



NEWSLETTER

- Administrator's Message - 2
- Nurse Rita Hall - 3
- Maternity Feature - 4-5
- Nurse Brenda Burnett - 6
- Nurse Jeanette Gittens - 7



IN THE NEWS...



reputation and a lot people that have had surgeries and things done there always speak highly of it so I knew it would have been a good experience."

The eight-hour surgery went well and according to Biggie, Bayview lived up to its reputation in every way. "I got there early in the morning and as soon as I got in, they took me into the operating room and my doctor asked me what kind of music I wanted to listen to. I told her I want to hear some Bob Marley and I only heard the first couple bars cause after that I was out like a light. It felt like it flew by, when I woke up, I was in recovery and then they took me to my room. The entire experience was a good one. It really was lovely, the nurses were very friendly, and they made me feel very comfortable. The nurses would come in check on me, take my vitals and give me my medication, they all made me feel welcome. The food was fantastic man, it was gourmet and they told me if I wanted more to let them know. It was like being at home away from home."

What also added to the ease of Biggie's experience was not having the burden of paying for the entire procedure all at one time. "I was happy about the payment plan, when I spoke to Jules Reid, she told me that I didn't have to rush and pay immediately, I could take some time to think about it. After the surgery the payment plan that they offered was really good. Overall everything worked out in my favor at Bayview. "It was money well spent."

Biggie is well on the road to recovery his hip feels stronger and he is feeling no pain what so ever. "It was nice, it was a very good experience, I would highly recommend Bayview Hospital to anybody who is having any kind of surgery done."

BIGGIE SINGS BAYVIEW'S PRAISES

After years of debilitating hip pain, calypsonian Biggie Irie made the decision to have hip replacement therapy and he could not have been happier to have had it done at Bayview Hospital. "I'd been walking around with pain in my hip for 3 and a half years and it got so bad because it was bone on bone. I was looking forward to getting relief and I was glad it was going to be at Bayview. I had never been there before but I know of its



Administrator's Message

Welcome to our Quarterly Newsletter for the Year 2020,

It's quite unusual that I would be welcoming you to the pages of this newsletter halfway into the year, but like so many other things, we can attribute this delay to the thing that has turned the world upside down, Covid-19. Never in a million years would I have thought I would be starting a newsletter discussing a global pandemic, it was not something we ever saw coming. That being said we have managed the situation extremely well with the support and guidance of the team at Bayview Hospital.

The severity of the situation called for an all hands-on deck approach and that is exactly what happened. Many meetings and Zoom calls were held with the Medical Chief of Staff, Dr. Ranita Jhagroo, and physicians that hold practicing privileges at Bayview Hospital who worked with the administration to examine our policies, offer guidance and assistance with creating protocols that we implemented since the beginning of March, prior to any reported Covid-19 cases in Barbados. The role they played ensured that we adopted all the necessary protocols to safeguard patients, staff and the community at Bayview.

I would like to offer a huge shout out to our housekeepers, who were extremely vigilant with the sanitization and decontamination processes, they have been key frontline workers during this pandemic and a great deal of praise and appreciation goes out to that team.

The kitchen staff also played a pivotal role. They provided phenomenal meals not just for the patients but also for the staff, who due to long hours and limitations surrounding curfews and restrictions caused by the pandemic, were unable to go and shop and do the normal things that others were able to do. Thanks for keeping us well fed!

It is quite extraordinary and poetic that this pandemic has arisen in 2020, which has been designated "The International Year of The Nurse". Our nurses have worked tirelessly throughout, delivering fantastic care to patients with illnesses unrelated to Covid-19, they dealt with emergency surgeries, maternity procedures and other medical crisis, doing it all with smiles on their faces the entire time. We celebrated our nurses during the month of May with a teaching exercise lead by two Senior Nurses and a small but socially distanced get together on site, where appreciation for their hard work was shown and acknowledged.

From admin staff to everyone mentioned above it has to be noted that the entire Bayview team managed this unprecedented situation extremely with their commitment to work, despite their fears and own personal challenges with childcare and other obligations. Everyone gave of their best and provided phenomenal care for all of our patients while working to safeguard lives and to the betterment of the hospital. You are all truly appreciated and valued.

I hope you enjoy the newsletter which in this edition features stories on local calypsonian Biggie Irie, new parents Renaldo and Nicole Seale and three of our amazing nurses Rita Hall, Brenda Burnett and Jeannette Gittens. Please stay safe and remember to adhere to best practices in order to stay healthy and Covid-19 free.



Jules Reid - Hospital Administrator

Nurse Rita Hall

After all these years Rita Hall's father still can't believe that she is a registered nurse and midwife. "He always asks how do you deal with the dead and what do I do if someone is bleeding, because as a child I was scared of everything, when I saw blood I used to scream, I was scared of the dark and scared to walk by a cemetery. My father didn't even want to take me to my interview for nursing school, but I told him when I get there I would change." That is exactly what she did when she began her training at St. Joseph Mercy Hospital in Guyana, which had its own nursing school, and attained her qualifications in 1986.



Nurse Hall went on to qualify as a midwife in 1991 and worked in her home country until 1994 when she moved to Barbados, got married and started a family. In December of 2000 she was employed by Bayview hospital as a nurse/midwife and within four years she became a ward deputy supervisor, a position she still holds along with being the infection control lead nurse at Bayview, a position that is critical to the Hospital and especially during the current Covid-19 pandemic. "My role now is to ensure that nurses practice standard precautions such as, hand hygiene, correct placement and removal of face mask, donning and doffing; ensuring housekeeping staff sanitize and decontaminate the Hospital spaces and equipment to reduce the spread of infection. I normally conduct training and retraining, encouraging staff to stay safe to protect themselves, their colleagues and their families."

For this nurse being a caring individual is at the core of who she is and is what made it possible for her to release her fears more than 30 years ago and embrace her calling. "I really enjoy my profession, I love nursing, I love to work with sick patients I enjoy nursing them back to good health. Whatever I do I give of my best, I like it when patients are happy. Sometimes it only takes a touch, a smile or a kind word, especially in the moments when someone is unsure as to how things will work out, the fear of the unknown... sometime that reassurance is all that a patient may need. As a midwife I enjoy coaching and encouraging patients in delivery and seeing a newborn enter the world, it's really a miracle."

Not only does Nurse Hall love what she does, she loves where she does it. "Our aim is to ensure that whatever patients come to Bayview that they are well taken care of and are satisfied with the care they receive here. I truly enjoy working at Bayview, and I look forward to coming to work every day. I have never had a sick day or been absent from work since the first day I started here. That is to tell you how much I love my career. I work when they are short of staff and can't find anyone, I am here. Even if it means getting home late, I leave nothing undone I don't work with paper I work with human beings."

When asked what advice she would give to a young person thinking of entering the profession, Nurse Hall says "Go for it! It's a lifelong profession that can take you anywhere and whatever you do give of your best."

Nurse Hall is quite happy that this is the year of the nurse and that she and her colleagues are being recognized for the value that they bring and the sacrifices that they make. Reflecting on the Covid-19 pandemic, Nurse Hall believes that the fact that it's happening this year is significant. "Maybe it's God's way of showing the world what nurses really are, maybe it couldn't have come at a better time. So many nurses are on the frontline putting themselves and their families at risk, some have even lost their lives helping others. They aren't calling in sick, they are showing up, nursing is a selfless profession."



Being a nurse demands long hours but Rita and her husband, who is also a nurse, works as a team and are able to strike that work, family, life balance, by being scheduled for alternating shifts, to ensure that their children were always well attended.

► Nicole and Renaldo



When Nicole Seale found out she was pregnant she knew she wanted to have her baby at Bayview Hospital. “Bayview was always the top hospital on my list. I was born at the Diagnostic Hospital and my sisters were born at Bayview and I just knew this was where I wanted to be, especially after comparing it to other places there was no question.”

Her husband Renaldo was in full support of Nicole’s decision “I felt it was important for Nicole to be comfortable, this was our first baby and just learning so much about the connection, how she felt about the place, just emotionally being comfortable and how that helps with delivery. Knowing that was how Nicole felt about the place and the options that she had in terms of, being able to have a birth plan, how she wanted to deliver all those little dynamics really helped with our decision.”

Being first time expecting parents they determined that they would still do their research and made a list of places to tour to ensure they were making the right choice. Bayview was the first on their list, and after they toured it, it would also be the last since they were blown away by the experience. “We made an appointment for the tour and when we arrived everyone was so friendly and that was definitely one of the highlights, how clean and organized it was, how friendly and accommodating the staff was. Nurse Hall showed us all the suites, the family suite, the private suites and the semi-private delivery suites, she showed us everything. She answered all my questions and wanted to make sure that I would be comfortable with making the decision to have our baby there, we loved the idea of the family suite. We were going to tour other facilities, but we felt at peace when we toured Bayview and didn’t bother to go anywhere else,” the new mom said.

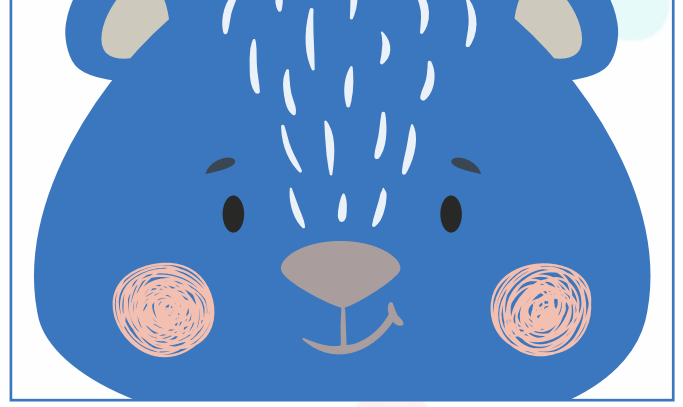
Renaldo was equally impressed especially with the friendliness, which he said was a big draw along with the fact that he was made to feel included in the process. “For me it felt as though the father was welcomed and valued, I have some friends who attended other places and they almost didn’t get into the room to see their own baby being delivered. That for me was not going to be



an option and I know Nicole would not have liked that as well, this knowledge was part of the decision process that also was a very big factor for me.”

The couple said they were very appreciative of the fact that they were given guidance and details on the payment options before hand by Andrea in accounts, who talked them through the process. “We made the deposit and it never felt like we were being hounded. It never felt as though it was all about the money.”

When recounting the experience they had when their beautiful baby boy Elijah made his arrival a week early



who said their experiences at other places left them feeling like their presence was an inconvenience to the staff, I can say that at Bayview our experience was nothing like that. It was so warm they were so respectful to us, the surroundings were so clean, it was the type of place and experience that I will not forget at all I can't forget these people. They made what could have been a very high-pressure moment feel so relaxed."

Nicole and Renaldo were also very impressed with the level of care and attention they received during their two-night stay in the family suite after Elijah was born. "Everything felt so personal, the hospital administrator, Jules, checked on us every day. Every time the shift changed the nurses and midwives came in and introduced themselves and asked how I was doing, how the breast feeding was going, they coached and gave advice on what to do and what not to do and showed us how to bathe the baby," Nicole said.

Renaldo felt so comfortable during their time at Bayview he kept making the mistake of referring to it as the hotel after they left. "It was hard to remember that we were at a hospital it really felt like we were on a staycation with a baby, people were always there whenever we called, we were given so much attention. The food was great the kitchen manager would come in tell us what was on the menu and asked us what we wanted. As first-time parents it was the ideal place for our journey to begin there was an emotional component to it all. I would encourage anyone in a position to have their baby at Bayview to do so. You will not have a bad testimony."

Nicole and Renaldo said they have sung Bayview's praises far and wide and that from their demeanor and the smiles on the faces of the nurses and staff, they could tell they love their jobs. Renaldo wants the staff at Bayview to keep doing what they are doing, "I want to encourage the staff to remember the scripture that says "don't grow weary in well doing" your care makes such a huge difference. When we remain people and not just another business statistic, it is felt and communicated, and it speaks for itself."

in the wee-hours of the morning, the Seal's said they could not have been happier. The new parents made their way to the hospital to a waiting and very pleasant Nurse Conway who checked them in and they had what they described as "a wonderful Bayview experience."

"I really want to stress on the pleasantness of it all. It really is something that stands out to me the most, it felt like a motherly type of environment. It was so clean, my wife is a very germ conscious person. We were allowed to bring snacks which never made it upstairs because Nicole gave birth in 20 minutes that's how comfortable she was." After hearing from friends of mine (fathers)

Nurse Brenda Burnett

When Bayview Hospital opened its doors in 1989, Brenda Burnett was among the first nurses to walk through them. While she has spent the majority of her career here it's not where it all began. Since the age of 14, being a nurse was the only thing she ever wanted to do. That desire to follow her dream would see her leaving Barbados scared and excited at the age of 18, to do her training at Bristol Hospital in England.

Returning home to Barbados was always apart of her plan and after completing her training in 1980 Nurse Burnett came back and began working at St. Joseph Hospital as a surgical nurse until it closed in 1986. When four of the doctors she worked with at St. Joseph Hospital decided to open Diagnostic Hospital, Nurse Burnett was invited to join the small team at the island's newest private hospital, which was the precursor to Bayview Hospital. Apart from a stint elsewhere for five years Bayview has been her home away from home.

While Nurse Burnett would have done some work on the ward in the initial stages, her passion has always been for her work as a surgical nurse and working in the recovery room. "I've always liked the surgical aspect. It fascinates me, the way the human body is built. I have experience working on coronary angiograms and angioplasty's and with the placement of pacemakers as well. I have seen Bayview progress, with laparoscopic surgeries, the first laparoscopic cholecystectomy was done here, we have also done laparoscopic gynecological surgery (hysterectomy myomectomy's) and now we do a lot of minimal invasive procedures."

Noting that modern technology has made life a lot easier for nurses today to do their job, Nurse Burnett strongly believes that along with the technology a nurse should be using the five senses as well. "A nurse has to be on the ball at all times especially when it comes to the aftercare. You have to be able to pick up if something is going wrong and notify the doctor immediately. Nurses today are very fortunate, we now have all of these monitors and equipment whereas years ago your five senses were your monitors.

Nurse Burnett takes her duties very seriously and is extremely empathetic to the fact that she is interacting with patients at a critical time. "I know they are scared when they are coming in for surgery, I introduce myself and try to calm them by talking to them and finding out their concerns. I always try to put myself in the persons shoes and think about what I would like someone to say to me if I were them and show them the kindness, I would want shown to me. I try to give them an outline of what will happen. Many patients are afraid of going to sleep and not waking up (especially from all that they



see on television, all the trauma) and there is a fear that they will be left on their own. I do my best to reassure that they won't be. When they come from the operating room into recovery room, I take care of them until they are stable enough to be transferred to the ward."

According to Nurse Burnett having an understanding of people and being able to communicate is an important part of being a nurse. "You have to learn your patients body language, patients can be aggressive at times but that is how some of them deal with fear, so as a nurse you have to determine if it is pain or fear. You also have to be able to talk to the family of the patient because when they leave the hospital the family will be taking care of them, so you need to interact with the family, sit them down and guide them through the aftercare, communication is so important."

For Nurse Burnett, 2020 being the Year of "The Nurse and The Midwife" is a welcomed and appreciated acknowledgement of how important nurses are, and in her opinion Covid-19 has also put a spotlight on the value she and her colleagues bring to the profession and the sacrifices that they make. Raising two daughters wasn't always the easiest thing to do while pursuing her career, but family support made it possible.

With 39 years of experience under her belt, Nurse Burnett has some sage advice for young people considering nursing as a profession. "You can't take shortcuts or do things halfway. Nursing requires that you care about and like interacting with people. It has to be something you want to do and not something that someone else wants you to do or because you have a friend looking to do it, it has to be a calling from your heart. It will take a lot emotionally and physically, but the opportunities are there, take hold of them and be the best you can be."

Not a day goes by that this devoted caregiver regrets becoming a nurse, she has always loved taking care of people and is happiest when her patients are happy. "It's a joy taking care of my patients it gives me great satisfaction. When I see them after the procedures are finished and they are leaving with a smile on their face it makes it all worthwhile no matter how tough a day it is. My journey has been quite eventful, wonderful, full of memories both of staff and patients and seeing new methods of surgeries being done. I have memories I will treasure for the rest of my life."

Nurse Jeanette Gittens

It's not unusual for Jeanette Gittens to be stopped in the supermarket or anywhere she goes in Barbados and told "I remember you; you were there when I had my baby and you gave me such great advice, thank you!" This comes as no surprise because after close to 40 years as a registered nurse and midwife, 27 of which were spent at Bayview Hospital, Nurse Gittens has been there to welcome a lot of babies into the world.

For the veteran healthcare worker, the medical field was a natural fit, her mother was a nurse and her father a GP. Nurse Gittens began her journey when she left Barbados at the tender age of 17 to go to England in 1975 to do her training at Berkshire Hospital. After qualifying in 1978 she worked in gynecology and then went on to train in midwifery. During this time Nurse Gittens met and married her Barbadian husband, they started a family and her career as a midwife took off. For 11 years she was a community midwife running her own clinic with General Practitioners in a practice with 11,000 patients. As a midwife Nurse Gittens provided primary care for her patients from the beginning of their pregnancies to delivery as well as home care after the babies arrived. She also acted as head of the district and was a teaching midwife.

In 1992 Nurse Gittens and her husband made the decision to return to Barbados to care for her ailing mother-in-law. Before making the move home she applied to Bayview Hospital for a job as a nurse/midwife and as fate would have it, she was hired and joined the Bayview family upon her return, and she has been there since.

The new job meant Nurse Gittens would be performing less of midwife duties and more general nursing duties, since in Barbados primary care for pregnant women and deliveries are performed by doctors. While embracing her new role she remained involved in the obstetrics whenever it was possible. Always ready to take on a challenge and learn something new, Nurse Gittens was critical in implementing systems and structures that helped the hospital run a lot smoother. By 2000 she would be appointed as the Deputy Supervisor of nurses a role she would be in for two years before becoming Supervisor, which she has held for the last 18 years. "I like things organized and everyone to be able to do their job in the right manner that means implementing policies and procedures to ensure that things run smoothly."

Throughout the years she's never stopped learning and retooling, something she says is necessary and also required as a health professional in order to keep up with all the advances that have been made.

Having been with Bayview for almost as long as it has existed the stalwart has definitely seen some changes over the years. "When I started it was very much a family unit, your colleagues were like family. People don't stay in

jobs like they did before. Staff turnover is higher, people change fields or find opportunities elsewhere, that is the world we live in now. We had more responsibility before because it was a nurse managed hospital and there wasn't a doctor in house and that has changed. We now have a Resident Medical Officer or Senior House Officers on premises at all times. This has allowed us to expand our services, we can cater to more critical patients and not only patients having surgery or obstetric services. What hasn't changed is the high standard of care, that definitely remains."

The reality of Covid-19 has also brought changes and Nurse Gittens has seen it firsthand. "Who could have guessed we would be in this situation? We are very lucky here at Bayview, I worked with management to put protocols in place to protect both patients and staff. We are doing heavy screening here, people have to wear masks, temperatures are taken at the entrance, people must sanitize their hands, we are doing what it takes to keep Bayview Covid free, so we can continue to do our deliveries and surgeries and deal with people who are ill."

Nurse Gittens has always cared about people, which she says is a fundamental part of being a nurse. "You have to have empathy and compassion, you have to be diplomatic, you have to be prepared to work hard, to listen to your patients and educate them as well, I don't think people understand how much a hospital or doctors depend on nurses or realize how much we actually do until they become a patient."

For Nurse Gittens being a nurse is not a job it's a calling, she loves what she does and where she does it. "I hate to hear anyone say anything bad about Bayview because I think we do provide good care, we try as much as we can to give of our best. I think Bayview does an excellent job and I am always very happy to say I work at Bayview. I always say that the day I didn't hear my name in a good manner in the community is the day I would stop nursing because it means I am not doing my job as I should." That being the case, from all we know and have seen of this Bajan Florence Nightengale, retirement is nowhere on the horizon.

