

WRHA

QUARTERLY NEWSLETTER

**Sav Hospital
awarded WRHA's
Champion Service
Excellence Facility
for 2025/2026.**

STORY ON PAGE 12

APRIL-JUNE 2026
ISSUE #006

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APRIL ACTIVITIES



WRHA HOSTS EVENING OF PRAISE



Staff of the Western Regional Health Authority (WRHA) came together in an atmosphere of worship, fellowship, and gratitude during the Authority's Evening of Praise, held on April 01, 2026. An event designed to provide an opportunity for reflection, spiritual renewal, and appreciation.

The programme featured a variety of inspirational performances and presentations that encouraged attendees to pause from their daily responsibilities and celebrate the values of faith, hope, and unity. Through uplifting music, scripture, prayer, and words of encouragement, participants were reminded of the importance of gratitude and supporting one another both personally and professionally.

Adding a touch of elegance to the evening was the event's hat and bow-tie theme, with staff embracing the dress code in colourful and stylish fashion. The friendly competitions for the best hat and best bow tie generated excitement among attendees, with Mrs. Mecia Brooks-Finnikin taking home the Best Hat title and Mr. Tavaine Anglin earning top honours for Best Bow Tie.

A highlight of the evening was the Gratitude Wall, where staff members shared heartfelt messages of appreciation, reflecting on the people and experiences that have positively impacted their lives. The display served as a powerful reminder of the importance of gratitude in fostering a positive workplace culture. The success of the Evening of Praise was made possible through the collaborative efforts of the organising committee, volunteers, programme participants, and the WRHA Management Team, whose support helped bring the event to life.

The Evening of Praise provided staff with a meaningful opportunity to strengthen bonds with colleagues, celebrate shared values, and return to their respective roles refreshed and inspired to continue delivering quality healthcare services across the Western Region.



WRHA Evening of Praise

NATIONAL SCHOOL MOVES DAY IN THE WEST



Students and teachers at the Chetwood Primary school in St. James gather for a session of games and physical activity on National School Moves Day.

National School Moves Day in Jamaica is an annual event promoting physical activity and healthy lifestyles among students. It was observed on the April 24th, seeing several schools across the region and wider nation participating. The day's activities included various movement-based exercises like dance fitness, aerobics, obstacle courses, relay races, and skipping competitions.

The initiative is a collaboration between the Ministry of Health & Wellness and the Ministry of Education, Skills, Youth & Information. It aligns with the government's commitment to fostering a healthier, more active generation of young Jamaicans.





CRH receives dialysis machines from JAAC.

With the addition of four haemodialysis machines to the Cornwall Regional Hospital (CRH), thanks to the generosity of the Jamaica Awareness Association of California (JAAC).

The donation marks another significant milestone in strengthening renal care services across western Jamaica. With the addition of the new machines, Cornwall Regional Hospital has increased its dialysis capacity, enabling the facility to accommodate more patients requiring life-sustaining treatment and helping to reduce waiting times for care.

The donation also included a wide range of medical supplies, such as patient gowns, surgical gowns, gloves, masks, splints, and braces, which have been distributed among several WRHA facilities, including Savanna-la-Mar Public General Hospital, Noel Holmes Hospital, Falmouth Public General Hospital, and the Falmouth Infirmary.

The contribution reflects the enduring partnership between the WRHA and members of the Jamaican diaspora, whose continued support plays a vital role in improving healthcare delivery throughout the region. By investing in critical medical equipment and supplies, partners such as JAAC are helping to expand access to quality care while strengthening the Authority's ability to meet the growing healthcare needs of the population.

The WRHA extends sincere appreciation to JAAC and its partners for their generous support and unwavering commitment to advancing healthcare in Jamaica. Together, these collaborative efforts continue to improve patient outcomes and reinforce the Authority's mission of delivering accessible, high-quality healthcare services to the people of western Jamaica.

MAY ACTIVITIES





NEW HOPE PRIMARY RECEIVES A RENEWED HOPE WITH COMMUNITY INTERVENTION

Hundreds of residents in New Hope, Westmoreland, benefited from a Community Health & Wellness Event hosted by the Ministry of Health and Wellness (MOHW) in collaboration with the Western Regional Health Authority (WRHA) at the New Hope Primary School.

The outreach initiative provided a wide range of essential services, including dental and "Know Your Numbers" screenings, vaccinations, nutrition counselling, physical activity sessions, and a mobile reading space facilitated by the Jamaica Library Service.

Residents also accessed services from several government agencies and community partners, creating a one-stop hub for healthcare, education, and social support.

The event highlighted the value of collaboration in improving access to healthcare and reinforced the WRHA's ongoing commitment to bringing essential health services closer to communities, empowering residents to make informed decisions about their health and well-being.



WRHA HOSPITALS HOST READ ACROSS JAMACA DAY

The Western Regional Health Authority (WRHA) celebrated Read Across Jamaica Day by bringing the joy of reading to children receiving care at the region's four hospitals. Nurses, doctors, administrative staff, and our Regional Director, took time out of their busy schedules to read stories to young patients, creating moments of comfort, encouragement, and joy.

The initiative transformed hospital wards into spaces of imagination and learning, providing children with a welcome distraction while reinforcing the importance of literacy. Staff engaged patients through interactive storytelling, demonstrating that healing extends beyond medical care to include compassion, connection, and emotional well-being.

By participating in Read Across Jamaica Day, the WRHA reaffirmed its commitment to supporting the holistic well-being of children and fostering meaningful community engagement. The initiative highlighted the dedication of healthcare professionals and administrative teams who continue to make a positive difference in the lives of patients, both inside and outside the clinical setting.





WRHA hosts Media and Communication Training

The Western Regional Health Authority (WRHA) reinforced its commitment to effective public health communication by hosting a two-day Media and Communication Training Workshop on May 13–14, 2026, for healthcare professionals and administrative leaders across the region.

Facilitated by veteran Jamaican media personality and communications specialist Fae Ellington, the workshop equipped participants with practical skills in media engagement, public speaking, effective communication, and crisis communication management. Through interactive exercises, mock interviews, and hands-on activities, participants strengthened their confidence and ability to communicate clearly and professionally with the public and the media.

The workshop underscored the importance of strategic communication in building public trust, supporting positive health outcomes, and ensuring the timely delivery of accurate health information. Participants described the sessions as engaging, informative, and directly applicable to their professional responsibilities. The initiative forms part of the WRHA's ongoing efforts to strengthen public health education and outreach by equipping its leaders and healthcare professionals with the communication skills needed to effectively engage the communities they serve.



Sav Hospital awarded WRHA's Champion Service Excellence Facility for 2025/2026.

The Savanna-la-Mar Public General Hospital has been named the Western Regional Health Authority's Champion Service Excellence Facility for 2025/2026, in recognition of its outstanding commitment to delivering exceptional customer service and patient care.

The achievement reflects the dedication of the hospital's Customer Service Team and the collective efforts of staff across the facility in fostering a culture of excellence. Among the hospital's accomplishments were an impressive 97 per cent overall client satisfaction rate, effective management of patient complaints, consistent submission of monthly reports, and exceeding targets for patient feedback surveys and staff training in customer service and service excellence.

The hospital was also commended for maintaining a strong complaints management system, accurately documenting cases, and recording no complaints against its Customer Care Officers during the assessment period.

This prestigious award underscores the WRHA's commitment to delivering patient-centred care and highlights the important role that exceptional customer service plays in enhancing the overall patient experience across the region's healthcare facilities.

WRHA

QUARTERLY NEWSLETTER





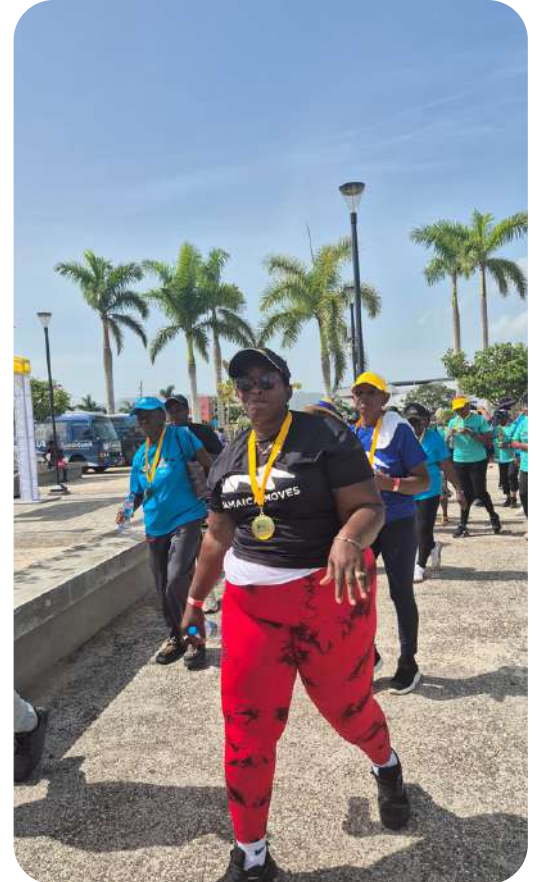
Park Walker Initiative Launched in the West

The Western Regional Health Authority (WRHA) partnered with the Ministry of Health and Wellness and key stakeholders to officially launch the Park Walker Initiative at Harmony Beach Park in Montego Bay, marking the start of a new wellness programme aimed at promoting healthy and active ageing among older adults in the western region.

The initiative encourages senior citizens to remain physically active, socially connected, and mentally engaged through organised walking groups and wellness activities held in safe, accessible public spaces. The launch brought together hundreds of older adults who participated in group walks, health screenings, wellness education sessions, stretching exercises, dance aerobics, and other health promotion activities.

As a key implementation partner, the WRHA continues to support initiatives that promote healthy lifestyles and reduce the burden of non-communicable diseases through community-based health promotion. The Park Walker Initiative also aligns with the Authority's commitment to preventive healthcare by empowering older adults to take an active role in maintaining their physical and mental well-being.

The WRHA looks forward to supporting the continued expansion of the Park Walker Initiative across the western region, helping to create healthier, more active communities where older adults can thrive.



WRHA takes Guardian Group 5k Run/Walk





Staff members from the Western Regional Health Authority (WRHA) laced up their sneakers and hit the pavement with purpose as they joined hundreds of participants in the annual Guardian Group 5K Run/Walk. The event, which took place at the Harmony Beach Park on May 31, 2025, brought together individuals, organizations, and fitness enthusiasts in support of a worthy cause.

The WRHA's participation was both spirited and symbolic with the Noel Homes Hospital being one of the beneficiaries, reflecting the Authority's ongoing commitment to community wellness, prevention, and public health advocacy.

The event offered staff a meaningful opportunity to engage in physical activity, foster camaraderie, and show solidarity.



JUNE ACTIVITIES



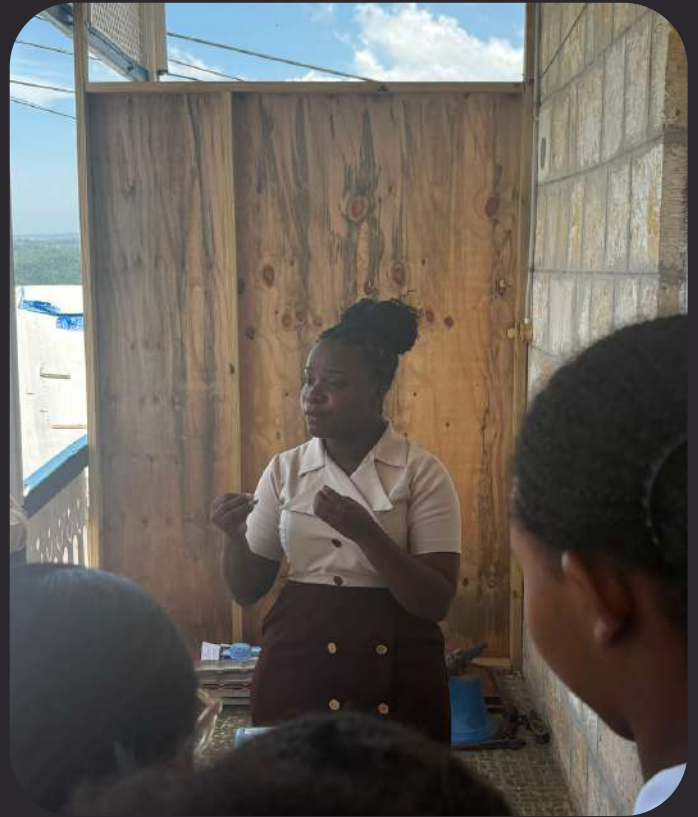
Congratulations, **TEJA-JAE ROSE** MISS TRELAWNY FESTIVAL QUEEN



The Western Regional Health Authority proudly congratulates Ms. Teja-Jae Rose, Secretary in the Office of the Chief Executive Officer at the Falmouth Public General Hospital, on being crowned Miss Trelawny Festival Queen 2026.

Teja Jae's remarkable achievement is a reflection of her confidence, intelligence, grace and commitment to excellence. She has made the Falmouth Public General Hospital and the entire WRHA family immensely proud

We celebrate this well-deserved accomplishment and wish her every success as she proudly represents the parish of Trelawny. Congratulations, Teja-Jae!



Trelawny Health Department Promotes Safe Water in Schools for World Food Safety Day

In observance of World Food Safety Day, the Trelawny Health Department launched its Safe Water in Schools Initiative, reinforcing its commitment to protecting the health and well-being of students through improved water quality monitoring.

As part of the initiative, chlorine test kits (comparators) were distributed to several schools and early childhood institutions across the parish experiencing low or inconsistent water potability. The programme equips school administrators with practical tools to monitor chlorine levels in their water supply, helping to ensure safer water for drinking, food preparation, handwashing, and sanitation.

Public Health Inspectors also conducted educational sessions, demonstrating the proper use of the comparators while emphasizing the vital role safe water plays in food safety and the prevention of waterborne and foodborne illnesses.

The initiative highlights the Trelawny Health Department's ongoing efforts to promote healthier learning environments through collaboration with educational institutions and community partners. By strengthening water quality monitoring in schools, the department continues to support the broader goal of safeguarding public health and fostering safer communities across the parish.



JAAC Donations Enhance Surgical and Renal Care Across the WRHA

Healthcare services across the Western Regional Health Authority (WRHA) received a significant boost through generous donations from the Jamaica Awareness Association of California (JAAC) during its 26th Annual Medical Mission to Jamaica.

At the Savanna-la-Mar Public General Hospital, JAAC donated a laparoscopic tower valued at US\$30,000, significantly enhancing the hospital's capacity to perform minimally invasive surgeries. The state-of-the-art equipment will allow patients to benefit from advanced surgical procedures that offer reduced pain, shorter hospital stays, faster recovery, and improved outcomes. During the mission, members of JAAC's surgical team also worked alongside local healthcare professionals, sharing expertise and supporting patient care.



Meanwhile, Cornwall Regional Hospital strengthened its renal services with the donation of two portable peritoneal dialysis machines, medical instruments, and medical supplies. The dialysis machines, donated to JAAC by Huntington Hospital in Pasadena, California, will support life-sustaining treatment for patients living with kidney failure and improve the hospital's ability to meet the growing demand for renal care.

These donations reflect JAAC's longstanding commitment to strengthening Jamaica's healthcare system through annual medical missions, equipment donations, and volunteer service. The continued partnership between the WRHA, JAAC, and its international partners is helping to expand access to modern healthcare services and improve patient outcomes across western Jamaica.



PATIENT COMFORT AT CRH RENAL UNIT GETS BOOST WITH TVS

Patients receiving dialysis treatment at the Cornwall Regional Hospital (CRH) Renal Unit are now benefiting from an enhanced care experience following the donation of five 43-inch Smart TVs and wall mounts valued at JMD \$375,000.

The donation was made possible through the generosity of Colours of Jamaica, Pier 1 Montego Bay, Delapenha Funeral Home, and Citadel Insurance Brokers, and was facilitated by renal patient Mr. Bryan Ho Sue. The initiative reflects the positive impact of community partnerships in supporting healthcare delivery and improving the comfort of patients.



Dialysis patients often spend several hours receiving treatment, and the new Smart TVs will provide access to information, education, and entertainment, creating a more comfortable and welcoming environment within the Renal Unit.

The WRHA expressed sincere appreciation to Mr. Ho Sue and the sponsoring organisations for their thoughtful contribution, noting that partnerships such as these play an important role in enhancing the patient experience while supporting the delivery of quality healthcare services. The donation serves as another example of how collaboration between patients, community partners, and healthcare providers continues to make a meaningful difference in the lives of patients across the western region.

WRHA Hosts Cancer Care Review Symposium and Awards Ceremony



The Western Regional Health Authority (WRHA) brought together healthcare professionals, programme managers, public health teams, and key stakeholders for its Cancer Care Review Symposium under the theme, "Strengthening the Cancer Care Continuum: From Prevention to Survivorship."

The symposium provided a platform to review cancer services across the western region, identify challenges, and develop practical strategies to improve cancer prevention, early detection, diagnosis, treatment, survivorship, and patient support.

Participants engaged in expert presentations on the Ministry of Health and Wellness' National Cancer Care Framework, research on delays to diagnosis and treatment, and best practices in cancer care. Interactive panel discussions explored critical areas including prevention and screening, clinical management, diagnostics, cancer surveillance, and patient navigation and support services.

The event also fostered collaboration among healthcare professionals from multiple disciplines, encouraging the development of coordinated, patient-centred approaches to cancer care. Discussions focused on reducing delays in diagnosis and treatment, strengthening referral pathways, improving the use of cancer data for planning, and enhancing support systems for patients throughout their cancer journey.

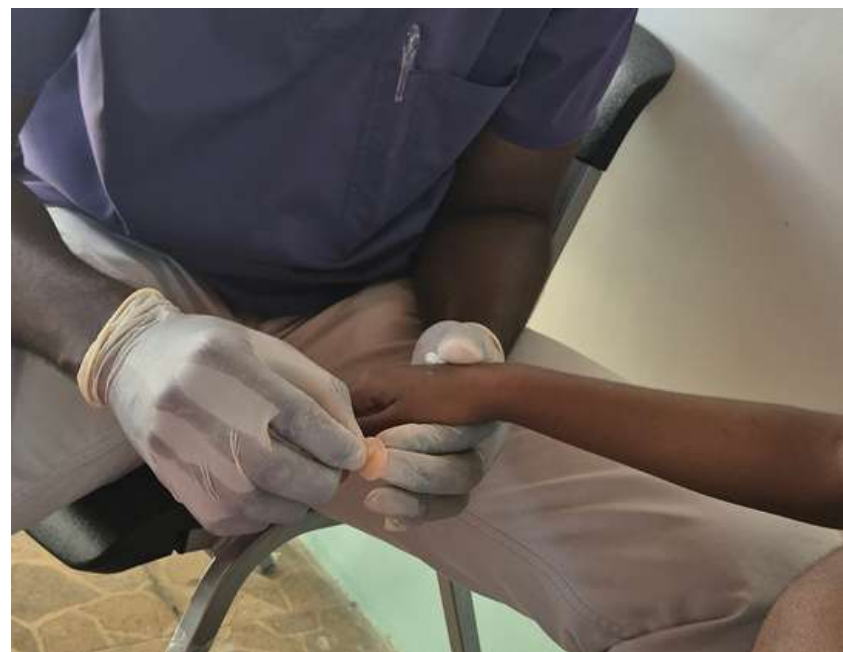
The symposium reflects the WRHA's ongoing commitment to improving cancer care across the western region through collaboration, innovation, and continuous quality improvement, ensuring better outcomes for patients and their families.





**Cancer
Care
Review
Awards
Ceremony**

ST. JAMES TYPE 5 HOSTS WORLD SICKLE CELL AWARENESS DAY OUTREACH



The St. James Type 5 Health Centre commemorated World Sickle Cell Awareness Day with a special outreach initiative aimed at raising awareness of sickle cell disease and promoting the importance of early detection among children.

The event invited newborns, children, and their parents to participate in preliminary screening and confirmatory testing for sickle cell disease.

Healthcare professionals also provided education on the condition, highlighting the benefits of early diagnosis, routine monitoring, and timely intervention in improving health outcomes and quality of life.

Parents and caregivers had the opportunity to learn more about the signs and symptoms of sickle cell disease, available support services, and the importance of newborn screening in ensuring children receive appropriate care from an early age.

The outreach formed part of the Western Regional Health Authority's ongoing commitment to strengthening public awareness, encouraging early diagnosis, and improving access to care for individuals living with sickle cell disease. Through initiatives such as these, the WRHA continues to promote healthier communities by empowering families with the knowledge and resources needed to manage and prevent complications associated with the condition.



LET'S TALK RISK

Managing Risk Today. Protecting Care Tomorrow.

At WRHA, we are committed to building a culture where we identify, assess and manage risks to deliver safe, high-quality healthcare for our patients and communities.

UNDERSTANDING RISK

Knowing the difference helps us respond the right way.



RISK

The possibility that an event could happen and impact our objectives.

Example: High patient wait times could lead to poor patient experience.



ISSUE

An event that has already occurred and is affecting our objectives.

Example: Long patient wait times are already happening and causing complaints.



HAZARD

A source of potential harm.



DID YOU KNOW?

Many organisational issues begin as unmanaged risks. Early identification allows WRHA to prevent disruption before it occurs.

HOW DO WE ASSESS RISK?

Risk is measured by considering the likelihood of it happening and the impact it could have.



Effective risk management helps us make better decisions, reduce harm and improve patient outcomes.



EVERYONE HAS A ROLE.



**EVERY RISK COUNTS.
EVERY ACTION MAKES A DIFFERENCE.**



JOIN THE RISK AMBASSADOR PROGRAMME



Are you passionate about healthcare and managing risk?

Risk Ambassadors are the eyes and ears of risk management in their departments and facilities. You can make a difference!

AS A RISK AMBASSADOR, YOU WILL:

- ✓ Promote risk awareness and a speak-up culture
- ✓ Support risk identification and timely reporting
- ✓ Liaise with the ERM Unit and support risk reviews
- ✓ Encourage participation in training and capacity building
- ✓ Help embed risk management into everyday work



HOW TO BECOME AN AMBASSADOR



Be passionate about safety and improvement



Be a good communicator and role model



Be willing to learn and support your team

SUBMIT YOUR NAME TO THE ERM UNIT

✉ Email: Krestina.thorpe@wrha.gov.jm | ☎ Phone: 876-808-6347

Be part of the change. Be a Risk Ambassador!

MEET YOUR ERM ANALYST

Hello!

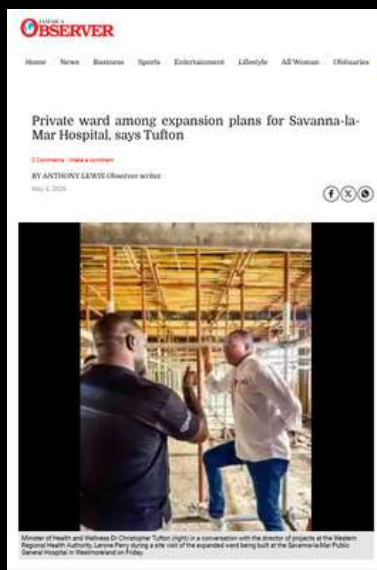
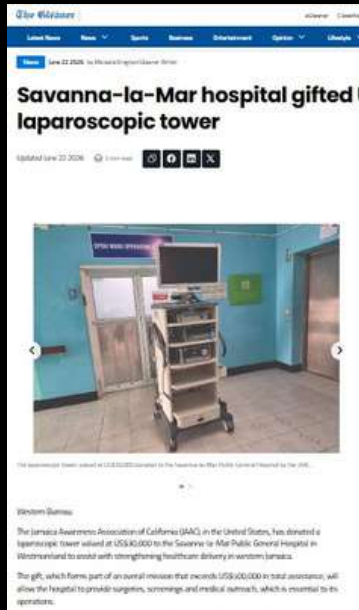
I'm **Krestina McCrea-Thorpe**, WRHA's Enterprise Risk Management Analyst.

My role is to help departments identify, assess and manage risks that may affect patient care, staff, operations and organisational objectives.

Together, we can build a stronger culture of risk management across the region.



Media Blitz



Media Blitz

THE OBSERVER **PGJ** **NEW PRODUCT ALERT** **VEGETABLE OIL**

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Ministry of Health launches Park Walker Initiative for Older Adults in St James

2 Comments · Make a comment
May 29, 2026



Participants in the St James launch of the Ministry of Health and Wellness Park Walker Initiative for Older Adults.

Listen to audio version of this article

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ST JAMES, Jamaica — Hundreds of senior citizens turned out at Harmony Beach Park in St James on Friday for the launch of the Ministry of Health and Wellness' Park Walker Initiative for Older Adults.

JAMAICA INFORMATION SERVICE

Persons Encouraged to Use Purchasing Power to Demand Production of Healthier Foods

By: SERENA GRANT, June 29, 2026

Health & Wellness



Photo: Serena Grant

Minister of Health and Wellness, Dr. the Hon. Christopher Tufton, speaks at the Ministry's Community Arranged Event, CARE Fund, during a community arranged event, held at the Montego Bay Cultural Centre in St. James, on Wednesday (June 26).

THE FULL STORY

The Observer

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Updated 16 days ago · 1 comment · 4 photos



POPULAR NEWS

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More assistance for CRH's renal unit

Cornwall Regional Hospital (CRH), on Wednesday strengthened its renal care capacity with the official handover of two portable peritoneal dialysis machines, medical instruments and medical supplies from the Jamaica Awareness Association of California (JAAC).

The portable peritoneal dialysis machines, valued at approximately US\$5,000, were donated to JAAC by Huntington Hospital in Pasadena, California before being transported to Jamaica for use at Cornwall Regional Hospital. These dialysis machines will be used to provide life-sustaining treatment for patients living with kidney failure. The machines help in removing fluids from the body when the kidneys can no longer perform these functions effectively.

Chief Executive Officer of the WRHA, Charmaine Williams-Beckford, expressed sincere appreciation to JAAC for its continued support of Jamaica's healthcare sector.

"This generous donation reflects the power of partnership and the commitment of the Jamaican diaspora to improving healthcare services at home. The equipment and supplies received today will support our health care teams as they continue to provide quality care to the people of Western Jamaica. We are grateful to JAAC and its meaningful contribution," said Williams-Beckford.

The donation forms part of JAAC's longstanding efforts to support Jamaica's healthcare institutions through its annual medical missions, which bring together overseas healthcare professionals and volunteers dedicated to improving health outcomes and enhancing access to care.

Hospital administration and staff at the Cornwall Regional Hospital welcomed the donation, noting that the additional equipment and supplies will contribute to the hospital's capacity to meet the needs of patients and support the delivery of essential healthcare services.



From left: Shantol Lewis, Acting Ward Manager, Renal Unit, CRH; Joan Crawford, President, AQIAH; Patrick Williams, President, JAAC; Cassandra Lawson-Lai, Operations Manager, CRH; Leset Stephenson, Deputy Director of Nursing Services (Acting), CRH; Keisha Shaw, Departmental Manager, Oncology Medicine, CRH stop for a photo as JAAC hands over two peritoneal machines to the dialysis unit at the Cornwall Regional Hospital.

JAMAICA INFORMATION SERVICE

Westmoreland Health Authorities Heighten Hantavirus Surveillance

By: SERENA GRANT, May 16, 2026

Health & Wellness



Photo: Serena Grant

Minister of Health and Wellness, Dr. the Hon. Christopher Tufton, speaks at the Ministry's Community Arranged Event, CARE Fund, during a community arranged event, held at the Montego Bay Cultural Centre in St. James, on Wednesday (June 26).

THE OBSERVER

More beds for Falmouth Hospital

2 Comments · Make a comment
By: ANTHONY LEWIS, Observer writer
June 29, 2026



Health and Wellness Minister Dr. Christopher Tufton speaking with patients at the newly reconstructed Catherine Hall Health Centre in St. James during a tour of the facility last Thursday. (Anthony Lewis)

THE OBSERVER

St James Health Department gets hantavirus cautious

Updated May 16, 2026 · 2 comments · 4 photos



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WESTERN BUREAU

Dr. Francine Phillips-Kelly, the medical officer of health for St. James, says the parish's health department is paying keen attention to the cruise ship piers in both Montego Bay and Falmouth, in

THE OBSERVER

Tufton hoping for full CRH restoration by end of year

Updated 7 days ago · 1 comment · 4 photos



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