

NEWSLETTER

MAY 2020



مستشفى العبدلي
ABDALI HOSPITAL

Member of Clemenceau Network



WELCOME NOTE

May was an uplifting month marking the turning point of the lock-down. At Abdali Hospital we are embracing the return to normal service to our community. Many of our patients have been lacking needed care for weeks and we are privileged to attend them to our best.

We celebrated the opening of the Obstetrics and Gynecology Department, a multidisciplinary department covering a range of gynecology and neonatal services. Seeing the happiness of families as they welcome their newborn babies to life has brought tremendous joy to all of us. We managed to address start-up problems with greater agility than ever before, resulting in high levels of patient satisfaction in a department that is, by nature, highly demanding. We thank all the teams that made this happen, from FM, Biomed and IT, Patient Access, Finance, Procurement, Marketing and of course the clinical teams. Maintaining high levels of patient satisfaction remains a top priority as word of mouth is our main source of referrals.

Agility in all we do is more important than ever to remain at the forefront of high-quality healthcare in a rapidly changing environment. This means that we need to lead by example in embedding and complying with all the new COVID19- driven protocols. We need to do this while delivering on our new services strategy (heart failure clinic, stroke unit, kidney transplant unit, amongst many others). Equally important is improving our key processes such as revenue cycle, revenue optimization, productivity improvement and reporting, that will help us maintain cost competitiveness and activity increase in a yet challenging economic situation.

We are confident that we will maintain the momentum that we have seen in the past weeks and thank you all for the sustained commitment and effort.



HARVARD MEDICAL SCHOOL

Certifies that

Tamer Abo Arisheh

has participated in the enduring material titled



HARVARD MEDICAL SCHOOL

Certifies that

Abdelrahman Alhawamdeh

has participated in the enduring material titled

CLINICAL HIGHLIGHTS

- We are proud to have opened our new obstetrics and gynecology department as well as the neonatal service. We delivered 34 babies in May. We are receiving excellent patient feedback.
- We launched our new clinical psychology service, led by Rasha Salib, clinical psychologist, marriage and family therapy. Rasha treats a broad range of common psychological conditions using best practice evidence-based therapy approaches and will work with our specialists to provide a holistic approach to physical and mental health.
- We also started the physiotherapy department at the 20th Floor. It has state of the art equipment for rehabilitation in MSK, neurology and cardiology. If you have not seen it, please go visit it.
- Our warmest welcome to new doctors joining Abdali Hospital: Dr. Mohammed Assaf, gastrointestinal laparoscopic/robotic and general surgery, just relocated from Australia; Dr. Faik Madanat, oncology consultant, with experience in some of the top oncology hospitals globally; and Dr. Yazan Suradi neurologist and neurophysiology consultant, recently relocating from the USA.
- We kicked off the stroke unit development, led by Dr. Layan Akijian: A multidisciplinary team of neurologists, interventional radiologists, ICU and ER hospitalists and nurses will be trained in best practice protocols.
- Congratulations to Dr. Rami Al Salman, for his publication "Frontal Ostium Grade (FOG): A New Computer Tomography Grading System for Endoscopic Frontal Sinus Surgery".
- Congratulations to Tamer Abu Arisheh and Abdelrhman Alhawamdeh for having obtained certificates from Harvard University on "Lessons learn from around the World in dealing with COVID19" and "Mechanical Ventilation for COVID 19" respectively. We are very proud of you!



OPERATIONAL HIGHLIGHTS

All operational routine is back to normal, following the de-confinement. All committees have re-started, including the Senior Management Team meetings where all leadership meets to discuss and progress in all key developments in the hospital.

We have re-started the orientation and onboarding training for all new staff.

We launched two key effectiveness projects: Data Quality and Reporting, to improve the quality of insights into our activity, financials and clinical data; and Revenue Cycle Improvement, to review our end to end access, case management and billing processes to ensure accuracy, speed and patient experience.

We have strengthened the supervision of wearing masks correctly in all clinical and common areas. Thank you for your cooperation.



COMMERCIAL HIGHLIGHTS

- We signed an agreement with the IFC, the private arm of the World Bank, to provide a financial package to support Abdali Hospital expansion. We will benefit from their sector knowledge and network. Abdali Hospital is one the founding signatories of the IFC Ethical Principles in Healthcare (EPIHC), which promote integrity in the sector. This agreement was very well covered by media.
- We are pleased to have started our collaboration with Roya TV. We also started the content contribution with 360 Mums blog, as well as Mummies in Jordan.
- We have re-started International engagement with Embassies.
- We have signed agreements with international insurers GMMI, RMI and IMG



CORPORATE SOCIAL RESPONSIBILITY

A huge THANK YOU to all who have contributed to the food collection for Zarqa Life Center, in support to vulnerable women and children. The donations have been distributed to the Center's Food Bank, who were very grateful. We are proud of the continued support to the community from all at the hospital.



PATIENT SERVICE HEROES

Congratulations to the following professionals for their commendation by patients:

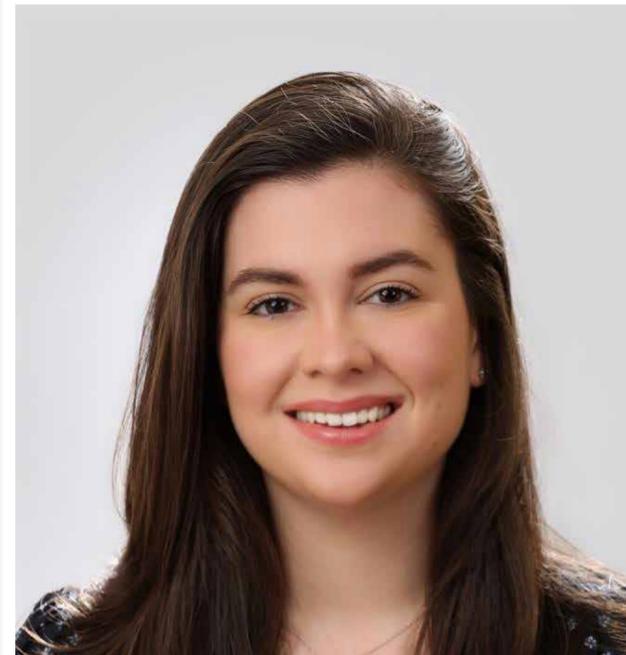
1. Endoscopy Team
2. 2nd floor Team
3. 6th floor team
4. Dr. Hussein Abu Azab
5. Khalida Abo Alkhael
6. Dr. Suzane Atamna
7. Manal Asfour
8. Dr. Firas Al Butti
9. RN. Diala Dawod
10. RN. Wafaa Derawi
11. Shahed Haddadeen



PATIENT SERVICE HEROES

Congratulations to the following professionals for their commendation by patients:

12. RN. Safaa Jaafreh
13. RN. Ohoud Al Jouhaini
14. RN. Ayat Karaja
15. Vivian Khoury
16. RN. Haneen Khresha
17. Dr. Raed Mohaisen
18. Dr. Mohammad Rashid
19. RN. Anfal Rawshdeh
20. RN. Raed Abo Saif
21. Dr. Refa't Shehab
22. Titiana Sholakh



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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.

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& valet parking

