The Holy Family Hospital commissioned a CT scan and a Renovated Accident Emergency Centre on 12th February 2018; a joint initiative by the hospital and our partners from Germany.

Prior to this initiative, the previous Emergency Centre had a lot of inadequacies. The building was structurally inappropriate, inadequate in space and limited equipment capable of facilitating prompt diagnosis and management of patients.

Accessing the services of a CT-Scan for our patients was another challenge. Patients had to be referred to Sunyani or Kumasi which resulted in delay in diagnosis and treatment. Also, patients had to bear the cost of transportation. These, coupled with the risk involved in transporting patients over long distance was simply unbearable and heart breaking to both patients and clinicians.

All efforts to change the situation including appeals to appropriate quarters proved futile until 2015, when the idea was supported by our Partners, Prof Ulrich Sprandel and the GRVD to renovate the old Accident and Emergency centre and furnish it with adequate equipment for quality Emergency Health Care Delivery.

The commissioning of these two projects represent a defining moment in the history of the hospital and a transition in providing quality emergency and diagnostic services to our patients.

The Regional Director of Health Services for Brong Ahafo Region, Dr. Kofi Issah, announced that the Holy Family Hospital, Techiman has been selected as the model Hospital for Maternal and Child Health Care in the region. This was disclosed during an official visit to the hospital.

This he indicated was based on the pivotal role of the hospital in promoting Maternal and Child Health. Particularly, in the area of implementation of new born interventions.
Maternal and Child health constitutes an integral part of our operations as a hospital. As a Christian health facility modelled after Christ’s healing ministry and named after the Holy Family, caring for mother and child is pivotal to what we stand for.

The hospital in its quest to champion this has a Paediatric and an Obstetrics and Gynaecology team which consists of Doctors, Midwives, Nurses, Nutritionists, and other health care professionals proficient in practical medicine and life saving techniques with high standards that delivers quality maternal and child health care services.

The Paediatric team is led by a Senior Paeditrician Specialist and three Medical Officers who are passionate about newborn care. It also has a strong support staff made up of Emergency Nurses, Paediatric Nurses, Midwives, General Nurses, Nutrition Officers and health professionals. The team is credited with several initiatives among which includes:

- Advocacy initiatives in Cerebral palsy and Childhood cancers,
- Regular Health promotion presentations on radio and churches
- Annual Health screening festival for children within the Techiman Municipality dubbed “Kid Fair”.

As a notable facility in maternal and child health care, the hospital runs recurrent awareness program themed “Making Every Baby Count Initiative” (MEBCI), which contributes significantly in capacity building of health professionals involved in New Born Care not only to our hospital but several hospitals within the region.

As the adage goes, communities, countries and ultimately the world are only as strong as the health of their women. The Maternal unit of the hospital meets the World Health Organisation criteria for the provision of Emergency Obstetric Care. This together with the expertise of the rather challenging staff numbers of other health facilities, make HFH, Techiman, the primary referral center for Obstetrics and Gynaecological emergencies within the Techiman Municipality and beyond. Notwithstanding, the unit conducts more deliveries than any other facility in the Brong Ahafo region.

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⇒ **Strong advocacy role in the prevention of Cervical Cancer.**
⇒ **It provides both individualised as well as mass cervical cancer screening exercises.**
⇒ **Treatment of some cervical pre-cancer conditions with a unique thermocoagulator device, the only one of its kind in the Brong Ahafo Region.**
⇒ **Offering Pap Smear and VIA are currently the tests offered.**

In the near future the unit, will be offering a highly recommended Human Papiloma Virus (HPV) screening to the list of tests available for cervical cancer screening.

It is worth knowing that the unit offers endoscopic gynaecology services (e.g. laparoscopy). The provision of diagnostic laparoscopy and limited spectrum therapeutic laparoscopy being the only in the Brong Ahafo Region gives HFH a competitive edge as a preferred destination for endoscopic gynaecology. The department is seeking to broaden the scope of the therapeutic endoscopic gynecology currently offered.
Cont’d from page 2

The department provides Intra-Uterine Insemination (IUI) service which is unique in the region. Our standard andrology laboratory and other diagnostic tools make it possible for us to offer a one-stop shop for intra-uterine insemination. Hopefully the department should be equipped to offer In-Vitro Fertilisation in the not too distant future. The unit also provides the following specialized services:

⇒ Specialist Obstetrics and Gynaecology consult (Tuesdays, Wednesdays, Thursdays)
⇒ Cervical cancer screening and treatment of pre-malignant conditions (Wednesdays and Fridays)
⇒ Gynaecologic laparoscopy
⇒ Infertility assessment and Intra-uterine insemination
⇒ Obstetrics and Gynaecological surgeries
⇒ Pre-conception advice and Antenatal Care (Monday - Friday)
⇒ Labour and delivery (24/7)

The hospital has a well stocked Mother and Child Health Block of 144 bed capacity run by professionals who work with great coordination and cooperation. They are characterized by awesome devotion and dedication to duty while updating themselves through regular academic presentations and practical drills. We reach out to referral Health facilities and communities through training, community durbars, radio programs and other forms of advocacy is our hallmark as an institution and always looking out for the best for our patients.

The feeling of joy for being acknowledged as the Model Health Facility for the implementation of Maternal and New born quality care interventions in Brong Ahafo Region is indescribable. Nonetheless, we will strive to work harder each day to maintain this good name whereas improving our Maternal and Child health care services.

Credit:
Dr. Jacqueline GyapomaaAsibey.
Senior Specialist Paediatrician
Holy Family Hospital—Techiman.

Dr. Ibrahim Friko
Senior Specialist OBGY
Holy Family Hospital—Techiman

HOLY FAMILY HOSPITAL TRIAGE SYSTEM

Lots of patients visit the Accident and Emergency Centre within the same time periods. This gives rise to challenges as to who should be seen first, next, and last. Since they have all arrived at the Accident and Emergency Centre, it is sometimes emotionally assumed that they are all emergencies and must be seen immediately. Is it possible to do this in relation to the limited human and material resources in our Accident and Emergency (A&E) Centres?

It is also logically clear that among the conditions of clients that come to the A&E centre, some may need more urgent care than others though to each patient and his family their complaints are equally important and demand urgent and immediate attention from staff. This can sometimes degenerate into misunderstandings which contributes significantly to high rates of staff abuse at the A&E Centre.

To solve this problem and yet ensure appropriate prioritization of patients based on the urgency of their conditions, a scientific system was developed by a Panel of Emergency Medicine Experts (physicians, nurses, and paramedics) from the South African Western Cape Government Department of Health; a system which has proven over the years to be safe, efficient and appropriate: South African Triage Scale (SATS).
The South African triage system (SAT) is made up of two components—Triage Early Warning Signs (TEWS) and Discriminators. TEWS are calculated physiological parameters that are summed up to give a total score out of which the urgency of the patient’s condition is determined. In addition to the TEW, the discriminator is a list of presenting complaints or signs of the client that pushes a client to a higher urgency code but does not reduce the colour code or TEW score. The TEWS uses the universal and indispensable vital signs—temperature, pulse respiration, and blood pressure.

In addition to this, is the model of how the patient came into the unit: Did he walk in by himself (ambulatory), could he sit in a wheelchair or could only have managed on a stretcher? This gives an idea about the patient total energy reserves and neurological state of the client. The system also considers whether the patient has suffered any trauma and the highest score for this is one (1) irrespective of the extent of the trauma.

The South African triage system also considers general neurological state of the patient and makes use of the AVPU (Alert, Verbal Response, Response to Painful stimuli, and Unresponsive) model. The neurological state of the patient is determined and its TEW score assigned to it. This gives an idea about the consciousness level of the patient.

Becoming very important in clinical care due to advances in medical technology is the Oxygen Saturation Level (SPO$_2$) which is detected by a simple pulse oximeter at a high capillary site such as the nail bed. O$_2$ saturation levels are determined and have very great influence on the eventual triage score. This is an independent discriminator. Blood sugar levels are also very important parameters especially for medical emergencies and sometimes determine the ultimate triage score e.g. hypoglycemia. This discriminates a client as RED irrespective of their TEW score.

In Ghana, the Ministry of Health has adopted the South African Triage system for triage at Accident and Emergency Centres, and Holy Family Hospital by extension has operationalised this at the A&E Centre. In 2012, the hospital initiated the use of the triage system after series of in-services training by the then Deputy Director of Nursing Service (DDNS), Madam Gertrude Maasangyir and Emergency Ward In-charge, Mr. Emmanuel Gyimah, and since then every patient that has visited the centre has been triaged and accorded the right urgency code.

Statistically about 642 patients who visited the Accident and Emergency centre in February 2018 were triaged into various colour codes. With this system, patients are grouped into

- **Red (immediate)** = 71
- **Orange (Urgent: but can wait for <10 minutes)** = 136
- **Yellow (Emergency: but can wait for <1 hours)** = 294
- **Green (stable can wait for <4 hours)** = 137
- **Blue (Expired) categories after going through the triage process** = 3

Continue page 5
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IMPORTANCE

Primarily, the triage system selects whom to be seen first, next, and last on scientific bases and prevents any prejudice. Due to its scientific nature and effectiveness, it ensures safety for all patients since the urgency of their condition appropriately prioritizes them.

Triage also gives the resuscitation nurse or attending doctor an idea about the general state of the patient just by knowing the colour code of the patient hence, gives the attending clinician an idea of the total physiological state of the patient. It also facilitates streaming of patients in the A&E centre and reduces lengthy waiting times. Triage prevents congestion and overcrowding in the accident and emergency centre as well.

Continue page 6
Cont’d from page 5

CHALLENGES

Every patient who comes to the A&E centre believes that the condition is urgent and must be seen immediately, only to meet a system that calls for them to wait and sometimes take them out to the Out-Patient Department (Green). This is disappointing to a lot of patients and in most cases, some are not convinced when the triage nurse tells them their current states are stable and they must be seen at the Out-Patient Department.

In some instances, due to limited resuscitants and materials, patients who score lower triage score (yellow, green) have to wait for longer periods than their appropriate waiting time especially, if the patients before them experiences a longer period of resuscitation or other patients are rushed in with higher triage scores at the same time. In such instances the triage nurse becomes the victim of attack and is sometimes blamed for favoritism and nepotism.

GOING FORWARD

With the opening of the new Accident and Emergency Centre, the structural functions of the emergency segregations have improved significantly –Red, Orange, and Yellow. The triage nurse after triaging forwards the patient to the colour area nurses to attend to them. However due to the shortage of nursing staff to manage these divisions and other services, the triage nurse should be empowered to initiate treatment and/or help doctors examine the patients.

More experienced staff are needed at the A&E to ensure good and efficient triage system.

The general public should be assured and enlightened that the Accident and Emergency Centre uses a scientific and effective sorting out system (Triage) which ensures patients safety and ultimate recovery.

Credit: Mr Henkel Oppong Kyekyeku A & E Centre Holy Family Hospital- Techiman.
SOME PICTURES FROM THE COMMISSIONING
PRESENTATION @ THE COMMISSIONING
THE COMMISSIONING OF A REFURBISHED ACCIDENT AND EMERGENCY CENTRE AND A CT SCAN CENTRE
DISPLAY OF NEW EQUIPMENT @ THE COMMISSIONING

The Front View of the A&E Centre with a New Ambulance

CT Scan

The Triage Area Of the A&E Centre

The Red Zone Of the A&E Center

The ICU of the A&E Centre

The Yellow Zone Of the A&E Centre
Caring for the sick is significant in the Catholic Church and as such, a day is set aside to commemorate it during which Mass is celebrated to honour and pray for the sick, the needy, poor and their carers. The bishop exhorts health workers, the church and the community on helpful ways to care for the sick as ambassadors of Christ.

This year marked the 26th celebration of World Day for the Sick in the Catholic Church and Techiman Diocese was not an exception. Church held this celebration at St. Theresah’s Hospital, Nkoranza. The occasion was graced by the Bishop, Most Rev. Dominic Yeboah Nyarko, the clergy and religious from the various parishes under the diocese, representatives and workers from all catholic health institutions within the Diocese, Nkoranza Traditional council, members of the community, among others.

“Behold, your son...Behold your mother. And from that hour the disciple took her into her home. (John 19:26-27)”, the theme for the occasion centered on the words of Jesus to his mother and John, his disciple when parting ways with them at the cross. Seeing the need to care for the brokenhearted and the weary, he entrusted his disciple John in the care of his Mum just as we have been entrusted with the responsibility to care for the sick. Jesus recognized the need to have someone to care for you in challenging moments of life therefore we are entreated to do same for our patients, neighbours and anyone in need.

The bishop also admonished us to eschew bad attitudes and practices that adds to the pain and stress of our patients and tarnishes the image and the good name of our health facilities. He emphasized that as Christian health institutions, love is the basis for operating and as we show love to patients, we are demonstrating God’s glory and his love to the world. Though Jesus was in so much agony, he could still identify the need to provide a carer for his disciples in his absence, communicating that no matter the pressures of life and difficult moments we may face as health workers we should endeavour to bring hope, life and relief to our patients. He also stressed that caring for the sick goes hand in hand with being each other’s keeper; cooperating with one another at work so as to create a peaceful work environment.
Prince Baffoe, the winner of the Diocesan Health Service’ (DHS) Best worker Awards junior category in 2017, hails from Akropong in the Ashanti region. He was born and bred at Techiman in 1986 and from a family of five. He had both his basic and secondary education at Techiman during the year 2003 and 2006 respectively. He then moved to Premiere Nurses’ Training College in Kumasi where he pursued a two year Health Assistant Clinical (HAC) program which awarded the Enrolled Nurses’ licensing certificate by the Nursing and Midwifery council in 2012.

Prince has been with Holy Family Hospital and worked at the neonatal intensive care unit since 2013. He was awarded by Peadiatric Department in the year 2016 as one of the best workers. He is currently stationed at the Neonatal Intensive Care Unit.

Prince through his diligence and hard work has contributed immensely to the welfare of neonates and children especially those who have passed through the Neonatal Intensive Care Unit (NICU). He is credited to be associated with several initiatives in this unit towards improving quality child health care which includes education on new-born care and educating mothers on the importance of exclusive breastfeeding and kangaroo mother care.

He is actively involved in all advocacy work at the Peadiatric Department especially in programs such as Cancer Advocacy World Premature day awareness and the Healthy Child Fair. Prince served outside his region with his involvement in a consultation for UNICEF at Bawku Presbyterian Hospital in Upper East Region where he provided training for NICU staff on newborn issues.

Prince is a dependable team player whose work ethic is exceptional within the Neonatal Intensive Care Unit. He loves to read and share ideas with others.

For the many devoted hours of service and dedication towards work we were pleased when he got nominated by his unit to be interviewed for the DHS Best Worker Awards in the junior category for the hospital of which excelled as the best among equals. We are proud of your achievement. God bless you for your hard work, Ayekoo.
Our award winner for 2017 Best Worker Awards for senior category, Dr. Michael Ekow Mensah was born on 1st October, 1987 in Accra to Mr. Foster Mensah, a public servant and Madam Margaret Amoah, a petty trader. He is the first of five children, married to one wife and currently lives at Techiman where he works as a Medical Officer in the Paediatrics Department.

He completed his Basic education in 2002 at Top Ridge School, Takoradi and continued to Opoku Ware School, Kumasi for his SSSCE certificate in General Science in 2005. In 2007, he gained admission to the School of Medical Sciences at the Kwame Nkrumah University of Science and Technology to study Medicine; one of the most exciting times in his life, as he usually says.

In 2013 he completed his Medical education and started his Housemanship at Komfo Anokye Teaching Hospital and subsequently completed his Housemanship training here in Holy Family Hospital in 2015. As a medical officer assigned to the Paediatric Department, he is credited to be associated with several initiatives in his department towards improving quality child health care.

Some include Advocacy initiatives in Cerebral Palsy and Childhood Cancers, regular health promotion presentations on radio and in churches. He helps with coordinating the Annual Health Screening Festival for children dubbed “Healthy Kid Fair” within Techiman Municipality.

As a key facilitator in Making Every Baby Count Initiative (MEBCI), he contributed significantly in capacity building of health professional involved in New Born Care not only to the hospital but hospitals in our region; a role you served with distinction. Notwithstanding your clinical responsibilities, we are proud of your community service activities especially in your church where you are a Youth Empowerment Leader.

Being adjudged ‘Best Worker’ in the senior category in Holy Family Hospital is not a surprise to us because you deserve it. Your efforts and dedication are unnoticed. You have given us more than we could ever ask. Congratulations

Management wishes to congratulate Dr. Ekow Mensah and Prince Baffour who were honoured as the best workers for the year 2017 in senior and junior staff categories recently by the Bishop, Most Reverend Dominic Yeboah Nyarko. Undoubtedly, you deserve the award and the prizes are just a token of our appreciation for your distinguished services. We are proud of you and urge you and the staff to aspire for greater laurels. Congratulations