

NEWSLETTER

June 2020



مستشفى العبدلي
ABDALI HOSPITAL
Member of Clemenceau Network



WELCOME NOTE

As you all know we are about to celebrate our first anniversary and it is the ideal time to reflect upon what we have achieved and look forward to exciting initiatives that will be undertaken during the coming months.

Speaking from an Information Technology (IT) perspective it has been an extremely challenging and rewarding 12 months beginning with the successful deployment of the core clinical and business systems which now provide support for our everyday tasks, both business and clinical, and firmly position Abdali Hospital as the most 'digital' hospital in Jordan. With the support of our users and increased levels of adoption we are now on the second stage of journey which is focused upon increasing and optimizing the utilization of our systems to maximize the benefits of the investment in our IT services to increase efficiency, re-engineer and optimize our processes and most importantly, to improve patient experience and clinical care.

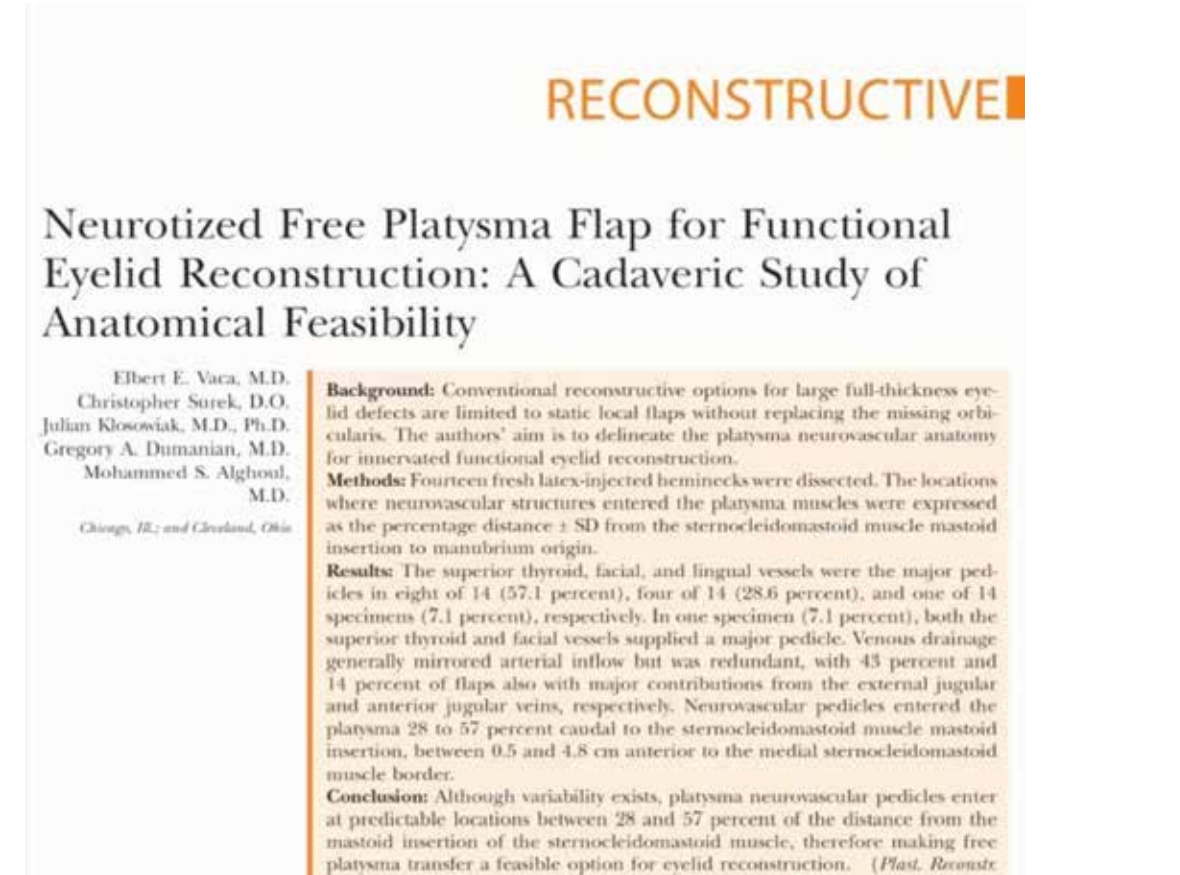
On this occasion I cannot avoid mentioning the COVID-19 pandemic and what IT was able to provide our users and the business in terms of remote working solutions, collaboration tools (such as Microsoft Teams) and the speed and agility that was demonstrated in supporting and delivering important new services such as Home Health and Telecare. IT played a pivotal role in maintaining business continuity.

Turning to the future, we have recently begun to use Microsoft's business intelligence tool (Power BI) to mine and evaluate the enormous amount of data that is being generated as a by-product of automating what we do. This is now delivering valuable insights and information to our leadership. It provides a greater understanding of where opportunities exist to improve what we do and also to monitor progress on key projects such as the optimization of revenue cycle management, demand and capacity planning, etc. Overtime we will be rolling out Power BI to empower departments to monitor their own activity and service provision and assist them in managing the performance of their respective departments.

As we start the next period in the development and evolution of Abdali Hospital we are pleased to announce that we will be rolling out a new advanced technology solution (Virtual Desktop Infrastructure – VDI) that will revolutionize the way that our users access the EMR and other systems by streamlining access, reducing both the number and time to login, providing users with access to their own 'virtual personal computer' from any PC or device both from within and outside of the hospital. Not only will this result in an improved user experience, but it will reduce IT costs and all new PCs will be over 50% more power efficient.

Finally, I would like to thank our amazing IT team and all our end users for their patience, professionalism and support in making Abdali Hospital a true beacon of IT in Jordan, which other hospitals can only aspire to.

Paul Casterton



CLINICAL HIGHLIGHTS

- Congratulations to all for a record month of activity in June. Our cases grew 20% from February, which is a great achievement and tribute to all of us at Abdali Hospital.
- Congratulations to Dr. Ramzi Tabbalat for his publication on “The Covid-19 Pandemic and Triggered Acute Infarction among Non-Infected individuals” in the International Journal of Clinical Cardiology; and Dr. Mohammed Al Ghoul for his publication on “Neurotized Free Platysma Flap for Functional Eyelid Reconstruction: A Cadaveric Study of Anatomical Feasibility” in the Plastic & Reconstructive Surgery Journal.
- We started the baby-mother care breastfeeding training program.
- We are excited about the very intensive stroke training that the multidisciplinary team of ER and ICU hospitalists and nurses, radiology and pharmacy are receiving under the tremendous leadership of Dr. Layan Akijjan and Dr. Yazan Suradi.
- Nursing did their FOCUS PDCA project for blood sampling process.
- The first tumor board started in breast and GI oncology with multi-disciplinary team (MDT) meetings discussing cases held by breast surgery, GI, oncology, radiology and pathology. We also conducted the first MDT in ICU. These are very important to improve diagnosis, treatment and outcomes.
- A lot of preparations are also ongoing for the official launch of the National Amyloidosis Center and Heart Failure Clinic, as part of the cardiac care department.



OPERATIONAL HIGHLIGHTS

We are very proud of the IT team for launching the new Patient Portal that allows all our patients to access their lab, radiology results and medical reports on-line through their smart phones, PCs, laptops or tablets. We are rolling this out to all our patients.

We have made solid progress in systems adoption and reporting, with a great improvement in our data quality regarding activity and financials, as well as adoption of e-prescription which is helping our patient experience. More work is currently under development to improve documentation and clinical data.

We are pleased to have been able to re-start our regular trainings, with a very strong focus on fire safety. Please remember that fire safety is a mandatory training that all staff must undertake. We also conducted successful material handling drill and trainings on Code Green, and Code Pink.



COMMERCIAL HIGHLIGHTS

- We continued our collaboration with Roya TV with the first report, and panel interview focused on ER. We also had a great report on urology at Amman TV. Thank you to all doctors that led it. The recordings are in our YouTube channel and website video gallery: <https://www.abdalihospital.com/video-gallery>
- We introduced our new Ob Gyne department to the media, through a very well covered media roundtable.
- We welcomed our first international patient, from Iraq, following the lock-down; managing all aspects of their travel with the collaboration of our partner companies Arab Wings and Exclusive Travel.
- We launched our Twitter account, which complements Facebook, Instagram, YouTube and LinkedIn. Twitter is important to help us promote the hospital in the Gulf. Please follow us and share all our news.
- Our thyroid screening offer is still on-going in July and August. Check our offers in: <https://www.abdalihospital.com/offers>



CORPORATE SOCIAL RESPONSIBILITY

Thank you to the Marketing team for their great initiative to offer soaps and masks hand made by vulnerable women at the Zarqa Life Center as give-away to the media during the Ob Gyne roundtable.

We are extremely grateful to Dr. Armouti, Dr. Jadaan and the anesthesia and OR team for conducting a scoliosis surgery for a child, with support from the fund-raising effort from another teenager patient! This was an inspiring initiative and we are very proud to have been able to help.



PATIENT SERVICE HEROES

In June we had a record number of thank you and compliment letters: This is a credit to all at the hospital committed to delivering a high standard of patient experience. Our heroes this month.

Khalida Abualkhael - Radiology

Haneen Abusweileim- Cardiology

Ghaida'a Al Araj - Cardiovascular

Amany Al Asmar - Medical Surgical

Manar Ayesh - Maternity and OB-GYN

Ayat Karajeh - Endoscopy

Tariq Daoud - Physiotherapy

Feryal Al Gamidi - OB-GYN

Mary Hanna - Dermatology and Plastic Surgery

Rahaf Hindeye - Orthopedics

Safaa Jaafreh - Day case

Maria Kassis - Gastroenterology

Walaa Mderes - Medical Surgical

Manar Qawasmi - Cardiovascular

Wafa'a Yacoub -Physiotherapy



PATIENT SERVICE HEROES

Dr. Mohammed Alghoul Consultant Plastic & Reconstructive Surgeon

Dr. Loyal El Asir Consultant Oncoplastic Breast and General Surgeon

Dr. Suzan Atamna Consultant Obstetrics & Gynecology

Dr. Kais Balbissi Interventional Cardiology Consultant

Dr. Mohammed Rashid Consultant Gastroenterologist and Hepatologist

Dr. Ramzi Tabbalat Interventional Cardiology Consultant

Dr. Yaman Altal Consultant Urological Surgeon

Dr. Kamel Toukan Interventional Cardiology Consultant

Dr. Feras Zureikat Consultant in Gastroenterology



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COMING IN JULY...

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Decision Making Dr. Layan Akijian Fire Safety Training - Nursing Quality Meeting	2 OPD Meeting	3	4 Decision Making Dr. Layan Akijian
5 General Nursing Orientation	6 General Nursing Orientation	7 Abdali Stroke Protocol and pathway Dr. Yazan Suradi General Orientation	8 Abdali Stroke Protocol and pathway Dr. Yazan Suradi Quality Meeting Fire Safety Training - Nursing	9 SMT Meeting	10	11
12 Customer Service Training	13 Fire Safety - Nursing Fire Safety Training	14 ECG Awareness by Dr. Ramzi Tabbalat MAB Training	15 Simulation Dr. Yazan Suradi Quality Meeting	16 MAB Training	17	18
19	20 Fire Safety Training - Nursing	21 MAB Training	22 Simulation Dr. Layan Sakijian Quality Meeting	23 SMT Meeting	24	25
26 Fire Safety Training - Nursing	27	28 MAB Training	29 Quality Meeting	30	31	

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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Easy access via on-site
& valet parking

