



## David E. Pellow, BSc. Phm, C.P.P., RPh

Director of Ancillary and Support Services;  
Chief Pharmacist, Vice Chairman of the  
CTMH Holding Ltd. Board



David Pellow has owned and managed a group of private pharmacies both in Canada and the Cayman Islands for over 30 years. He was at one time the Administrator of Chrissie Tomlinson Memorial Hospital. As a seasoned business professional, David has analyzed the acquisition of existing practices in Canada and participated in the funding and budgeting of the start-up of three pharmacies in Cayman and the share purchase of Doctors Hospital (March 2016). Since that acquisition, he has aided in the preparation of Doctors Hospital Year End Financial Statements (2016 to 2020) and has overseen the formal audit process in accordance with GAAP.

David sits on the hospital's Board of Directors as the Vice Chairman, a member of the Senior Leadership Team (SLT), and as Director of Support and Ancillary Service, David leads the following services within the hospital: Pharmacy Operations; Supply Chain Management; Diagnostic Imaging Services; Laboratory Services; Information Technology, Facilities Management & Maintenance; Covid Testing Services and Hospitality & Environmental Services. David previously led the hospital's Finance team as CFO from 2016-2020, however, he is still the Chair of the Board Finance Committee.

David is an innovator in business and pharmacy in both Canada and the Cayman Islands. He has won numerous awards in his field and is recognized across the Caribbean for his leadership in the Caribbean Association of Pharmacists. He has been this organization's Secretary/Treasurer, Executive Director and Partner Relations Manager. He also has been the President of the Cayman Pharmacists Association and Chairperson of the Cayman Islands Pharmacy Council for many years.



## Jennifer Williams

Director of Operations, Chief Nurse



Jennifer Williams brings a wealth of nursing and managerial experience to Doctors Hospital. In her dual role as Chief Nurse and Director of Operations, Jennifer is an integral member of a multidisciplinary team focused on delivering exceptional healthcare. During her nursing career, Jennifer has provided invaluable and compassionate care to cardiovascular and vascular patients and their families at Toronto General Hospital; managed two separate teams of nurses at a private medical clinic, The Medcan Clinic; and has been recognized as a global leader in healthcare and preventative medicine. She is also highly accomplished for managing international relations with the world-renowned hospital, Johns Hopkins International.

Jennifer is responsible for the day-to-day operations of Doctors Hospital, working closely with physicians, colleagues and community partners to provide seamless support to patients to better navigate their healthcare. Jennifer also plays a vital role in enhancing the services and programs offered at Doctors Hospital.

Jennifer has developed a strong background in clinical care, health promotion, and disease prevention and is committed to advancing the delivery of healthcare in the Cayman Islands. In addition to exceptional nursing expertise, she is also acknowledged for being resourceful, adaptable and self-directed with the ability to handle even the most challenging situations. She is involved at the board level and as a volunteer in several charitable organizations focused on women, children, the community and the environment.

In addition to her bachelor's degree in Nursing she has a Master of Business Administration in Healthcare Management.



## Dr. Margo McCrae

Director of Strategic Services, Pharmacist



Dr. Margo McCrae brings a wealth of both clinical and managerial experience to Doctors Hospital, having joined in 2013. In addition to her role as a Clinical Pharmacist, she is also the Director of Strategic Services. Dr. McCrae is responsible for the successful planning, implementation and short-run support of cross-silo projects, initiatives and new programs at DH. She collaborates with other members of the Senior Leadership Team to manage the process of planning and deployments of tactics to achieve DH's strategic objectives. Additionally, she oversees the DH's Quality Improvement and Patient Safety Program.

Dr. McCrae has been with Doctors Hospital since she relocated to the Cayman Islands in 2013. Prior to this, she was practicing as a Clinical Pharmacist at one of Canada's leading patient care and research tertiary healthcare facilities.

Dr. McCrae is originally from Canada, where she earned a Bachelor of Science in Pharmacy in 2009, and she later went on to earn her Doctorate in Pharmacy from the University of Toronto in 2018.



## Kay Ludeke

Senior Human Resources Manager



Kay Ludeke brings a wealth of management and human resources experience to Doctors Hospital. She has extensive hospitality service training, including a Bachelor of Hotel Management, and eight years as a Human Resources leader at the Marriott Hotel here in the Cayman Islands. Originally from Australia, Kay has been with Doctors Hospital since June 2021.

Kay values good communication and is passionate about finding workable solutions by listening to others. As the Senior Human Resources Manager, she is responsible for all daily Human Resources operations, from ensuring compliance to Cayman Islands law to developing a strong employee culture, to attract and retain high-quality medical professionals. By combining her comprehensive experience with her passion for people, Kay will elevate the service standards at Doctors Hospital to deliver an outstanding Human Resources experience.



## Matthew Pellow

Director of Support Services



Matthew Pellow is the Director of Support Services at DH. His time with the company started at an early age, in 2004, when he conducted inventory for the DH Pharmacy. Matthew discovered his passion for leadership and management early in life. He attended Ridley College in St. Catherine's, Ontario, Canada, where he developed his leadership skills as a Head Prefect, Chairman of the Student Committee, and Valedictorian. He went on to earn his BA in Performing Arts at the University of Toronto.

Matthew has over five years of management experience. Prior to DH, he was the Managing Director of Cayman marketing agency FSH Design Limited. When he rejoined DH as the Supply Chain Manager, his work redefined the hospital's materials management and developed best practices to go above and beyond the needs of DH's staff and patients, with a particular focus on safety. He is solution-oriented and enjoys taking on new challenges.

Outside of work, Matthew is active in the Cayman arts community. He enjoys theatre, singing, dancing and acting. He values family above all else — not just his immediate family, but also the family found in the community and his working family at DH.



## Richard Harrison

Chief Financial Officer



Richard Harrison is a seasoned finance professional (ACA) who joined Doctors Hospital as the Chief Financial Officer in May 2022. Originally from the UK, Richard came to the Caribbean two decades ago with PwC and has held various CFO and Director of Finance positions since.

Richard has enjoyed working in a wide range of sectors including renewable energy, financial services, broadcasting, property, insurance, marketing, and retail. What matters most to him is working in an entrepreneurial and growth mindset environment that embraces change, opportunities and strives to continually improve.

Richard is a Cayman Islands Monetary Authority-approved Director. His community involvement includes being a council member on the Chamber of Commerce, a founding Director of the Cayman Islands Renewable Association, and he is also on the Cayman Islands Institute of Professional Accountants ESG committee.

Outside of work, Richard loves nothing more than outdoor adventure trips with his family as well other endorphin-rousing activities such as tennis, ocean swimming and paddle boarding.