

NEWSLETTER

JULY 2019



مركز العبدلي الطبي
ABDALI MEDICAL CENTER
Member of Clemenceau Network



WELCOME NOTE

It has been an exciting month executing the last stages of our roadmap before we open the hospital to patients at the end of July. Our focus remains set on preparing our operations to deliver a great patient experience, while ensuring affordability.

We had numerous conversations with our future payers, insurers and other organizations; explaining our vision and approach to deliver better care at a lower cost. Working in multi-disciplinary teams, we reviewed our procedures, supplies and protocols to find ways to improve quality and drive efficiencies. Our focus is to ensure that we get diagnosis and treatments right from the first time, reduce complications, eliminate redundancy, standardize purchasing, and improve our services. It is encouraging to hear that the payer community, both in Jordan and internationally, shares our commitment to build partnerships based on trust between the hospital, doctors and payers to meet the common goal of serving our patients better and focusing on affordability.

This collaborative and systematic way of working will also impact our patient experience. With more efficient and effective processes being adopted, underpinned by the right systems and driven by the right people, better services will be provided. In this newsletter you will find numerous examples of the on-going work taking place to achieve this.

I would like to offer our heartfelt thanks to our teams whose hard work and persistence is driving innovation for improved and cost-effective healthcare. We are inspired by our team's commitment and belief to do the "right thing" to deliver on our purpose of improving the quality of life of the people we serve.

ICIAR VAQUERO

Chief Strategy and Business Development Officer



ALL OUR CENTRAL AREAS ARE READY TO RECEIVE PATIENTS

- Congratulations to our Facility Management team for doing an outstanding job with completing the building handover! Their efforts and attention to detail have been crucial to having a perfect facility.
- Our nurses have been training on policies and procedures that follow our Standards of Care. They are enjoying preparing all rooms with beautiful furniture and linens for the comfort of our patients.
- All our specialty centers have been commissioning: all radiology modalities, laboratory, Cath Labs, operating theatres, and ICUs are now ready.
- IT systems and telephony services are being rolled-out. Our Electronic Medical Records system is being deployed to support clinical and business processes.



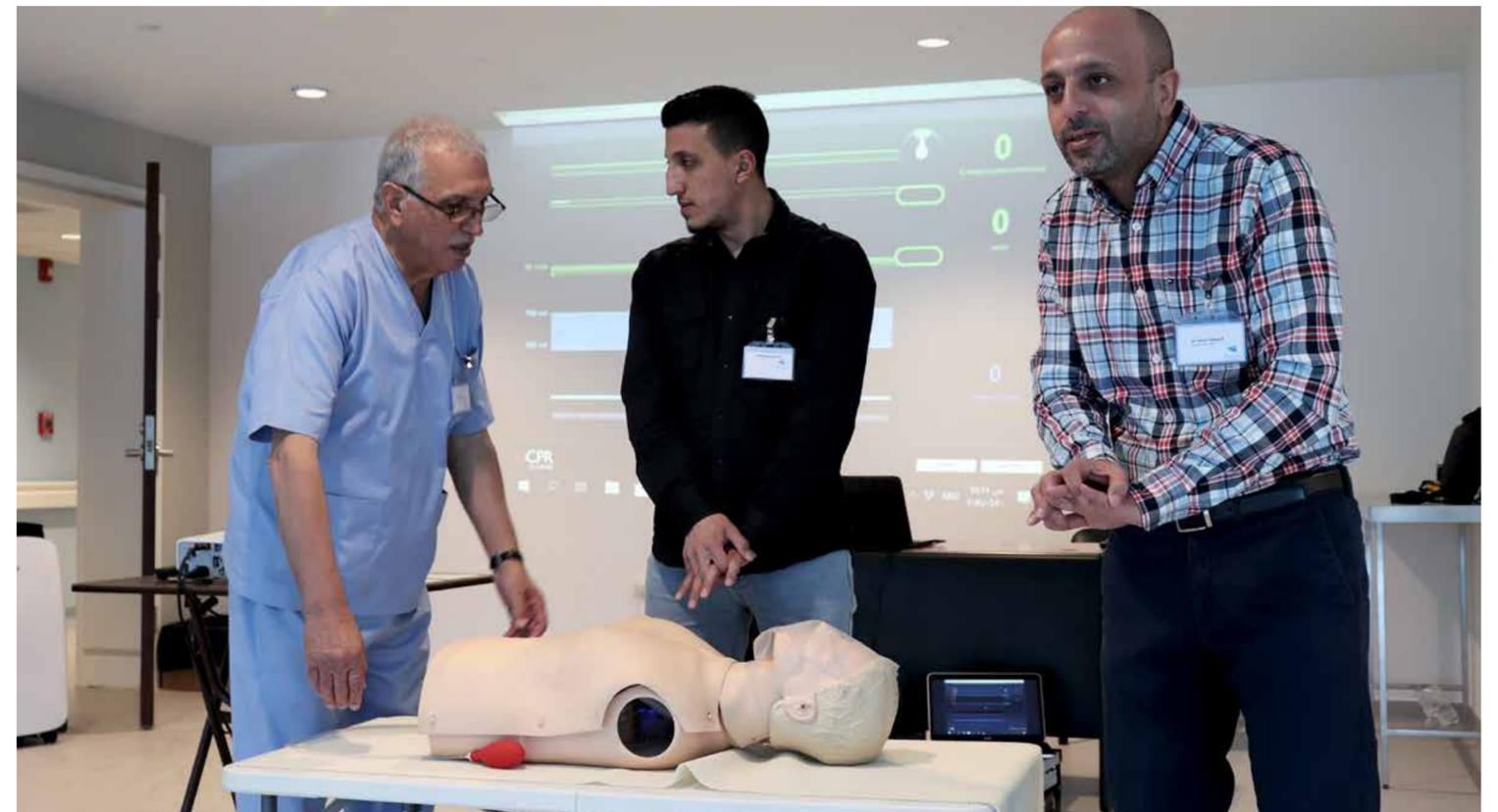
REPETITION RESULTS IN PERFECTION

A big thank you goes out to our internal trainers who focused on department inductions, Customer service and IT teams for their tremendous contribution in training staff. Everyone involved got excellent feedback.

Congratulations to our Anaesthesiology team for inaugurating our very own Cardio Pulmonary Resuscitation Center, providing basic and advanced life support training to all our clinical staff.

All these trainings are now being put into practice as part of the “dry runs” across all departments. We are conducting end-to-end patient journeys to practice and improve every aspect of our workflows.

Daily feedback is taken when reviewing all angles of the operation, from workflow compliance to customer service. Led by our clinical and administrative teams, the response to the received feedback has been exemplary, demonstrating our commitment to excellence.





HOSPITAL SERVICES

Our Contact Center became operational in June, all lines are open for appointments and questions.

Housekeeping staff are doing a thorough cleaning as contractors are slowly leaving.

Laundry is commissioning and getting ready for operations.

Security is now in place across the entire building, including CCTV cameras.

Our catering partner, Mossanda, spoiled our staff members with delicious and beautifully presented food tastings.





BUSINESS DEVELOPMENT AND CORPORATE SOCIAL RESPONSIBILITY

- Top insurance companies have visited us in June. We are in the final stages of negotiations.
- Our official Facebook and Instagram platforms have gone public! Follow us @AbdaliMedicalCenter, and our new website is now live: abdalimedical.com
- Our opening marketing campaign is set to start in July through Out Of Home and digital media placements.
- As part of our corporate social responsibility initiative, our dietetics and clinical nutrition department carried out obesity tests and many staff members received personalized advice on exercise and diet habits to enhance their wellness.
- We're excited to share our chairman Mohammad Abu Ghazaleh's feature in CEO magazine with you. Click on the link below to read about his inspiring story and lessons learned with Fresh Del Monte Produce.
<https://www.theceomagazine.com/executive-interviews/food-beverage/im-passionate-about-my-job-mohammad-abu-ghazaleh/>



MISSION:

Provide best practice patient-centred care; and promote research, education and a culture of excellence in the MENA.

VISION:

Strive to be the region's leader in clinical excellence, patient experience and innovation to improve the quality of life of the people we serve.

VALUES: Integrity, Compassion, Quality, Collaboration, Accountability.

CONTACT:

Tel. +962 6 510 99 99

Email: info@abdalimedical.com

Website: abdalimedical.com

LOCATION:

Al-Istethmar Street – Abdali
Boulevard – Amman, Jordan

**Easy access and on-site
& valet parking**

