



South East Regional Health Authority
"People, Caring for People"

Board of Directors' Strategic Management Retreat 2025



Theme:
***Empowering
Compassionate Care:
Strengthening Our
Commitment to
Patient-Centred
Excellence***





SPANISH TOWN HOSPITAL

NEW STATE OF THE ART
FACILITIES (2026)

Spanish
Town
Hospital

ACCIDENT AND EMERGENCY

EXPANDED HEALTHCARE SERVICES & FACILITIES



NEW SPECIALIZED SERVICES:

- Neurosurgery
- Haemato-oncology
- Cardiology
- Gastroenterology
- Otorhinolaryngology (ENT)
- Ophthalmology
- Psychiatry
- Expanded Urology



NEW INFRASTRUCTURE:

- 7 Operating Theatres
- Accident & Emergency (A&E) department
- Laboratory facilities
- Pharmacy
- Radiology department (including MRI and mammography)
- Intensive Care Unit (ICU)
- High Dependency Unit (HDU)



INCREASED CAPACITY:

- Additional Technical & Non-Technical Staff
- 133 hospital beds
- 12 outpatient clinic rooms
- Improved vehicular & pedestrian access
- Increased security coverage
- Upgraded support services

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Message from the Minister of Health & Wellness

Dr. the Hon. Christopher Tufton, MP

Commendations to the South East Regional Health Authority (SERHA) on hosting its fourth Board of Directors' Strategic Management Retreat themed Empowering Compassionate Care: Strengthening Our Commitment to Patient-Centred Excellence. I want the team to use this year's retreat to reflect on the Region's progress, assess the challenges encountered, and strategise for the future of healthcare in the region. SERHA plays a critical role in the nation's healthcare system, serving the most populous area, and ensuring that quality healthcare is accessible to all. Your work is at the heart of the Ministry's mission, building a healthier Jamaica. Therefore, I extend my deepest gratitude to Mr. Lascelles Brown, Acting Regional Director and the entire team, guided by the Board Chairman, Mr. Wentworth Charles and the Board of Directors.

The resilience and unwavering commitment, especially in these demanding times displayed by all, shows that healthcare in Jamaica is heading in the right direction. Healthcare is a dynamic field, requiring continuous adaptation, innovation, and collaboration.

Through your dedication, hospitals, health centres, and community programmes under SERHA continue to make a profound impact on the lives of countless Jamaicans. The Ministry of Health & Wellness remains steadfast in its commitment to supporting your efforts. We are actively investing in critical areas such as infrastructure, technology, and human resources to enhance service delivery. The strengthening of primary healthcare, the modernization of hospitals and health centres, and the integration of digital health solutions are key priorities as we work toward a more efficient and patient-centered system. As we move forward, I urge the team to continue fostering teamwork, embrace new technologies, and prioritize patient care with compassion and excellence. Your contributions are invaluable, and together, we will build a stronger healthcare system that meets the needs of our people.



Message from the Board Chairman

Mr. Wentworth Charles

As we convene for our fourth Board of Directors' Strategic Management Retreat, it is with great anticipation and purpose that we embrace this year's theme: Empowering Compassionate Care: Strengthening Our Commitment to Patient-Centred Excellence.

This theme underscores our unwavering dedication to advancing the standard of care provided by the South East Regional Health Authority (SERHA), the largest of the four Regional Health Authorities under the Ministry of Health and Wellness.

The objectives of this year's retreat are clear and strategic: we aim to advance patient engagement and refine feedback mechanisms, which are integral to fostering a culture of compassionate care. By enhancing these elements, we seek to build stronger connections with the communities we serve, ensuring that each patient's voice is not only heard but actively integrated into the delivery of health care par excellence.

Moreover, our retreat will focus on aligning the organizational goals of the South East Regional Health Authority with patient-centered outcomes. It is imperative that our efforts, policies, and initiatives reflect the needs of our patients, and that we work cohesively to ensure that patient care is at the heart of all our decisions.

At the core of our mission is the belief that healthcare is not merely a service but a calling. It is an enduring commitment to – People Caring for People. This is not just a motto, but a guiding principle that shapes the way we approach every patient, every day.

As we move forward, let us continue to build upon the strong foundation of compassion, collaboration, and excellence that defines our Authority. Together, we will forge a path toward an even brighter future for those entrusted to our care.



Message from the **Acting Regional Director**

Mr. Lascelles Brown

It is indeed a privilege to welcome you to the fourth Board of Directors' Strategic Management Retreat of the South East Regional Health Authority (SERHA). This year we gather under the theme: Empowering Compassionate Care: Strengthening Our Commitment to Patient-Centred Excellence. This theme reflects not only our aspirations but also our fundamental responsibilities as the largest Regional Health Authority in Jamaica, managing 10 major hospitals and 92 health centres. Thousands of patients place their trust in our ability to provide quality healthcare services across the South East Region.

The patients for whom we care come to us not only seeking medical expertise, but also understanding, dignity and compassionate care. During this Retreat, we will reflect on our achievements and hurdles encountered over the past twelve months and embrace the coming financial year with strategies to strengthen our commitment to the task at hand. We will explore innovative ways to engage our patients, enhance our feedback mechanisms, and ensure that every decision we make is viewed through the lens of the patient's experience. This approach is not just about improving systems and processes; it is geared towards transforming healthcare service delivery and improving patient outcome. As one of the four Regional Health Authorities under the Ministry of Health and Wellness, SERHA has a responsibility to contribute to the advancement of a patient-centred healthcare system of the highest standard.

We embrace the opportunity to implement changes that will have a positive impact on the healthcare system throughout Jamaica. I am grateful for the unwavering dedication and support of my colleagues at SERHA, the MOHW and the other Regions as we work collectively and collaboratively. Let us approach this Retreat with open minds and determined hearts, ready to challenge ourselves and support each other in this vital mission of healthcare excellence. "Together we can!"



Mission & Vision



➔ Mission

The Mission of the South East Regional Health Authority is to promote and safeguard the health of the Jamaican people in collaboration with individuals, groups/agencies through the provision and monitoring of cost-effective, preventive, curative, promotive and rehabilitative services delivered by adequately trained and motivated personnel.

➔ Vision

The South East Regional Health Authority with the general population, seeks to facilitate a satisfying and healthy life.

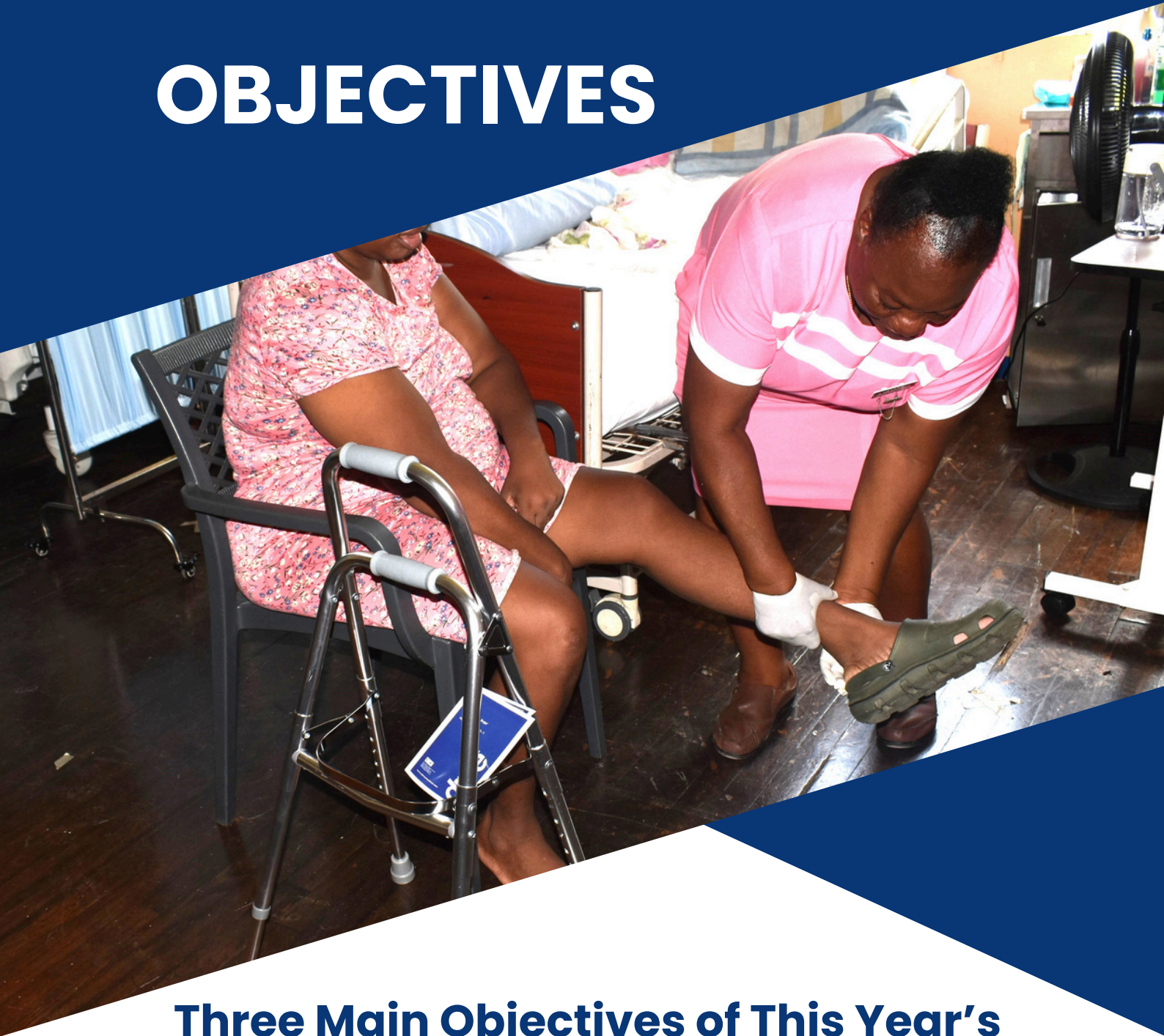
➔ Core Values

- Accountability
- Integrity
- Merit
- Fairness
- Transparency
- Equity
- Respect

➔ Motto

"People caring for people"

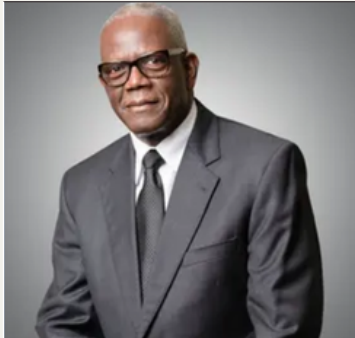
OBJECTIVES



Three Main Objectives of This Year's Board Retreat:

- ➔ To enhance Patient Engagement and Feedback Mechanisms
- ➔ To align Organizational Goals with Patient-Centred Outcomes
- ➔ To foster a Culture of Compassionate Care

Board of Directors



Mr. Wentworth Charles
Board Chairman



Mrs. Shereece Rowe
Board Director



Mr. Vivion Scully
Board Director



Mr. Sheldon Smith
Board Director



Mr. Dwight Jackson
Board Director



Ms. Tosha Schwapp
Board Director



Mr. Angus Gordon
Board Director



Mr. Vernon White
Board Director



Ms. Kadian Birch
Board Director



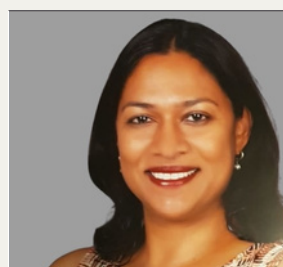
Mr. Alphanso Johnson
Board Director



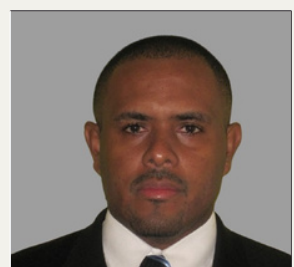
Mr. Lascelles Brown
Regional Director (Acting)



Dr. Natalie Whyllie, JP
Chief Executive Officer, KPH
(Acting)



Major (Ret'd) Dr. Susan Wright, JP
Regional Technical Director
(Acting)



Dr. Lindberg Simpson
Senior Medical Officer, KPH
(Acting)

Profile of Guest Speaker



Mrs. Petre Williams-Raynor

Manager, Public Relations & Communications
Ministry of Health & Wellness

Petre Williams-Raynor is a communications and development professional with the earned reputation as a multi-award winning journalist, writer and educator with more than 20 years of experience working in the media and development fields. She is currently the Manager of Public Relations and Communications at the Ministry of Health & Wellness in Jamaica and was previously the Communications Specialist employed to the 'Partnership for the Promotion of Patients' Rights in Maternal and Child Health', a project of the Women's Resource and Outreach Centre and The University of the West Indies Department of Community Health and Psychiatry. Prior to that, Williams-Raynor was Country Director for Panos Caribbean (Jamaica), having initially joined the regional non-governmental communication organisation as Senior Programme Officer. Earlier she worked with the Jamaica Observer newspaper as the Environment Editor and Editor for the Career & Education publication. She is the author of 'I Am Not My Breasts', which provides an account of her journey with breast cancer; and the environmental children's book 'Project Climate Save: A Jamaican Boy looks at the Effects of Global Warming.'

She also co-authored the book 'Climate Change, Gender and Persons with Disabilities in Small Island Developing States' as well as the not-for-profit publication, 'Aedes Attack', a children's comic book about dengue. In addition to her work with the Ministry, she has been Contributing Editor at the Jamaica Gleaner and is an Adjunct Lecturer with the University College of the Commonwealth where she lectures in Sociology. She has also taught at the University of Technology, the International University of the Caribbean and The University of the West Indies in subjects ranging from Media Ethics to Gender, Climate Change and Disaster Risk Management, and Criminology.

A sociologist by training, she was the designated social scientist on the master planning team for Andros Island in The Bahamas in 2016. That year, she also undertook monitoring and evaluation on Jamaica's Adaptation Fund project, as part of Panos' Adaptation Fund NGO Network project, in collaboration with partners, Germanwatch. In 2014 and 2015, she worked on two research publications produced through Germanwatch — "Adaptation Fund NGO Network Baseline Mapping Series: Insights from Jamaica" and "Civil Society Engagement under the Adaptation Fund: Independent Insights and Country Perspectives".

Williams-Raynor received her Master of Science degree in Sociology (specialising in Development) from the University of the West Indies, Mona in 2008, having earlier graduated with a Bachelor of Science in Sociology and a minor in Criminology in 2006.

Profile of Guest Speaker



Mrs. Lorry - Ann Thompson

Director, Client Affairs Research & Resolution
Ministry of Health & Wellness

Ms. Lorry-Ann Thompson, is a Quality Assurance Specialist, a Certified Change Practitioner, Project Manager, and Lean Six Sigma Green Belt. She has worked in Quality Management Compliance Auditing and Risk Management in the Health and Manufacturing Sectors and is currently the Director, Client Affairs Research & Resolution within the Enabling Environment in Health & Client Services Division, Ministry of Health & Wellness (MOHW).

Ms. Thompson, holds a Master of Business Administration and a Bachelor of Science Degree in Microbiology from the University of the West Indies.

A dynamic, driven, goal oriented leader with an uncompromising work ethics. She has sound knowledge and experience in the, implementation and management of customer-centred and quality management systems. She led the QMS certification efforts of two entities prior to her tenure with the MOHW and was instrumental in the recent ISO 9001:

2015 certification of the Standards & Regulation Division, MOHW. She is a fervent believer of capturing and understanding the voice of the customer and in extracting value from client feedback and it is no surprise that she now manages the Ministry's Complaint Management System – championing the rights of the clients we serve.

She is a wife and a mother of two boys; ages 6 and 3 years and values her time with family and God.

Board Retreat Pictorial Highlights 2024



ACHIEVEMENTS



**Commissioning of X-Ray Machine
at the Kingston Public Hospital**



**Ribbon cutting for the opening of the
refurbished Ward 2 North at the
Kingston Public Hospital**



**Prayer breakfast and soft launch
to commemorate the 70th
Anniversary of the Sir John
Golding Rehabilitation Centre**



**Free Cervical Cancer screening
at the Regional Office at the
Towers in partnership with the
National Health Fund**



**Opening of the Outpatient
Waiting Area at the Spanish
Town Hospital**



**New CT scan machine installed
at the Kingston Public Hospital**

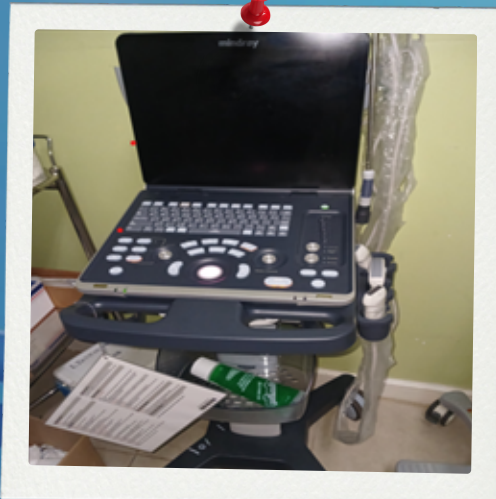
Year in Achievements for Linstead Public Hospital



On Friday, September 27, 2024, the Linstead Hospital received a symbolic cheque from Trade Winds Citrus Limited, valued at JA\$4.9 million. The funds were raised from the proceeds of the ninth staging of the Tru-Juice 5K Run/Walk event held on Sunday, July 21, 2024. This sum is aimed at improving services at the hospital.



Face lift of Ward One: On January 30, 2024, patients were returned to Ward One following improvements made to the ward. These improvements were appreciated by the staff.

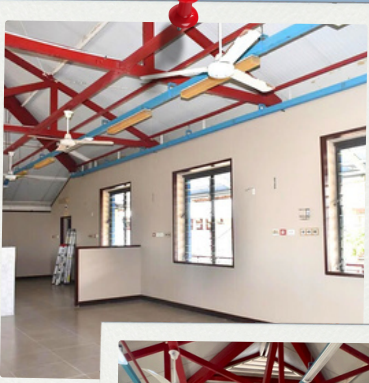


A new Chemistry analyzer (Cobas pure/Cobas c303) was commissioned through the reagent lease agreement between the Ministry of Health and Wellness and Roche Diagnostics. This contract values JA\$546,226.94.

Three (3) transport stretchers were donated to the institution through an initiative of Dr. Judeen Frank, former Medical Officer at the Linstead Hospital. The cost for the stretchers is approximately JA\$650,000.00

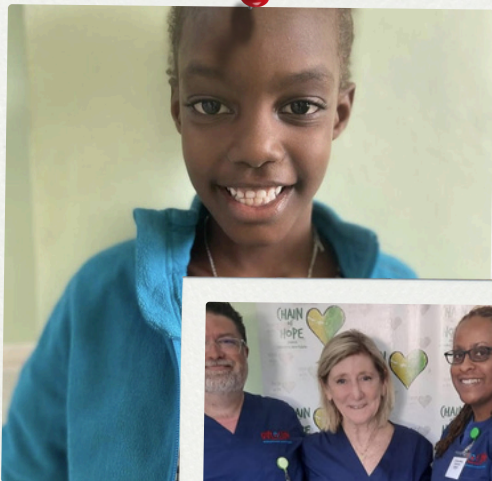


Year in Achievements for Bustamante Hospital for Children



The Bustamante Hospital for Children (BHC) has completed the Ward 5 Renovation Project at a cost of more than JA\$4million. The newly renovated ward boasts a capacity of 30 beds, purposefully designed to provide top-quality care for medical patients. This upgrade reflects the hospital's unwavering commitment to creating a safe, comfortable, and modern environment for its patients. The success of the project was made possible through the collaborative efforts of the Operations and Maintenance team at SERHA and the staff at BHC; demonstrating the power of partnership in advancing pediatric healthcare in Jamaica.

The BHC is prioritizing mental and spiritual wellness with new initiatives, including a renovated Chapel and the donation of a Wellness Bench. Additionally, the Animal-Assisted Recovery and Care Programme (AARCP) has provided support to both the children and the staff of BHC.



The BHC performed its first paediatric Electrophysiology case at the Cardiac Lab. This important Electrophysiology Mission was conducted from October 7 to 11, 2024, led by Dr. Kevin Shannon, a Consultant Electrophysiologist from UCLA Medical Centre, Los Angeles and the local team. This mission focused on performing corrective procedures for abnormal heart rhythms in children.

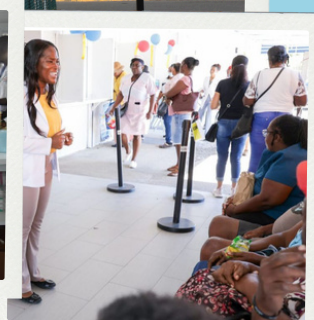
Year in Achievements for Spanish Town Hospital



The renovated day care facility was built to accommodate the children of hospital staff, allowing staff to focus on their duties, knowing their children are being cared for in a secure and engaging setting. This initiative reflects the hospital's commitment to fostering a supportive work environment.



The National Health Fund facilitated the relocation of the pharmacy to a more suitable and spacious location. It is better equipped to dispense more drugs whilst providing a more comfortable waiting area and patient experience. Over 12,000 prescriptions are dispensed each month.



The newly relocated laboratory is equipped with more space, tests, and modern equipment. Over 100,000 lab tests are done each month. This state-of-the-art facility will ensure efficiency and accuracy in diagnostics and treatment.



Year in Achievements for Princess Margaret Hospital



Work was carried out to improve the road surfaces at the Princess Margaret Hospital (PMH). The resurfacing of road works was a regional project. Regarding the covering of the walkway from Maintenance to the Laundry this was done inhouse to improve accessibility and provide a safe path for staff being exposed to elements of the weather while traversing said area of the hospital.



A new relocated temporary dietary facility was constructed and equipped with new appliances in February 2024.



A breastfeeding room was constructed in the Maternity Ward to help mothers bond with their children.

Year in Achievements Region-wide



New Addition to SERHA's Fleet

SERHA has enhanced its fleet with the addition of three new Toyota Hilux pick-up vans, valued at over JA\$22 million. This investment will improve operations and services within the region.

The vehicles were assigned to the Kingston & St. Andrew Health Department, Bustamante Hospital for Children and Corporate Office.

Boost to the Kingston Public & Victoria Jubilee Hospitals Laundry Services

An investment of JA\$10 million has been used to upgrade the laundry services at Kingston Public and Victoria Jubilee Hospitals for emergency cases. This includes the addition of two state-of-the-art washers and dryers, now fully operational in the linen room at Victoria Jubilee Hospital. This investment is essential for enhancing healthcare operations and improving patient care.



Contract Signed for 10 Anaesthetic Machines

A major contract between SERHA and IRAD Medical Supplies Limited was officially signed on Friday, November 8, 2024, for the supply, delivery, installation and commissioning of 10 state-of-the-art anaesthetic machines across key hospitals, including Bustamante Hospital, Princess Margaret, Spanish Town, Kingston Public and Victoria Jubilee Hospitals. The cost is JA\$133 million.

Year in Achievements for St. Joseph's Hospital

More than 54,000 Patients Treated at Cancer Care Centre

Cutting-edge technology is redefining cancer treatment at the St. Joseph's Hospital (SJH), where more than 54,000 patients have received life-saving care with the hospital's Clinica Varian Linear Accelerator (LINAC), a state-of-the-art external beam radiation therapy system. This advanced machine was acquired by the Ministry of Health and Wellness (MOHW) at a cost of US\$4.8 million. This machine utilizes 3D Conformal and Intensity Modulated Radiotherapy (IMRT) to deliver precise, targeted treatment while safeguarding healthy tissue.



Clinica- Varian Linear Accelerator Machine

It is designed to combat a wide range of cancers including: prostate, breast, cervical, rectal, and brain tumors, as well as malignancies affecting the limbs and skin. The LINAC system ensures patients receive world-class care. Committed to excellence, SJH has implemented strategic measures to minimize downtime, guaranteeing uninterrupted access to treatment for those in need.

Close to 4000 Eye Surgeries Completed Under Eye Care Programme



Dr. the Hon. Christopher Tufton, MP, Minister of Health & Wellness, looks on keenly as a doctor conducts a procedure on a patient in the Jamaica/Cuba Eyecare Programme at St Joseph's Hospital.

Since the resumption of the Jamaica/Cuba Eye Care Programme in August 2023, close to 4,000 eye surgeries have been completed up to October 18, 2024.

Thousands of Jamaicans have benefited from Cataract (1,192) and Pterygium surgeries (655); as well as Diabetic Retinopathy laser (1,246) and Anterior Segment laser treatments (383).

Speaking at a media briefing and tour of the Programme on October 29, 2024, at the St. Joseph's Hospital grounds, Minister of Health & Wellness, Dr. the Hon. Christopher Tufton, MP, lauded the team and thanked Cuba for its support.

Enhancing Patient Experience

Customer Service Training at KPH and VJH

The Kingston Public and Victoria Jubilee Hospitals (KPH/VJH) have made a significant move toward enhancing patient care by providing customer service training to 60 staff members. This initiative includes a diverse group of employees, such as nurses, doctors, porters, auxiliary staff, administrative personnel, and other support teams, equipping them with modern strategies to improve patient interactions and overall service delivery.

The one-day training seminar, held on Friday, June 14, 2024, at the Jamaica Conference Centre, was conducted under the theme, "Transforming Customer Service Satisfaction for a Healthier Organization." The programme focused on the importance of compassionate communication and patient-centered care in the healthcare setting.

Recognizing the crucial role of public perception in healthcare, the training emphasized that a patient's mental state is just as important to their well-being as their physical condition. This ongoing training effort is part of KPH/VJH's commitment to continuously improving service delivery.



Project Highlights



Health Centres Renovated Under Operation Refresh Programme

The Port Morant and Arcadia Health Centres in St. Thomas were reopened on Thursday, September 19, 2024, under the "Operation Refresh" Programme of the Ministry of Health & Wellness. This programme which was announced by the Minister of Health & Wellness, Dr. the Hon. Christopher Tufton, MP, during his sectoral presentation in 2024, and is designed to give renewed attention to primary care reform.



The Wentworth Charles Building - Outpatient Waiting Area at the Spanish Town Hospital

The Outpatient Waiting Area at Spanish Town Hospital (STH) was officially opened on Wednesday, May 15, 2024 and named *The Wentworth Charles Building*. It has the capacity to accommodate 300 patients who may require care but do not need to be admitted. The covered waiting area is equipped with comfortable chairs to improve the patient experience. The upgrade of the facility is part of the transformation process in the healthcare sector.

Renovation Project of Ward 2 North at the Kingston Public Hospital

The Kingston Public Hospital has reopened its Ward 2 North Wing following a JA\$10 Million investment by D.M. Equipment Co. Ltd., Zoukie Trucking Services Ltd., and Zhejiang Putian Integrated Housing Co. The ward was officially reopened on Tuesday, March 26, 2024, following extensive renovation.



Expansion and Renovation of Health Centres in St. Catherine

The Ministry of Health and Wellness has been provided with financial support from the Inter-American Development Bank (IDB) for the project; Health Systems Strengthening Programme (HSSP) for the Prevention and Care Management of Non-communicable diseases (NCDs').

The objective of the programme is to improve the health of Jamaica's population by strengthening comprehensive policies for the prevention of NCD risk factors and for the implementation of a chronic care model with improved access to strengthened and integrated primary and hospital services networks that provide more efficient and higher quality care.

The Old Harbour Comprehensive Health Centre, located on East Street in Old Harbour, will be transformed into a 2,000-square-metre state-of-the-art facility that will serve approximately 10,000 people per month. This will replace the current Old Harbour Health Centre, a Type 3 facility that serves over 17,000 residents annually but is hindered by space constraints.

The St. Jago Park Comprehensive Health Centre will undergo major expansion and renovation. The expected cost to complete the project is over JA\$700 million. The groundbreaking ceremony was held on November 27, 2025, at the facility.



**Ground breaking of
Old Harbour Health Centre**



**Ground breaking at St. Jago
Comprehensive Centre**



Implementation of Electronic Health Records (EHR) System

The implementation of the electronic health records (EHR) system will enable doctors to electronically access patients' records from any health facility. This system is designed to reduce waiting times for patients within the public health sector. It offers real-time assessments and access, and aims to phase out the major issue of having to visit the docket office for paper-based records.

The Minister of Health & Wellness, Dr. the Hon. Christopher Tufton, MP, highlighted at the system's launch at the Spanish Town Hospital (STH) and St. Jago Park Health Centre in St. Catherine on Wednesday, December 18, 2024, that medical personnel at these institutions have reported a reduction in the time required to access health records by 50 percent or more.

The EHR system is being funded by the Inter-American Development Bank at a cost of US\$50 million. This EHR system has also been implemented at the May Pen Hospital, and the May West and Mocho Health Centres in Clarendon.



Dr. the Hon. Christopher Tufton, MP, (right), Minister of Health & Wellness, observes as Ms. Karlene Lewis (second left), Health Records Clerk at STH, points out features of the electronic health records (EHR) system during a tour at the Spanish Town Hospital on Thursday, December 19, 2024. Also pictured are Ms. Jodain Samuels (seated), Health Records Clerk; Ms. Jacqueline Ellis (left), Chief Executive Officer of STH; and Dr. Jacqueline Ellis (left), Senior Medical Officer (SMO) at STH.



Electronic Health Records System at the St. Jago Park Health Centre

Way Forward

The future of healthcare across SERHA, and by extension Jamaica, will be determined by several key factors such as: technological advancement, policy–decision making and emphasis on patient–centred care also known as compassionate care.

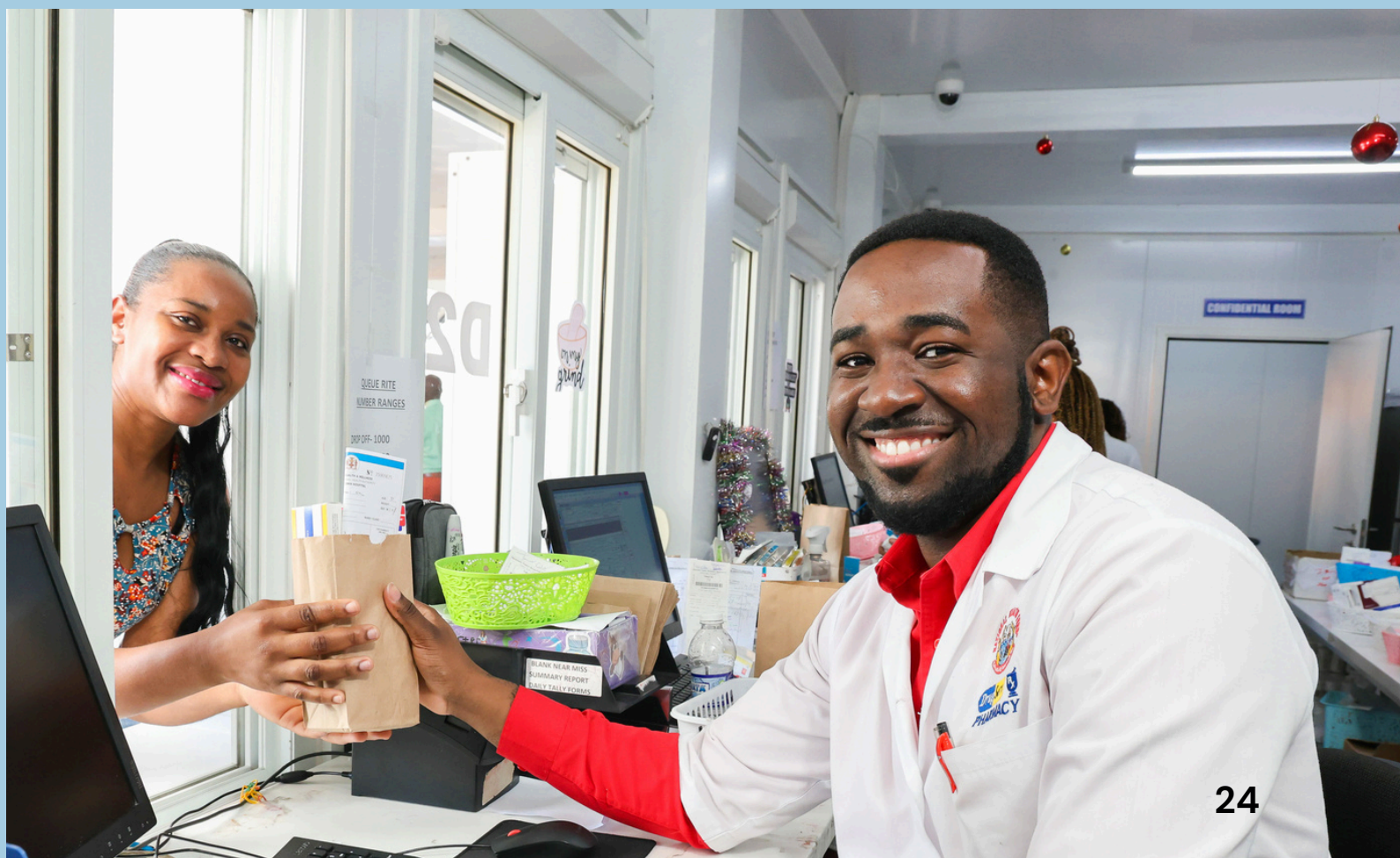
At SERHA, the three main objectives of this year's Board Retreat will play a critical role as we navigate the next twelve months.

As a region, we must strive to:

- a) Enhance patient engagement and feedback mechanisms
- b) Align SERHA's organizational goals with a patient–centred focus
- c) Foster a culture of compassionate care and create an environment of all-inclusiveness

We must integrate emerging trends and technology towards improving service delivery and patient outcomes such as:

- a) Expanding our electronic health records (EHR) system
- b) Introduce telemedicine to create greater access and improve efficiency
- c) Amend and improve obsolete regulatory policies through innovations and collaborations
- d) Apply artificial Intelligence (AI) in medicine with strict control mechanisms
- e) Engage staff and service providers in continuous learning and innovation



AGENDA

Day One –Wednesday, March 26, 2025

Location: Hilton Hotel, Montego Bay

Theme: “Empowering Compassionate Care: Strengthening Our Commitment to Patient-Centred Excellence”

Facilitator: Ms. Margaret Allen, Office Manager, Regional Office

10:00 am – 10:30 am	Registration - Secretariat
10:30 am – 10:35 am	Prayer Mr. Andrew Condappa Director, Strategic Planning, Performance Monitoring and Evaluation
10:35 am – 10:50 am	Opening Remarks Mr. Wentworth Charles Board Chairman
10:50 am – 11:00 am	Recap of the Past Year Mr. Lascelles Brown Regional Director, Acting
11:00 am - 11:10 am	Remarks Mr. Errol Greene, OD, JP Permanent Secretary
11:10 am - 11:25 am	Charge to the Board of Directors Hon. Dr. Christopher Tufton, MP Minister of Health and Wellness
11:25 am – 11:40 am	Discussion and Comments Ms. Margaret Allen
11:40 am - 11:50 am	Patient Video Testimonials
11:50 am - 11:55 am	Introduction of Guest Speaker: Mrs. Petre Williams Raynor Ms. Shuwana Johnson Public Relations Manager
11:55 am - 12:15pm	Presentation of Guest Speaker: Managing Healthcare Crises in the Media Mrs. Petre Williams-Raynor PR & Communications Manager, Ministry of Health & Wellness
12:15 pm - 12:30 pm	Discussion and Comments Ms. Margaret Allen
12:30 pm – 1:30 pm	LUNCH
1:30 pm - 2:00 pm	Presentation: Transforming Healthcare Through Technology: Leveraging ICT to Enhance Compassionate, Patient-Centred Care Mr. Jermaine McFarlane & Mr. Tywayne Buchanan ICT Director and Software Engineer
2:00 pm - 2:15 pm	Discussion and Comments Ms. Margaret Allen
2:15 pm - 3:15 pm	KPH/VJH & St. Joseph's Hospital Strategic Focus for 2025/2026 Dr. Natalie Whyllie, Chief Executive Officer, KPH (Acting) Mr. Barrington Graham, Chief Executive Officer, VJH Dr. Lindberg Simpson, Senior Medical Officer, KPH (Acting) Dr. Garth McDonald, Senior Medical Officer, Victoria Jubilee Hospital Dr. Christopher Munroe, Chief Executive Officer, St. Joseph's Hospital (Acting)
3:15 pm - 3:30 pm	Discussion and Comments Ms. Margaret Allen
3:30 pm - 4:30 pm	Kingston & St. Andrew Strategic Focus for 2025/2026 Mr. Mark Martin, Parish Manager, Kingston and St. Andrew (KSA) Dr. Susan Strachan-Johnson, Senior Medical Officer of Health, KSA Mr. Anthony Wood, Chief Executive Officer, BHC Mr. Dwayne Francis, Chief Executive Officer, Liguanea Region
4:30 pm - 4:45 pm	Discussion and Comments Ms. Margaret Allen
4:45 pm - 4:50 pm	Vote of Thanks Ms. Roxanne Henlon Senior Director, Public Procurement
4:50 pm	End of Day One

AGENDA

Day Two–Thursday, March 27, 2025

Location: Hilton Hotel, Montego Bay

Theme: “Empowering Compassionate Care: Strengthening Our Commitment to Patient-Centred Excellence”

Facilitator: Ms. Margaret Allen, Office Manager, Regional Office

9:30 am – 10:00 am	Registration - Secretariat
10:00 am – 10:05 am	Prayer Mrs. Gloria Burke Ellis Recruitment & Training Manager
10:05 am – 10:20 am	A Review of Previous Day Mr. Damion Dunbar Audit Manager
10:20 am – 10:25 am	Introduction of Guest Speaker: Mrs. Lorry-Ann Thompson Mrs. Ann Amiel Human Resource Manager, KSA
10:25 am – 10:55 am	Presentation of Guest Speaker: Effective Complaints Management in Healthcare: A Key to Achieving Patient-Centred Excellence Mrs. Lorry-Ann Thompson Director, Client Affairs, Research and Resolution at Ministry of Health and Wellness
10:55 am – 11:10 am	Discussion and Comments Ms. Margaret Allen
11:10am- 11:40am	Presentation: SERHA’s Strategic Plan 2025/2026: One SERHA, One Plan Mr. Andrew Condappa Director, Strategic Planning, Performance Monitoring and Evaluation
11:40 am- 12:10pm	Presentation: Driving Patient-Centered Excellence: Integrating Compassionate Care in Regional Healthcare Delivery Dr. Susan Wright, Regional Technical Director (Acting) Mrs. Marcia Thomas Yetman, Regional Nursing Supervisor
12:10 pm - 12:25 pm	Discussion and Comments Ms. Margaret Allen
12:25 pm – 1:25 pm	LUNCH <i>Venue: FRESH Restaurant Buffet</i>
1:25 pm-2:25 pm	St. Thomas Strategic Focus for 2025/2026 Dr. D’oyen Smith, Parish Manager, St. Thomas (Acting) Dr. Dwight Whittle, Senior Medical Officer, Princess Margaret Hospital Dr. Maria Gonzalez, Senior Medical Officer of Health, St. Thomas Ms. Kameisha Thomas, Chief Executive Officer (Acting), Princess Margaret Hospital
2:25 pm - 2:40 pm	Discussion and Comments Ms. Margaret Allen
2:40 pm – 3:40 pm	St. Catherine Strategic Focus for 2025/2026 Mr. Abdon Campbell, Parish Manager, St. Catherine Dr. Francia Prosper Chen, Senior Medical Officer of Health, St. Catherine Ms. Jacqueline Ellis, Chief Executive Officer, Spanish Town Hospital Mrs. Camile Wallen-Panton, Chief Executive Officer, Linstead Hospital
3:40 pm-3:55 pm	Discussion and Comments Ms. Margaret Allen
3:55 pm- 4:15 pm	Presentation: Regional Budget 2025/2026 Mrs. Sophia Moodie Reid, Director of Finance
4:15 pm - 4:25 pm	Discussion and Comments Ms. Margaret Allen
4:25 pm - 4:35 pm	Closing Remarks Mr. Wentworth Charles Board Chairman
4:35 pm- 4:40 pm	Vote of Thanks Ms. Sherona Williams Personnel Manager, Bustamante Hospital for Children
4:40 pm	End of Day Two

AGENDA

Day Three–Friday, March 28, 2025
Location: Hilton Hotel, Montego Bay

8:30 am – 11:30 am	Board Meeting <i>Venue: Port Antonio Conference Room</i>
11:30 am – 12:00 pm	CHECK OUT
12:00 pm	LUNCH & DEPARTURE
	End of Day Three



Acknowledgement

The members of the Planning Committee of the Board of Directors' Strategic Management Retreat express sincere gratitude to the Most High God for His guidance and provision of wisdom for another successful production of this booklet and the successful planning of the fourth staging of the Retreat.

We thank the key members of the booklet committee for their outstanding contribution to the booklet including Mr.

Lascelles Brown Acting Regional Director, SERHA; Ms. Shuwana Johnson, Head of the Booklet Committee and Public Relations Manager, Mr. Raemone Collier, Public Relations Officer and Ms. Stacey-Ann Steele, Corporate Secretary/ Legal Officer.

*Thank
you*



Positive Review From Our Patients...

BUSTMANTE HOSPITAL FOR CHILDREN

"I was extremely impressed by the quality of care at the children's hospital. I was heading there in an emergency for the first time. My son had several procedures to do, and was not able to cope being alone even after visiting hours. He made friends with the children next to him, and did not want to leave when it was time. The nurses and doctors were available to answer questions and were so helpful. They even served the children fruits in the afternoon. The medications dispensed at the pharmacy were free of cost. Kudos to the healthcare system for such sterling service to the children of Jamaica."

Ms. Ann Brown



LINAC CENTRE AT ST. JOSEPH'S HOSPITAL



"My wife was at the outpatient area at the St. Joseph's Radiation Unit, under the supervision of Dr. Kern Pemberton, Radiation Oncologist. On her behalf as well as other family members, we wish to offer our appreciation to Dr. Pemberton and his caring team of health professionals at the Kingston Public and St. Joseph's Hospitals, for their courtesies and treatment of my wife. We have absolutely no complaints."

A grateful Husband

SPANISH TOWN HOSPITAL

"I want to say thanks to Dr. Adams, Nurse Turner, and the other medical staff who treated me while I was a patient in the Accident & Emergency. The staff in the operating room saved my life and continue to provide excellent care. Additionally, I want to acknowledge the nurse assistants who helped me and the other patients on Ward 4, as well as the porters and janitors. The staff explained everything, from before my surgery to when it was time for my medications. I just want to say thank you to the health team at Spanish Town Hospital."

Mr. Mark Smith





Contact us: Corporate Office, 4th floor, VM Building
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&
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25 Dominica Drive, Kingston 5



SCAN ME



Presentations for the Board of Directors' Strategic Management Retreat 2025