



GLOBAL CONNECT

Global Healthcare Conference Newsletter 4/28/2017

Blantyre Adventist Hospital- Malawi

Grace Dinala, HR manager, reported since the conference, all staff at Blantyre Adventist Hospital have been given a human resource manual. Staff have expressed that the policies identified in the manual have helped in their personal and professional growth. Relationships amongst the staff have taken a positive direction and there has been a difference in hospital staff collaboration and communication. The issuing of the Employee Handbook has served as a reference for accountability and transparency. As Grace expressed, "Blantyre Adventist Hospital is onto greater heights..."



Blantyre Nurses holding their new employee handbooks

Angelia-Christian Adventist Medical Center-Ukraine

Angelia Medical Center was founded in 2013. Upon receiving their license, they continue to prepare and open new directions of medical practice for different medical services. They currently have 37 employees. Recently, they conducted a charity medical campaign for 566 immigrants (refugees). As a new and flourishing hospital, please send them your prayers and best wishes as they incorporate new HR systems.

Malamulo Hospital-Malawi

Hope Chitalo, HR director, shared their new revised Employee Handbook! The handbook provides a description of policies, procedures, conditions of service and expected behaviors from employees of MH. The first training was in March, 2017 which incorporated the revised material as well as principles learned during the Global Healthcare Conference. We are excited to hear how the training went and for Malamulo's investment in their book.

Systeme Medical Adventiste- Madagascar

Fenorado Andriamparany, CEO, incorporated these new principles in human resources management:

- ❖ Decision making
- ❖ Realization of staff assessment
- ❖ Establishing policy for staff assessment
- ❖ Setting job descriptions

Great job, SMA!



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We are excited to highlight some of the various hospitals stories and pictures regarding human resources implemented after GHC, 2016. For those of you who would like to share, it isn't too late. We would love to hear from you and share your updates in our future newsletter. We value ongoing communication and connection!



Angelia's receptionists saying "Hello" from Ukraine

Additional Highlights!

- ❖ Quality improvement posters, videos of presentations, handouts, resource material, PowerPoint presentations are posted on the website: www.lluglobal.com/conferences/lo_malinda
- ❖ Interested in International Research? Please contact me for opportunities and research topic interests at jsilva@llu.edu



Employees from Madagascar

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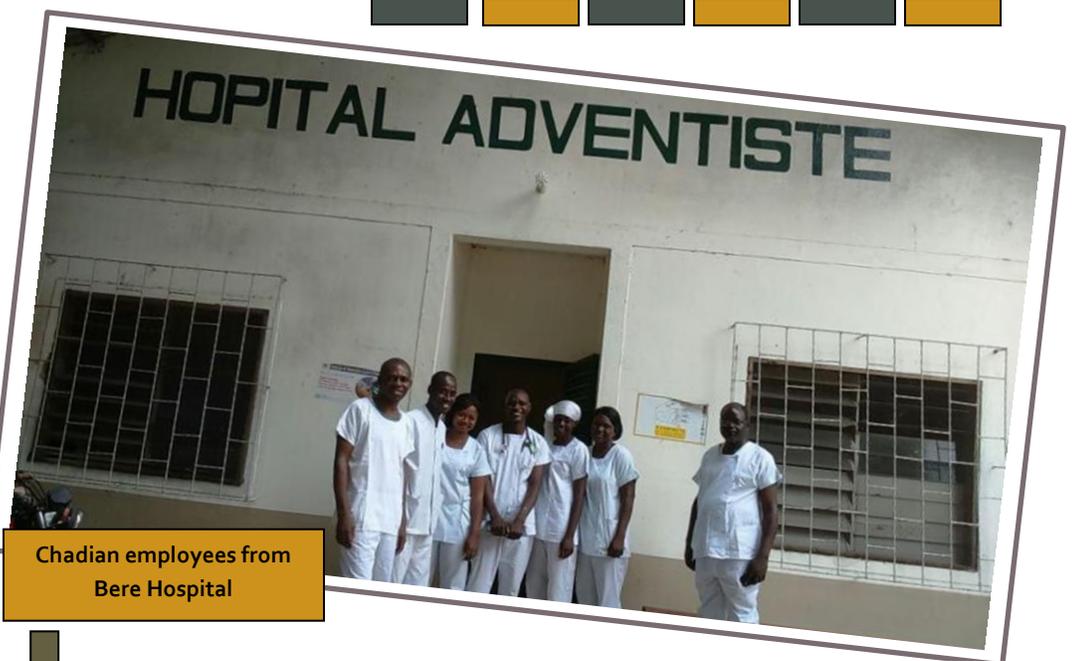
Bere Hospital-Chad

Zachary Gately, MPH, Deputy Director for AHI-Chad, writes that Ndilbé was one of the administration team from Bere Adventist hospital in Chad who benefited from the Global Health Care conference this past fall. He is head of HR at the Hospital. Before him, most of the work was spread out between the administrator himself and the head medical officer. So he was the first to have the title as HR director in many years.

Returning to Bere after the conference, he had many ideas. He told the head medical officer that they had to "box out some details" to make sure they were doing HR procedures correctly. He has better organized employee's files and is making sure to help stay up on their contracts. Chad has a very complex employee contract system that can have serious monetary and legal ramifications. Ndilbé is keeping the hospital responsible and using his new found skills to protect the hospital as well.

As a way to reward the employees, he decided to hand out matching scrub sets to all nurses. These were provided by AMALF, a French language Adventist medical association that has had ties with Bere for a long time. This was a way to say thank you to the staff for cooperating while he bothered them updating their files as well as to boast moral.

It may not seem like much but these little details make a large difference in day to day life here in the field. We are thankful that Ndilbé has been able to put into practice what he learned from the GHC 2016.



Chadian employees from Bere Hospital

Glimpses of Global Healthcare Conference, 2016

