

# INSIDE IS4H BAHAMAS: CONNECTING TO CHANGE

ISSUE 2: MARCH 2025



## The Digital Journey Begins in Q1 2025

The IS4H Bahamas pilot at Adelaide and Gambier Clinics, launched on February 3, 2025, is driving a bold digital transformation in public healthcare, streamlining patient records, enhancing efficiency, and laying the foundation for a modern, data-driven health system.

### THE PILOT!

New Product Launch:  
Introducing Our Revolutionary  
Electronic Health Record  
Technology



Partnership For Transformation

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# BahamasEMR+ PILOT LAUNCH

BahamasEMR+ is transforming public healthcare in The Bahamas, delivering seamless digital record-keeping, boosting efficiency, and setting the stage for a smarter, more connected health system.

## Innovation In Action

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- **Empowering Healthcare Through Training (Pg. 5)**
  - How training is advancing the digital transformation.
- **Homegrown Innovation In Healthcare (Pg. 6)**
  - How Bahamian developers are driving the digitalization process

### THREE QUESTIONS:

Ellerie Seymour, IS4H Change Manager



A look at how managing change strategically ensures the success of new technology in public health systems. (Pg. 8)



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# Transforming Healthcare:

## IS4H Bahamas Pilot at Gambier and Adelaide Clinics



The IS4H Bahamas pilot at Gambier and Adelaide Clinics has entered a crucial phase, marking a transformative step in the digitalization of healthcare services in The Bahamas. With the implementation of BahamasEMR+, a localized version of OpenEMR, healthcare providers are experiencing firsthand how digital innovation can streamline patient care, improve efficiency, and enhance the overall healthcare experience.



### **A New Era of Healthcare Efficiency**

For decades, public healthcare in The Bahamas has relied on paper-based records, leading to inefficiencies, delays, and administrative burdens for medical professionals. BahamasEMR+ is set to change that by digitizing patient records, improving accessibility, and ensuring seamless data management across clinics.

Nurse Atiya Deal, IS4H Bahamas Change Champion at Adelaide Clinic, shared her excitement about the system's impact.

"Within the first two weeks, we have seen significant progress in the patient care portal—from registration and appointment scheduling to history recall and real-time clinical documentation. The ability to access records instantly has helped us reduce patient wait times and improve service delivery."

While the transition has been a learning curve, Nurse Deal is optimistic about the future. "The system has definitely proven to be efficient and effective in patient care. With further refinements, it has the potential to provide the statistical data needed for reporting in various areas beyond the clinical setting."



**Nurse Atiya Deal**

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# Transforming Healthcare:

IS4H Bahamas Pilot at Gambier and Adelaide Clinics (cont'd.)

## **Adapting and Refining for Success**

No system is without its challenges, but the IS4H Bahamas team is committed to continuous improvement. Real-time feedback from healthcare professionals has played a critical role in refining workflows and addressing system gaps as they arise.

Nurse Brinique Dean, IS4H Bahamas Change Champion at Gambier Clinic, noted the responsiveness of the technical team in adapting the system to meet user needs.

"Many of the necessary changes have already been noted and passed along. While we have yet to fully utilize and critique the reporting features, once implemented, the system will align even more closely with our current workflows. The team is both capable and committed to making these adjustments, and I truly believe BahamasEMR+ has the potential to be exactly what it is designed to be. I'm thoroughly excited—especially as we move towards a system where everything is centralized and easily accessible."

## **Nurse Brinique Dean**

### **The Road Ahead: One Patient, One Record**

As the pilot progresses, the focus remains on collaboration, training, and system optimization to ensure a seamless transition to a fully digitized healthcare ecosystem. With continued input from medical professionals, administrative staff, and technical teams, BahamasEMR+ is laying the foundation for the future of healthcare in The Bahamas—where every patient has a single, comprehensive, and easily accessible medical record.

# **BahamasEMR<sup>+</sup>**

**- ELECTRONIC MEDICAL RECORD SYSTEM -**

**BahamasEMR<sup>+</sup>** is a customized electronic medical records (EMR) system designed to modernize and streamline healthcare delivery in The Bahamas.

As a localized version of OpenEMR, this system enhances patient care by digitizing records, improving accessibility, and reducing administrative burdens for healthcare professionals. With BahamasEMR+, medical staff can securely access patient histories, manage appointments, and document encounters more efficiently, ensuring a more seamless and effective healthcare experience. The system is currently being piloted at Gambier and Adelaide Clinics as part of the IS4H Bahamas initiative, laying the foundation for a nationwide digital transformation in public health.

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# Empowering Healthcare: Training Champions For A Digital Future

The successful piloting of BahamasEMR+ at Adelaide and Gambier Clinics has demonstrated the power of collaboration, adaptability, and dedicated training. According to Sherrell Storr, IS4H Bahamas Trainer, (pictured left) the enthusiastic response from healthcare professionals has been a key driver in the early success of the initiative.



"As the trainer for the piloting of The Bahamas Electronic Medical Records system, I am exceptionally proud of the positive response from healthcare professionals at all levels in the Adelaide and Gambier clinics," said Storr. "Everyone applied themselves with dedication, and there was remarkable peer assistance throughout the process."



From physicians and nurses to medical records staff, the pilot has fostered a culture of teamwork and commitment, ensuring that the transition to digital medical records is as smooth as possible. Storr noted that this collaborative spirit is a strong indicator of future success as The Bahamas moves toward full-scale digitalization in public healthcare.

"With capable and efficient teams—including medical records staff, nurses, physicians, and everyone in between—we are making significant strides toward improving healthcare delivery," Storr emphasized.

The training phase has not only equipped healthcare workers with the necessary skills to navigate BahamasEMR+ effectively but has also underscored the importance of peer support in adapting to new digital tools. As the pilot progresses, the dedication and teamwork displayed in these early stages will be instrumental in ensuring that BahamasEMR+ becomes a seamless part of daily healthcare operations.

With this momentum, the future of digital healthcare in The Bahamas is bright, promising greater efficiency, improved patient outcomes, and a healthcare system ready for the demands of the modern era.

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# Homegrown Innovation:

## Bahamian Developers Powering IS4H Digital Transformation



For too long, The Bahamas has relied on foreign-built technology to drive progress—but that's changing. The IS4H Bahamas initiative is proving that Bahamians don't just use technology—we create it. The digital solutions revolutionizing our healthcare system, including BahamasEMR+ and the Bahamas National Patient Portal (BNPP), are being developed by Bahamians, for Bahamians.



This isn't just about software; it's about investing in our people, our economy, and our future. By developing these applications in-house, The Bahamas is cultivating local expertise, creating jobs, and reducing dependency on foreign services. Every line of code written by Bahamian developers strengthens our national infrastructure, fuels innovation, and ensures that technology is tailored to meet the unique needs of our healthcare system.

### Digital Solutions Designed for Impact

BahamasEMR+ is a customized adaptation of OpenEMR, specifically built for the Bahamian public health sector. It streamlines patient data management, enhances workflow efficiency, and provides faster access to medical histories, reducing the administrative burden on healthcare professionals.

Meanwhile, BNPP is set to revolutionize patient engagement by offering secure access to personal health records, appointment scheduling, and direct communication with healthcare providers—all at the click of a button. This digital gateway empowers patients while ensuring a more connected and efficient healthcare system.

### A Future Built on Bahamian Innovation

The success of this initiative is a direct result of collaboration between Bahamian IT professionals, healthcare stakeholders, and government agencies. By keeping development local, The Bahamas is not only modernizing healthcare but also positioning itself as a leader in digital transformation within the Caribbean. With Bahamian developers leading the charge, the future of healthcare is brighter than ever—one digital innovation at a time.

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# Homegrown Innovation: UPDATES ON THE IS4H APPLICATION UNIVERSE

## UPDATES:

- **BahamasEMR+**



- The first version of BahamasEMR+ (BEMR) is live in the Gambier and Adelaide Clinics. This electronic medical record application is being tested and retooled with feedback from public health staff in preparation for the next round of clinic deployment by April 2025.

- **BNPP 2.2.1**



- The latest version of BNPP is in use by the School Nursing and Chronic Non-Communicable Disease (CNCD) Unit and has already enhanced the work of the professionals in those units.

- **LMS (Moodle)**



- Dozens of courses are now available on the Moodle platform, providing on-demand virtual training and professional development for public health personnel.

- **SIP+**



- Preparations are nearing completion for personnel in the perinatal and antenatal units to begin using the digital version of SIP to track pregnancies and maternal and infant health.

- **Metabase**



- This incredible business intelligence tool (BIT) is also live, providing user-friendly visualizations of the data collected across the IS4H Bahamas application universe.

- **DigiPay**



- Credit and debit card payments are about to be launched in public clinics through this app.

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# 3 QUESTIONS: INTERVIEWS WITH IS4H BAHAMAS

## ELLERIE SEYMOUR, IS4H BAHAMAS CHANGE MANAGER

Change Management is the process that organizations use to implement change strategies that ultimately aid in stakeholders adapting to change.

### Q: How has change management helped ease the transition to digital record-keeping ?

a. With the Adelaide and Gambier Clinics attention was placed on preparing the healthcare professionals months prior to the change with a number of awareness sessions. Secondly, clinics were equipped with desk top computers and tablets to ensure that professionals had the tools necessary to perform the task of record keeping in a digital way.



Finally, support for these healthcare professionals was also crucial; Introduction to Computer courses face to face and through the aid of a learning management system was utilized. Additionally, in person training for staff on the new Electronic Health Record System was conducted and after training the IS4H team was available on the ground to offer hands on support

### Q: What strategies have been most effective in addressing resistance to change?

- a. The most effective strategies to addressing resistance have been:
- i. Having a consistent presence on the ground particularly during the first two weeks of implementation.
  - ii. Utilizing "Change Champions" who are colleagues within these clinics who maybe more tech savvy to mentor colleagues who need additional assistance.
  - iii. Being open to receiving feedback from healthcare professionals on the frontline on how we can improve the system.

### Q: How has ongoing feedback from pilot participants shaped the adaptation and refinement of the new digital system?

a. Feedback from pilot participants is invaluable, revealing areas for improvement that may not surface during development. Piloting with frontline staff ensures the system is refined for real-world use. This process increases the likelihood of successful user adoption.

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