

NEWSLETTER

SEPTEMBER & OCTOBER **2020**



مستشفى العبدلي
ABDALI HOSPITAL

Member of Clemenceau Network



WELCOME NOTE

September and October were busy months for Abdali Hospital full with initiatives, despite the fast spread of COVID-19. Our thoughts and prayers are with those affected and their families. We follow the situation in Jordan very carefully and are adjusting our protocols and decisions to ensure the safety of the hospital and the best way to serve our community.

In this context, it was particularly meaningful to celebrate our Employee Recognition Awards in September. As you all know these are awards presented to employees that demonstrate outstanding performance in service, excellence and quality, leadership and teamwork, physicians' excellence and Abdali Hospital's partner.

The candidates are nominated and voted for by all member of staff. These awards represent Abdali Hospital's commitment to a culture of excellence as it is only when we try harder to do things better that we achieve the standard of quality, safety and patient experience that we aim for. It was pleasing to see an increasing number of nominations which indicates that we have many people deserving of this recognition. This is not a surprise, following the efforts that so many of you are making to keep the hospital working safely during the pandemic and challenging lock down periods. We would like to acknowledge specially the many of you who stayed nights at the hospital to ensure operation continuity during the lock downs. Although circumstances did not allow celebrating the awards as we would have liked, be assured that everybody's happiness for the winners was very much felt.

This time, the management team presented an additional award for outstanding contribution to Infection Control which, as Tamer well said, is really a team award. This acknowledgement is particularly relevant as it has become evident that the risk of social transmission is now high in Jordan. It is unavoidable that some of us worry about the risk for our loved ones. Individual responsibility to follow all the infection control protocols is paramount.

As uncertainty prevails, we are confident that we will manage through this pandemic strongly together, and we thank all of you for your efforts making this happen.



USMLE
United States
Medical
Licensing
Examination

United States Medical Licensing Examination®
Step 2 CK Score Report

FOR EXAMINEE USE ONLY. THIRD-PARTY USERS OF USMLE SCORES SHOULD RELY SOLELY ON OFFICIAL TRANSCRIPTS RECEIVED DIRECTLY FROM THE EXAMINEE'S USMLE REGISTRATION ENTITY.

NAME: Saffarini, Sulafa Ghazi Abdul Fattah
USMLE ID: 1-032-587-6
TEST DATE: August 5, 2020

Your Performance	
Test Result	Test Score
PASS	261

Your Performance Compared to Other Examinees



CLINICAL HIGHLIGHTS

- We would like to congratulate our hospitalists for their incredible performance in Board exams:
 - Dr. Mustafa Ghazal, ranked one of the top five in Jordan in the certificate of higher specialization in Emergency and Trauma Medicine.
 - Dr. Raed Al-Muhaisen, for achieving USMLE- Step 2 CK exam, and for being officially licensed to practice medicine in the USA through the ECFMG certification.
 - Dr. Sulafa Saffarini, for achieving step 2 CK USMLE and certification to work in USA by having achieved a score of 261.
 - Dr. Shireen Al Otoum by obtaining top ten in Jordan in the certificate of higher specialization in Obstetrics and Gynecology.
- We started the first ophthalmology surgeries with good results. Thank you to the OR team for an excellent preparation.
- We have opened the 24F, dedicated to Ob-Gyne outpatient clinics. The Engineering team has done a fabulous job designing a purposed-built space with effective workflow and pleasing finishes.
- We commissioned the Electrophysiology lab and treated the first patients in October. Thank you to Biomed and Dr. Nazih Kadri for this milestone.
- We need to thank once again the clinical CAG for their tireless effort adapting and implementing the latest COVID-19 10 related protocols to keep the hospital safe.

OPERATIONAL HIGHLIGHTS

In September we celebrated our employee awards. Congratulations once again to all our winners:

1st Winner: Zaid Matar from IT for Outstanding Service Award

2nd Winner: Alaa Alhawamdeh from PFS for Excellence and Quality Award

3rd Winner: Mohammad Aldeyabeh from Supply Chain for Leadership & Teamwork

4th Winner: Dr. Laith Alrabadi from Hospitalist for Physicians Excellence Award

5th Winner: Hazem from STS – AH Partner Award

Your efforts in this COVID-19 period are particularly appreciated. We cannot be prouder of you!

Thank you to the employees awards committee chaired by Nadera Turjman and composed by Amer Kharabsheh, Hala Asfour, Aya Resheq and Rania Obais, with the IT and Lara Khoury support, for a perfect organization.

Progress has continued on the JCI front, closing documentation gaps through trainings and IT improvements, as well completing and implementing policies. We thank Dr. Kais Balbissi, Dr. Ahmed Hijjawi, Dr. Ayman Salaman, Mr. Mohammed Nasrallah and Nurse Layla Belbaisi for conducting awareness sessions to their colleagues on how to improve documentation.

The supply chain team has continued doing an outstanding job establishing new framework contracts that deliver significant savings to the organization, all while ensuring continuity of supply of all critical materials, particularly personal protection equipment.

The claims department is also going out of its way to ensure that we receive our insurance payments, despite the increasing number of payers and the difficulties with some of them working remotely or with reduced staffing.

We are pleased to see the great participation of so many teams in the Change Day, an initiative from the Health Care Accreditation Council to raise awareness and commitment to infection control.

Thank you to everybody for abiding to all protocols and infection control advice, including wearing masks in all meetings, abiding to social distance and hand hygiene.



COMMERCIAL HIGHLIGHTS

We closed new commercial agreements with Dream Catcher – Card Award and IOM International insurance.

During September we have been running the ER campaign highlighting our features in safety, privacy, care and affordability. As you all know we have reviewed our prices to be totally in line with other hospitals.

October was focused on breast cancer awareness, with an innovative multichannel campaign involving all our female consultants, dietician and psychologist. The 50% discount for mammogram, ultrasound and consultation screening was very popular and will extend to the end of November.

Roya TV featured Dr. Loyal El Asir and Rasha Salib informing the audience about our unique breast and women's health department in addition to auxiliary services.

We launched some of our patients' testimonials, with the occasion of the hospital's first anniversary.

We are tremendously excited about the new brand campaign launched at the end of October in Social media, digital, radio and Tv.



SEPTEMBER PATIENT SERVICE HEROES

This month we would like to recognize the following colleagues for receiving compliments from our patients:

Saraa' Abo Ghnaim (7th floor)

Maram al Arab (11th floor) Women's Health Center

Dr. Loyal El-Asir

Dr. Suzan Atamna

Manar Ayesh (Breast Feeding Specialist)

Dr. Kais Balbissi

Nuha al Haj (Assistant Dr. Zureikat)

Dr. Osama Hamarneh

Maya Jadaan (11th floor)

Corina Jallad (12th floor)

Ayat Karaja (Endoscopy)

Mohammad al Mohtaseb (Urology)

Ethar Mousa (11th floor)

Lina al Najjar (Urology)

Nour Rateb and Amal Dababneh (Assistants for Dr. Suzan Atamna)

Dr. Rami Al-Slaman

Dr. Yaman Al-Tal

Dr. Feras Zureikat

4th floor Team

Day Case Team



OCTOBER PATIENT SERVICE HEROES

This month we would like to recognize the following colleagues for receiving compliments from our patients:

RN. Ahmad abo Zahra (Daycase)

Dr. Layal El-Asir

Dr. Layal El-Asir team (11th floor) (Maya, Raouth, Maram, Ethar, Noor, Amal, Honaida)

Dr. Suzan Atamna

Manar Ayesh (Breast Feeding Specialist)

Dr. Firas al Butti

Dr. Abdeljawad Alhajyasin

Dr. Osama Hamarneh

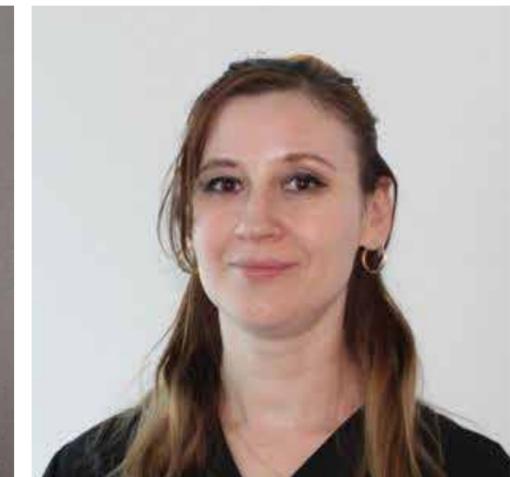
Lubna Ibrahim (MAB)

Laila Jahran (MAB)

Corina Jallad (12th floor)

Ayat Karaja

Sarah Salahat (7th floor)



CORPORATE SOCIAL RESPONSIBILITY

- We are delighted to have welcome more Aftaluna patients with new cases in September. We are very grateful about some of our patients' recognition in social media.
- As part of the Breast Cancer Awareness month, we are proud to be offering breast screenings free of charge to vulnerable women, in collaboration with the Jordan Breast Cancer Program. Thank you to Radiology and the marketing team to make this happen.



تابعونا في جلسة حوارية بعنوان:

مراحل سرطان الثدي وفرص الشفاء منه

المحدثون:

- المحدث: الدكتورة علا النعيمي، مديرة التمريض الطبي، مستشفى الحكمة
- المحدث: الدكتورة ليلى الأسير، استشاري أمراض النساء والولادة، الكو و مركز أبحاث و صحة المرأة في مستشفى الحكمة
- مدير الجلسة: دالين اللويهي

0800 22 244
0800 00 500

طيبة
بنك الإسكان Housing Bank hikma.
مؤسسة الحسين للسرطان
البرنامج الأردني لسرطان الثدي

COMING IN NOVEMBER...

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 General Orientation @ 9:00 - 3:00	2 General Orientation @ 9:00 - 3:00	3 General Orientation @ 9:00 - 3:00	4 General Orientation @ 9:00 - 3:00	5 Customer Service - Nursing 9:00 - 3:00	6	7
8 MAB 9:30 - 3:00	9	10	11	12	13	14
15 MAB 9:30 - 3:00	16	17	18 Perioperative Care @ 1:00 - 3:00	19	20	21
22 MAB 9:30 - 3:00	23	24	25 Perioperative Care @ 1:00 - 3:00	26 MAB 9:30 - 3:00	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

OCTOBER OFFERS EXTENDED TO NOVEMBER...



50%

OCTOBER BREAST SCREENING DISCOUNT
خصم على فحص الثدي

06 510 9999

PINK OCTOBER BREAST SCREENING OFFER

Test	Price After Discount
Mammogram	JOD 30
Breast Ultrasound	JOD 20
Mammogram & Breast Ultrasound	JOD 45
Consultation, Clinical test and Ultrasound	JOD 40
Consultation, Clinical test, Mammogram and Ultrasound	JOD 70

NOVEMBER OFFERS...

Refresh
 your skin after
 the harsh winter
 with BBL skin treatments

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

