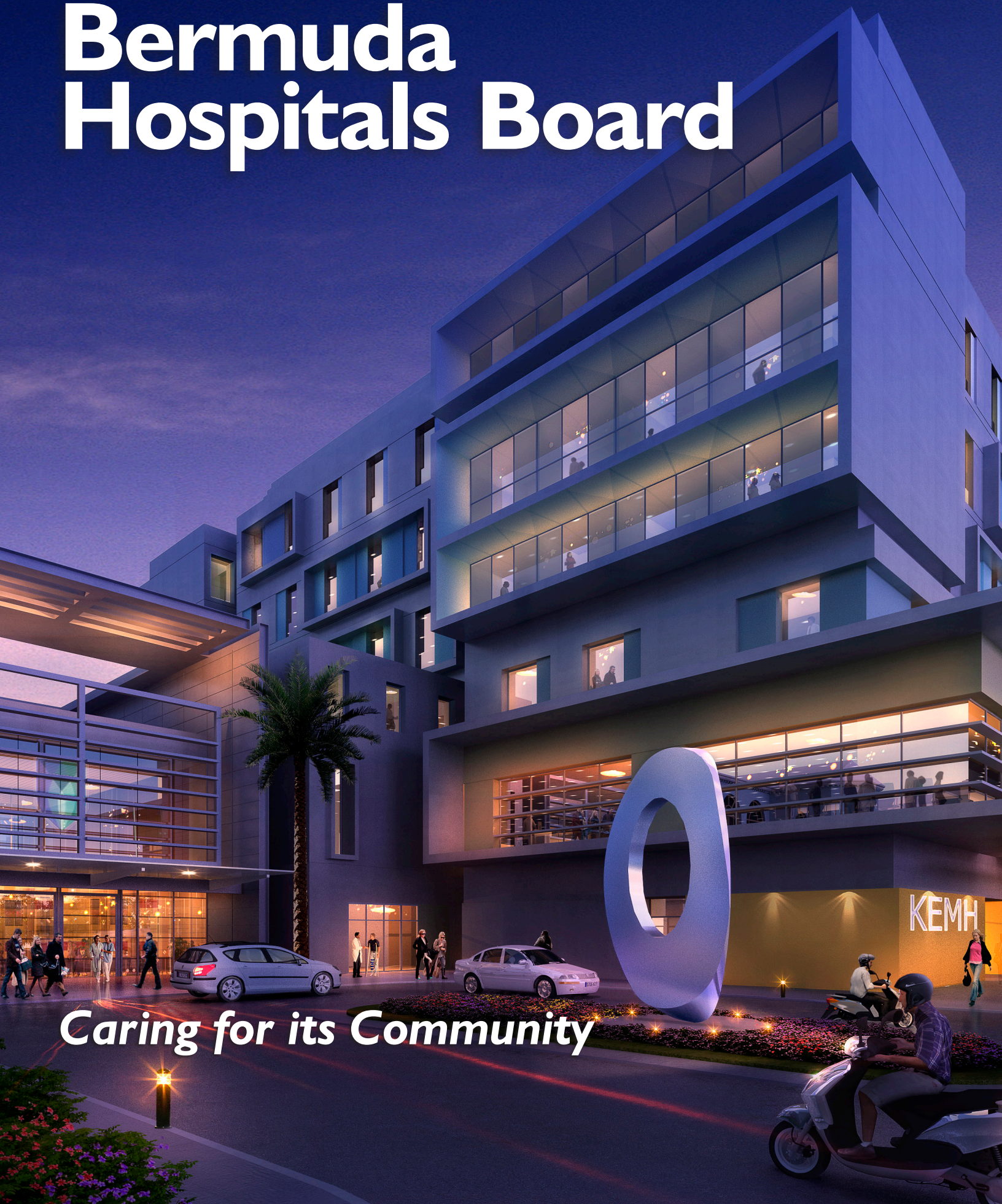


# Bermuda Hospitals Board



*Caring for its Community*

KEMH



# Caring for its Community

*Bermuda Hospitals Board ensures the highest-quality healthcare*



Bermuda, with a population of less than 65,000, has historically enjoyed having one of the best income per capita rates in the world. Tourism has been a long-standing part of the economy, accounting for about 15 percent of its current gross domestic product. It is also a leading international offshore financial center, and is the third largest insurance and reinsurance center after New York and London.

Political stability, a dependable energy infrastructure and quality telecommunication systems all contribute to a high quality of life, and residents and visitors also benefit from having ready access to a full spectrum of medical services fulfilled by dedicated and qualified medical professionals.

Acute care hospital and mental health services are delivered by Bermuda Hospitals Board, a quasi-

autonomous, non-government management body under the Bermuda Hospitals Board Act. A government-appointed board is mandated to provide strategic governance and ensure sound financial management, while day-to-day activities are driven by senior management and staff. BHB delivers acute care services from the King Edward VII Memorial Hospital, a small urgent care service from the Lamb Foggo Urgent Care Centre, and mental health, learning disability and substance abuse services from the Mid-Atlantic Wellness Centre.

According to CEO/President Venetta Symonds, the focus of Bermuda Hospitals Board is on the needs of patients, and services are strategically planned around the island's healthcare requirements. Symonds said this drives

patients who depend on such services, healthcare also represents one of the most fundamental pillars of Bermuda's public spending. BHB employs about 1,800 people and is the second largest employer in Bermuda, after the government. About 44 percent of healthcare costs relate to the hospital, as it is the only provider of acute care services.

BHB has a long standing scholarship program to support future generations of healthcare workers. For young Bermudans striving toward a career in healthcare, BHB awards more than \$100,000 each year in scholarship funding. It also supports a variety of community programs that promote greater awareness and understanding of health concerns in the market. BHB services are, therefore, not limited to what transpires in the lab,

staff to achieve the highest evidence-based standards in the delivery of services. It requires extensive collaboration with other healthcare partners in Bermuda to seek health system reforms to ensure quality and affordability. Strategic aims at BHB are underpinned through organizational values that include respect for all, integrity, serving the interests of patients, families and the community-at-large.

"We aspire to be the best in all we do," she said.

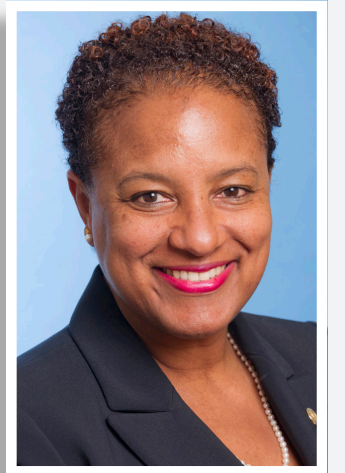
The services delivered by Bermuda Hospitals Board and the professionals affiliated with the delivery of care save lives every day, and improvements in services constantly improve patient outcomes and patient satisfaction. Beyond the

emergency room or acute care wing, but rather throughout services and support which permeate throughout the country.

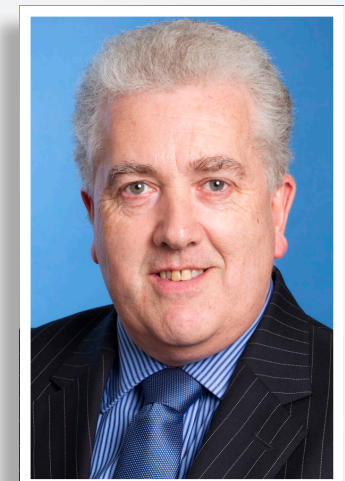
Delivering such a range of services is not without its challenges, because there are no other hospitals on island. Bermuda, like others throughout the region, has been impacted by economic challenges. Maintaining state-of-the-art infrastructure as well as highly-trained specialists and other personnel to fulfill critical services comes at a cost. As BHB Chairman Jonathan Brewin said, it can be very challenging when there is a legislative mandate to provide services without the convenience of funding. BHB is tasked with not only providing health services, but also ensuring service costs are met in such a way that is sustainable and affordable for the patients they treat. This is a challenge in the current economic environment and, under the guidance of its chief finance officer, BHB is implementing a financial sustainability strategy to ensure that it can deliver services in the years and decades ahead.

This will require hard decisions to be made about which services are delivered by BHB, and a process of reshaping the service profile is already under way. A public outcry resulted when BHB decided to withdraw its out of hours urgent care service from the Lamb Foggo Urgent Care Centre, because it was operating at a loss. Although the government requested BHB keep the service going, it has been agreed that an alternative provider will be sought.

Construction of an acute care wing was completed and



*CEO/President Venetta Symonds*



*BHB Chairman Jonathan Brewin*





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the new facility connect through to the existing KEMH facility. Existing acute care services, including emergency, diagnostic imaging, acute care inpatient units, surgery, dialysis and oncology will transfer to the new build.

The work will result in the delivery of a new state-of-the-art acute care wing. An atrium, therapeutic garden area and other architectural elements combine to impart an aesthetic allure atypical of that usually found in such healthcare buildings, and the facility takes full advantage of ocean views toward the capital city of Hamilton, and over the Bermuda Botanical Gardens to the south shore.

This is Bermuda's first public private partnership. Selected after a rigorous procurement process, the private partner was Paget Healthcare Services, a consortia which includes the local construction company BCM McAlpine. The project has won two international awards recognizing the robustness of the procurement process, as well as the quality of the design.

The building has been designed to withstand hurricanes and earthquakes, and will also adhere to LEED standards, in keeping with BHB's intent to mitigate impacts on

the environment. And while those standards are eco-sensitive, they also deploy solutions to conserve on the consumption of resources such as water and electricity; solutions which ultimately help BHB also curtail operating costs.

Recognition of the quality of healthcare in Bermuda has advanced far beyond Bermuda. In addition to holding accreditation from Accreditation Canada, BHB's mammography services have been accredited by the American College of Radiology and the pathology services have been accredited by Joint Commission International. The BHB has overseen the creation of a state-of-the-art intensive care unit at KEMH, an internationally leading center for the treating of diabetes, and, with respect to the mental health program at Mid-Atlantic Wellness Institute, it has garnered distinction as a training site for psychiatric residents affiliated with the Royal College of Psychiatrists. The hyperbaric therapy services have been accredited by Divers Alert Network International, and there's even an organ donor program which has been heralded among those reflecting best industry practices.

DuROCK Alfacing International Limited, a Canadian-based and family-owned business, has been a leading manufacturer of products in the field of exterior insulation finish systems (EIFS) and specialty coatings for floors and walls since its beginnings in 1980.

The company's broad range of products and wall systems are subjected to rigorous testing to ensure they meet Canadian Building Code requirements. DuROCK's state-of-the-art facility in Ontario, Canada, invests in research and development to maintain a steady flow of innovative products on the cutting edge of technology.

In 2004, in response to demands for better drainage systems, DuROCK developed and patented its pressure-utilized compartmented cavity system (PUCCS), which provides a geometrically defined 10-millimeter drainage cavity incorporated into the insulation manufacturing process. Six years later, an insurance policy amendment effectively mandated a 10-millimeter drained air space for buildings designed by Ontario architects.

"DuROCK's proactive and forward-thinking approach meant they had the solution to these prescriptive measures already in place, making PUCCS the prototype for other systems to follow," says Andre Turrin, the company's Technical Director. "While there is always room for growth, right now DuROCK's PUCCS is the pinnacle in exterior insulated finish systems."

DuROCK's other products include specialty interior design finishes (Venetian Plaster), Jewelstone concrete resurfacing products, a solar reflective white roof coating (TioCOAT), a waterproofing system (RubberROCK), a prefabricated insulated panel system using PUCCS rainscreen technology (CanaROCK) and a complete line of green-friendly paints for both interiors and exteriors (GFP).

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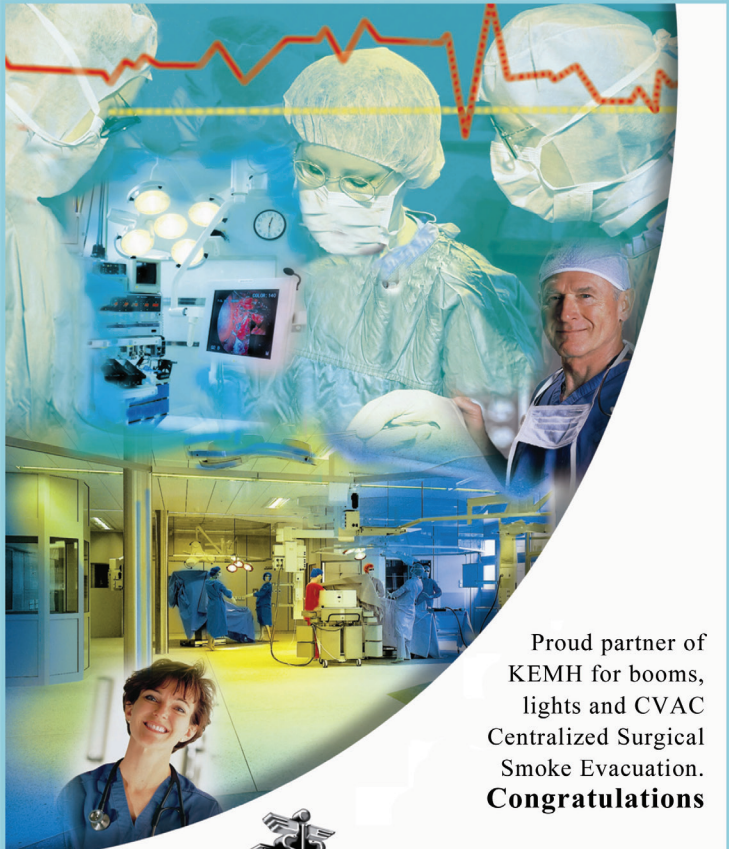
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Medicana has played a vital role in a \$250 million expansion under way at the King Edward VII Memorial Hospital in Bermuda, that's the largest construction project in the history of the cluster of islands located just more than 600 miles off the United States coast.

The Canadian company presented a unique fusion of experience, innovative design and green technology. Its team members provided substantial and thought-provoking contributions that stretched from design to commissioning, and its contribution will have lasting effects on the hospital's operating room and trauma operations.

Medicana celebrated its 50th year in business in 2013 and its existing array of services ranges from entire turn-key construction solutions utilizing FlexeSpace Prefabricated Modular Systems for operating rooms and critical care areas, to the design manufacture and installation of the capital equipment required to complete those projects.

More than 3,500 patient and operating rooms throughout the U.S. and Canada have either been sold directly by Medicana, or been provided as an original equipment manufacturer to other major players in the industry. The company's knack for innovative design has led to its leadership position and Medicana has vast experience in architectural applications for intensive care units and operating rooms, as well as specialized imaging rooms, trauma units and emergency areas.

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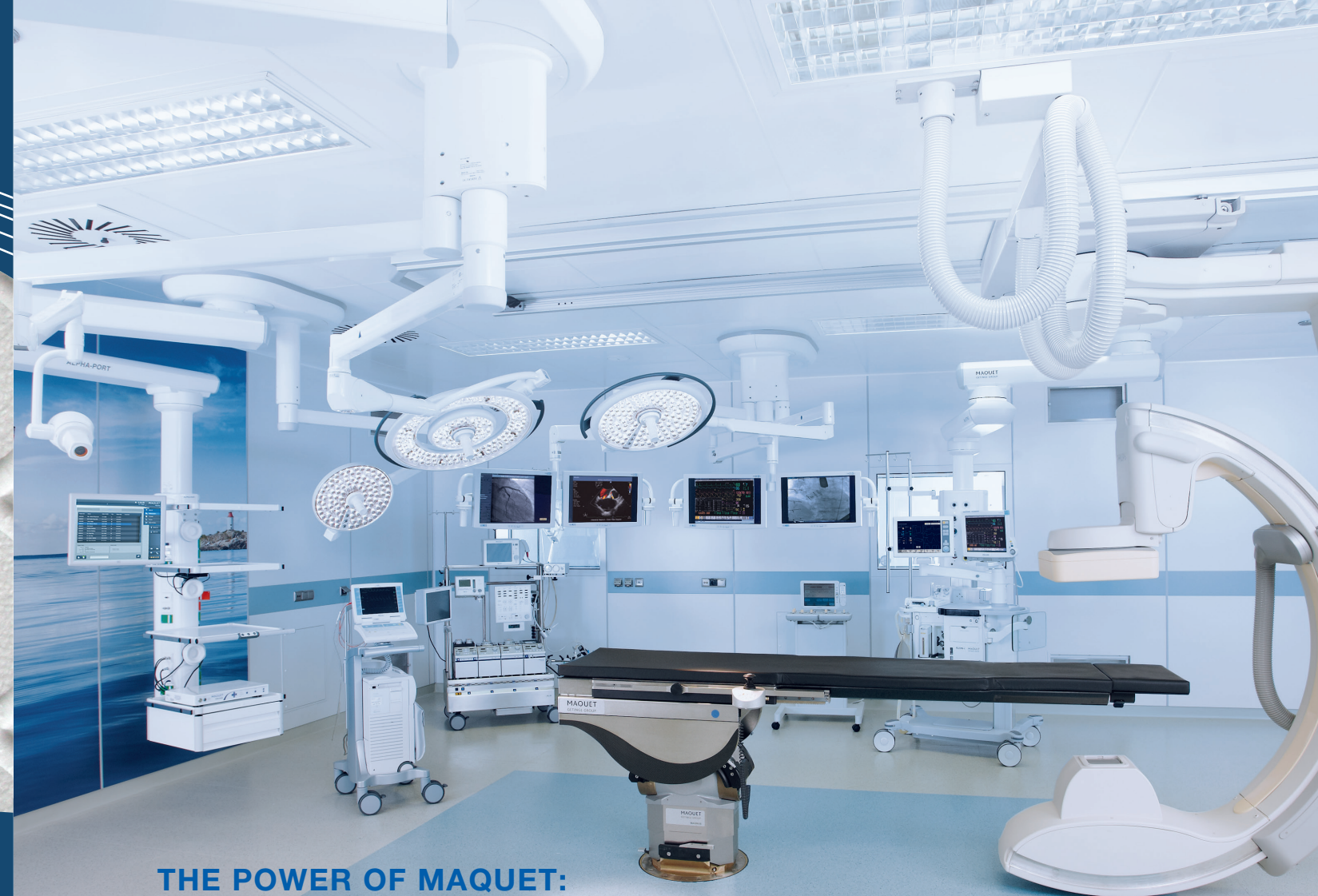
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