



Inside This Issue

In the News	2
Staff Highlight	4
Let's Meet: Darcia Brown Lyle- "Putting Jesus First "	6
Wellness Bytes	7
HR Focus	9

Robins Hall Health Centre Re-Opens after \$30 Million Renovation Project

The newly renovated Robins Hall Health Centre was officially re-opened on Wednesday (Dec. 12), with improved facilities to serve the thousands of persons, who reside in the area and surrounding districts in Northern Manchester.

The Culture, Health, Arts, Science, and Education (CHASE) Fund provided \$30M for the rehabilitation of the clinic, which had been closed for some 30 years. Works undertaken included roof and general repairs, painting, among other things.

Health Minister, Dr. the Hon. Christopher Tufton, in his address at the official re-opening ceremony, said the Government is investing in the upgrading of primary health care facilities as part of the focus on preventive care rather than the "far more costly" curative aspect of medical care.



Health Minister, Dr. the Hon. Christopher Tufton (centre), discusses the harmful effects of sugary drinks with Member of Parliament for North East Manchester, Hon. Audley Shaw (left), in whose constituency the new Robins Hall Health Centre is located; and CEO of the CHASE Fund, W. Billy Heaven (right). Occasion was the opening of the new centre on December 12 .

Story & Photo Credit: Jamaica Information Service

He said that clinics play a key role in empowering citizens to lead healthier lives, thereby reducing the prevalence of non-communicable diseases (NCD). "If we do not have an effective primary health care system to reach the communities and citizens so that they can access the basic services of information and advice in a credible way, then the health care system cannot work," he argued.

Robins Hall Health Centre offers ante and postnatal services, medical care, family planning, child care, mental health and curative services, food handler's clinic, nutrition counselling, pap smears and a Sexually Transmitted Infections (STI) clinic. The facility is open five days per week from Monday to Friday and has doctors, nurses, public health inspectors, community health aides, and volunteers on staff. The re-opening ceremony included the launch of the Compassionate Care Programme, which focuses on improving non-clinical care offered at clinics and hospitals.

The programme is in recognition of effective health care that extends beyond clinical analysis and treatment to include a demonstration of care and compassion. Dr. Tufton noted that often, persons do not get the level of compassion and empathy that they require at public health facilities. "That is not good and it is not the policy of the Government," he noted. A Compassionate Care Policy was developed in 2017 and was approved by Cabinet following consultation and discussion, and now serves as a guide for providing care within the system.

Improvement of customer service is the first component under the programme, with scores of front line workers already trained in this regard. The intention is to train all front line staff within the public health system by the end of the year. Other components are: recruitment, training and organizing of volunteers to render additional support in administering compassionate care to patients while they are recovering or awaiting treatment; and improving the aesthetics of waiting areas of clinics and hospitals.

In The News: Southern Regional Health Authority

Robins Hall Residents Overjoyed

Scores of residents from the Robins Hall Health Centre in Northern Manchester are elated as they now have access to services including: ante and post-natal, medical, family planning, childcare, mental health, food handler's clinic, nutrition counselling, pap smears, curative services and a sexually transmitted infections clinic, following the reopening of the health centre on Wednesday, December 12.

The facility is open five days per week, from Mondays to Fridays, and has doctors, nurses, public health inspectors, community health aides, and volunteers. Please see below highlights.



In The News: Southern Regional Health Authority

Kadijah Robinson Finishes Top Five in Miss World Competition



Hours after placing fourth in the Miss World pageant on Saturday in Sanya, China, Jamaica's contestant Kadijah Robinson said she was “over the moon”.

“I'm feeling humbled more than anything else! The entire experience was an incredible one, and I am extremely grateful to have gone through all of it,” Robinson said in an interview with the Jamaica Observer.

The 23-year-old physiotherapist, who works at Black River Hospital in St Elizabeth, was one of five continental queens crowned. She is now Miss World Caribbean.

The other regional queens are Europe (Miss Belarus), Americas (Miss Mexico), Africa (Miss Uganda) and Asia and Oceania (Miss Thailand).

Robinson was crowned Miss Jamaica World 2018 in September. Along with her fellow queens and new Miss World, Mexico's Vanessa Ponce de Leon, she will embark on the Miss World Beauty With a Purpose tour in 2019.

“I've always wanted to travel the world, and now I get to do it whilst volunteering and doing good through 'Beauty With A Purpose', which is so important to me,” she said.

Camaraderie, for her, was the contest's high points.

“The highlight for me was getting to know the ladies. I became friends with persons from countries I never even heard of before coming to Sanya. It is a great opportunity to get to learn about each of them individually and their cultures,” she said.

Credit: Jamaica Observer

Staff Highlight

Physiotherapy Services in the Southern Region Recognized



National Coordinator of Physiotherapy Services at the Ministry of Health, Nicholas Ford (left) presents a certificate of appreciation to Manager of Physiotherapy Services at the Mandeville Regional Hospital, Denzil Williams for his dedication and focused leadership at the Mandeville Regional Hospital and in the southern region.



Site Manager for Jac Den Enterprise at the Mandeville Regional Hospital (MRH), Kevin Blair (left) presents a certificate of appreciation to Manager of Physiotherapy Services at the MRH, Denzil Williams for extraordinary contribution to Jac Den Enterprise.



SOMEBODY TELL HER

The Lighter Side



Staff Highlight

Staff Treats War Veterans and Retired Soldiers

The Curphey Home in Manchester has been a haven for ex-servicemen and women since 1957, providing care and protection for the veterans. Housing 14 residents (13 males, 1 female), with 11 staff members, the residents include retired Jamaica Defence soldiers and war veterans from World War 11 who range from 60 to 92 years of age.

On Wednesday, December 19, the Administration Department of the SRHA treated the residents and caregivers to a meal and gifts, which were well received. The male residents were treated to grooming by a Mandeville barber and the sitting area of the home decorated to reflect the Christmas season. SRHA Regional Director, Michael Bent who was unavoidably absent sent a message to be read expressing his best wishes to the residents and caregivers.

The team expresses gratitude to Resource Mobilization Officer, Barbara Ellington for assisting with the gifts and other items and also to the team members who gave of their personal funds, resources and time. Please see below highlights.



Captions

1. Nordia Wint-Brown feeds a resident from Curphey Home.
2. (Left to right) Meagan Manning, Janet Sloley and Barbara Ellington lead the carol service.
3. Residents and staff enjoying the festivities.
4. Residents take a sneak peak at the gifts.
5. Janey Sloley serves a meal.
6. The Administration team poses for a photo opportunity.





Dorcia Brown Lyle

**Nurse Manager/In-Service Education Officer
Black River Hospital**

“Put God First in Everything”



An ardent Seventh Day Adventist Christian, Nurse Manager at the Black River Hospital in St. Elizabeth, Dorcia Brown Lyle believes in keeping God first in everything she does and notes that “without God our plans will surely fail.”

Grown on principles and valuable lessons on humility, this Nurse Manager does not consider herself better than another person and “(has) always believed that you should never feel too proud to associate with individuals who may be deemed by others as ‘not in your category’”. It is for these reasons why she is also guided by a quote often expressed by the late Matron, Hyacinth Bromley, “trod with the lowly and connect with the influential”.

Having given over 16 years of service to public health, Nurse Brown Lyle has been enjoying her experience with the Southern Regional Health Authority (SRHA). She explains that she has been with the SRHA for some ten years, which has been a rewarding experience. “It (experience) has made me a well rounded nurse. Since I have been assigned at the Black River Hospital (BRH), I have been exposed to adult and maternity nursing. Prior to coming to SRHA/BRH, I only had paediatric nursing experience.

As a Nurse Manager and In-Service Education Officer, Nurse Brown Lyle has responsibilities including: planning, organizing and executing activities to enhance staff development and facilitate continuing education for staff members; planning and conducting orientation programmes for all nursing personnel; conducting nursing rounds in all areas related to nursing. Nurse Lyle was also instrumental in the success of the inaugural annual symposium for health professionals at the BRH in 2018.

A high achiever, Nurse Brown Lyle was successful in the Nursing Administration Programme in 2017 as she placed first in academics, second in the clinicals and was also awarded most outstanding student, receiving the Permanent Secretary Award Nursing Administration 2017. She has also been placed first in the Nursing Council Oral Examination; Maternal and Child Health (100 percent) 2013.

A lover of poetry, Nurse Brown Lyle would normally write poems for close friends and family members, which she can do in a short time. She adds that she is thankful for being blessed with this gift and also does baking and singing.

Described by her colleagues as being goal oriented, possessing strong organizational skills, a good communicator, self motivated, good teacher, flexible, honest, pleasant, technically competent and compassionate, Nurse Brown Lyle desire is for Jamaicans to live in love, peace and harmony. “It pains my heart to see and hear of all the violent acts which are being committed in our society. If we need JOY in Jamaica we must do the following: Put; J-Jesus First, O-others Second, Y-yourself last” she says.

Wellness Bytes

"Dengue Alert"

Credit:
Ministry of Health



Health & Wellness



Ministry of Health

DENGUE Alert

The Dengue virus is spread to persons by the bite of an infected Aedes mosquito.

Symptoms of Dengue usually include:

- ✓ Sudden onset of fever
- ✓ Headache
- ✓ Joint pains
- ✓ Vomiting
- ✓ Skin rash
- ✓ Muscle pains
- ✓ Pain behind the eye
- ✓ Diarrhoea

If you experience one or more of these symptoms:

- ✓ Use **ONLY** paracetamol pain killers
- ✓ Do **NOT** take ibuprofen, diclofenac or aspirin as it may cause bleeding
- ✓ Drink lots of fluid
- ✓ Rest
- ✓ Visit your doctor or nearest health centre and follow instructions carefully.



Seek **IMMEDIATE** medical attention if you experience any of the following signs:

- Severe belly pain
- Persistent vomiting
- Bleeding from mouth, nose or any unusual bleeding
- Bloody or black, sticky stool
- Feeling faint
- Low energy or restlessness
- Small bleeding spots under skin
- Shortness of breath or difficulty breathing



FOR MORE INFORMATION, CONTACT:

• 1-888- ONE LOVE (1-888-663-5683) or 876-633-7914 • Your Parish Health Department www.moh.gov.jm    @the mohgovjm

Upcoming Events

MINISTRY OF HEALTH/SOUTHERN REGIONAL HEALTH AUTHORITY

WORLD CANCER DAY 2019

THEME: "I AM AND I WILL"

THREE (3) LOCATIONS IN (MANCHESTER)

- ROBINS HALL HEALTH CENTRE
- MANDEVILLE SDA CHURCH
- DOWN'S HEALTH CENTRE

FEBRUARY 21ST 9AM TO 5PM

FREE CANCER SCREENING FOR EVERYONE
NUTRITION COUNSELLING, FOOD DEMONSTRATION & MORE #TAKEACTION

WHOEVER YOU ARE, YOU HAVE THE POWER TO REDUCE THE IMPACT OF CANCER FOR YOURSELF, THE PEOPLE YOU LOVE AND FOR THE WORLD. IT'S TIME TO MAKE A PERSONAL COMMITMENT.

Mandeville Police Youth Club Presents:

5K Run Walk For Charity

"Take a Step Buss a Sweat Save a Life."

FEBRUARY 24, 2019

WARM UP @ 2:30 START TIME: 4:00 PM
 @ MANDEVILLE TOWN CENTER

PRE-REGISTRATION STARTS NOW!

CONTACT: 1876-428-1073, 1876-866-6103 OR 1876-349-4442.

REGISTRATION FEE: \$1000 WITHOUT SHIRT \$1700 WITH SHIRT

PROCEED GOES TOWARDS THE CHILDREN DEPARTMENT OF THE MANDEVILLE REGIONAL HOSPITAL AND EBENZER HOME FOR THE MENTALLY CHALLENGED.

We welcome your input. Please submit your articles and feedback for the January edition to:

Latoya Laylor Brown, Public Relations Officer

Email: latoya.laylor@srha.gov.jm

Deadline: February 8, 2019





HR And You:

“RESOLVING CONFLICTS”

WHEN conflicts arise in a professional setting, the resolution process will be different from other settings. In fact, all workplaces have policies for dealing with what is usually inevitable when people of different personalities get together in one place. It's important that you know your workplace policy on conflict .

Tracy- Ann Nelson, training assistant at the Dispute Resolution Foundation, said dealing with workplace conflict is a different ball game than what obtains in one's personal space. Nelson suggested these tips for how to resolve workplace conflict in a professional manner.

Have a staff meeting

"Use this opportunity to throw your ideas out and ask yourself what you would do if you were the manager or supervisor. Find ways to prevent issues from being blown out of proportion."

Know the individual's personality

In dealing with workplace conflict it is best to know the different sides of each employee and how to deal with them. People are from different environments and they have different personalities, so one word or statement may cause a fiery reaction.

Avoid confrontations

People interpret things differently so have them sit down with you on a one-on-one basis and ask what the issue is. When you've done that, explain yourself and find the most professional solution.

Avoid malice

Conflict often leads to malice; however, in organisations you need productivity and customer service. You don't want customers to feel offended by your tone of voice or how you respond if they ask to speak to Jane, who you're currently malicing.

Try mediation

Nelson said getting a workplace mediator or training employees in mediation helps to build the organisation and motivate employees. Knowing that you can sit and work through issues without becoming explosive is a good feeling.

Importantly, Nelson encourages employees to know how to divert issues and deal with others to foster growth and productivity. "You may be going through your lowest time but put aside the sadness and put on a smile," she said.