

NEWSLETTER

JUNE 2019



مركز العبدلي الطبي
ABDALI MEDICAL CENTER
Member of Clemenceau Network



WELCOME NOTE FROM DR. EDUARD LOTZ

Please allow me to extend a warm welcome to our second newsletter.

We believe in placing our patients at the center of our care process, and as such we continuously strive to measure and improve the patient's experience of our services. At a time when a patient needs medical care, we want to be certain that they are comfortable and have a positive experience; receiving the highest possible quality of care.

In this issue you will find some highlights of the progress our team has made in getting the hospital ready to receive our first patients. A special focus is being put on delivering great clinical quality care, an aspect I am particularly passionate about.

At Abdali Medical Center we have embraced our Principles of Care that govern and direct all our work. At the core of our mission is our commitment to providing a safe experience for our patients, which is our first priority. Underlying this goal is a commitment to practice multidisciplinary, evidence-based medicine; working together as a team in pursuing the best standards of care.

We understand standardization of care further drives quality and affordable care. Our way of working results in good clinical outcomes and negating inefficiencies. This leads to lower costs for our patients.

Our operating model is only possible thanks to the leadership of our physicians, who have all signed to our principles of care. In this newsletter I am particularly proud to introduce you to some of our first physicians. They, and the rest of the Abdali Medical Center team look forward to receiving you at our hospital from July.

DR. EDUARD LOTZ
Chief Operations Officer



WE ARE ON-BOARDING AND TRAINING ALL OUR FRONT-LINE STAFF TO BE READY TO WELCOME OUR FIRST PATIENTS!

- We have on-boarded our leaders in Nursing, Patient Access and Patient Financial Services, as well as back office functions to carry out operations.
- All our front-line staff are undergoing significant orientation trainings on processes and systems, to familiarize them with the hospital's way of operating.
- We are all benefiting from our "Be Patient" Customer Service training, where best practices on communication, customer service standards and problem solving are being shared.
- We would like to thank all staff members who have volunteered to participate in our Customer Service training videos, showcasing best practices!



WE ARE TAKING OVER THE FACILITY FROM OUR CONTRACTOR ON TIME

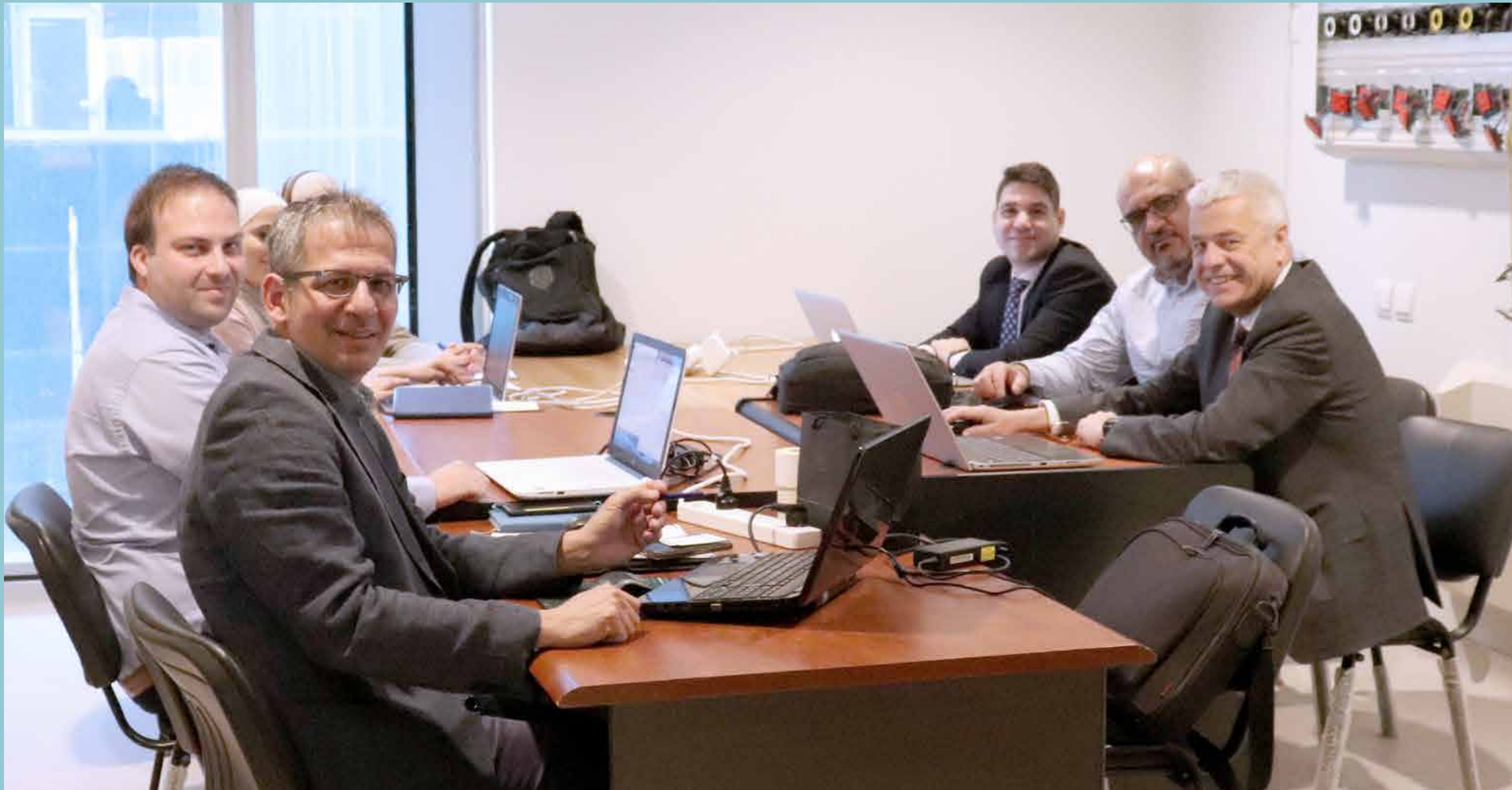
All the start-up floors have been successfully handed over to our Facility Management team from the contractor.

All the floors are being thoroughly cleaned following our strict infection control protocols.

Our beautiful furniture is being distributed in all rooms and departments.

All equipment is being tested by our doctors and specialists.





OUR OPERATIONS AND IT TEAMS ARE TESTING ALL OUR PROCESSES & SYSTEMS

We have selected our supplies from linens and uniforms to clinical consumables

Our pharmacy is negotiating with a number of firms for medical supplies

Our network is running smoothly, and all workstations are getting ready

Our Finance and Patient Access teams are testing and training on all our systems



WE ARE DEVELOPING OUR MARKETING AND COMMERCIAL ACTIVITIES

- Met with over 40 insurers and corporates
- Our new website will be launched in June in addition to our social media channels
- Watch out for our 'Coming Soon' campaign around town!
- We have benchmarked our prices to ensure that we are in line with the market



WE HELD OUR IFTAR GATHERING FOR STAFF AND PHYSICIANS WHERE PROFESSIONAL RESPECT & COLLEGIALLY WERE POSITIVELY FELT



PUBLICATIONS & CONTRIBUTIONS

- We are pleased to see Dr. Ababneh's feature in the Bulletin of the Royal College of Anaesthetists contributing to the development of the College in its international role. This is another example of Dr. Ababneh's tireless efforts to find avenues to support higher education and training and best practice exchange between the UK and Jordan.
- Congratulations to Eyad Abdelkareem, our Quality Director, for publishing his paper on 'The Role of Electronic Medical Records in Improving the Quality of Healthcare Services' in Elsevier; and thank you for crediting Abdali Medical Center and for championing best practices in EMR adoption.

MEET SOME OF OUR DOCTORS!

DR. GHASSAN KHAYAAT - ORTHOPAEDIC SURGEON

DR. GHASSAN ALAMI - ORTHOPAEDIC SURGEON

DR. GHASSAN KHOURY - ORTHOPAEDIC SURGEON

DR. SUZZANNE AL-SAYED - RHEUMATOLOGIST

DR. MUTAZ JADAAN - ORTHOPAEDIC & SPINAL SURGEON

DR. MOHAMMAD ARMOUTI - ORTHOPAEDIC & SPINAL SURG

DR. MOHAMMAD RASHID – GASTROENTEROLOGIST & HEPATOLOGIST

DR. FERAS ZUREIKAT – GASTROENTEROLOGIST & HEPATOLOGIST

DR. ALA' ALI – GASTROENTEROLOGIST

DR. FIRAS OBEIDAT – BARIATRIC & GENERAL SURGEON

DR. MOHAMMAD EFTAIHA – COLORECTAL & GENERAL SURGEON

DR. IMAD SAMMODI - COLORECTAL & GENERAL SURGEON

DR. KAIS BALBISSI – CARDIOLOGIST

DR. AMIR MALKAWI- VASCULAR SURGEON

DR. ZIAD QURAN - VASCULAR SURGEON

DR. FAWAZ KHAMMASH- THORACIC SURGEON

DR. LAYAL EL ASIR- BREAST, ONCOPLASTIC & GENERAL SURGEON

DR. SUZAN ATAMNA – GYNAECOLOGIST

DR. OSAMA HAMARNEH – ENT SURGEON

DR. RAMI AL-SALMAN- ENT SURGEON

DR. YAMAN AL-TAL - UROLOGIST

DR. ALI AL-DAGHAMIN - UROLOGIST

DR. MOHAMMED AL-GHOUL- PLASTIC SURGEON

DR. AHMAD MUBASLAT –ENDOCRINOLOGIST & DIABETOLOGIST

DR. AWNI MUSHARBASH – NEUROSURGEON

DR. VIOLET ASFOUR - INTERNAL MEDICINE

DR. MONTASER BILBISI- INFECTIOUS DISEASE CONSULTANT

DR. ALMOTHANA SHANAAH- NEPHROLOGIST

DR. NADER HIJAZI- PULMONOLOGIST AND INTENSIVIST

DR. MOAWYAH ABABNEH – ANAESTHESIOLOGIST & PAIN MANAGEMENT

DR. FIRAS AL-BUTI - ANAESTHESIOLOGIST

DR. WAEL AL-KHATIB- ANAESTHESIOLOGIST & PAIN MANAGEMENT

DR. RIFAAT AL-SHEBAB- ANAESTHESIOLOGIST

DR. ALI SA'AD – PATHOLOGIST

DR. AHMED HIJAWI – CHIEF HOSPITALIST

DR. ABDEL JAWAD ALHAJ YASIN – PAEDIATRICIAN HOSPITALIST

DR. LAITH AL-RABDI – SURGEON HOSPITALIST

MORE NAMES WILL BE ANNOUNCED SOON.
WE ARE IMMENSELY PROUD OF OUR 60 SIGNED
PHYSICIANS ACROSS ALL MAIN SPECIALTIES.

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 and on-site
& valet parking

