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Health Care Workers Challenged to Replace Poor Customer Service With Customer Appreciation

Regional Director for the Southern Regional Health Authority, Michael Bent has challenged public sector health care workers to replace poor customer service with customer appreciation.

Speaking at a Customer Service Appreciation Day and Blood Drive to mark the Percy Junor Hospital's 70th anniversary on July 1, Mr. Bent pointed out that while the health sector has its challenges, this is no reason for poor customer service.

"The Southern Regional Health Authority has been focusing on improving customer service within its facilities and part of the strategy we have employed is the training of staff at different levels in customer service along with the implementation of a Customer

Charter which aims to improve the quality of service offered by the Hospitals."

Mr. Bent added that the region has also rolled out in some of its facilities, informative and educational videos which customers can view while they wait for access to services.

The videos inform of the services offered by the facilities, the responsibilities of the facilities as well as the rights of the customer.

He noted that the initiative will be implemented in all facilities shortly.

While the Regional Director charged health care workers to improve its quality of service, he also appealed to customers to treat health care workers with respect.

ers with respect.

The Percy Junor Hospital which hosted a week of activities to mark its 70th anniversary has been making a concerted effort towards valued customer service over the years and has implemented several initiatives promoting good customer service.

The Hospital has also received several public sector awards including Most Creative and Innovative Agency, Best Hospital and Most Innovative Agency.



SRHA Regional Director, Michael Bent



Greetings colleagues and friends.

I hope you have been enjoying the monthly issue of the Southern Pulse.

From the Desk of the Regional Director

The Southern Regional Health Authority has been focused on providing efficient and quality care to all customers as we regard our customers an important part of our team.

It is our aim as a region to ensure that our services are customer focused and effective.

In this regard, I urge each staff member to continue providing quality and efficient services to residents who access the health care facilities in the region.

Customer service is critical to the quality and effective delivery of health care. As workers within the public health care system

we must realize this importance and try to improve on the quality of services offered.

I also take the opportunity to implore our customers to treat health care workers with respect as we work together to make the health care system more effective and efficient.

Happy reading.

In the News: Southern Regional Health Authority

Percy Junor Hospital Celebrates 70th Anniversary With Week-long Activities

To mark the significant milestone of 70 years, the Percy Junor Hospital will host a series of activities that will also raise funds towards its Accident and Emergency department modernization project.

CEO of the hospital, Earl McLaughlin said part of the rationalization for including fundraising activities as part of this year's celebration is "for the hospital to make a meaningful contribu-

tion to such a development and to put more impetus in the process."

Under the theme, "Celebrating 70 years of Service Recognizing our Past, Charting our Future", the celebration will kick start with a church service on Sunday, June 28 at the Spalding Gospel Assembly Church in Manchester followed by a luncheon. On Monday, June 29, a medical symposium

which will focus on Sexual Function and Chronic Illness will be hosted at the Northern Caribbean University.

Other activities include an Open Day and Blood Drive at the Percy Junor Hospital in Spalding on Wednesday, July 1. This will include free health testing and checks which Mr. McLaughlin said follow a successful blood drive last year.

The activities will culminate with a banquet

at the Devon House in Kingston.

Mr. McLaughlin added that for an institution to be celebrating 70 years of existence is a milestone particularly for the Percy Junor Hospital which has come a long way.

The Percy Junor Hospital is a Type C Hospital in the north east section of Manchester. It also serves the parishes of Clarendon, St. Ann and Trelawny.

In the News: Southern Regional Health Authority

Two Buses Valued at Over \$11 Million Handed Over for the Community Mental Health Programme

Two buses valued at \$11,179,023.12 were handed over to the South East and Southern Regional Health Authorities to be used as part of their Community Mental Health programmes. The buses were purchased with the assistance of the CHASE Fund.

Speaking at the handing over ceremony this morning (Wednesday, July 8, 2015) Minister of Health, Dr. Fenton Ferguson said the buses will boost the Ministry's efforts and support the Community Mental Health programme in several ways.

"They will be used by the Community Mental Health teams to reach patients and clinics across the two Regions. The teams will also be better able to respond to emergencies. This is significant because each year we treat approximately 20,000 persons in community mental health clinics.

In 2013, the Community Mental Health team responded to over 500 crisis calls related to various mental health emergencies. For the ones who are unable or unwilling to access care at the primary care

level, the buses will also enable us to improve our ability to provide home-based care," he said.

He added that the buses will allow the Regions to increase their outreach to some of the most vulnerable patients as well as their public education drive and health promotion activities as part of efforts to eliminate stigma and discrimination against persons affected by mental illness. "Stigma, social exclusion and discrimination are significant issues which affect persons with mental disorders and negatively impact

interventions put in place to care for and treat these persons," Dr. Ferguson said.

He urged the Regions to use the buses for their intended purpose and told family and community members not to destroy them.

Credit:
Public Relations and Communication Unit,
Ministry of Health



Facilities on the Move

Clarendon:

Clarendon Health Department Actively Monitoring Health Situation in Rocky Point Flooding

The Clarendon Health Department has been actively monitoring the Rocky Point flooding in Clarendon and has increased its vector control activities, monitoring of water quality, vigilance of food establishments and public education.

A team headed by the Medical Officer of Health from the Clarendon Health Services visited the community on July 4 to assess the health needs and also ascertained the immunization and general health status of the children in addition to

examining the elderly and most vulnerable.

The Clarendon Health Department is urging residents to take extra precautions such as boiling drinking water or purify by adding bleach which is dependent on the quantity of water. For one litre or one quart of water, two drops of bleach should be added, for twenty litres or five gallons, half of a teaspoon of bleach and for 170 litres or 45 gallons, 4 and half teaspoons of bleach should be added to the water.

Persons should ensure that they mix well and leave it for 30 minutes before consuming.

Other precautionary measures include preventing the breeding of mosquito toes by punching holes in all containers in which water can settle, keeping garbage tightly sealed, not walking barefooted outside, burying dead animals as soon as possible and reporting illnesses to the nearest health centre or hospital.

Regional Director of the Southern Regional

Health Authority (SRHA), Michael Bent who visited the communities on July 7 along with the SRHA Board Chairman, Vice Chairman and members from the Clarendon Health Services noted that vector control activities include oiling of ponds and fogging of the area.

Mr. Bent added that the SRHA is recommending that a multi-agency approach be utilized in handling the present situation.

Lionel Town Hospital:

Lionel Town Hospital Gates Refurbished to the Tune of \$342,800.00



The main entrance gates and gate way of the Lionel Town Hospital in Clarendon was refurbished recently to the tune of \$342,800.

The renovation work was sponsored by Rejuvenate Jamaica Hospitals, a United Kingdom based organization supporting the improvement of hospitals in Jamaica. Work was completed in June.



Facilities on the Move

Manchester: Customer Appreciation Day and Blood Drive at Percy Junor Hospital

The Percy Junor Hospital recently celebrated its 70th anniversary. To mark the significant milestone, the Hospital hosted a series of activities including a Customer Service Appreciation Day and Blood Drive on July 1. Customers were treated to entertainment, food, free health testing and checks and services from several exhibitors including the Percy Junor Hospital, NCU FM, the Manchester Cooperative Credit Union, Care Plus Pharmacy, Barita Investments, CrediScotia and Kris & Charles Investment.

See photographic highlights below:



Facilities on the Move

St. Elizabeth: Diaspora Group Supports Health Ministry's Focus on Primary Health Care

The Santa Cruz Centre of Excellence in St. Elizabeth recently received several items from a small Diaspora group which noted that the donation represents its support of the Health Ministry's focus on enhancing primary health care.

Co-chair, Jamaican Diaspora Health Sector Northeast USA, Mrs. Claudette Powell said the Diaspora group recognizes and supports the Ministry's focus on primary health care, non-communicable diseases and Vision 2030.

The items including a pulse oximeter, glucometer, stethoscope, acetaminophen tablets and pharmaceuticals were handed over by four members of the Jamaica Diaspora Health Sector group in June following the 6th Biennial Diaspora Conference in Montego Bay.

Mrs. Powell noted that in addition to supporting the Ministry's focus on non-communicable diseases, primary health care and Vision 2030, the Diaspora Health Sector group is also focusing on supporting the Ministry in areas of accessibility to services, equipment and supplies, professional development including speciality training abroad, pharmaceuticals and infrastructural development. Mrs. Powell who is also an Advisory board member to the Minister of Health added that she is very pleased with the collaboration and partnership with the Ministry of Health.

Parish Manager for the St. Elizabeth Health Services, Sean Brissett says the donation which also includes the commitment of an ultra sound machine at a later date represents strong collaborative arrangements between the St. Elizabeth Health Services and the Diaspora group.

"It is part of our continued quest to maintain good quality health care. The items provided were well received and will no doubt help with the attainment of our objectives" Mr. Brissett continued.



Mrs. Claudette Powell (2nd right) makes a presentation to Senior Public Health Nurse Mrs. Erica Dennis-Smith while Regional Director, Mr. Michael Bent (right), Parish Manager, Mr. Sean Brissett (left) and Public Health Nurse Ms. Sasha Forbes look on.



Members of the Diaspora Health Sector group and the Southern Regional Health Authority.



HR And You:

“Dealing with conflict at the work place”

IS there a co-worker at the workplace with whom you have not spoken for many years and it's not because you haven't seen him/her but because there is long-standing malice? Is there someone there who "you and them can't tek tea"? Is there someone who hurt you so badly that you "have them up"?

Sometimes the antagonism between department members can be so fierce that persons would not be on speaking terms for years.

As with the family at home, there will be interpersonal conflicts between family members at the workplace and there will be disagreements from time to time, but

every effort must be made to effectively manage the conflict rather than eliminate it.

Conflict in the organisation arises when there are confrontations between groups or individuals where each side perceives that the other has frustrated or is about to frustrate some of its major interests. In a bid to protect their interests the parties may resort to fight or flight.

The following are some conflict management strategies utilised in the workplace:

Force: When conflict exists in an organisation, a manager/supervisor may exert his/her position power and authority and compel the conflicting parties to carry out a directive to resolve the

stand-off, or face disciplinary action.

The parties may comply with the directive but the source of the conflict will remain.

Withdrawal/avoidance: Some people resolve conflicts by withdrawing or avoiding the other party. Conflict may be reduced but its original cause remains. This strategy merely prevents a confrontation.

Accommodation/smoothing: Accommodation attempts to maintain a harmonious relationship by placing another's needs and concerns above one's own. The goal is to present a "we are one happy family" image.

Compromise: This strategy requires each party to give up something of value.

Neither party gets all that he/she wants in a compromise. This is the most typical way of dealing with labour-management conflict.

If the unresolved conflict affects or threatens to affect the delivery of service to the internal and/or the external customer, the parties involved **MUST** do whatever is necessary (including burying pride) to effectively deal with the situation.

Credit: Wayne Powell

Jamaica Observer

Wellness Bytes

Mental Health

Mental health refers to your sense of psychological and emotional well-being.

Symptoms of Mental Illness

Persons with a mental illness may:

- Say things that sound strange to others.
- Hear or see things that others do not see or hear.
- Seem very tired or very energetic without

apparent cause.

- Believe that something or someone is trying to harm them, when the source of harm is not apparent to others.
- Feel sad or depressed most of the time.
- Feel extremely guilty about things in their lives.
- Lose interest in activities they used to find enjoyable.

- Have suicidal thoughts.
- Stop taking care of themselves, in particular, their personal hygiene.
- Isolate themselves from family and friends.
- Experience conflicting or disturbing thoughts.

However, only a mental health professional or other qualified health professional should diagnose a mental illness.

Mental illness is usually treated with psychotherapy or “talk therapy” and/or medication.

Many people with mental illness are able to live fulfilling lives, enjoy happy relationships, go to work and school and contribute to their communities when they receive adequate treatment.

Treatment also works better when it is sought early.

Jamaica's Mental Health Handbook, Ministry of Health

Staff Highlight

SRHA Team Forges Link With Diaspora Members

A team from the Southern Regional Health Authority attended the 6th biennial Diaspora Conference in Montego Bay from June 15-18. The team met with several members of the Diaspora as part of strengthening its network and improving the relationship between the region and the Diaspora.

The team's efforts yielded several results during and after the Conference including the handing over of a cheque towards the purchasing of an autoclave machine for the Santa Cruz Centre of Excellence. The cheque valued at US\$6, 000 was donated by the National Association of Jamaican and Supportive Organizations.

See photographic highlight's below:



A Day in the Life of:

Leopold Daubon
"Quiet, Caring, Dedicated"

Leopold Daubon
Regional
Environmental
Health Officer,
SRHA

1. How long have you been working with the Ministry of Health/ Southern region?

Since January 2, 1975. I joined the Clarendon Health Department as trainee Public Health Inspector, attended West Indies School of Public Health 1976, worked at the Clarendon Health Department until 1989, (attended Regional Educational Programme for Animal Health Assistants-REPAHA 1985-87) then transferred to St. Catherine Health Department as Veterinary Public Health Inspector 1989-1995. In 1992-1994 attended UTECH - Bachelor of Science- Environmental Health. Transferred to Southern Regional Health Authority in 1995 as Veterinary Public Health Supervisor/Food Safety Officer and held position until 2000 then was appointed Regional Environmental Health Officer Southern Regional Health Authority. In 2004-2005, I attained a Masters in Public Health from the UWI.

2. What inspired you to choose your profession?

I was inspired by high school mates who had entered the service and had high praise for the training and the profession.

3. If you did not choose your present profession, what else would it be?

Being science oriented I would have pursued professions related to science and or engineering.

4. What is your biggest achievement to date?

The coordination and implementation of the butchers and meat inspection regulations in St Catherine as well as the coordination and implantation of the food safety programmes within the southern region especially the tourist establishment, swimming pool regulations. Also, the de-



velopment with MIS of data bases for the food related programmes in the region.

5. Is there anything professionally you would do different?

No

6. Do you have a philosophy that guides you?

"Whatever you do, do it to the best of your ability do not settle for mediocrity."

7. Who or what inspires you to do your best?

My religious conviction.

8. Who is Leopold Daubon, describe him in five words.

Quiet, caring, thorough, a team player, dedicated.

9. What is the most important life lesson you have learnt?

Be like the wise old owl, the less you speak the more you hear.

10. What is your favourite hobby?

Cricket, reading and messing with electronics.

11. What makes you smile or brightens your day?

Happy family

12. What professional advice do you have for fellow colleagues, particularly the younger ones?

Be honest and objective in whatever you do, treat your colleagues and clients as you would like to be treated.



Please submit your articles and feedback to:

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Deadline: July 31, 2015