

Health Professionals Council



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HEALTHMATTERS

Newsletter

Health Professionals Council Newsletter, Volume 1, Issue 2 (July 2015)

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Devising a 5-year Strategic Plan for the HPC



Partial view of the Strategic Plan session in progress

Thirty (30) registrants of the Health Professional Council (HPC) of Seychelles attended a 30 hours' workshop at the Seychelles Institute of Management (SIM) over a period of three months early this year. The registrants represented the various cadres that are registered with the HPC, and saw the participation of registrants working in government and private practices. The 30 hours' workshop was facilitated by Mrs. Shella Mohideen, the Dean of Faculty for The Guy Morel Institute. The aim of the workshop was to design a strategic plan for the Health Professional Council that will direct the work of the Council for the next five years. The strategic plan will be a framework that underpins the core regulatory business of setting standards for Health Professionals registered with HPC.



Fitting the pieces ...

HAVE YOU REGISTERED WITH THE COUNCIL??

I have chosen to be happy... it's good for my health!



New Acupuncture clinic for the Seychelles

... New complementary health clinic adds into Seychelles' health care system ...



Minister Mitcy Larue cuts the ribbon to officially open the TCM Centre

The Traditional Chinese Medicine (TCM) Centre of Seychelles, a new clinic offering acupuncture and massage treatments has opened its doors to patients in the country. The Centre which was officially opened in March this year offers patients acupuncture and massage for treatment of musculoskeletal, neurological, gynecological, psychological, respiratory, gastrointestinal diseases and other conditions. The Centre is also the first clinic in the country to offer clients Japanese treatment and cosmetic acupuncture for face-lifting, anti-ageing, wrinkles, puffy eyes, dark circles and eye bags.

The Traditional Chinese Medicine Centre for Seychelles is managed by Mrs. Chantal Hellevig (Lailam) and Ms. Komichi Hirano,

who are both licensed and registered acupuncturists. Mrs. Hellevig is the first Seychellois who has studied Traditional Chinese Medicine, a system of primary health care which uses techniques such as acupuncture, herbal medicine, remedial massage, moxibustion, cupping, as well as diet and lifestyle advice practiced in China for the last 5000 years. The TCM Centre intends to complement the country's existing health care system by providing affordable and drugless treatments which will benefit the Seychellois people.

The Traditional Chinese Medicine Centre for Seychelles, located on Benezet Street in Victoria was officially opened on the 19th March in the presence of the Minister of Health, Mrs. Mitcy Larue, the Chairperson of the Health Professional Council, Mrs. Patricia Rene and other senior officials from the medical department.

For more information on the new service:

Chantal Hellevig (Mrs.)
TCM Centre of Seychelles
Lailam Building (1st Floor), Benezet Street
Phone: 271 6181
Email: chantal.hellevig@gmail.com



Invitees look on as an acupuncture demo takes place

Health Tips



Health Benefits of Green Tea

Oral Health	Cholesterol
Bone Health	Immunity
Weight Loss	Asthma
Heart Health	Ear Infection
Anti-aging	Liver Diseases
Blood Pressure	Flu and Cold
Diabetes	



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Your
HEALTH
is in your hands

Take good care of it



Newly registered Allied Health Professionals receive their certificates

... *"the success of your career lies with you" ...*



Group photo of new HPC registrants with the Minister of Health (front row, 9th from left), CEO Health Care Agency (front row, 8th from left) and HPC members

The twenty-nine (29) newly-graduated allied health professional from National Institute for Health and Social Studies (NIHSS) received their registration documents certifying them that they can now practice in their chosen allied health profession. The ceremony which was also aimed at welcoming the graduates as a registered member of the Health Professional Council took place in May at the Sheikh Khalifa conference room of the Ministry of Health in the presence of Health Minister Mitcy Larue, other senior officials of the Ministry, members of the Health Professionals Council and other health colleagues.

The twenty-nine graduants who received certificates from Minister Larue have followed three-year diploma courses at NIHSS in the fields of environmental health sciences, dental hygiene, physiotherapy or pharmaceutical dispensary. Addressing the graduants at the ceremony, the Chairperson of the Health Professionals Council, Mrs Patricia Rene, reminded the allied health professionals of the core ethical values which should guide their work; being patient and client centred, knowing ones scope of practice, reducing one's risk of infection, practicing good personal conduct, treating clients information with confidentiality, striving to remain competent, having good personal communication skills and being honest, tolerant and having integrity.

"The ethical values, your professional qualifications, your participation in continuous prefoessionsl development are all valuable assets to guarantee success as an Allied Health Professional but may I, at this point, remind you that the success of your career lies with you, you have the power to either break it or make it. It is my sincere wish to you all to go for the latter. Congratulations and best wishes for a successful career as an Allied Health Professional" said the Chairperson.

The Council wishes the twenty-nine new allied health proffessionals success in their careers.



New registrants posing with the Minister of Health in a souvenir photo

Seychelles International Dental Conference -

... 26th - 27th March 2015 ...

The first International Dental Conference was held in Seychelles on the 26th and 27th March 2015. A total of 80 participants were registered to attend this two days conference, coming from four continents around the world. Countries they represented were Seychelles, India, Australia, Germany, South Africa, Italy, Switzerland, Kuwait, and Morocco.

The aim of the conference was to provide a global platform to introduce latest innovations, cutting-edge technologies, and breakthrough researches that is currently revolutionizing the practice of dentistry. Apart from lectures on various dental-related topics, the participants were able to watch



two live workshops, whereby they could interact with the dental specialists where the procedures were being done. The conference ended with a handing of certificate ceremony and gala which was held at the Eden Bleu Hotel.

Participants described the conference as a very enriching experience in terms of knowledge, and a once in a life time experience. The international delegates were very impressed with their stay in Seychelles, whereby the speaker of the General Assembly of Federation Dentaire Internationale (FDI) stated that "it was the first time I attended a conference in the world whereby the people were so



friendly. From the time we were picked up at the airport, all the way through the event, to the time we were dropped off at the airport, everybody was making sure we are in comfort... the hostesses, driver and organizing committee did an awesome job... and never stopped smiling".



Really putting the *care* in healthcare

... *“leaving a good impression on patients and their families is important”* ...

Many clients and visitors (locals and tourists) utilizing healthcare services in Seychelles often complain about the bad services they've experienced whilst in the care of our health professionals. Complaints usually range from *'arrogant health professionals that have very bad interpersonal skills'* to professionals that pay very little attention to the healthcare they provide. Although there are a lot of professionals that do their utmost to uphold their profession and patient care, the few outliers are usually enough to create this dark cloud of dissatisfaction that tarnish the public image of the professions.

EXCELLENT ☐
GOOD ☐
AVERAGE ☐
POOR ☐
The Worst!! ☒



With the rise of the internet and social media, today's customers are more savvy with all their purchases - and have higher expectations. Health care is no different. If patients are not happy with the level of customer service they receive from health professionals, they won't be quiet about it. But what can we do as allied health professionals to reassure our clients and the general public? Here are a few pointers that will most definitely serve useful if applied to our daily professional lives:

1. Make the best impression

The first impression a patient gets of you and your healthcare settings makes a HUGE difference. The last impression is significant as well. Both creates a 'snapshot' of the healthcare experience for the patient. To that end, attention must be given to the details that shape these impressions in patients' minds. This includes reminding front-desk staff to be cheery and polite at all times, to making sure that the patients can easily navigate the healthcare facility. Follow-up phone calls to check on patient's recovery can make their last impression of your healthcare settings and yourself as a professional a good one, while decreasing their chances of experiencing complications that may cause re-admission - a win-win for both sides.



Love for your patients and your profession is primordial

2. Provide information at your earliest

It's also crucial to be transparent with patients about their conditions from the start. Patients don't like waiting too long to be briefed on test results or treatment plans.

3. Admit when something goes wrong

Another key element of delivering good customer service is knowing when to apologize for any lapses. Healthcare professionals tend to become defensive when errors are pointed out to them. Even if it's something small, like a patient not being greeted politely at the front-desk, staff should take responsibility and offer an apology for the issue. It is best to take the patient's side in these types of customer service disputes. Have empathy for the patient's position and train all staff to respond to these situations with courtesy and grace.

4. Give staff a purpose

The most important aspect of creating a healthcare team that's customer-service focused is to differentiate between an employee's "purpose" and the person's "function". If giving high-quality customer service to a patient means that an employee's function must be temporarily postponed, it should be done. And staff should be rewarded for going that extra mile instead of scolded for not completing their day-to-day duties right away.

Improvements like these can go a long way in improving your patient's customer service experience and making your healthcare setting look more favorable in their eyes.

Continuous Professional Development... is there a point to it?

... The 9 answers explored...

So you finished your studies, you obtained your diploma or degree, you graduated, you got a job.... Mission accomplished!!!!

It is fair to say that your mission is accomplished, you sit down and relax... but do not take too long because sooner or later you will be lagging behind your colleagues. The same is true for health professionals with many work experiences.

"Continuing professional development [CPD] is important because it ensures you continue to be competent in your profession. It is an ongoing process and continues throughout a professional's career" (CPD, 2014).



The Health Professionals Council is all for CPD. In fact, all allied health professionals working in the country should commit to at least one session of CPD per month. This should support and provide nourishment for your professional growth as well as keeping in touch with your peers.

Continuous Professional Development will have the following benefits for you:

- (1) Ensures you keep pace with the current standards of others in the same field;
- (2) Ensures that you maintain and enhance the knowledge and skills you need to deliver a professional service to your customers, clients and the community;
- (3) Ensures that you and your knowledge stay relevant and up to date;
- (4) Helps you continue to make a meaningful contribution to your team. You become more effective in the workplace. This assists you to advance in your career and move into new positions where you can lead, manage, influence, coach and mentor others;
- (5) Helps you to stay interested and interesting;
- (6) Can deliver a deeper understanding of what it means to be a professional, along with a greater appreciation of the implications and impacts of your work;
- (7) Helps advance the body of knowledge and technology within your profession;
- (8) Can lead to increased public confidence in individual professionals and their profession as a whole;
- (9) Contributes to improved protection and quality of life, the environment, sustainability, property and the economy.



So.... What are your views on HPC introducing CPD?? Get interactive and send us your emails to chairpersonhpc@health.gov.sc or registrarhpc@health.gov.sc.



Adverts



The Health Professionals Council (Seychelles) is proud to present its official website. For all the latest news pertaining to HPC registrants, complaints, disciplinary actions, list of registered allied health professionals, join us at www.hpcseychelles.org.

**SUBSCRIBE
TODAY!**

Subscribe to our mailing list for all the latest updates ... at work, in the comfort of your homes or on the go!!

It is your responsibility as an allied health professional to ensure that your registration with the Council is current and valid. It is against Seychelles' law to be practicing as an allied health professional without having been registered (Health Professionals Act 2006)

For more information on your registration status, kindly contact the HPC Registrar on (+248) 4303745 or email registrarhpc@health.gov.sc

Do you have any interesting articles, stories or news related to your profession that you would like to share with the rest of the professional community? If yes, kindly send your submissions to the [Editorial Committee](#).

We are here ...

