

# HEALTH HERALD

*your place for news  
from the MOHW*



**36-BED PARENTS' OVERNIGHT SUITE OPENS  
AT BUSTAMANTE HOSPITAL FOR CHILDREN**

*STORY on PAGE 2*

# Comfort for Parents at Bustamante



The Ministry of Health & Wellness has taken another significant step towards strengthening compassionate, family-centred care with the official opening of a 36-bed Parents' Overnight Suite at the Bustamante Hospital for Children.

The facility, developed in collaboration with the National Health Fund (NHF) and the National Housing Trust (NHT), was officially opened on Friday, January 30. The ceremony was attended by Prime Minister Dr. the Most Honourable Andrew Holness, ON, PC, MP, who delivered the keynote address, alongside government officials, healthcare professionals and parents.

Designed to provide safe and comfortable accommodation for parents and guardians—particularly those travelling from outside Kingston and St. Andrew—the suite supports the hospital's recently launched Family Caregivers' Programme. The initiative enables registered caregivers to remain actively involved in their child's care beyond regular visiting hours.

“For decades, the need for parents to remain close to their hospitalised children has been recognised as an essential part of paediatric care. Parents are not visitors in their child's recovery, they are partners in it,” the Prime Minister noted.

Minister of Health & Wellness, Dr. the Hon. Christopher Tufton, CD, MP, underscored the importance of addressing the practical challenges faced by families seeking specialised care. The Overnight Suite, he explained, strengthens continuity of care while easing the emotional and financial strain often associated with long hospital stays.

The project reflects a shared commitment among the Office of the Prime Minister, MOHW, NHF and NHT to modernise health infrastructure and improve supportive services for families. As Jamaica's premier paediatric institution, Bustamante Hospital for Children continues to lead in advancing child health, with the success of this initiative expected to inform similar approaches across the public health system.

# Health Ministry Launches Caregiver Initiative to Give Parents More Time with Children



The approach balances meaningful caregiver participation with the need to maintain a safe, well-managed clinical environment.

Minister of Health & Wellness, Dr. the Hon. Christopher Tufton, CD, MP, described the launch as a reflection of the Ministry's commitment to compassionate, patient- and family-centred healthcare. As Jamaica's leading paediatric institution, Bustamante Hospital for Children provides an ideal setting to assess how greater caregiver involvement can improve recovery, patient experience and overall service delivery.

"Children heal best when surrounded by care, comfort and familiarity," the Minister noted, emphasising that the programme strengthens the partnership between healthcare teams and families.

The Ministry will closely monitor the pilot's impact on patient experience, caregiver satisfaction and hospital operations. If successful, the programme will be expanded to additional hospitals across the island. The Family Caregivers' Pilot Programme signals a clear shift towards more compassionate, people-centred care, ensuring that healing happens not only through clinical excellence, but through the presence of family.

The Ministry of Health & Wellness has officially launched its Family Caregivers' Pilot Programme at the Bustamante Hospital for Children, advancing efforts to strengthen family-centred care across Jamaica's public health system.

The pilot formalises the role of parents, guardians and family members in a child's healing journey while hospitalised. Recognising that emotional support, comfort and familiarity significantly influence paediatric outcomes, the initiative creates a structured pathway for caregivers to remain actively involved in non-clinical aspects of care.

Under the programme, registered parents and guardians are permitted to remain with their child at the hospital until 10:00 p.m. throughout the admission period, in accordance with established guidelines and hospital protocols.



Dr. the Hon Christopher Tufton, CD, MP and a Parent sign the Family Caregiver Agreement as (R-L) Dr. Jaqueline Bisasor-Mackenzie, Chief Medical Officer, Dr. Kimorley Humphrey, Principal Director, EEHCSD and Mr. Anthony Wood CEO, Bustamante Hospital for Children look on.

# Runaway Bay Health Centre Reopens After \$18M Upgrade



The Runaway Bay Health Centre in St. Ann has officially reopened following significant upgrades under the Ministry of Health & Wellness' Operation Refresh initiative.

The reopening ceremony, held on Friday, January 16, was attended by Minister of Health & Wellness, Dr. the Hon. Christopher Tufton, CD, MP, who noted that the project reflects the Government's continued investment in strengthening primary healthcare services across Jamaica. He commended the National Health Fund (NHF) for leading the Operation Refresh Programme, highlighting its ongoing contribution to improving the island's public health infrastructure.

Operation Refresh aims to renovate and modernise health centres across the country to better meet the evolving needs of communities. The goal is to restore these facilities as trusted spaces where residents can access quality care in a safe and dignified environment.

The more than 30-year-old Type II facility has been reclassified as a Community Health Centre under primary care reform. It serves approximately 20,000 residents in Runaway Bay and surrounding areas, offering family health, curative and nutrition services.

Rehabilitation works included roof and ceiling repairs, upgraded electrical systems and air-conditioning units, improved fixtures and fittings, a new health records registration area, enhanced signage, health education murals and upgraded furnishings. The total investment amounted to J\$18 million.

Although the centre was initially scheduled to reopen last year, timelines were adjusted due to the impact of Hurricane Melissa.

Renovation works have also been completed at the Oxford and Bellfield Health Centres, with reopening arrangements underway, while upgrades continue at the Bamboo Health Centre – further advancing Operation Refresh islandwide.

# Security Bulletin

A Publication of the Security & Transportation Unit



## Electronic Fraud

In recent years, Jamaica has witnessed a significant trend in electronic fraud (eFraud) incidents.

- **Rising cases:** Reported eFraud incidents increased from 320 cases in 2022 to 355 in 2023.
- **Growing financial impact:** Losses rose from J\$120.3M in 2022 to J\$169.0M in 2023, with significant amounts also recorded in USD.
- **Ongoing concern:** The trend underscores a growing cybersecurity and financial protection challenge in Jamaica.
- **Reporting patterns:** While case numbers rose modestly, the sharp shift in loss values suggests changing fraud methods and increased sophistication by perpetrators.

## Ways to Prevent Electronic Fraud

- 1. Keep banking apps and browsers updated at all times.**
  - Security updates fix vulnerabilities that hackers commonly exploit.
- 2. Set daily transaction and transfer limits.**
  - Lower limits reduce losses if an account is compromised.
- 3. Log out after every banking session.**
  - Especially important on shared or work devices to prevent session hijacking.
- 4. Verify bank communications directly with the institution.**
  - If contacted about an issue, use the bank's official phone number or branch—never respond directly to the message.

# Staff Spotlight

**Shanice Blagrove**  
#PeopleInHealth

**NAME:** Shanice Blagrove

**JOB TITLE/POSITION:** Administrator

**DIVISION/DEPARTMENT/UNIT:** Health Infrastructure Planning & Project Management Division

**WHAT IS YOUR CORE FUNCTION:** To provide administrative support to the Division, including coordinating meetings, managing correspondence and records, tracking action items, and supporting the CTD with reporting and operational tasks

**MY VISION FOR THE MINISTRY OF HEALTH & WELLNESS IS:** An organized and efficient health system that supports the delivery of safe, accessible, and high-quality care across the country

**WHAT DO YOU ENJOY ABOUT YOUR JOB:** Supporting the establishment of a new Division and helping to build efficient systems and workflows from the ground up

**WHICH HIGH SCHOOL DID YOU ATTEND:** Convent of Mercy Academy "ALPHA"

**FAVOURITE CHILDHOOD MEMORY:** Spending quality time with family in the country playing games, eating food and going to river

**FAVOURITE COLOUR:** Black (even though it's a shade)

**WHAT WOULD BE YOUR DREAM VACATION:** Exploring multiple countries across Europe and Africa, experiencing diverse cultures, and local cuisines



## CREDITS:

Designer: Abigail-Joanna Edwards

Editor: Stephen Davidsson

**TO BE FEATURED IN THE HEALTH HERALD, EMAIL [ABIGAIL-JOANNA.EDWARDS@MOH.GOV.JM](mailto:ABIGAIL-JOANNA.EDWARDS@MOH.GOV.JM)**