection faster.

·It's also important to pull over if an emergency vehicle is coming towards you. This will give extra room for the emergency vehicle to pass if its path is blocked by traffic.

·If you are approaching a green light and hear a siren but don't see an emergency vehicle, slow down and cautiously check all directions before proceeding into the intersection.



·Pedestrians also need to be cautious before crossing the road if they hear sirens or see an emergency vehicle approaching an intersection from any direction. Always check for turning vehicles before you step into the street because drivers may not see you. Be sure to stop at the curb, look left-right-left before crossing the street, and keep looking for vehicles.

·Do not cross in front of an emergency vehicle which may be stopped at a busy intersection, wait for the vehicle to pass.

·Cyclists must always wear a helmet on every ride and equip your bicycle with reflectors on the front and rear. Bicyclists must obey traffic laws that apply to motor vehicles. Ride single file and on the left side of the road with traffic.

### Let them through... It could be you!

Not every emergency medical response requires lights and sirens, but next time you encounter such a situation, yield immediately so that the emergency personnel can reach the person who is waiting for help to arrive. Remember, it's important to let them through...next time, it could be you.

## FROM THE CHAIRMAN

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accept change. Yours has been an uncertain road but I trust that better and brighter days are in your near future. Please continue your excellent job of providing care to the sick and injured in these islands.

During my brief term as HSA chairman, I have made quite a number of friends and acquaintances. I shall always fondly remember the challenges and opportunities that together we faced. It has been truly a rewarding and fascinating experience

serving as Chairman. Again, thank you all for your support during this period.

Kel Thompson



## SECONDS COUNT - PULL OVER FOR EMERGENCY VEHICLES

At some time or another, most of us have done it. We hear the roar of a siren and see lights dancing in the rear view mirror — a fire engine, ambulance or police car clears a path — and you keep on driving.

On a daily basis, emergency crews face an obstacle course as they race somewhere to save lives. Many motorists stop in the middle of the street, robbing precious time that could mean the difference between life and death.

Supervisor of the Ambulance Service at the Cayman Islands Hospital, Mr. Stephen Duvall says people stopping in the middle of the road present the most common problem. "They don't know what to do and forget the rules of the road," says Duvall.

Duvall emphasises that the slightest delay in getting to the scene of an emergency can make the difference between life — and death. "Fifteen seconds can mean a person surviving and a person surviving with a significant quality of life. It can be that significant," he continues.

Treat every emergency vehicle as if it was going to your own house," advises the Health Services Ambulance Chief. "You would want the emergency vehicles to have a clear path if you knew they were going to your house or were en route to help someone you know."

Duvall reiterates that even if the

police vehicle, fire truck or ambulance isn't directly behind you, it's vital that everyone on the road move over to the curb and stop to accommodate other vehicles pulling over in the lane of the emergency vehicle.

Precious time lost can mean the difference between life and death for someone waiting for help. When an emergency vehicle turns on the lights and sirens, the situation is serious. The Health Services has these reminders to help keep our roadways safe and to assist in getting emergency vehicles to their destination as quickly as possible.

You can make their job easier and help save a life by following these simple road rules. Learn them. Know them by heart.

### While driving, you should always

- pay close attention to the traffic around you and

- be ready to respond to changing traffic conditions. This includes regularly checking your rearview mirror.

- Stay alert and avoid being distracted.

- Make sure to check your mirrors and the lane beside you before you make your move. You don't want to cause an accident by slamming on your brakes, or blindly jerking the car into the left lane.



- If there is already traffic, try to move over to the left as far as you safely can, giving the emergency vehicle more room to pass.

- Never try to speed in front of an emergency vehicle if you see one approaching. You may think you're getting out of its way, but you'll only be blocking its path up ahead. And zipping ahead is a risky move in any situation.

- If you're approaching an intersection, and you have the right of way, don't go through if you hear or see a siren. As you should do anywhere else on the road, pull over to the left side.

- If the light happens to be red, and the emergency vehicle is right behind you, don't drive right through the intersection; you can't assume that the traffic approaching the green light will stop in time. Again, pull over as much as you can or wait until the light turns green (unless the emergency vehicle orders you to proceed).

- After the emergency vehicle has passed and before you rejoin the traffic flow, check your mirrors and blind spots.

- If you're driving behind an emergency vehicle, keep a fair distance back, at least several hundred feet. You never know when the vehicle will have to make

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## Information Systems Update

One important aspect of the Cerner Millennium hospital information system is its ability to help us ensure the security and confidentiality of patient information. Millennium achieves this through several means.

Firstly, only authorized users will be able to access the Cerner Millennium System. Each authorized user must "log on" in order to gain access. Logging on allows the system to identify who is attempting the access, and to deny access to unauthorized people. Each user will be assigned a user name and a password, which they must use to log on to the system. Passwords must be kept secret to ensure that no one can masquerade as someone else.

Users will be able to log on to the system at any workstation connected to the network. Workstations will be located at many locations throughout the Cayman Islands Hospital, Faith Hospital and District Health Centres. In addition, mobile workstations will be deployed in some areas.

Users should always log off when they have finished accessing data, or when walking away from the workstation. Failure to log off could lead to unauthorized access to data as anyone walking up to the workstation could view information.

Secondly, all end users will be associated to a "position" within the organization, according to their job function. Each position will have a list of system functions associated with it, and users will only be able to use the functions associated with their position. In other words, a "nurse" position will have access to those functions related to nursing. A "pharmacist" position will have access to different functions. The system maintains a list of all positions and what functions each position may use. We will be able to adjust that list as job functions change. This will ensure that information is revealed only to those people who need access to that information in order to carry out their job.

Thirdly, Millennium keeps track of who is accessing information contained within the system. All changes to information stored in the system will be recorded with the date, time and the username of the person making the change. In addition, each time a patient's chart is accessed the user's name will be recorded along with the date and time of access, and the user's relationship to the patient. This is true even if the patient's information is not changed, but simply viewed.

The features described here are all benefits of an electronic medical record that could not be achieved with a paper record. Together, all of these measures will help ensure the accountability and responsibility of system users, and protect the confidentiality of patient information.

## DR. EARL ROBINSON JOINS THE HEALTH SERVICES TEAM



The Health Services Authority (HSA) is pleased to announce the appointment of Dr. Earl Robinson to its team of physicians effective Monday, June 2, 2003.

Dr. Robinson who is a Paediatrician, received his undergraduate medical training at the University of the West Indies and the Queen Elizabeth Hospital in Barbados and undertook specialised residency training in Paediatrics at Brooklyn Hospital Centre in New York.

He is a Board Certified Paediatrician and an active member of the American Academy of Paediatricians.

Dr. Robinson has extensive experience having worked in both regional and international hospitals with patient populations from diverse socio-cultural and ethnic backgrounds. Dr. Robinson specialises in ambulatory paediatrics and has also had wide experience in neonatal care.

His most recent position was as Head of the Paediatrics Department at the St. Judes Hospital in his native St. Lucia.

Dr. Robinson will work along with Dr. Marilyn McIntyre the HSA's other staff Paediatrician. The HSA looks forward to continue to provide quality neonatal and paediatric services with its highly skilled staff.

## From the Mailbox

Leyda,

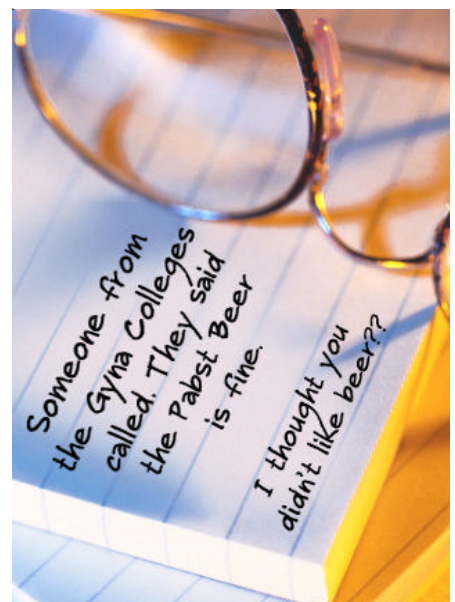
It was so kind of you to send the beautiful e-mail message. Linda and I are doing fine. Again, your staff was really wonderful to Linda and me. You made an unpleasant situation, being left by the ship, much more tolerable. You especially were a tremendous help to us both. I hope that people appreciate the time and effort you put into helping them when they are in need.

I do hope to make it back in the future.

Sincerely, Barbara Cisek



"It's been a difficult year. Would you like your annual bonus in cash or Prozac?"



## HUMOUR

### ROMANCE MATHEMATICS

Smart man + smart woman = romance  
Smart man + dumb woman = affair  
Dumb man + smart woman = marriage  
Dumb man + dumb woman = pregnancy

### OFFICE ARITHMETIC

Smart boss + smart employee = profit  
Smart boss + dumb employee = production  
Dumb boss + smart employee = promotion  
Dumb boss + dumb employee = overtime

### SHOPPING MATH

A man will pay \$2 for a \$1 item he needs.  
A woman will pay \$1 for a \$2 item that she doesn't need.

### GENERAL EQUATIONS & STATISTICS

A woman worries about the future until she gets a husband.  
A man never worries about the future until he gets a wife.  
A successful man is one who makes more money than his wife can spend.  
A successful woman is one who can find such a man.

### HAPPINESS

To be happy with a man, you must understand him a lot and love him a little. To be happy with a woman, you must love her a lot and not try to understand her at all.

### LONGEVITY

Married men live longer than single men, but married men are a lot more willing to die.

### PROPENSITY TO CHANGE

A woman marries a man expecting he will change, but he doesn't.  
A man marries a woman expecting that she won't change, and she does.

### DISCUSSION TECHNIQUE

A woman has the last word in any argument. Anything a man says after that is the beginning of a new argument.

### HOW TO STOP PEOPLE FROM BUGGING YOU ABOUT GETTING MARRIED:

Old aunts used to come up to me at weddings, poking me in the ribs and cackling, telling me, "You're next." They stopped after I started doing the same thing to them at funerals.

## FROM THE CHIEF EXECUTIVE OFFICER

It is with very mixed emotions that I announce to you my resignation as Chief Executive Officer of the Health Services Authority (HSA) effective mid July 2003. This is one of the most difficult personal decisions that I have made in my twenty-three (23) years with the Health Services.

It can be said that I have grown up with the service, from its humble days with a 38-bed hospital to a world class health care service which it is today. Over these years I have had the pleasure of working with many outstanding healthcare professionals and established a bond with the Health Services organisation, the staff, and many of our patients.

I have decided to pursue other interests and have accepted the

post of Chief Executive Officer of the Health Insurance Commission and Superintendent of Health Insurance. I will however, remain a director of the HSA Board and I hope that I can continue to provide some input at that level as we move forward.

I take this opportunity to extend my heartfelt gratitude to all members of staff for your support during these years. It has been a privilege to work with you. The Health Services will always be close to my heart and I leave with the confidence that together we have built the Service to international standards. Today, the Cayman Islands Health Services has one of the most modern medical facilities in the region and equal to many in North America, offering more than

sixteen specialist medical services ranging from the routine General Practice visits to some of the more complex surgical procedures. This is an achievement for which we can all be proud.

I wish the Health Services every success and I am convinced that the HSA has the necessary talent, skill and a world class team of employees who are well able to continue to build and ensure a modern and first rate healthcare delivery system for the people and visitors to these islands.

I thank you again for your support over these years and I wish you all every success for the future.

Mervyn Conolly  
Chief Executive Officer

## FROM THE CHAIRMAN

I have today tendered my resignation as Chairman of the Board of the Health Services Authority (HSA) effective immediately.

As many of you will recall, when I accepted the offer to serve as Chairman of the HSA it was on the condition that it would be a one year term. That term expires in July, however due to my involvement with other business opportunities, which could raise questions as to conflict of interest and to avoid perceptions of impropriety I have decided to tender my resignation at this time from the Board.

As many of you know, I have a

background in aviation. Several weeks ago, the Air Transport Licensing Authority placed an ad in the local press inviting anyone who was interested in providing inter-island service to submit an application by June 15. I recognized that this is an opportunity whose window will close on June 15.

I discussed my interest with the Minister of Health Services and we agreed that it would be inappropriate if I remained as Chairman of the HSA while applying for this privilege that will be granted to someone by an authority answering directly to the same Ministry.

Considering the foregoing and that my year was almost complete, the Minister agreed that he would accept my resignation, effective today, leaving me with a few days to submit the application to the ATLA.

I must commend the staff at the HSA for your commitment, dedication and hard work over the past months that I have served as Chairman and for your patience and understanding during the difficult period of restructuring, often not knowing whether your job would be cut.

I truly expected much more resistance to the restructuring, and I thank you for your willingness to

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