



News

New global partnership Trinidad & Tobago

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Isla expands to the Caribbean with transformative Trinidad & Tobago partnership with ERHA

Trinidad and Tobago's Eastern Regional Health Authority hospital achieves zero infection readmissions while saving clinical teams 30 minutes per patient

Trinidad & Tobago healthcare teams have reduced surgical site infection readmissions and cut daily wound care visits by two-thirds through a groundbreaking partnership with UK digital health company Isla Health. The partnership marks Isla's first expansion into the Caribbean healthcare market while dramatically improving patient access to care in rural communities.

Following a successful 6-month pilot, ERHA has decided to roll out Isla across all services under an ambitious deployment programme. The pilot at **Sangre Grande Hospital** focused on three key specialties: wound care, surgical wards, and dietetics. Clinical teams used Isla's digital pathway platform to remotely monitor patients through secure image submissions and questionnaires, transforming care delivery for over 100 patients across 21 weeks of active implementation.

Transforming patient outcomes through digital innovation

The partnership has achieved remarkable clinical outcomes:

- Zero readmissions for surgical site infections have been recorded since implementation, eliminating what was previously a significant cause of complications and extended hospital stays.
- Daily wound care visits have dropped dramatically from approximately 15 patients per day to fewer than five, with some days requiring no in-person visits at all. This reduction has freed up nursing staff, thereby increasing the nurse-to-patient ratio.
- The platform has also eliminated healthcare access barriers for patients in remote areas. Previously, some patients travelled over one hour to reach Sangre Grande Hospital Campus. Now they can receive comprehensive care from home, saving travel time and costs while maintaining high-quality clinical oversight.

The partnership between the UK's Isla Health and Sangre Grande Hospital, and the Eastern Regional Health Authority offers an excellent example of how digital health solutions can improve patient care while also increasing efficiency.

— His Excellency Jon Dean, UK High Commissioner to Trinidad and Tobago



Supporting Trinidad & Tobago's digital health transformation

This partnership aligns with Trinidad & Tobago's comprehensive Digital Health Strategy and Roadmap, which aims to enhance healthcare quality, efficiency, and equity across all sectors. The initiative focuses on adopting regional best practices in electronic health records and telehealth services while implementing international health interoperability standards.

Isla's digital pathway platform directly addresses key challenges identified in the country's healthcare system and can assist in improving healthcare delivery, including the inability to capture patient-submitted data, such as images and videos, securely.

This partnership has enhanced how we deliver care to our rural communities. When patients no longer need to travel over an hour for wound care appointments, and our readmission rates drop to zero, we know we're making a real difference. Our clinical teams can now focus their expertise in other key areas.

— Mrs. Angelina Rampersad-Pierre, the CEO of Sangre Grande Hospital

This partnership demonstrates how digital pathways can transform healthcare delivery, particularly in regions where geographical barriers have traditionally limited access to care. Trinidad & Tobago's commitment to digital health innovation aligns perfectly with our mission to support patients throughout their care journey.

— Pete Hansell, Isla CEO & Co-founder

Exceptional patient satisfaction drives expansion plans

Patient feedback has been overwhelmingly positive, with 100% of respondents indicating they would use the platform again and recommend it to friends and family. The average patient satisfaction score reached 4.4 out of 5, with complete privacy protection maintained throughout.

Here's what one patient had to say about the exceptional care they received from local teams, made possible with the support of this programme:

I would like to thank this online project for the service you provide at a very trying time after my surgery. Your kindness, dedication, and healing touch is beyond words. I felt comfortable with the way you always speak to me, no matter how busy your day was.

— Patient

The pilot processed over 1,600 submissions from 42 clinical users, demonstrating strong adoption across healthcare teams. Clinical time savings of 15 to 30 minutes per patient have been consistently reported, with avoided face-to-face appointments saving an additional 30 minutes each.

The use of Isla has resulted in a reduction in the number of patients coming to the unit on a daily basis for change of dressing. The numbers have drastically decreased from approximately 15 patients per day to less than 5 patients per day, with some days being nil. Isla has contributed significantly to a decrease in the workload of the nursing staff, allowing more time to focus on providing quality care to critical patients on the physical wards.

— Clinical feedback

Proven impact drives future expansion

Based on the pilot's success, expansion plans include pathways for high-risk diabetic and hypertensive patients, enhanced dietetics telemedicine clinics, and ophthalmology applications. These plans have the potential to unlock significant cost savings, even before factoring in the broader system-wide benefits.

The use of Isla has greatly benefited our patients. We have had zero surgical site infections. This project has been nothing short of amazing.

— Clinician

About Isla Health

Isla is the leading **digital pathway platform** for healthcare providers, supporting patients throughout their care journey. Trusted by over 30 NHS partners and actively used across more than 40 clinical specialties, Isla powers over 200 distinct pathways while processing over 2 million submissions. The platform significantly enhances healthcare efficiency by enabling clinicians to remotely monitor patients, alleviate administrative burdens, and free up valuable clinical time. This allows healthcare professionals to make faster, more confident decisions while focusing on high-value patient care that truly matters.

Discover more about **Isla Health**

About Eastern Regional Health Authority (ERHA)

The Eastern Regional Health Authority is one of five Regional Health Authorities in Trinidad & Tobago, established by Act of Parliament in 1994. ERHA provides healthcare services to approximately 157,000 people across a vast catchment area spanning from Matelot in the North to Guayaguayare, Rio Claro, and Brothers Road in the South, covering approximately one-third of the island.

ERHA's mission focuses on promoting wellness through community collaboration and effective stakeholder partnerships, delivering cost-effective, quality healthcare through a highly motivated workforce. The Authority's vision centres on continually improving quality of life by partnering with all stakeholders to deliver accessible, needs-focused healthcare that upholds core values of respect for human dignity, integrity, commitment to excellence, and universal access.

Through Sangre Grande Hospital and other facilities, ERHA is committed to delivering accessible, high-quality healthcare while embracing digital innovation to improve patient outcomes and clinical efficiency.