

# NEWSLETTER

July 2020



مستشفى العبدلي  
**ABDALI HOSPITAL**  
Member of Clemenceau Network



## WELCOME NOTE

On July 26th 2019, Abdali Hospital opened its doors and we welcomed our first outpatient. In August our Emergency Department and inpatient services commenced. In celebrating our first-year anniversary it is remarkable that we have accomplished so much.

We have diagnosed and treated c.100,000 patients. We now have subspecialized and advanced services across all departments and are delivering an excellent standard of safety, quality and patient experience both in our operational and clinical activities. We have gained the trust of our patients and established a strong reputation in Jordan and the region. All of this and more was achieved with the backdrop of the greatest public health crisis our generation has ever witnessed.

These achievements would not have been possible without our extraordinary team's energy and passion to overcome challenges and deliver on our goals. I am proud and humbled by the drive, professionalism and sacrifice that each one of our team demonstrates every day to make sure that each patient that comes to Abdali Hospital is treated with the same dedication, attention and empathy as the first patient that ever walked in. I am proud and humbled because I know that our team is driven by a higher purpose to improve people's lives by always doing what's best to help other human beings, at moments of high vulnerability.

Over the year we heard excellent feedback from our patients and their families. They showed gratitude, admiration and respect towards the hospital and its team of professionals. They shared their excitement about how Abdali Hospital is elevating the standards of quality of care in Jordan and the region. Our sustained >98% patient satisfaction coupled with our clinical outcomes speaks of our uncompromising dedication to patient centered care and best practices. Every one of us, in every department, in every function, has an equal share in the success and achievement thus far.

I would like to express my most heartfelt gratitude to all of you for making the beginning of this journey an extraordinarily fulfilling one. I look forward to embracing our second year of operation with many more achievements.

Ahmad Abu Ghazaleh

# CLINICAL HIGHLIGHTS

- Congratulations for yet another record month of activity in July. Patient numbers grew across all departments, including Emergency Services.
- We have done new complex cases, including a CABG using the endoscopic vein harvesting system Vasoview- Getinge, to harvest the saphenous vein, led by Dr. Ahmad Arabiyat. This technique requires a small incision, delivering safer, better outcomes to the patient. Dr. Ali Daghamin performed a unique minimally invasive surgery for the excision of a malignant tumor from the right kidney, while preserving it. He used a single port laparoscopic partial nephrectomy with an excellent result.
- We are pleased to announce the formal opening of the Abdali National Amyloidosis Center, formed by a multidisciplinary team of specialists in cardiology, neurology, nephrology, nuclear imaging and histopathology.
- We are privileged to welcome Dr. Lamia Haj Hassan and dr Firas Zoubi to the permanent Ob/Gyne and ENT teams.
- Congratulations to Dr. Ramzi Tabbalat and Mohammed Obeidat for their new publication on "Effect of slow dose Colchicine on the incidence of Atrial Fibrillation in Open Heart Surgery patients: END-AF Low Dose trial" in the Journal of Medical Research. Congratulations also to Dr. Al Ghoul for the acceptance of his manuscript "Enhancing the Lateral Orbital "C-Angle with Calcium" Hydroxyapatite: An Anatomic and Clinical Study" in the Aesthetic Surgery Journal.
- Nursing has been very busy with trainings to improve competencies in key areas including phlebotomy, ECG; and certified-NIHSS training as part of the stroke unit preparation, amongst others. Thank you to the nursing team for compiling the "Blood Sampling Manual" with the most updated evidence-based practices.
- We commissioned the new urology Holmium laser to treat enlarged benign prostate and lithotripsy kidney stones (HoLEP / vaporization, & BPH).
- As we go to print, we received the certificate from the MOH to start the Kidney program. Congratulations to the team, led by Dr. Hiba Barghouti.



# OPERATIONAL HIGHLIGHTS

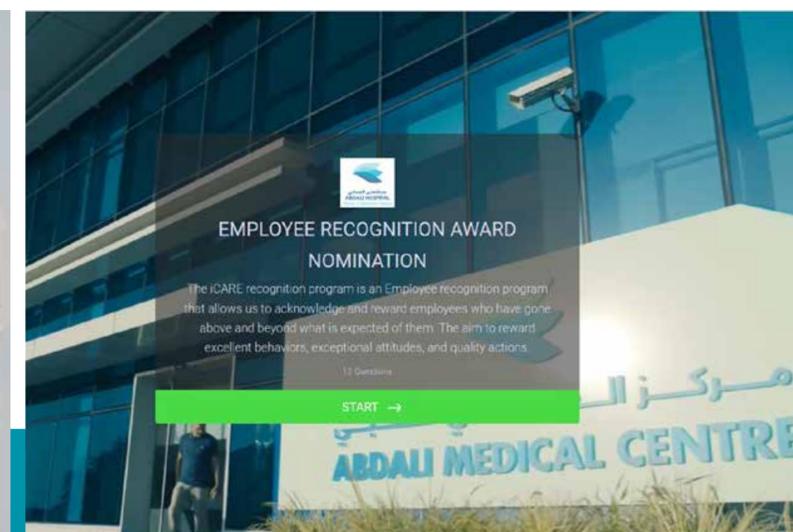
We are very excited to have commissioned the 4th floor, including our stunning Junior, VIP and Royal Suites that combine the latest technologies with stylish contemporary furniture in a spacious, luxurious environment. We are expecting our first patients in August.

A key highlight this month is launching the groundwork to prepare for JCI and HCAC accreditations. Our target is achieving accreditation in the second half of 2021.

We have formalized the performance management KPIs and targets for all teams. This is a key driver of performance that aligns all teams' objectives and focus towards the hospital strategic, commercial and operational priorities.

Pixies system implementation for medication preparation and dispensing has continued with further pharmacy and nursing training; and workflow and system testing.

We have launched the Employee Recognition Award ahead of the hospital's first anniversary celebration in early September. Nominations will start in August. This is a great opportunity to recognize our outstanding colleagues. We very much encourage and appreciate everybody's participation.





## COMMERCIAL HIGHLIGHTS

- We continued our collaboration with Roya TV with the second report on GI and general surgery. Thank you to all the GI and surgery team for their participation.
- We have expanded our insurance network with the addition of Mednet Arab Potash company, JIEC and Shawkat Al Shami
- We announced an agreement with the Group loyalty card, that will now include special AH offers for screening, aesthetic and other services in their benefits. We also reached a collaboration agreement with Bank El Etihad by which patients can benefit of a free-interest credit period of up to 12 months for services at the hospital paid through their credit card.
- We have started tours of gyms and sports team to our physiotherapy center.

# PATIENT SERVICE HEROES

1. Dr. Suzane Atamna (11th floor)

2. Manar Ayesh (6th floor)

3. Amal Dababneh (11th floor)

4. Dr. Mohammed Al Ghoul (12th floor)

5. Mary Hanna (12th floor)

6. Corina Jallad (12th floor)

7. Majd Khdair (10th floor)

8. Dr. Hannah Naasan (12th floor)

9. Zain Qato (7th floor)

10. Manar Qawasmi (7th floor)

11. Noor Rateb (11th floor)

12. Dr. Rami Al Salman (10th floor)

13. Dr. Yaman Al Tal (13th floor)



# COMING IN AUGUST TO OUR AUDITORIUM...



مستشفى العبدلي  
ABDALI HOSPITAL  
Member of Chammass Hospital

## Thyroid Screening **Discount 50%**

The following segments are at a greater risk for thyroid problems:



**Children**



**Pregnant Women**



**Older Age Segments (60+)**

Talk to your doctor for medical advice



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## Thyroid Screening **Discount 50%**

**50 JOD**

Initial Screening Package:

**Thyroid function test (TFT)**

**Thyroid Ultrasound**

**200 JOD**

Comprehensive Screening Package:

**Thyroid function test (TFT)**

**Thyroid Ultrasound**

Ultrasound guided fine needle aspiration for cytology

Call 06 5109999 for more information

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	31	1
2	3	4 General Nursing Orientation 8:00 - 4:00	5 General Nursing Orientation 8:00 - 4:00	6 General Nursing Orientation 8:00 - 2:00	7	8
9 Customer Service Training Nursing @ 8:00 - 3:00	10 Train of trainer @ 8:30 - 3:00	11 Train of trainer @ 8:30 - 3:00	12 Fire Warden Training @ 1:30 - 2:30   Fire Safety Training @ 3:00	13 MAB 9:30 - 3:00	14	15
16 General Orientation 10:00 - 2:30	17 Phlebotomy & Blood Sampling Process Nursing @ 8:00 - 3:00	18 Fire Warden Meeting @ 3:00	19 MAB 9:30 - 3:00	20 Senior Management Meeting @ 2:00 - 3:30	21	22
23	24 MAB 9:30 - 3:00	25 Phlebotomy & Blood Sampling Process Nursing @ 8:00 - 3:00	26	27 MAB 9:30 - 3:00	28	29
30 MAB 9:30 - 3:00	31 Health & Safety Committee @ 1:00 - 2:00	1	2	3	4	5

## 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:

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## LOCATION:

Al-Istethmar Street – Abdali  
Boulevard – Amman, Jordan

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

