



NHI NEWSLETTER

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Volume 2

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Special points of Interest

- New Years message
- Geriatric Training
- Strategic Plan
- NHI clinic activities
- Upcoming events



As the year 2020 unfolds, we look forward to forging stronger bonds with all our stakeholders. The year 2019 provided a rewarding experience in our interactions with all providers, with new initiatives, new ideas and improved services being the product of this mutually beneficial relationship. We want to take this opportunity to thank all providers for their dedication and commitment to enhancing patient experience as they seek good quality care for their prevailing ailments. This new year will bring new challenges as we seek to move towards the achievement of Universal Health Care and Access for our Belizean population. Together we can make significant strides in caring for the health of our population who are the core reason for our existence. May God continue to bless and protect us all in 2020.

GERIATRIC TRAINING



Professor Christian Furman and Dr. Anna Faul, both specialists in the care of the older adult, from the Univ. of Louisville imparted training. This included improving the participants clinical skills, their knowledge of support services and activities surrounding the older adult. The care of the older adult requires sophistication and innovation and this this event was an enabler for this.

Geriatric Training



The activities held were inclusive and interdisciplinary. There was role play and much discussion as the groups engaged in deeper analysis of what the care of the older adults should entail. These discussions have opened new thought processes in the care of the older adult for the participants. The discussions were interactive and the participants fully engaged in learning.



Multiple activities that were held in the training were geared to sensitizing participants on what it feels to be an older adult. These activities are geared to build empathy and stimulate discussion of solutions as well as looking into the future of care of the older adult.

Participants were able to experience the sensory and physical challenges that older adults may experience through various exercises. This stimulated much discussion and continued to build empathy towards that care of the older adult.



STRATEGIC PLAN

Vision: “NHI, an enabler of quality health and wellness for all.”

Mission: “To purchase quality health care services that are available and accessible to all through effective partnerships and sustainable investments in health.”



The NHIC and NHI Staff came together to develop for the very first time a Strategic Plan for the NHI. This activity ensured that employees and stakeholders are working towards common goals and establishing agreements for intended results. This enabled us to assess where we are, where we are going and what must be done to get there as an organization. The development of the strategic plan gave us the opportunity to record our mission, vision, and values. In addition, our long-term goals and the action plans.

NHIC members and the NHI staff must be commended on the time and effort contributed in the successful development of our Strategic Plan 2020-2024. NHI shares its continued commitment to our vision and mission.

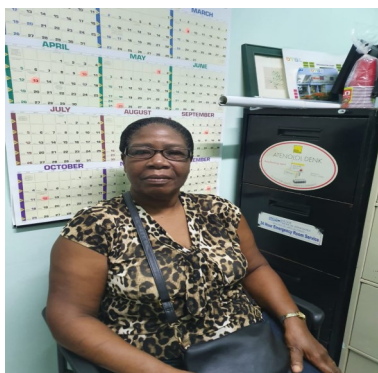
Find out what's the latest with NHI.

COSTING STUDY

NHI has completed a study that will inform policy makers of the potential cost of rolling out NHI countrywide! A costing tool has been developed that defines the package of services covered and can be tailored as necessary. The main objective of this exercise is to increase access to primary health care services with emphasis on prevention of the main chronic conditions affecting Belize.

This is the second of the three key studies that has now been completed. Policy makers are in the process of reviewing the package of services to be offered. NHI thanks all those partners who took time to provide the very valuable information needed to complete this activity.

PATIENT TESTIMONIAL



Mrs. Phyllis Cutkelvin has been an NHI member for more than eight years. She prefers to visit the clinic every month for her refills since she enjoys the outing and the interaction with other patients. She is very satisfied with the service and quality of medical treatment provided by the staff.

She recalls visiting the clinic in December with a lot of pain and mentioned that “the doctor was so nice to me. Even the young lady who gave me an injection, her tone was not a rough one unlike other places where providers are not so kind.”

When asked by NHI if she could change something about the clinic to improve services, Ms. Cutkelvin noted “sometimes the waiting time is a little long, not always but sometimes more than usual.”

“At times even though you are there, you see others go ahead of you. But it's because there are there to see other doctors, since I am here for chronic visit, I have to wait for my doctor so I understand this.” Although she is now retired, she does not mind the outing and the face to face consultation with her doctors, she would like NHI to seek ways to improve waiting times for others.

Before her retirement, she had no issues paying a copayment for support services. Now she is happier with the exemption of the copayment due to her age. Finally, she indicated that although the waiting area is very comfortable and the TV features regular programming; she mentioned that in the earlier days, the clinic would play more educational videos. She noted these were helpful “they tell you things sometimes that you did not know”. Ms. Phyllis recommends the NHI clinic and would like the program to go countrywide.

BELIZE HEALTHCARE PARTNERS



Award ceremony where Belize Integral Health Center received this beautiful award for their continued support to Maud Williams as part of our community outreach. Nurse Jones received the award on our behalf.

DANGRIGA POLYCLINIC



Dangriga Polyclinic Nutritionist training Independence Rural Health Nurse and Community Health Workers



Dangriga Polyclinic taking part in World Diabetics Day -Belmopan UB

COROZAL POLYCLINIC



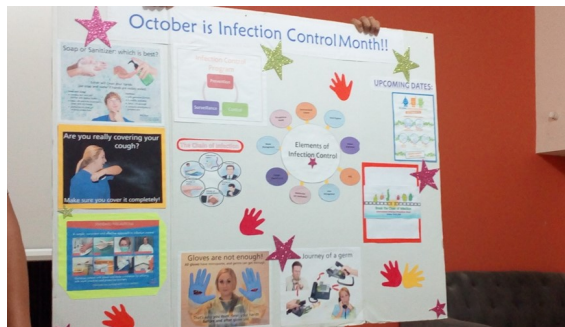
Dentist giving health talk



NHI Registration campaign

Activities at NHI Contracted clinics

COROZAL POLYCLINIC



Infection Control Sessions



NHI registration Campaign on Romantica FM

BFLA



BFLA conducts in house activity demonstrating how cervical cancer screening is done using VIA, HPV or Pap-Smear. Activities are interactive and education is done on risk factors, screening and early detection and treatment of precancer!



BFLA celebrates World Diabetes Day under the theme the "Family and Diabetes". Diabetes and blood pressure screening was done within the community, healthy snacks shared in clinic and a series of health talks about risk factors, prevention and early detection of diabetes.

*More Activities at
NHI Contracted
Clinics*

PRESBYTERIAN CLINIC

Last outreach done at the clinic was in October tied in with World Food Day. We invited a women's group who are our patients to share their Backyard Gardening Project in Partnership with Ministry of Agriculture and how it has helped their overall health. Our visiting doctor Dr. Parking did the technical education of Why World food day and what it means to live a healthy life style. On that day we also handed out seeds for Patients.



MERCY CLINIC PATIENT TESTIMONIAL



This couple, Mr. and Mrs. Reyes, have seen the growth and progress of Mercy Clinic over the years. They are very satisfied with the treatment of the staff as well as with the facility and upgrades that have been done. Ms. Reyes has noted a huge improvement in the clinic itself. She noted the large waiting area, the improved indoor pharmacy with proper seating areas "before we had to go the little window and stand up for a long time outside" now it is comfortable and nice.

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NHI Upcoming Activities

Patient Satisfaction Survey will be conducted from the 20th-24th January 2020 to all NHI Clinics

Medical Audit will be conducted on the following dates:

February 17–19, 2020 - Northern Region

February 24–28, 2020 - Southern Region

March 2–6, 2020 - Central Region

NHI PATIENT TESTIMONIALS FROM MERCY CLINIC

The medical treatment has also improved, since now they have access to the nutritionist and physiotherapy service. Mr. Reyes who was originally accessing his physiotherapy at KMH was for the first time, assessed at Mercy clinic for this service and is now looking forward to his therapy treatment that will start this week at the clinic. “the physiotherapist promised me that I will hopefully be able to walk again without my walker” Both indicated that the staff, nurses and doctors are very kind and very professional. When asked if they would recommend this clinic to others, Ms. Reyes responded that she does and has personally told others to sign up.



Ms. Edilia Zayden has been a member of Mercy Clinic for over 5 years, she recounts her experience at the clinic to be good. The staff and doctors are courteous and professional. However, there are a few suggestions she noted that in her opinion can enhance the services offered.

The appointment system can improve. According to her “it seems like they tell everybody to come like in the morning, at eight o'clock, so when I come at 8 o'clock I meet a big crowd and everybody seems to have been given that same time.” Sometimes she sees people older than herself waiting a long time.

She suggests that perhaps the clinic should tell those who are to be seen for the day to come at different times. “Some can come at eight, then some at nine so that the crowd is staggered and not all there at the same time.” She believes this will significantly reduce the waiting period at the clinic. For the elderly population, sitting for long periods of time can be uncomfortable. “You have to stand up a bit to catch your balance before you can move again. “

As much as possible, Ms. Zayden would prefer if the same doctor attends to her when she comes in for her follow up appointments. She feels that this way the physician gets to know her history and although she knows the medical file has her information, she still finds herself having to repeat herself to the other physicians that see her. “One time I think I had asked the doctor about it, why they change and they said well, maybe they want other doctors to know your history too, but I just feel like seeing the same one would be better.”

Finally, Ms. Zayden would like the pharmacy to remain open during lunch hour if possible. There are times that by the time the patient's consultation is finished and it is now time to pick up the prescription, it is midday. In such cases, the patient is then asked to return at 1 pm. This can be very challenging for the elderly as transportation is not always so accessible.

We thank Ms. Zayden for her input and recommendations. NHI welcomes this feedback and is currently in the process of reviewing the process flows to address some of these concerns.

