

# NEWSLETTER

## AUGUST 2020



مستشفى العبدلي  
**ABDALI HOSPITAL**

Member of Clemenceau Network



## WELCOME NOTE

August has been another month of exciting initiatives at Abdali Hospital on many fronts, from Corporate Social Responsibility, to starting new services and our continuous focus on safety.

We are very proud of having signed an agreement with the NGO Atfaluna, to collaborate in providing healthcare services to underprivileged children. It is very meaningful for us to have signed this partnership as we celebrate our first year of operation. As all we do at Abdali Hospital this is a team effort that would not be possible without the tremendous support of our physicians who generously volunteer their time and expertise to treat these disadvantaged patients.

On the clinical side we are proud to have started our kidney transplant service under the leadership of the nephrology, urology and vascular surgery departments. Our first case, a lovely young lady donating a kidney to her husband, was the epitome of what AH is all about: excellent team-work to deliver best practice patient centered care. In this case, this resulted in the gift of life to a wife and mother to the joy of all her loved ones. Our most heartfelt thank you to all the teams involved for a remarkable start.

Lots of fantastic work from IT, who deployed Vdl and Pyxis yet another step putting AH at the forefront of latest technology adoption in Jordan and the region.

As we embark on our second year of operations, we need to remind ourselves that patient safety remains our top priority. With more people being onboarded to support growth, and against a context of increased public health risk, we all need to maintain a ruthless focus on all aspects of health and safety. The Covid 19 Action Group has been reactivated ensuring that all the necessary decisions are centralized and implemented in a consistent way, while the hospital continues its normal and safe operation. We also need to focus on environmental safety. The fire drill with the Civil Defense gave us an opportunity to assess the areas of improvement that we all need to be part of. We are especially grateful to our fire chaperones for their commitment to help on this endeavor. We have just started the journey towards achieving JCI and HCAC accreditation in 2021 and this will give us an additional framework to raise our standards. We are encouraged by the enthusiastic and responsible start to this process which, again, requires everybody's commitment to succeed.



## CLINICAL HIGHLIGHTS

Congratulations to Dr. Hiba Barghouti, Dr. Ali Daghamin, Dr. Amir Malkawi, Dr. Ziad Quran and to the anesthesia, OR, nurses and pharmacy teams for the first kidney transplant at Abdali Hospital. We are thrilled that both donor and receiver, a lovely couple, are well and happy. A terrific start of this new service.

Congratulations to Dr. Assaf, and all the OR team, for conducting a complex SMA (Superior Mesenteric Artery) syndrome surgery. This was a major case to relieve recurrent vomiting and severe weight loss due to SMA Syndrome, for a patient who had a previous unsuccessful surgery for the same issue. The team performed a complex reconstruction of the duodenum and the small bowel through minimally invasive surgery (Laparoscopic). The patient is now able to tolerate normal diet and is back to her normal life.

The menopause clinic has now been officially launched, with the marketing campaign on-going in September. Check the details in: <https://www.abdalihospital.com/ar/menopause>

Nursing has continued running quality improvement projects in ICU/stroke center, ER and home care, and breastfeeding. They are also raising awareness about International patient safety goals. We also welcome their new "hourly nursing round" to improve service.

Some private hospitals are now allowed to treat COVID 19 patients. We have decided that AH will not admit COVID 19 patients at the moment. Please contact any member of the management team if you have any questions about this.



# OPERATIONAL HIGHLIGHTS

Congratulations to the IT team for completing the deployment of Virtual Desktop infrastructure (VDI) that centrally hosts data and applications in the datacenter. Staff can access all data e.g. medical records, images etc. from any computer (or WOW) in the hospital putting information at physician's fingertips at the point of care. This is a fantastic development to improve patient safety and experience, increasing productivity, security and saving costs.

We are proud of the IT, pharmacy and nursing completing the Pyxis roll-out. This is an automated medication dispensing system. It helps clinicians dispense the right medications, with the right dosing, for the right patients at the right time increasing efficiency and reducing errors. Reports from Pyxis can be generated at any time by the responsible clinicians for checking and auditing purposes.

The fire safety drill with Civil Defense was a helpful exercise. We are grateful to the Health and Safety team for their leadership and everybody's commitment to improve our execution of fire safety protocols, a top hospital priority.

On the HR front we have re-activated Kronos and we are starting to issue reports on time attendance. It is important that we all adhere to policy and discuss with your managers if you need specific arrangements

Finance has kicked off the 2021 Budgeting process gathering the data needed to plan our exciting growth opportunities. Thank you all for your ideas and contributions.

The JCI teams have been busy doing an initial gap assessment across all twelve chapters of standards. We are excited about the opportunity to accrediting our high standards of quality.



# COMMERCIAL HIGHLIGHTS

We have closed an agreement with MedX Jordan, a platform offering advice and end to end travel arrangement for international patients. We are delighted to be working with the first patients through this collaboration.

We welcomed Shawkat al Shami under Nathealth to our insurers network.

We are excited about the agreement with Atico offering their card holders preferential rates in some health and aesthetic services at Abdali Hospital.

We have started a brand refresh exercise. We hope you are enjoying the new visuals. Please send any feedback to the marketing team.



# CORPORATE SOCIAL RESPONSIBILITY

We are thrilled to have signed a collaboration agreement with Aftaluna to provide healthcare to underprivileged children, at preferential rates at the hospital. Aftaluna is an NGO that selects patients based on economic and medical criteria with no regard to ethnic, national, or religious origin. Once selected, the team arranges for their evaluation and treatment by the appropriate provider and covers the cost of their diagnosis and treatment.

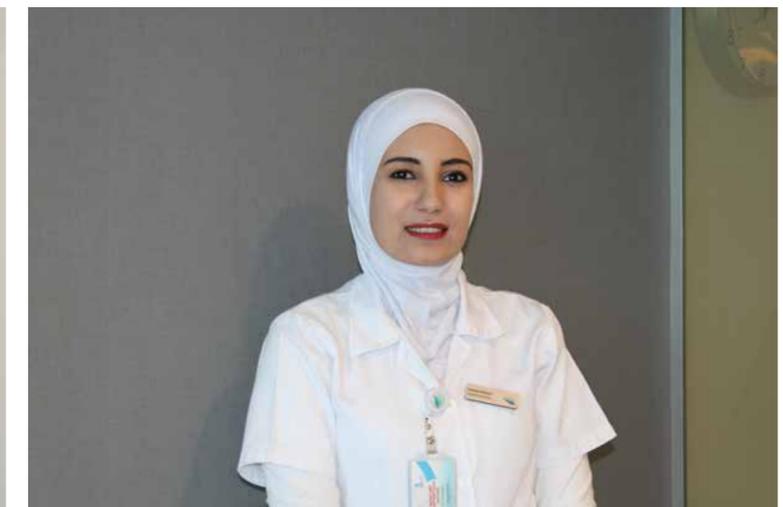
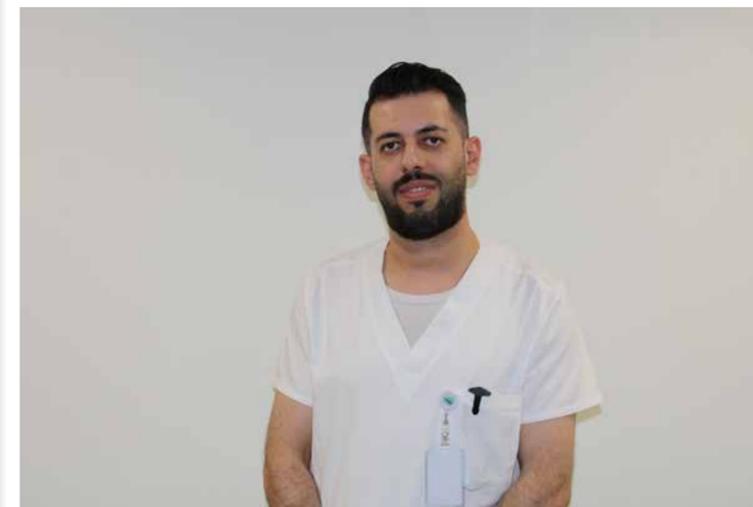
We are extremely grateful and proud of our anesthesia team, Dr. Musharbash and Dr. Alami for performing and financially supporting a patient undergoing brain surgery to treat a large left temporal meningioma. The patient felt unconscious after Friday prayer and was brought to the hospital in emergency by our own Dr. Omair Al Kayed. The whole team pulled together, in no time, saving his life.



# PATIENT SERVICE HEROES

Congratulations to the following professionals for their commendation by patient

1. Dr. Layal Al Aseer (11th floor) Women's Health Center
2. Ms. Manar Ayesh (6th floor)
3. Ms. Maya Jadaan(11th floor) Women's Health Center
4. Ms. Ayat Karaja (Endoscopy)
5. Mr. Mohammad Al Mohtasib (Urology)
6. Dr. Ola Neamy (11th floor) Women's Health Center
7. Ms. Esraa Saqqa (11th floor) Women's Health Center
8. RN. Somaya al Satari (7th floor)
9. Ms. Zain Qato (7th floor)



# COMING IN SEPTEMBER...

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1 General Orientation -Nursing 9:30 - 3:00	2 General Nursing Orientation @ 9:00 - 3:00	3 General Nursing Orientation @ 9:00 - 2:00	4	5
6	7 Customer Service -Nursing 9:00 - 2:00   Fire Warden 2:00 - 3:00	8 Documentation requirements BLS/Zoll/Mock CPR / Code blue policy - Nursing	9 Fire Safety at 4:00 - 5:00	10	11	12 MAB 9:30 - 3:00
13	14	15 BLS/Zoll/Mock CPR / Code blue policy - Nursing	16 IPSG - Nursing @ 1:00 - 3:00	17 SMT Meeting @ 2:00 - 3:30	18	19 MAB 9:30 - 3:00
20 IPSG - Nursing @ 1:00 - 3:00	21 BLS/Zoll/Mock CPR / Code blue policy - Nursing @ 9:00 - 3:00	22 IPSG - Nursing @ 1:00 - 3:00	23 BLS/Zoll/Mock CPR / Code blue policy - Nursing @ 9:00 - 3:00	24	25	26 MAB 9:30 - 3:00
27 IPSG - Nursing @ 1:00 - 3:00	28 BLS/Zoll/Mock CPR / Code blue policy Health & Safety Committee	29 IPSG - Nursing @ 1:00 - 3:00	30 BLS/Zoll/Mock CPR / Code blue policy @ 9:00 - 3:00	31 SMT Meeting @ 2:00 - 3:30	1	2

## 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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Website: [abdalimedical.com](http://abdalimedical.com)

## LOCATION:

Al-Istethmar Street – Abdali  
Boulevard – Amman, Jordan

Easy access via on-site  
& valet parking



**عيادة سن الأمل**  
**Menopause Clinic**

افتتاح عيادة سن الأمل  
**Our Menopause Clinic Now Open**

06 510 9999

**Dr. Violet Ashour** - استشارية أمراض النساء والولادة  
**Dr. Layal Al-Khatib** - استشارية أمراض النساء والولادة  
**Dr. Suzanne Al-Hamza** - استشارية أمراض النساء والولادة  
**Dr. Suzanne Al-Sayid** - استشارية أمراض النساء والولادة  
**Dr. Rasha Saleh** - استشارية أمراض النساء والولادة  
**Dr. Maha Al-Ghazal** - استشارية أمراض النساء والولادة