

### Woodlands Hospital Laboratory Goals and Objectives for the year 2015

#### Goal #1: To maximize laboratory income

##### **Objectives:**

1. To review the existing laboratory price list for the year 2015  
To offer new laboratory tests to the public

#### Goal #2: To increase operational efficiency

##### **Objectives:**

1. To increase the functionality of the laboratory by incorporating up-to-date and efficient technology.  
To evaluate compliance to the specified turnaround time (TAT) established within the laboratory

#### Goal #3: To develop a culture of excellence, service and continuous quality improvement

##### **Objectives:**

1. To review reporting format for selected laboratory results in order to enhance interpretation of results for all customers
2. Personnel training to assess technical competence of staff.

#### QUALITY & SAFETY GOALS FOR 2015

To promote a culture of continuous quality improvement throughout the hospital

To ensure continuous review of the quality of patient care and service, through the measurement of performance indicators.

To ensure efficient use of hospital resources

To provide a high level of quality care, minimizing costs, and maximizing profits.

To promote a safe work environment for hospital staff and clients.

#### Objectives to meet 2015 goals

To determine the level of risk associated with each department of the hospital

To implement and maintain an active Quality Committee which will oversee and monitor the progress of continuous quality improvement.

To identify areas for improvement within the hospital setting.

To obtain accurate results for all lab tests

#### HR GOALS FOR 2015

To provide a platform for continuous learning at all levels of the organization

To be customer oriented

To foster an atmosphere of teamwork

#### Objectives to meet 2015 goals

To ensure that all levels of staff are trained on effective customer service.

To ensure that supervisors are more effective in managing their respective sections.

To improve the recruitment process so as to employ the most appropriate / suitable candidates.

#### NURSING DEPARTMENT PLANS FOR 2015

1. Provide efficient nursing care by strict monitoring of patients as well as develop a better Nurse – patient relationship as well as better relationships with patients’ relatives so as to minimize complains.
2. We should provide additional personnel from other agencies to lecture on appropriate topics at our monthly teaching sessions so that the nurses can become more knowledgeable about various diseases and conditions. (Requesting Lecturers from the University of Guyana or Doctors of Woodlands Limited to speak at the monthly nurses meeting).
3. Infection Prevention:

a) To do monthly fumigation and sterilization within the wards of the hospital so has to prevent infection transmission. These include critical areas such as Labour Room, Maternity, ICU, and Nursery.

b) To enforce proper infection prevention and control practices among nurses by re-educating them on proper hand washing techniques and standard precautions as well as all procedures relating to proper handling of patients.

4. Ensure the nurses adhere to protocols by motivating, encouraging and where necessary, enforcing stern disciplinary actions to defaulters.

5. The addition of a Dietician to the Hospital’s workforce will enhance the service we provide to our customers. The Dietician will be able to give advice on the appropriate meals we provide to our patients based on their condition and specific needs.

6. To review and update the current Policies and protocols of the Wards. This will be done in collaboration with the Quality Control Manager.

Ensure the nurses adhere to protocols by motivating, encouraging and where necessary, enforcing stern disciplinary actions to defaulters.

5. The addition of a Dietician to the Hospital’s workforce will enhance the service we provide to our customers. The Dietician will be able to give advice on the appropriate meals we provide to our patients based on their condition and specific needs.

### Inside this Issue

- Department Goals and Plans for 2015

- Hospital Statistics

- Kaletour Raffle

- Needy Children’s Party Statement of Account

- Announcements

- Some thoughts for 2015

**NEWS IN BRIEF****SOME STATISTICS FOR  
December 2014****Emergency Room****Patients Seen- 2074****Admissions—80****Maternity****Total Deliveries— 96****Males— 45****Females— 50****Caesarean Sections-34****Neonatal Death— 0****Twins— 0****Premature— 2****Breech—1****Still Births—1****Epidural for Labour-5****Male ward****Admission—87****Death-0****Female ward****Admission –104****Death-0****ICU****Admissions— 34****Deaths- 4****Radiology****X-ray— 955****CT— 55****Ultrasound— 1868****ECHO— 47****Stress—0****Theatre****Surgeries— 139****Pharmacy****Prescriptions Sold— 4598****Dispensary—1109****Laboratory****Patients seen-2485****Administrator****Plans and objectives for 2015**

2014 was a successful year. During this period the Board and Management team identified priorities that focused on key action for improving the quality of our services. The feedback and quality control measures implemented proved invaluable to our services. While much was accomplished, shift in priority resulted in some action plan being delayed beyond its time frame.

**Plans for 2015:**

2015 Plan is a mission focus objective, designed to continue strengthening our capacity and the quality of our services through training, monitoring, motivating and team work. The team understands the goals and is committed to attaining them. This clear direction and agreement on mission and purpose is essential for effective teamwork.

**The following are some of the projects identified for 2015**

Complete the Expansion which will encompass cardiac unit, ophthalmology Theatre, Doctor's Offices, HR, Admin and Audit Departments.

Continue with maintenance/renovation schedule for the Pharmacy, A&E, Canteen's seating area, Laundry and kitchen.

Resurfacing the driveway

Plumbing maintenance on the main building (Northern side)

Changing the Façade

Establish Centralize Suction System for Labour Room, Minor Theatre and A&E.

Restructuring present Admin and HR office space to accommodate optical lab and store.

Prepare parapet area in front of hospital to accommodate parking for doctors, customers and staff.

Restructuring available space between North, South and Eastern wings of hospital to accommodate waiting area.

Restructure ground floor of Southern wing to accommodate Pathology Lab.

**ACCOUNTS MANAGER****PLANS FOR THE YEAR 2015**

My plan for the year 2015 is to split my current department into two (2) sections:

Billing Department

Accounting Department

This is with the aim of achieving greater efficiency and a much more affective customer service that would ensure a higher volume of satisfied customers. I also plan to conduct a thorough review of our pricing policy in some areas to ensure maximum recovery of acquisition cost of equipment/ instruments and cost for electricity etc. I also pledge to continue working with my fellow managers to improve the service being offered to our customers who would enhance our institution image and also to work with them to find ways of increasing our revenue.

**SWITCHBOARD AREA**

I plan to have more intense training with the aim of improving the service being offered by the switchboard area to both our internal and external customers.

**Pharmaceutical Department Goals and objectives for 2015**

Our goal is to improve our pharmaceutical services by providing optimized patient care.

There is a shift in attention over the years in the way hospital pharmacists see their world. From earliest times 'through the looking-glass' we saw the drug, and far away the patient. Our goal is to bridge that gap with corporate accountability for clinical performance. This will enable us to achieve a health care service in which the quality of health care is paramount. This objective of clinical governance will be achieved by working along with Doctors in medicine management, prescription monitoring and intervention, medication reviews and repeat supply, patient counseling and OTC supply of medicine.

To achieve our objectives we will include continuous training programs in the following areas-:

1. Clinical audits – to increase the extent to which inpatient achieve best use of medications.
2. Improve our distribution services
3. Ensure medications are available when they are required
4. Management, policy and procedures
5. Adverse drug event alert systems
6. Conducting regular discharge liaison.

With this objective the goal is to ensure every patient utilizing our services will benefit and improve their health.

**Aims and Objective for Kitchen/Canteen**

The Department objective is to make available a variety of meals that is nutritionally balanced and fresh.

With the recruitment of a pastry chef we are hoping to have quality pastries and a variety of breads.



Winners of The Kaiteur raffle are  
R/N Meethu Thomas  
R/N Remona Williams

## WOODLANDS NEEDY CHILDREN'S PARTY-STATEMENT OF ACCOUNTS

Volume 63, January 2015

## CASH DONATIONS

Names & Departments	Amount	Maids	\$7,500.00
A & E Staff	\$21,000.00	Male Ward	\$11,000.00
Accounts Department	\$18,000.00	Matron	\$5,000.00
Allison Mustapha	\$5,000.00	Mr. D Sharma	\$5,000.00
Audit Dept	\$4,000.00	Mr. Lee	\$26,000.00
Canteen	\$5,500.00	O.P.D Nurse	\$4,000.00
Day Case	\$4,800.00	Operating Theatre	\$21,000.00
Dr. Amir	\$5,000	Pharmacy Dept	\$41,000.00
Dr. Chris Prashad	\$10,000	Dr.N.Gobin's Receptionists	\$13,000.00
Dr. D.Samaroo	\$5,000.00	Radiology Staff	\$78,000.00
Dr. Fung -A-Fat	\$10,000.00	Recovery	\$7,000.00
Dr. Hardat Persaud	\$3,000	OPD Receptionist	\$2,000
Dr. Harvey	\$5,000.00	Woodlands Limited	\$300,000.00
Dr. Debbie Rajkumar	\$5,000	Y.Barker	\$3,000
Mitchelle Smith	\$2,000	Switchboard Operators	\$4,000
Dr. McRae	\$5,000	Dr. Permaul	\$5,000
Dr. Aguilera	\$5,000	Mitchell Smith	\$2,000
Dr. Butters	\$10,000	Dr Legall	\$5,000
Dr.Gansham Singh	\$10,000	<b>TOTAL</b>	<b>1,236,300</b>
Drs. Purohit	\$10,000.00	<b>DONATIONS IN KIND</b>	
Dr. Marcus	\$5,000.00	Dr. Gansham Singh	Clothes
Dr. Kumar	\$20,000	Ms. Alison Mustapha	Cup cakes
Dr. L.Samaroo	\$15,000.00	Mrs. Pritipaul Singh	Cup cakes
Dr. N.Gobin	\$300,000.00	Dr.S.Gobin	Stockings with treats
Dr. Pramod Tembe	\$51,000	Dr.S.Gobin	Pulourie
Dr. Rambaran	\$10,000.00	OPD Receptionist	2 toys
Dr. S.B.Sharma	\$5,000	<b>EXPENDITURES</b>	
Dr. Sony	\$15,000.00	<b>Opening Balance</b>	<b>1,236,300</b>
Dr. Surendra Persaud	\$10,000	Mr. Astwood bills	\$86,728.00
Dr. Viapree	\$5,000.00	Mr. Astwood bills	633,280
Dr. Watson	\$5,000	Clown: Michael Khan	\$40,000
Dr.Khan	\$2,000.00	Trampoline: S. Shaw	55,000
Dr.M.Mago	\$5,000	Transportation: B. Daniels	7,000
Dr.Nurse	\$4,000.00	Transportation: Unity Cabs	1,500
Dr.S.Sugrim	\$10,000	Transportation: Ms T. Aaron	6,000
Female Ward	\$18,000.00	Mr. Bonny Taxi	9,600
H.R. Dept	\$5,000	Staff: Joel dey-Lifting of boxes	3000
I.C.U	\$11,000.00	Cheese Straw	22,778
Indera Rampersaud	\$3,000.00	<b>TOTAL</b>	<b>\$864,886.00</b>
Kitchen	\$8,000.00	Balance on Hand From 2014	<b>371,414</b>
Laboratory Staff	\$46,500.00	Balance on Hand From 2013	<b>331,507</b>
Labour Room & Nursery	\$12,000.00	<b>Total Cash on Hand</b>	<b>\$702,921.00</b>

Special thank you to everyone who contributed to Woodlands Needy Children's Party 2014 making it a huge success. We were able to put a smile on the faces of 175 less fortunate children. So THANK YOU...

Because of your generosity you will notice we have a Balance on Hand of **\$702,921**

This we plan to use for a Needy Senior Citizen's Event which will be part of Woodlands celebration of Nurses Day in May, 2015

**S**ympathy goes out to Ms Sindy Billy for her loss.

**W**arm Welcome to our new employee Ms Lakshmi Singh– Medical Technologist

**C**ongratulation to S/N Salesh Augustine on his marriage to S/N Jipsa Jose.

**C**ongratulation R/N Lijo and R/N Anumol Joseph on the birth of their son Johan and also to S/N Thomas George on the birth of his daughter Ashmy.

**V**acancies exist for:  
**Security Guards**  
**Maids**  
**Theatre Technician**

**Woodlands Annual Christmas Party**  
 After a long year of work, a time set aside for gathering, eating, drinking, dancing and fun..  
 Yes it was Woodlands Annual Christmas Party. Staff came out and enjoyed the beverages and delicacies.  
 Some effort should have been put into organizing and plan an entertainment segment.  
 We missed the usual showcasing of 'in house' talent and look forward to the 'Old fashioned Party' this next year..

**Some thoughts for 2015**

Start by doing what's necessary; then do what's possible; and suddenly you are doing the impossible. ~ Saint Francis of Assisi  
 A business absolutely devoted to service will have only one worry about profits. They will be embarrassingly large. ~ Henry Ford  
 Do not wait until the conditions are perfect to begin. Beginning makes the conditions perfect. ~ Alan Cohen  
 Whenever you see a successful business, someone once made a courageous decision. ~ Peter F. Drucker  
 There is no failure except no longer trying. ~ Elbert Hubbard

**Management and Staff wish to congratulate the following on their birth anniversary for January 2015**

Barbara Rogers-Nero	1st
Salesh Augustine	6th
Nikieta Mingo	8th
Radha Kalika	11th
Soumyamol Mathew	13th
Jays James	14th
Roger Astwood	14th
Selma Adams	16th
Elizabeth Pickett	17th
Shaundell Cort	19th
Karen Dundas	19th
Clarence Booker	20th
Sheneise Lopes	22nd
Binsha Babu	26th
Keith Pellew	27th
Sheron Datterdeen	28th
Indera Rampersaud	30th

**TAKING A BREAK FROM WOODLANDS HOSPITAL**

Sindy Billy	3 <sup>rd</sup> January to 16 <sup>th</sup> January, 2015
Princy Thomas	4 <sup>th</sup> January to 17 <sup>th</sup> January, 2015
Sheeba Biju	11 <sup>th</sup> January to 7 <sup>th</sup> February, 2015

**We can now be perused on our Web Site**  
[www.woodlandshospital.com](http://www.woodlandshospital.com)