

La Promisse

Packathons Food Distribution Update

Dr. James Morgan at food distribution



In 2021, Haiti Health Promise of Holy Name initiated food packathons where community volunteers around the US pack nutritious, vitamin fortified meals of rice and beans to ship to Hôpital Sacré Coeur for local distribution. To date the program has held 15 packathons and sent more than 860,000 meals to the region. Children, pregnant and nursing women, the elderly, and medically compromised individuals receive priority.

The Community Services department, under the direction of Nirva Fils-Aime, oversees the food distribution. **One September food distribution occurred in the “Quart Milot” area of Milot, at a School called École Communautaire la Miséricorde de Quart Milot. During the event, 200 boxes of food, containing a total of 48,000 meals were received by very grateful families.**

In the process of this distribution, Haiti Health Promise US Medical Director, Dr. James Morgan, consulted with several individuals in need of medical care. **Two men underscored the extreme importance of providing these supplemental meals.**

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One gentleman had lost a limb when he fell from a tree he had scaled in search of food — his prospects for employment now diminished. Another young man climbed a tree in hopes of finding food. The branch he stood on broke hurling him to the ground. His elbow that had broken previously was again injured. The orthopedic pin now poked out of his skin. Dr. Morgan sent him to Hôpital Sacré Coeur for immediate surgery. Hôpital Sacré Coeur, thanks to your generous support, provides the medical care needed by both men. ■



Acute Hunger Gains Ground

Nearly half of Haiti's 11.5 million population now experience acute severe hunger, according to World Food Programme. Long term Hôpital Sacré Coeur volunteer Dr. Rob Freishtat details his experience in a September 23, *Miami Herald* Op-Ed article:

"Imagine an 11-year-old boy named Evens. Now imagine... if he weighed only 23 pounds, about the same weight as a healthy 1-year-old. Whatever you are picturing is not likely as terrible as the skeleton Evens had become — the severity of his malnutrition was incomprehensible, even to experienced medical providers."

Read Dr. Freishtat's article [HERE](#) ►

THANK YOU...

To all the supporters and participants of the Washington D.C. October 15 Packathon!





Personalized Tool Sets for Empowerment

Empowering individuals to develop their skills and confidence is a core value of Haiti Health Promise of Holy Name. Since its inception, the mission included training and teaching of personnel. Many staff in the General Services Department have benefited from periods of apprenticeship over the years. As a result, the department evidences diverse talents, high level competencies, and reliability — key factors in maintaining and expanding Hôpital Sacré Coeur's top-notch facilities.

Recently, the General Services staff received their own personalized tool sets — a dream come true for Haitian tradespeople. In the U.S., if you need a hammer, a trip to any big box store will offer a variety for \$20 - \$30. Not so in Haiti. Tools are hard to come by and the cost of a hammer ranges from \$200 - \$250. Drills, screwdriver sets, and saws bought in Haiti can take the bulk of the average Haitian's yearly income. The tools to do simple home repairs or the desire to start your own repair business are often well beyond the average Haitian's reach.

Holy Name's Facilities Department changed that bleak scenario for the General Services staff. Steve Mosser, EVP of Operations for Holy Name and a veteran of countless trips

"With the gift of tools, we have demonstrated not only our trust in our employees, but an understanding of their life challenges and desires to create a better life. This is another way we walk alongside our staff."

Steve Mosser, EVP of Operations for Holy Name





to Haiti, saw an opportunity to help the staff on many fronts. "Any maintenance job requires having the right tools available at the right time. Providing each general services employee with their own personalized tool kits ensures they are well-prepared for the multitude of tasks that arise on the hospital campus," explained Mosser. "We also found that the tool sets engendered a strong sense of pride of ownership by the staff."



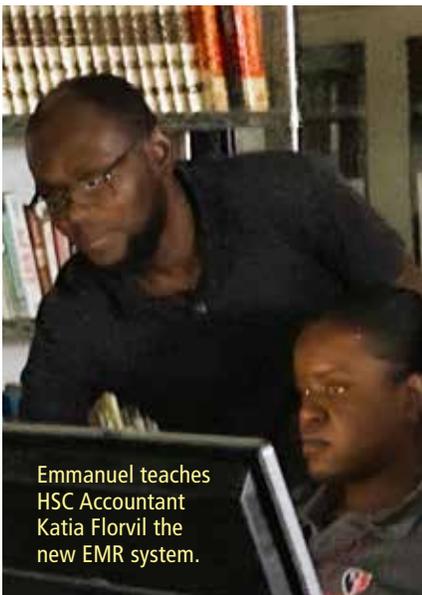
Personal Lockers were built to store the tool sets.

A sense few Haitians experience given the extreme poverty."

Holy Name also sent power washers, welding equipment and other specialized equipment that staff can sign out and use. The tools and equipment allow the staff to help their families and neighbors with repairs and even do a bit of afterhours moonlighting to increase their income. ■

Meet the Hôpital Sacré Coeur Team

With a hospital staff of 426 that includes 335 full time, 35 contractual, 36 temporary and 20 medical interns, Hôpital Sacré Coeur has a tremendous pool of skilled and competent individuals to run every aspect of a large hospital. Exemplary staff abound. Every month, *La Promisse* will focus on key individuals.



Emmanuel teaches HSC Accountant Katia Florvil the new EMR system.

Emmanuel Jeannite, Communications Center Director

Every organization has one employee who holds the title of rock solid, dependable, go-to person. Emmanuel Jeannite, Hôpital Sacré Coeur's Communication Center Director, branches beyond his official duties and humbly answers the many and varied calls. Over the course of a day, Emmanuel might unearth out of print instructional manuals, assist in finding the odd water or air leak in a complex mechanical system, and help solve mysteries about which widget works best in a pesky maintenance situation. You get the picture. **With determination and speed, Emmanuel finds answers that elude others. The tasks may not be part of his job description, but they are firmly a part of his character and his love of Hôpital Sacré Coeur.**



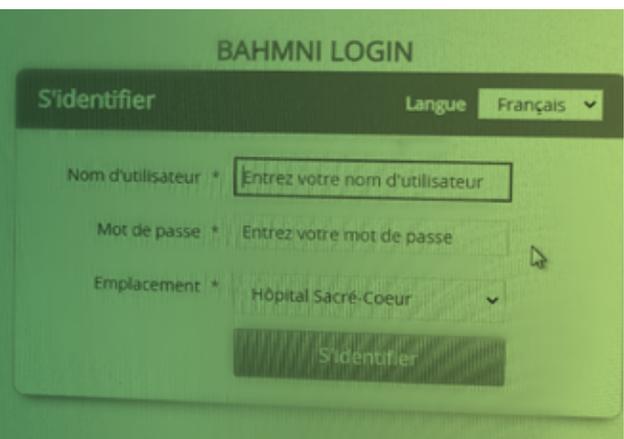
Marcelle Etienne, Pharmacy Chief of Service

For more than a decade, Marcelle Etienne has kept the Hôpital Sacré Coeur's pharmacy well stocked, secure, and running smoothly. Through the exciting installation of an Electronic Medical Records (EMR) program at Hôpital Sacré Coeur, Marcelle found a new area in which to shine. The EMR program records and tracks a patient's registration, history, and progress through the hospital system. A critical feature of this game changing addition includes a record of medication disbursements and supply restock notifications.

Marcelle rose to the occasion in answering the needs of this program. With focused intention, she increased her computer skills and mastered the new software and implemented technical strategies. She also made a concerted, enthusiastic effort to assist other participants to ensure a successful program. **As with all staff, when given the opportunity, encouragement, and resources, they call forth newfound skills, often surprising even themselves.**

Your faithful support inspires and motivates Hôpital Sacré Coeur staff daily. ■

Phase 2 of Electronic Medical Records Program Nears Completion



Thanks to a generous \$61,365 grant from the Institute for Technology in Health Care, Hôpital Sacré Coeur will complete Phase 2 of a three-phase program to upgrade its medical records system to an EMR model by the end of 2022.

Phase 2 began in January 2022 with the training of superusers — individuals who will serve as onsite trainers and supervisors for the hospital staff as they learn the Mekom Solutions Bahmni EMR system. Haiti Health Promise U.S. Medical Director, James Morgan, MD, Hôpital Sacré Coeur Chief Medical Officer Michele Hanna, MD, Chief of Pharmacy, Marcelle Etienne, and Hôpital Sacré Coeur Communications Center Director, Emmanel Jeannite comprise the onsite superuser team. The three-month superuser training program under the auspices of Mekom staff included onsite and virtual (Zoom) group meetings supplemented with instructional manuals and displays in French and English. A comprehensive user guide detailed step by step instructions for all aspects of the

EMR processes and troubleshooting. **Given the above average digital skills and understanding of this core group, the superusers performed well.**



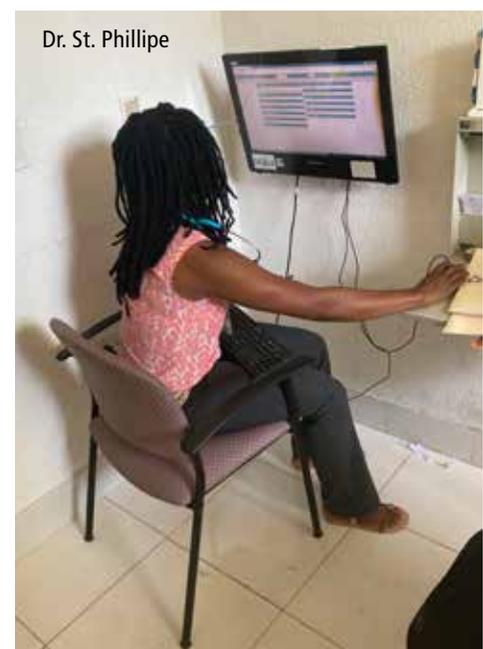
A primary function of the superusers is to offer continuous support for the staff and to do frequent data quality analysis to course-correct mistakes quickly. An essential key for an EMR system to fully provide all its potential benefits to an organization is staff engagement and participation. Involving staff from the conception of the system to the deployment and updates ensures that they will better understand, trust, and use the system efficiently. This process is time-consuming and requires constant supervision and follow-up, but an EMR system is only as good as its user inputting the data. **Hôpital Sacré Coeur knows that staff are at the core of the success of the EMR system and remains committed to allocating the resources and time necessary to ensure success for the ultimate benefit of patients.**

The majority of Phase 2 entailed the implementation of the system in the pediatrics department which served as the pilot program model. The size, scope, and medical importance of Hôpital Sacré Coeur's pediatrics department made it a natural arena for the installation, demonstration, and testing of the EMR system.

The objectives of Phase 2 were accomplished. The system successfully registered department patients and enabled clinicians to enter data directly at the point-of-care, leading to reduced data backlogs, higher quality data and improved access to data for patient care. The later objective was accomplished through local server installations and a significant increase in bandwidth that eliminated previous barriers due to internet dependency. Subsequent software downloads then work in tandem with the training of department staff by the superusers.

Patients who visited the hospital for pediatric care were registered using the EMR system and their case history has been kept available for use in future visits and follow up care. Clinical notes were entered, and medications prescribed, and alerts sent to the pharmacy, accounting department, and the stockroom. Patient flow proceeded easily and systematically from clinic to accounting, to pharmacy. Internal notification of pharmaceuticals dispensed allowed for prompt inventory tracking and resupply.

Feedback from the clinicals has been positive. Dr. St. Phillippe said, "I like it. Records don't get lost, and I can order test and prescriptions quickly." Like other clinicians, Dr. St. Phillippe understands the time saving and reliable record keeping improvements.



To date, the EMR system has been successfully implemented in the registration and clinical areas of pediatrics, internal medicine, and cardiology. During Phase 2, the program included the ability to order radiology tests such as X-rays and ultrasound and lab tests. In Phase 3 of the program scheduled for January 2023, Hôpital Sacré Coeur will begin including the EMR system for outpatient orthopedics, surgery, and general clinics. Phase 3 will add the PACS component to allow reading of radiology images and lab tests. ■

The Institute for Technology in Health Care, is a non-profit organization, located in Washington, DC. The Institute for Technology in Health Care is concerned with the use of technology to benefit and stimulate others in health care. For more information about The Institute for Technology in Health Care please visit their website at www.ithcawards.org

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