

People Awards 2011



maintain employee engagement by regularly allowing our workforce access to information regarding the organisation's strategic objectives. We believe that this approach generates employee emotional commitment, accountability, responsibility and retention. Thinking outside the box has become commonplace at all levels and there is a strong affinity and trust between the management and the employees. This positive psychological bonding augurs well for the organisation's future our teamwork is based on rowing the boat together in one direction forward. I feel that it is the key of our success," she explained.

"We are always seeking ways to increase our workers' motivation and effort, to improve operational productivity, increase our stakeholder's satisfaction and boost our financial performance. Furthermore, we are very much conscious that the most effective and valuable resource that we possess is our human capital and their expertise. Indeed, our ambition is to continue to develop and focus our business strategy around this precious resource. Through proficient people management and empowerment we will be able to go the distance and 'greet the sunrise before the rest'. Ultimately, our intent is to provide a client-focused service that is sustainable and worthwhile to all stakeholders," she explained.

Profile



- Roseanne Camilleri is the Chief Executive Officer, Pharmacy Of Your Choice Division within the Elderly and Community Care Ministry. Ms Camilleri has been working in the National Health Sector since 1988, and for a number of years she worked as management consultant in the policy and planning department where she authored and was responsible for the implementation of various reforms within the national health care sector.
- In 2000, she was appointed by the President of the Republic as St Luke's Hospital Management Committee chairperson.
- Ms Camilleri represented the health department on the National Civil Protection Council for Pandemic Preparedness Affairs' Strategic Group. She authored a significant number of documents on national pandemic preparedness and guidelines for business continuity. Ms Camilleri's concept of the National Matrix, which forms part of the National Influenza Pandemic Response Plan was highly acclaimed by the European Centre for Disease Surveillance [ECDC] and recommend for adoption by small nation states.
- In 2011, Ms Camilleri led the POYC team to become one of the very first Government entities to achieve the equality mark certificate by the National Commission for the Promotion of Equality and, to secure the top two Malta people awards, the People Management Impact on Business Success and the Employee Engagement, organised by the Foundation for Human Resources Development.
- Ms Roseanne Camilleri participated widely in international events notably in the health related environment.



and Gharghur. By July 2008, 68 pharmacies in 27 localities were already part of the scheme. Between July 2008 and March 2010, the roll out was temporarily suspended and a re-engineering programme was initiated to strengthen the service. This exercise took around two years to complete, however, in the meantime POYC Scheme remained operational serving circa 30,000 patients.

As part of this evaluation process, a survey carried out by the National Statistics Office, revealed that around 90% of the public did not want to go back to the system used prior to the advent of the POYC.

"This figure gave us a lot of encouragement and showed us that we were on the right track. We realised however that the system needed to be fine tuned to enable its eventual nation wide expansion," Ms Camilleri remarked.

The scheme's extension was resumed in July 2010 with the inclusion of all Gozo, and then in October 2010 it was again extended to Sliema and Iklina. In February 2011, patients in Birkirkara and Santa Venera started to benefit. In line with this, the Government's pharmaceutical service was suspended from the Health Centres' pharmacies of Mosta, Gzira and B'kara.

From humble beginnings, the POYC Unit today is one of the key health care service providers for the public. It is intended that by December 2012, all Malta will be covered by the POYC.

"The scheme is completely powered by a 'real-time' IT system, however our human capital is most crucial. We