

NEWSLETTER

MARCH-APRIL 2020



مستشفى العبدلي
ABDALI HOSPITAL

Member of Clemenceau Network

THANK YOU



WELCOME NOTE

During the past two months we have witnessed the extraordinary circumstances driven by the global COVID19 pandemic crisis, challenging all aspects of our life and work as we knew it. While we have been fortunate that Jordan has not been affected in the severe ways seen in other countries, our thoughts are with those impacted here and internationally. Unusual circumstances require extraordinary actions and we are grateful that the Abdali Hospital team have responded in a decisive and effective manner.

We are particularly thankful to our Infection Control team and to the Covid-19 Action Group Clinical Taskforce for their leadership implementing the Infectious Diseases Emergency Plan. By so doing, they are ensuring that we maintain a safe hospital for our patients and staff. In addition, the commissioning of a dedicated Infectious Diseases Unit within days was a significant achievement.

The circumstances have created new opportunities: We launched home care and telehealth services, providing new convenient access channels to our patients when they need it most. These services complement each other as well as those at the hospital, offering choices to patients. Our doctors have shown thought leadership delivering interviews, webinars and videos with relevant and accurate information to the community in this time of uncertainty. We are pleased to have managed these initiatives while continuing with the commissioning of the new Obstetrics and Gynecology Department, that is starting operations in May, and while running the daily work at the Emergency Department safely.

The pandemic will likely continue bringing challenges in the near future. We are confident that we can leverage the experience and strength that we have built as a team in the past weeks to continue adapting our operating model in an agile manner and delivering on our mission.

We would like to take the opportunity to wish you and all your families a blessed Ramadan.



CLINICAL HIGHLIGHTS

- Congratulations to the Infection Control and CAG Taskforce for your efforts to keep the hospital safe: from implementing protocols to keeping up to date with fast evolving evidence and guidance.
- We are grateful to all our clinical teams that have continued serving emergencies during the lock down. Examples of cases included an AVR and CABG surgery, ERCP, single balloon endoscopy, and lower limb cath lab.
- Thank you to our nursing education team for organizing another successful training session.
- We look forward to the imminent opening of the new Obstetrics and Gynecology Department. We are honored to welcome Dr. Ayed Halawa, Dr. Rami Kilani, Dr. Qasem Shehab and Dr. Abdulla Fayyad, joining Dr. Suzan Atamna, who has led the department development to date.
- We are excited to have received the new endoscopic spine minimal invasive system, currently commissioning, that will allow spine procedures with better outcomes to the patients.

OPERATIONAL HIGHLIGHTS

Congratulations to the IT team who managed to migrate most of our admin staff to work from home successfully. They also connected the call center, PAS and physicians from home to our main lines, EMR and ERP through VPN with no business interruption.

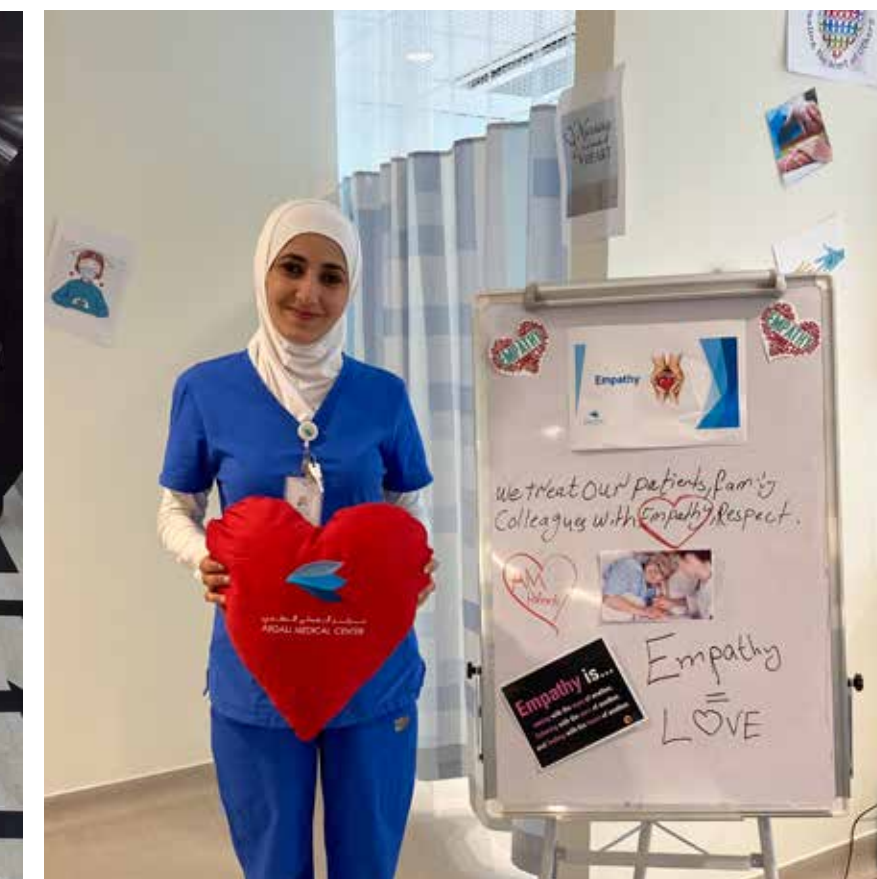
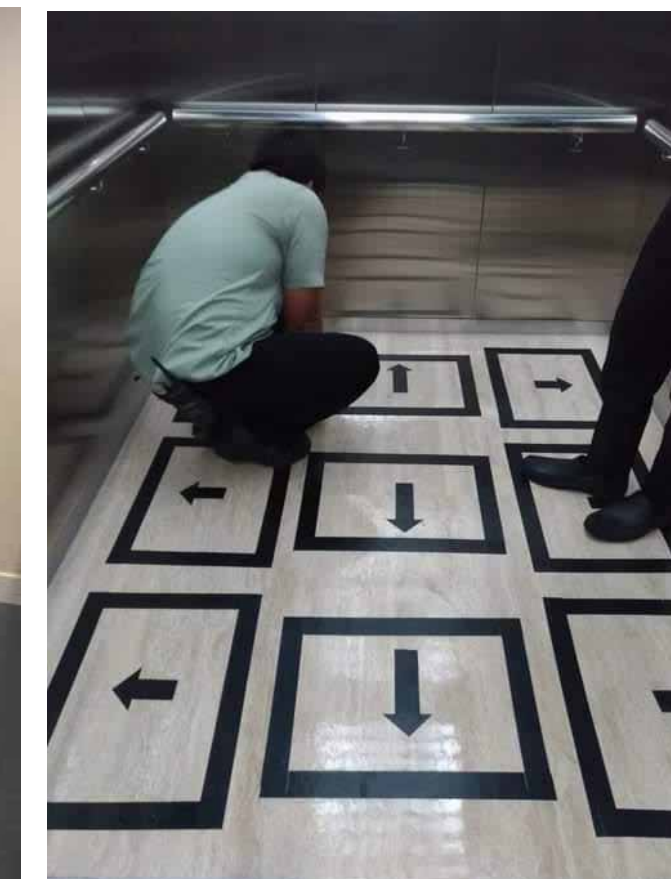
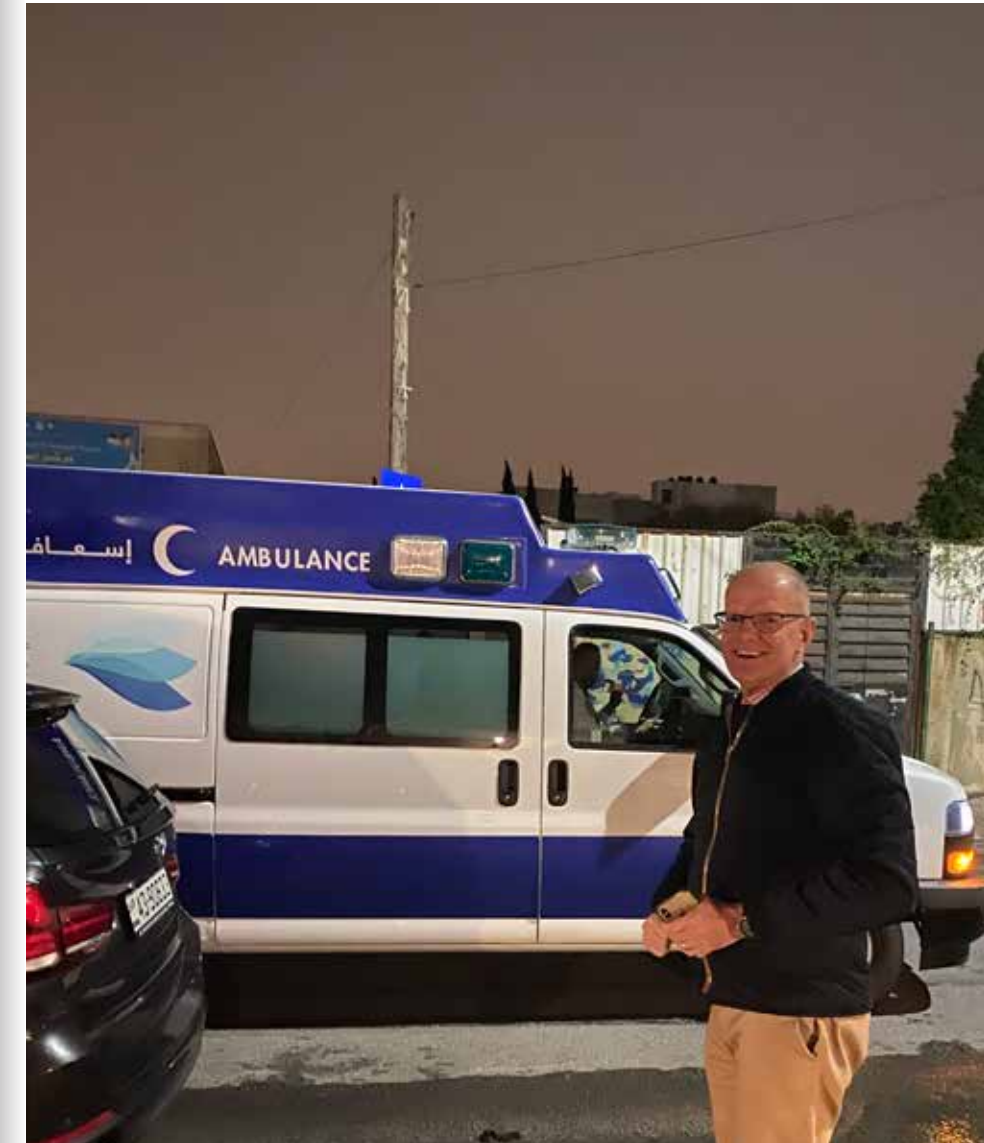
HR has supported the organization managing a very fluid permits situation to ensure that all the required staff could be at the hospital when needed.

Thank you to Quality and Clinical Operations team for progressing numerous protocols and policies across all Departments, while continue supporting the day to day activity.

Finance has managed to maintain their operation with the different stakeholders at a good level despite the lock-down.

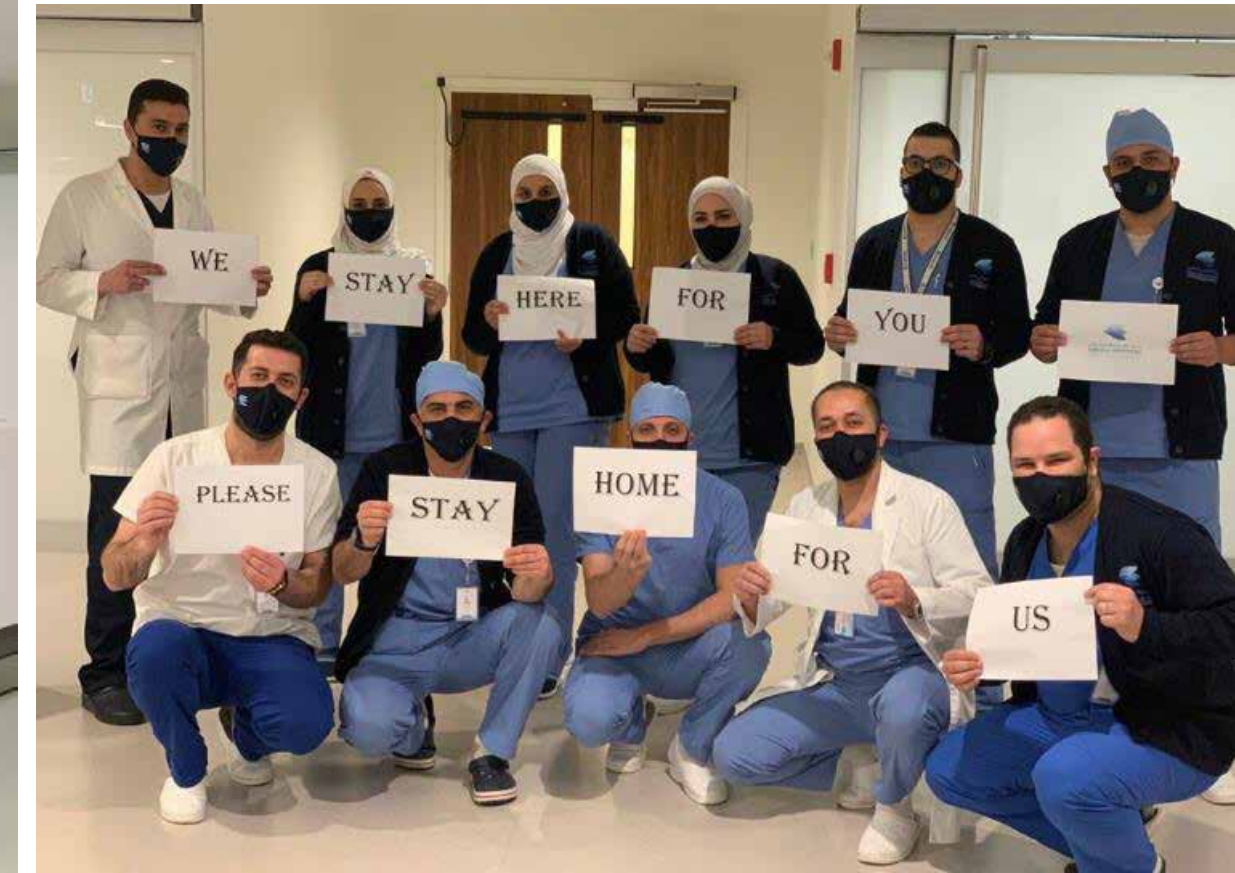
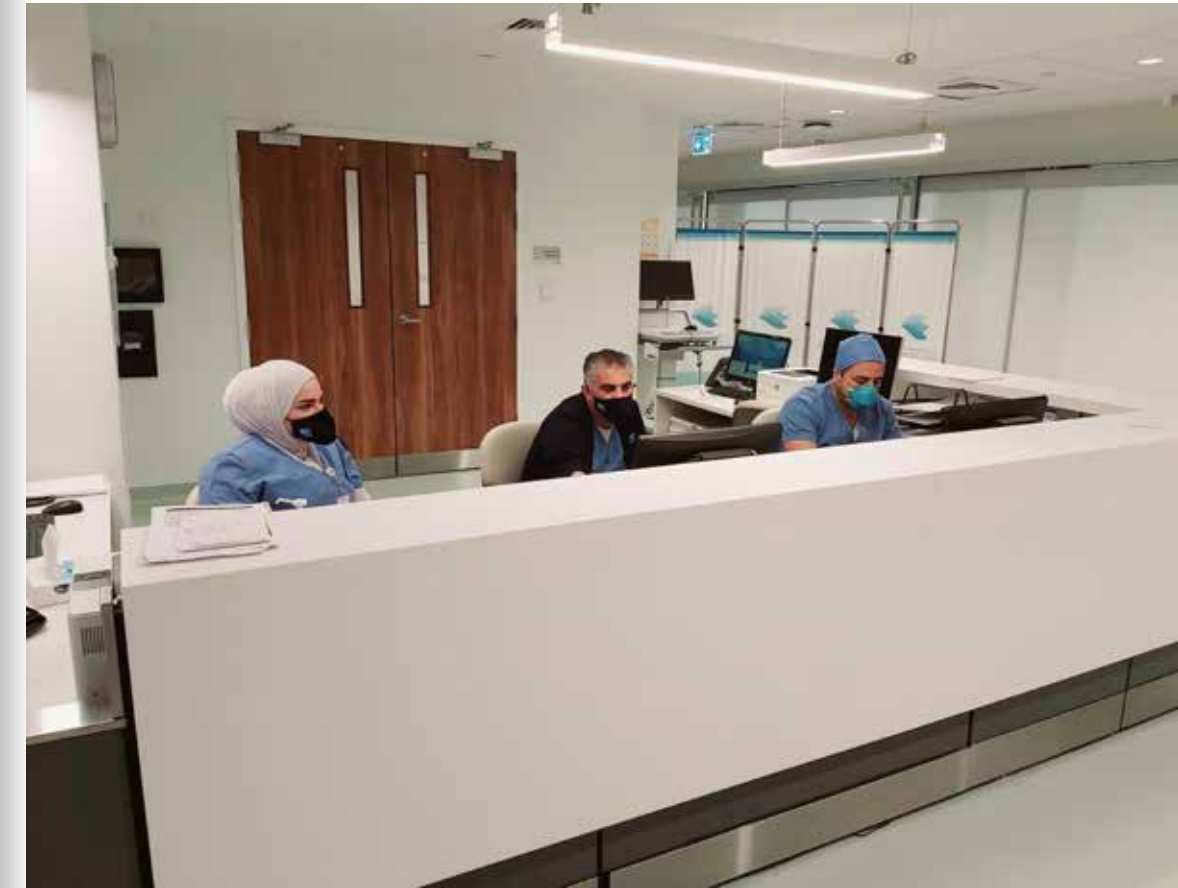
Supply chain has managed to ensure safe levels of PPEs at all times, adapting to new guidance, even during suppliers lock down.

We have made numerous adjustments to our patient access protocols, waiting areas and lifts in preparation for re-opening.



CORPORATE SOCIAL RESPONSIBILITY

- Abdali Hospital has donated latest technology ventilators to the MOH, to support their efforts to treat patients during the crisis.
- We are proud and grateful to our team who donated blood in this time of shortage.
- Finally, a big thank you to Sana for Special Individuals for giving us the opportunity to support vulnerable people during this crisis. We were delighted to be part of this viral campaign for a wonderful cause.



**Enable Others and Disable Covid 19!
Together We Support Our Community**

- ✦ Mark off the DIS from your ABILITY, take a photo and share it with us!
- ✦ Nominate 5 friends
- ✦ Tag @sanaorgjo and @abdalihospital
- ✦ Use hashtag #1ShareFor15

✦ 1 Share = \$15 donated to Sana for special individuals

COMMERCIAL HIGHLIGHTS

Congratulations to the home care team for their great service achieving 100 % patient satisfaction!

Thank you to the telehealth team for starting the service, specially to the IT team for developing an in-house tool in record time.

We are delighted to have added new international insurance to our network, including Bupa Global, and UTA, and local with United /Hikma and Watnya - Globmed.

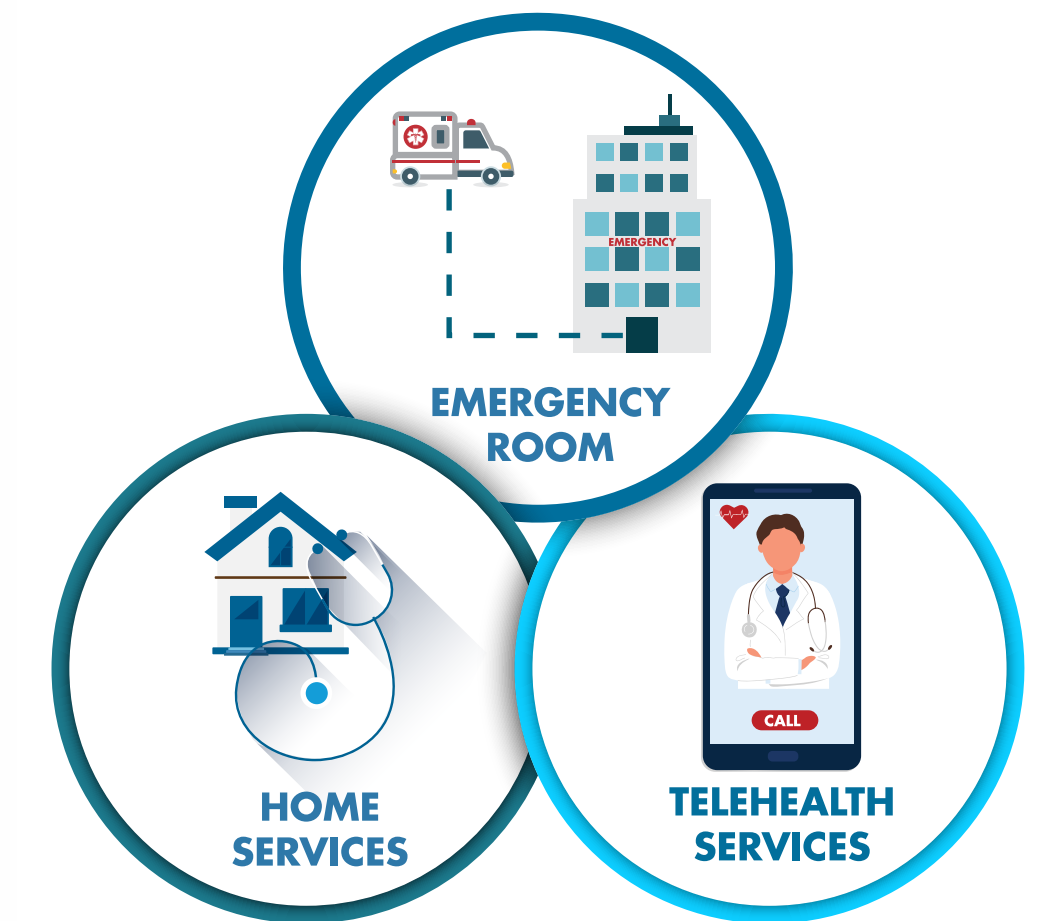
We have signed a collaboration agreement with Islamic Bank to include Abdali Hospital in their healthcare loans program.

We launched our blog <https://www.abdalihospital.com/blog>, as part of the website in both languages.

Thank you to Dr. K. Balbissi, Dr. M. Balbissi, Dr. M. Al Ghou, Dr. F. Haddad, Dr. O. Hamarneh, Dr. A. Hijjawi, Dr. D. Hijazi, Dr. A. Malkawi, Dr. R. Tabbalat, Dr. Y. Al Tal, Dr. F. Zureikat, Dr. Aya Al Jazi, Tamer Abu Arisheh, Rula Abu Ghazaleh and Fadi Tadros for the great information provided through webinars, videos and TV interviews.

Please check the our website if you have missed these:
<https://www.abdalihospital.com/corona-videos>

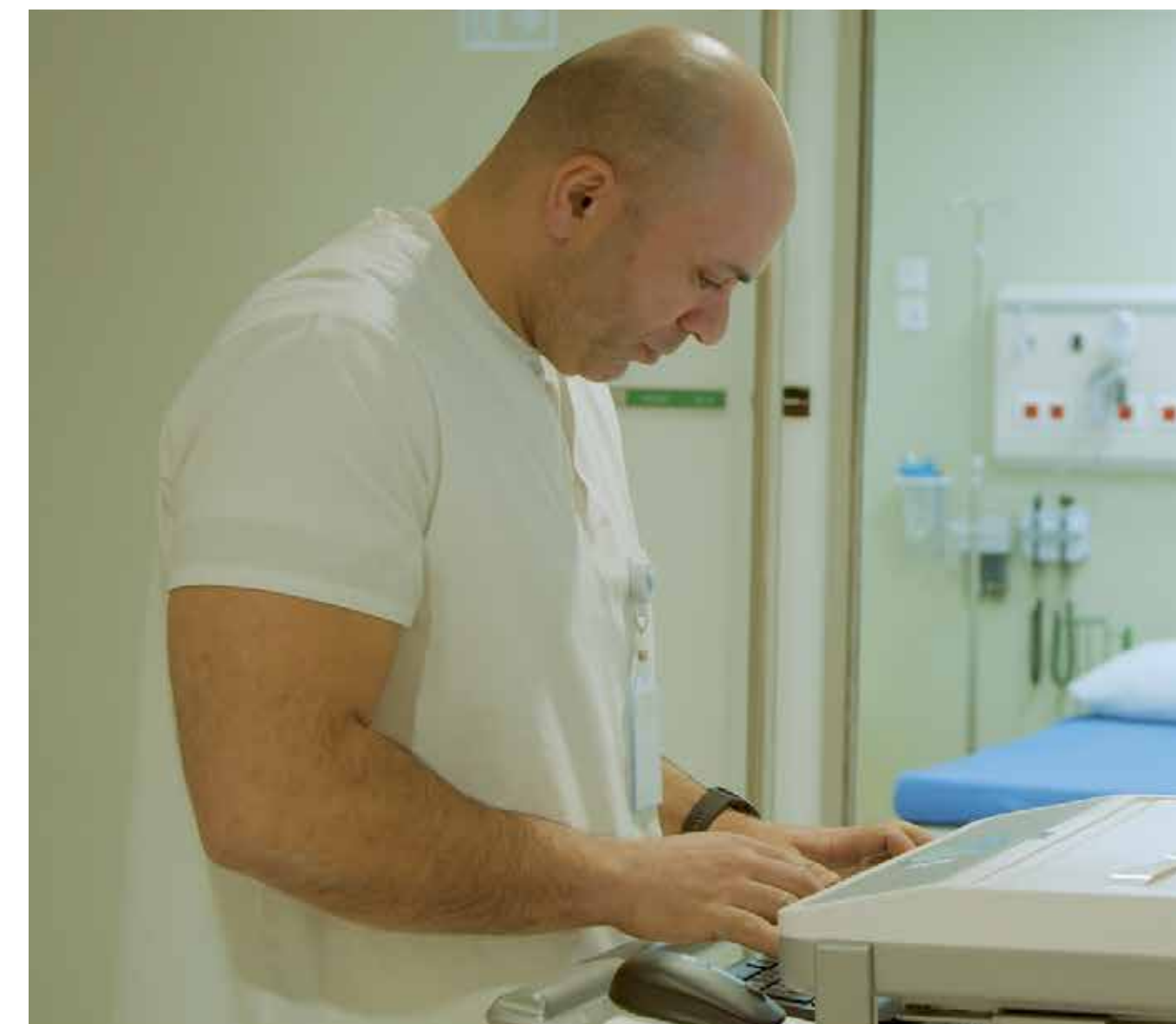
مستشفى العبدلي ABDALI HOSPITAL Member of Chemonics Network				



PATIENT SERVICE HEROES

Congratulations to the following professionals for their commendation by patients:

- Dr. Bilal Alfar
- Dr. Hannah Naasan
- Dr. Mohammed Rashid
- Dr. Suzanne Al Sayed
- Manal Abdo
- Ahlam Al Ali
- Saleem Dejadi
- Safaa Jaafreh
- Ayat Karajah
- Ayat Mashaqbeh
- Hanade Abu Muhsen
- Abdullah Nasrallah
- Ahmad Abo Zahra
- Bayan Emad



COMING IN MAY...

**Open Now
Obstetrics and Gynecology
Department**

مستشفى العبدلي
ABDALI HOSPITAL
Member of Clemensau Network

- Obstetrics
- General Gynecology
- Minimally Invasive Gynecology Surgery
- Gynecologic Oncology Services
- Urogynecology and Pelvic Floor Disorders

**Advances in Cardiac (Team)
Intervention**

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ABDALI HOSPITAL

Tuesday 5/5/2020, 9pm

Visit: <https://us02web.zoom.us/j/85087599574>
For smart phones : "ZOOM Cloud Meetings" app
Webinar ID: 850 8759 9574

Moderated By:

Dr. Ramzi Tabbalat
Clinical Director
Department of Cardiology
Abdali Hospital

Dr. Walid Dihmis
Consultant Adult
Cardiac Surgeon

Speaker:
Omar M Lattouf
Professor of Cardiothoracic
Surgery
Senior Surgeon at Mount Sinai
Hospital, NY, NY

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

