

# **TTBS and NWRHA form partnership to improve HEALTH CARE**

Trinidad and Tobago Bureau of Standards (TTBS) and the North West Regional Health Authority (NWRHA) agreed to work together to improve the quality of health services provided by this health institution.

On Monday 22nd June 2009, officials of both organizations met at the NWRHA's Head Office to discuss possible areas of collaboration and ways to effect this. Officials of NWRHA present at the meeting were: Mrs. Agatha Carrington, Chief Executive Officer (CEO); Mrs. Tamica Charles-Phillip, General Manager, Legal; Mrs. Judith Ramoutar, General Manager, Finance; Mr. Roland Jack, General Manager, Human Resources; Ms. Daphne Graham, General Manager, Nursing; Mr. Errol Blackman, General Manager, Mental Health; Dr. Jacqueline Shafe, General Manager, Health Policy, Research and Planning; and Ms. Shauna McVorrán, Hospital Administrator. Representatives of TTBS attending the meeting were: Mr. Steve Williams, Executive Director (Ag.); Mrs. Violet Davis-Maurice, Head Laboratory Accreditation; Mrs. Renee Abass-Lalla, Head Standardization Division (Ag.) and Mr. Kenrick Romain, Head, Marketing Unit.

Both organizations agreed to collaborate in the areas of accreditation of medical laboratories, supplier evaluation and calibration of medical equipment. According to Mrs. Carrington, a partnership with TTBS could play a crucial role in assisting NWRHA to fulfill its mandate of providing quality health care to the people within its jurisdiction.

TTBS will assist the NWRHA in its drive to encourage their medical laboratories to become accredited. In the area of supplier evaluation, TTBS will work with NWRHA to help it in selecting medical equipment and other goods and services that satisfy relevant international standards. TTBS will also provide assistance in the area of calibration by helping to establish systems and procedures consistent with international standards to ensure all medical equipment used in health institutions under NWRHA provide accurate and reliable test results.

Mr. Romain said that the meeting was part of TTBS on-going outreach program aimed at forging closer working relationships with its public sector stakeholders to encourage increased collaboration in promoting sustainable development in Trinidad and Tobago towards achieving Developed Country Status.



▲ **WORKING TOGETHER:** NWRHA's General Manager- Nursing, Mr. Errol Blackman, second from right, shares his thoughts on collaborative efforts between TTBS and NWRHA with members of the head table at NWRHA's Head Office.  
L-R: Dr. Jacqueline Shafe, Mr. Steve Williams, Mrs. Violet Davis-Maurice, Mrs. Renée Abass-Lalla, Ms. Daphne Graham and Mrs. Agatha Carrington (partly hidden).



▲ **APPRECIATED:** Mr. Kenrick Romain, Head of Marketing Unit, TTBS, presents a token of appreciation to Mrs. Agatha Carrington, Chief Executive Officer, NWRHA.

In their presentation, Mr. Williams gave an overview of TTBS services to provide an understanding of how these services can help improve the quality of health care services delivered by NWRHA and Mrs. Davis-Maurice explained how TTBS Laboratory Accreditation Service can assist NWRHA with its current accreditation program for medical laboratories. Medical Laboratory Accreditation is a process that enables medical laboratories in both the private and public sectors to produce accurate and reliable test results consistently in accordance with international standards. This is necessary to ensure the delivery of quality health care.



◀ **HIGH LEVEL NEGOTIATIONS:** Mrs. Agatha Carrington, Chief Executive Officer (front centre) holds the attention of members of the head table.