

SLIDES

STORIES LEGACIES INSIGHTS DREAMS ETHOS STUDIES

E-MAGAZINE



**Holy Family
Hospital
Berekum**

Care and Compassion Redefined

HIGH DEPENDENCY UNIT

READ STORY ON PAGE 9



2ND

EDITION 2021



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EDITORIAL

We warmly welcome you to the third and fourth-quarter edition of our journal, '*The SLIDES*'. This is the first publication of the Editorial Team since its inception in August, 2021. With over six articles, this edition contains exciting write-ups on various subjects that seek to educate and inform readers on key happenings in the hospital.

We hope that you will enjoy reading the articles on Customer Service, Healthy Eating and Medical Error. Events such as the commissioning of a Nebulization Station, Celebration of Patient Safety Week and Prematurity Month. Infection Prevention and Control (IPC) projects have also been captured in this bulletin with colourful photo gallery for your viewing pleasure

The team is grateful for the contributions of staff who wrote the various articles and we are also encouraging more write-ups in our next edition. As you enjoy reading this journal, remember that COVID-19 is still around; please, put on your face mask, maintain physical distance and above all get vaccinated if you have not.

EDITORIAL TEAM MEMBERS

Dr. Samuel T. Salamat

Mr. Peter Quaque

Mr. John Asabi

Mrs. Rosemond Atobrah

Mr. Asumin Baffour Justice

Mr. Justice Kwabena Boison



MESSAGE FROM HOSPITAL ADMINISTRATOR

Rev. Sr. Reena V. John

I write on behalf of the management of Holy Family Hospital Berekum to acknowledge the noble effort of our newly appointed Editorial Board in bringing out the second edition of the **SLIDES**. I am so proud to see this new edition with lot of inspirational and informative articles scripted by our staff who are creative and with a vision for the future.

In 2018 we celebrated the 70th anniversary of our hospital. During the Jubilee year, we have adopted a motto for the hospital: '*Care and Compassion Redefined*'. Motto is a word or phrase or sentence adopted as an expression of the guiding principle of a person or an organization. It can influence the attitude of the staff and mold a culture for the organization.

The word *care* stands for our services; all that we do to bring healing and wholeness in the lives of our cherished clients. *Compassion* is a Christian value that stands for our attitude; the attitude we should have in rendering the service to the suffering humanity. Compassionate care is the essence of Christian health care system. Let us live up to what we proclaim through our motto.

Let our motto remind us to renew and redefine our attitude and strategies in tune with time; to be more relevant and reliable.



Customer Service; our Focus

Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.

Healthcare is a customer service industry. Customers live or die based on the quality of care provided and the daily interactions between staff and patients. The first key to providing great customer service in the healthcare industry is to stop treating patients as customers whose sole purpose is to generate revenue. Great customer service starts with taking a patient-centric perspective-viewing them as people the facility is meant to help. This is what Holy Family Hospital, Berekum is committed to doing.

Every staff in the facility is potentially a customer service representative – someone whose daily activities should be focused on improving the quality of care provided to our patients and clientele.

To ensure good customer service delivery and respond to the needs of our patients timely, Management has made available customer complaints lines pasted all over the facility. Also name tags have been given to all staff including National Service Personnel for easy identification.

To conclude the hospital is committed to achieve its goal of providing and sustaining good quality health care for the poor, neglected and marginalized in the society through good customer service. The patients are being entreated to help achieve such feat.

Holy Family Hospital exists because of you.

By: Peter Quaque (Human Resource Manager)

HEALTHY EATING TO ACHIEVE APPROPRIATE ENERGY BALANCE

“Exercise is King, Nutrition is Queen. Put them together and you’ve got a kingdom” (Jack Lalanne)

Energy balance is an important component of weight management and prevention of non-communicable diseases. The above quote demonstrates that, if you want to have a holistic health, consider exercise and nutrition.

Your total energy intake should be equal to your total energy expenditure. This is called Energy Balance. Total energy expenditure depends on Basal Metabolic Rate, Thermic Effect of Food and Physical Activity. The Basal Metabolic Rate is the energy expenditure required for maintaining normal body functions and homeostasis. Thermic Effect of food refers to the energy required to digest, absorb and metabolize the food consumed.

To obtain energy balance, one must consume enough energy-producing food to match one’s physical activity level. Generally, the more active you are the more energy you would expend. In recent times Ghanaians have adopted a more sedentary lifestyle and this has led to an increase in the incidence of non-communicable diseases such as hypertension, diabetes and obesity. In order to stay healthy, special attention should be paid to the amount of energy consumed and the level of physical activity. For instance, a person working in the office is less physically active and, hence requires less energy than a person engaged in manual work such as farming.

A healthy diet should be rich in fiber from whole grains and cereals, fruits and vegetables and low in fat, sugars, salt and refined foods. Always consult your nutritionist or dietitian to know how much energy your body needs. Consuming too much can lead to excessive weight gain and result in cardio-vascular diseases while consuming too little can lead to underweight and impaired immune function.

Adults should get 150-300 minutes of moderate to vigorous aerobic activities per week. Moderate aerobic exercise includes activities such as brisk walking, swimming and aerobic dancing. Consult your doctor and physiotherapist to know the right type of exercise for your health.

Remember that anytime you eat or drink, you are either feeding disease or fighting it. Remember also that one must sweat like a pig to look like a fox. Make the right choice today, and have a healthy future.

By Emmanuel Ankamah Kyeremeh
(*Nutritionist-Holy Family Hospital*)

BREATHE EASY, NEBULIZATION HUB

According to WHO, more than 339 million people are living with Asthma with an estimated 40 million in Africa. It is estimated that 80% of Asthma-related deaths occur in low and lower-middle income countries.

Astrazeneca, a leading pharmaceutical company when it comes to asthma medications launched The African PUMUA initiative on the 5th of May, 2021. The initiative aims to address barriers preventing access to acute care for patients with asthma in Selected African countries including Ghana.

In collaboration with Ghana Health Services (GHS), Astrazeneca aims to create nebulization stations in selected hospitals in the country, and Holy Family Hospital was privileged to be selected as one of the beneficiary hospitals in the Bono Region.

On 13th August, 2021, the two (2) nebulization stations created at the Emergency Unit of the hospital were officially handed over to Management of the Hospital. This was overseen by representatives of Astrazeneca and GHS, who charged the Hospital Management to ensure their optimal use for acute management of both paediatric and adult patients suffering from acute asthma attack.

The Hospital was grateful to Astrazeneca for this initiative, and promises to use these facilities judiciously in the fight against asthma-related deaths in the Bono Region, and Ghana as a whole.

*By: Dr. Samuel T. Salamat
(Paediatrician)*



CELEBRATION OF WORLD PATIENT SAFETY DAY

Unsafe care is one of the top leading causes of death in the world. It accounts for more lives lost than either lung cancer (1.7 million), diabetes (1.6 million) or RTA (1.4 million) (Kelsey et al. 2019). This phenomenon is of great concern to the World Health Organization (WHO), thus World Patient Safety Day was established in 2019 by the Seventy-second World Health Assembly through the adoption of resolution WHA72.6 - “Global action on patient safety” (WHO). The celebration is a global health priority with the aim to raise global awareness about patient safety and calls for solidarity and united action by all countries and international partners to reduce patient harm. The said day, 17th September, is grounded in the fundamental principle of medicine - ‘First do no harm’.

Amid the coronavirus crises, this day was celebrated in a very significant way under the leadership of the Nursing Administrator. Activities were focused on the theme “SAFE MATERNAL AND NEWBORN CARE” which is a priority area for our Facility as we build a resilient workforce striving towards achieving Universal Health Coverage (UHC). Recognizing the impact of patient safety in reducing costs related to patient harm and to improve efficiency and better patient outcomes in our health care system, a training session was held for all Health care professionals in the hospital. The aim was to enhance their awareness and understanding of patient safety, and adopt best practices at the point of care to prevent avoidable errors and harm to patients.

The Facilitator, Rev. Sr. Judith Magbity HHCJ, in her presentation elaborated on ways to prevent unsafe care/ Adverse events. She used the Swiss Cheese Model to explain the multiple factors associated with adverse effects. She emphasised on factors that promote patient safety, the cycle of safety culture and many more. The Hospital Paediatrician Specialist, Dr. Samuel Tibil Salamat demonstrated the steps for Neonatal Resuscitation and participants also took turns to practice the procedure.

The programme was hugely successful, impressing upon every medical personnel to implement innovative and effective ways in Holy Family Hospital to make healthcare as safe as possible for everyone.

**By: Rev. Sr. Judith Magbity
(Nursing Administrator)**



INFECTION PREVENTION AND CONTROL PROJECT

Infection Prevention and control (IPC) is a set of coordinated activities that seeks to prevent or minimize the risk of infections among health care workers, patients, visitors, and communities in health care settings. An effective IPC programme is fundamental to the quality of health care as it reduces disease burden on patients, health institutions and the nation as a whole. Unfortunately, compliance to IPC practices has suffered major setbacks over the years.

As a result, Holy Family Hospital aims to promote a safe and therapeutic environment for patients, staff and the entire community it serves through efficient and effective IPC practices. These practices remain the bedrock in the fight against person-to-person transmission of Covid-19.

Following the selection of Holy Family/hospital as a treatment centre for the care of Covid-19 patients, the Water, Sanitation and Hygiene (WASH)/IPC team together with the hospital's Covid-19 Rapid Response Team (RRT) put in measures to ensure staff and clients' adherence to safety protocols. As part of these measures, hand washing facilities were placed at all service areas in the Hospital.

As part of capacity building for the IPC team, CHAG with sponsorship from JPIEGO /USAID trained five (5) staff on WASH/IPC to assess and adopt interventions for a successful IPC at the facility level. The trained staff subsequently trained other staff of the facility on aspects of IPC such as healthcare waste management, general cleaning protocols and guidelines, donning and doffing of Personal Protective Equipment (PPE) and Hand Hygiene. In addition to the capacity building of staff, a Bio-medical Waste Room was also constructed through the sponsorship of PIEGO/USAID.

**By: Cynthia Yeboah
(IPC Focal Person)**



ASSESSING THE INCIDENCE AND FACTORS CONTRIBUTING TO BIRTH ASPHYXIA AT HOLY FAMILY HOSPITAL, BEREKUM

Introduction: Birth asphyxia occurs when a baby does not receive enough oxygen during or just after birth. It remains a major public health problem across the globe and Ghana is no exception. According WHO it accounts for 24% of all neonatal deaths and 11% of under-five deaths. Professionally, birth asphyxia is assessed with a scoring scale of 0-15 called APGAR (A-appearance, P-Pulse, G-Grimace, A-Activity, R-Respiration). A baby is said to have asphyxia if the APGAR score is less than 7 at 5 minutes after delivery.

Methodology: A descriptive cross-sectional survey was conducted to investigate the incidence rate and the risk factors associated with birth asphyxia. Based on the delivery register of the Hospital, 120 mothers were randomly selected from June to August, 2019 for data collection. Structured questionnaire designed in relation to the study objectives was used to collect data. Data from the study was analyzed using SPSS version 23.

Results: The study found that 66 out of the 120 mothers delivered asphyxiated babies; indicating an incidence rate of 55%. Socio-demographic factors such as mothers at young age, low educational level, type of occupation (self-employed) and increased parity of mother were found to be associated with birth asphyxia. Also, it was found that mothers with inadequate antenatal visits (less than 4 visits during pregnancy), those with history of abortion, pre-eclampsia and anaemia delivered babies with asphyxia. Again, prolonged labour, gestation more than 37 weeks, low birth weight of the baby and time of delivery (night) were found to be additional risk factors.

Conclusion: There is high incidence rate of birth asphyxia at Holy Family Hospital and the causes can be attributed to multiple risk factors of mothers in the Berekum East Municipality.

Recommendations: Based on the results of the study, the following recommendations are made for the attention of the Management of the Hospital and stakeholders in the health sector.

- Health education programme on the need for early and regular antenatal visits should be designed to reach out to all women in the Berekum East Municipality.
- There should be close monitoring of pregnant women during delivery. This can be effectively achieved by the use of partograph and CTG machine.
- Birth asphyxia audits should be conducted as a means to adopt appropriate intervention strategies.

By: STEPHEN BAAH
(Deputy Director of Nursing Service)

INAUGURATION OF HIGH DEPENDENCY UNIT (HDU)



As part of efforts to equip facilities to manage severe cases of COVID-19, a 4-bed High Dependency Unit (HDU) was established and inaugurated at the treatment centre of the Holy Family Hospital in the Berekum Municipality.

The treatment centre was refurbished and equipped by the help of CHAG with

funding from the Foreign Commonwealth Development Office (FCDO)/UKAid under the CRIB (Covid-19 response and institutional capacity building) project. This HDU is one of three such units strategically located in the country; the other two are located in Bawku and Akwatia in the Upper East and Eastern regions respectively.

The inauguration of the HDU was held on 9th November, 2021 at the Holy Family Hospital and was commissioned by Madam Beth Cadman, the representative from UKAid. Other dignitaries who were also in attendance included the Executive Director of CHAG, the Bono regional minister, the Berekum Municipal Chief Executive, the Bono regional director of health, the municipal director of health and representatives of the Berekum traditional council.

In her address, Madam Beth Cadman underscored the importance of vaccination and the need for the populace to get vaccinated to help prevent themselves from getting severe Covid-19 disease. She also entreated the hospital management and staff to put the equipment to good use and ensure its proper maintenance. The executive director of CHAG, Dr. Peter Yeboah in his speech expressed delight about the impact the CRIB Project is having on the Ghanaian society with one of such benefits being the establishment of this HDU. Both the Regional Director of Health and the Hospital Administrator, Reverend Sister Reena V. John were thankful to the British High Commission (FCDO) for their support to Ghana in the fight against COVID-19

By: Dr. Paa Gyasi Hagan
(Physician Specialist)

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INAUGURATION OF HIGH DEPENDENCY UNIT (Pictures)



LEVEL OF MEDICATION ERROR AT HOLY FAMILY HOSPITAL, BEREKUM

Introduction: Medication is essential in the management of patients in hospitals. However, inappropriate medication can be detrimental to the patient. As a result, it is important for prescribers, dispensers and caregivers to pay attention to medication errors in the management of patients. This study was conducted by the pharmacy department of Holy Family Hospital to determine the level of medication error at the hospital.

Medication error is any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in control of the health care provider, patient or care giver. Medication errors can arise from the healthcare setting, the caregiver or the client. Errors resulting from prescribing, transcription and dispensing of medications are related to the healthcare setting while taking incorrect doses, taking doses at the wrong time and forgetting to take doses are caregiver and client-related errors.

Methodology: A total of 264 patients comprising 214 outpatients and 50 inpatients were randomly selected over a period of 30 days and monitored for medication errors. The outpatients were followed from consulting rooms where their folders were checked for prescription and transcription errors. These were then compared with the dispensed medications at the pharmacy to identify any dispensing errors. Patients were subsequently asked to explain their medications and their responses were compared with the recommended dosage to determine whether they truly understood their medications. On the other hand, nurses were observed at the wards with focus on how they applied the '5' rights (i.e right to drug, dose, route, patient and time) to the 50 patients selected for the study. Data collected from the study was analyzed using SPSS version 20.

Results: The study found that caregiver and client-related errors constitute 21% of medication errors at the hospital. Also, medication errors related to transcribing, prescribing and dispensing were 13.1%, 9.8% and 8.4% respectively.

The causes of these errors identified by the study include; poor documentation of patients' information by health workers, drugs with similar names and packages, inappropriate labeling of drugs, excessive workload on healthcare personnel, distractions during working hours such as phone calls, WhatsApp etc, inadequate counselling on diagnosis and medications by doctors and dispensers and language barrier.

Conclusion: The average medication error at the hospital is above 5% and is, therefore, unacceptable as suggested by Vijay et al. (2005). There is, therefore, urgent need to reduce and possibly eliminates all forms of errors associated with medications at the facility.

Recommendation: Based on the findings of the study, it is recommended that the causes associated with medication errors at the hospital should be addressed as soon as practicable.

By: Henry Hammond (Chief Pharmacist) and Rev. Sr. Anna Twumasi (Deputy Director of Pharmaceutical Services)

Reference

Vijay Roy et al., *The Pharma Review*, August, 2005.



MY HOUSEMANSHIP EXPERIENCE AT HOLY FAMILY HOSPITAL, BEREKUM

Nearing the end of my first year housemanship training at the Korle Bu Teaching Hospital, I was quite undecided as to where to go next for my second year of training. Holy Family Hospital, Berekum, stood out; first, because it was my birthplace, and second, because I was named after one Dr. Evans, a specialist at the time who helped in resuscitating me shortly after I took my first breath. Coming to this hospital was simply my way of “giving back something precious” received.

My experience so far has been nothing short of amazing. I started my Paediatrics rotation at the Neonatal Intensive Care Unit. I saw how the medical team took excellent care of the babies, and I couldn't help but imagine myself in one of those cots. The experience boosted my passion for children. I have in the bag a myriad of paediatric conditions I can confidently manage, and a sharpened clinical acumen to go with it. The integrated system run at the hospital has enabled me refresh my obstetrics and gynaecology memory, sharpen my surgical skills and also manage several medical conditions appropriately.

One of the many reasons I like the hospital is the fact that specialists and medical officers are ever-ready whenever called to assist in the management of patients. Also, the discussion of cases encountered while on duty, at morning meetings, serves as an avenue for a great deal of learning.

Incentives to boost our working spirits, also come in time, helping in planning, saving and controlling finances. Although my rotation has not ended, I am excited about the prospects of more learning experiences, awesome relationships with staff, and wisely managing my finances. The Berekum Holy Family Hospital is indeed the best place to be trained as a house officer. I can without any reservation say that I do not regret coming to the Berekum Holy Family Hospital.

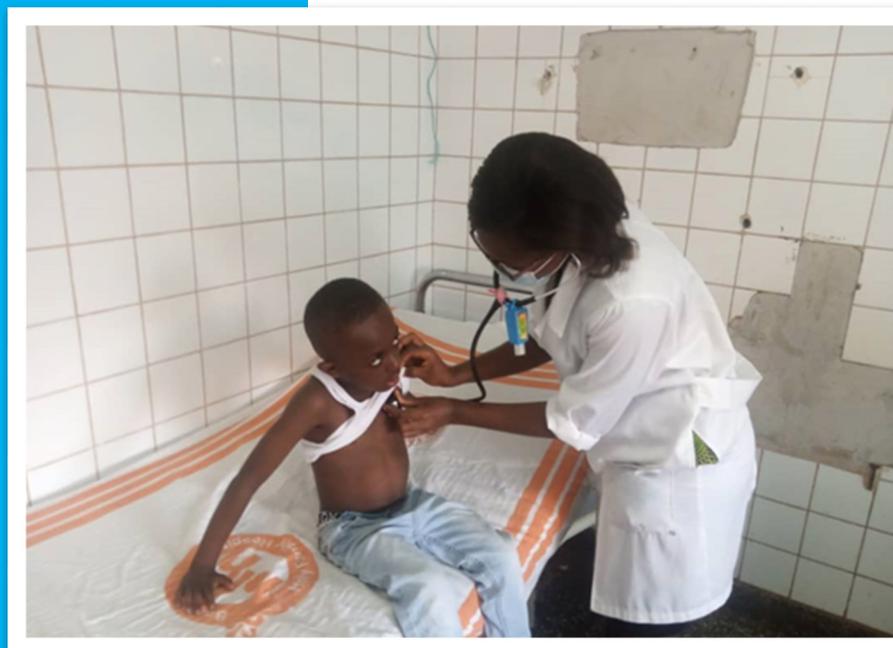
**By: Dr. Eva Gyamaa-Yeboah
(Senior House Officer)**

DR. EVA GYAMAA-YEBOAH
(Senior House Officer)

Dr. Eva Gyamaa-Yeboah examining a baby at NICU



Dr. Eva Gyamaa-Yeboah examining a child at paediatrics ward





HOLY FAMILY 'SURGERYFEST 2021'

Many people are forced to live with medical conditions because they cannot afford the cost of treatment. As part of measures to provide medical support to the poor and needy, the hospital embarked on a project dubbed 'SurgeryFest' in December, 2021. 'SurgeryFest' is one of the initiatives by hospital surgical department in collaboration with Stichting Berekum, a Dutch non-governmental organization made up of retired Obstetric and Gynaecologist specialists to conduct surgeries for individuals without demanding for cash payments.

As part of the programme, awareness was first created among the public on social media platforms and the radio. Screening of patients was done via mobile phones and in persons from 27th November to 16th December, 2021. Those who were deemed eligible were booked subsequently for the surgery. A team of general surgeons, Urologist, plastic surgeon, ENT specialists, Paediatric surgeons, Dental surgeon, Obstetric and Gynaecologists, were assembled from KATH, St. Elizabeth-Hwidiem, St. Mary's-Drobo and the Netherlands.

In all, about 500 patients were screened and 95% surgeries were done from the 3rd to 20th December, 2021. The hospital as well as the clients is grateful to the following specialists:

- Dr Jules Schagen van Leeuwen, Obstetrics and Gynaecology, Netherlands
- Dr. Harmen de Haan, Obstetrics and Gynaecology, Netherlands
- Dr. Nii Okai Okine, Obstetrics and Gynaecology, Holy Family Hospital, Berekum
- Dr. Ivan Muanah, ENT, St. Elizabeth, Hwidiem
- Dr. Stephen Asante, Dental Surgery, Holy Family Hospital, Berekum
- Dr. Emmanuel Owusu Sekyere, Urology, St. Mary's Hospital, Drobo
- Dr. Michael Amoah, Paediatric surgery, KATH
- Dr. Boateng Nimako, Paediatric Surgery, KATH
- Prof. Joseph Yorke, General surgery, KATH
- Dr. Michael Adinku, General Surgery, KATH
- Dr Philip Taah Amoako, General Surgery, Bono Regional Hospital
- Dr. Romeo Hussey, General Surgery, Nyaho Medical Centre, Accra
- Dr. Frank Enoch Gyamfi, General Surgery, Holy Family Hospital, Berekum





PURPLE MONTH CELEBRATION, 2021

November 17 is celebrated as World Prematurity day to create awareness about prematurity.

The Paediatric Society of Ghana (PSOG) over the past two years has set the month of November as prematurity awareness month dubbed ‘**purple month**’. The theme for last year’s celebration was ‘**zero separation, act now, keeps parents and babies born too soon together**’. This theme sought to highlight the importance of kangaroo mother care (KMC) in the care of the premature infant.

Activities done in the hospital to mark the celebration included weekly health education at the antenatal clinic and the postnatal clinic on the risk factors, complications and care of the premature infant. There were also talk shows on local radio stations such as Chris FM, Akomapa FM and Master FM to create awareness among the general public.



A day's workshop was organised to train health workers in the hospital on the care of the premature baby. During the workshop, there was a presentation on the various complications of prematurity and how they are managed.

A health walk was organised on November 18, 2021, by staff of the hospital through the principal streets of Berekum as part of the awareness creation.

The celebration was climaxed with a party at the paediatric out-door playground which was attended by mothers with preterm, ex-preterms, staff and management of the hospital.

***By: Dr.Samuel T. Salamat
(Paediatrician)***