

THIS IS WHAT **WE DO**. THIS IS WHO **WE ARE**. MAKING A **DIFFERENCE** EVERY DAY!

## ◀ 2019: STEPPING INTO THE FUTURE ▶

*Iman Al Kouatly – Director of Nursing*

After countless sessions of planning, development, and training, AUBMC Great Nurses made history! Their engagement, hard work, and dedication along with interprofessional teams, paid off, and I can't but overemphasize on the importance of each member in our department and on our superb collective efforts that ensured a successful AUBHealth Go Live.

2:00 am, November 3, 2018 was the moment that witnessed it all; hearts were beating fast, and nothing but excitement marked that early morning. I counted on our nurses' professionalism, positive attitude, calmness, teamwork, and energy, and they definitely did not fail me. They wholeheartedly attended to difficult time shifts, while they swiftly resolved issues and ensured that everyone felt supported in hard times.

To all AUBMC nurses, I say, "I am extremely proud of you all. YOU have contributed in making AUBHealth a reality. I am always inspired by the intense dedication to excellence demonstrated by each and every one, and I am confident that it indeed signals a new era in healthcare at AUBMC and beyond".

Since March is the "Heart Saver Month", it will be that time of the year dedicated to raising awareness around the lifesaving skill of CPR. All nurses are invited to share information with family, friends, and loved ones about lifesaving techniques that they have previously mastered.

With the same spirit, nurses at AUBMC will join the senior leadership in embarking into a wider institutional effort towards improving patient experience. "Care is About Caring" goes above and beyond patient satisfaction, defined as a major strategic goal and one of the six pillars of AUBMC's 2020 Vision.

In this issue, we will be sharing with you AUBHealth implementation, our nurses' eagerness to learn and spread knowledge, some lifesaving tips, and our nurses' adventures.

Enjoy reading!

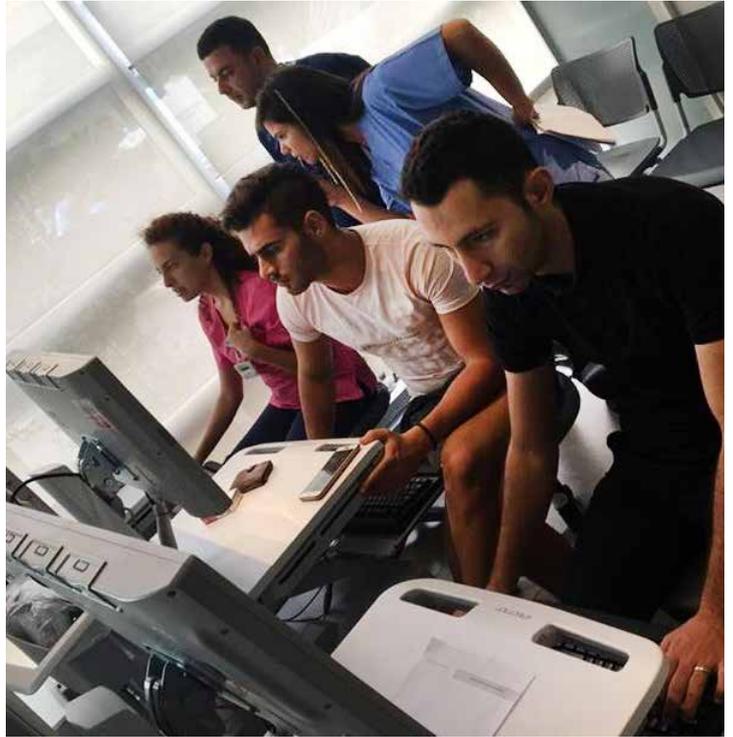


## ◀ NOVEMBER 3, 2018, A DATE TO REMEMBER ▶

November 3, 2018 marked a day in the history of AUBMC with the launching of AUBHealth, the first electronic health record system in Lebanon.

AUBMC's "Great Nurses" collaborated throughout all the phases before, during, and after Go-Live. They could bridge all gaps and meet every challenge with relentless efforts that finally reaped into the success of the AUB-Health project.

Preparation phase: PRACTICE, PRACTICE and PRACTICE!



AUBHealth Go-Live



Post Go-Live, Celebrating success!



A Thank you note from Great Ormond Street Hospital, London to Ms. Kouatly

“Dear Iman

A big thank you for taking the time to talk to us and show us around during what was a very busy time for you; everyone was unbelievably kind to us and we will remember our trip for a long time. We were very impressed with how much organised and well planned your go-live was, and have taken away many lesson for our own...

With warmest wishes,

Sarah, Shankar, Nicola, Richard and Helen”



## ◀ AUBMC GREAT NURSES' AROUND THE WORLD ▶

2018 offered AUBMC Great Nurses many opportunities to advance their knowledge and experience. Travelling around the world, visiting well known hospitals, attending international conferences and workshops enriched participants' knowledge with the most evidence- based practices in different areas.

**First stop in Boston, Massachusetts** where Ms. Sabath Jamous, Clinical Nurse Specialist and Ms. Sana Kanaan, Nurse Manager attended the **American Association for Critical Care Nurses National Teaching Institute (AACN's NTI) and Critical Care Exposition in Boston**. The conference included workshops and sessions on the latest updates and evidence-based practice for critical care units as well as technological advancements that can serve best critical care adult patients.



**Next destination in Dallas, Texas** where the Emergency Department Nurse Manager, Mr. Ahmad El Orr and Mr. Elias Youssef, Case Manager, attended the **AONE Nurse Manager Conference and visited Baylor University Medical Center**.



**Our next stop in Mary Washington Hospital, Virginia**, where Ms. Rania Kreidieh, Nurse Manager, joined the Epic team during their Go-Live.



**Back to Boston**, where the **2018 Healthcare Quality and Safety Conference** took place; Mr. Hera Artinian, Nurse Leader for Clinical Affairs, attended a two-day conference. Presentations provided practical "how-to" advice, sustainable strategies, and best practices.



Another joyful experience was that of attending the **2018 ANCC Magnet Conference, in Denver Colorado**. Ms. Alik Sarian, Magnet Coordinator, Ms. Hasmig Tchparian, Nurse Shift Administrator, Mr. Lara Neaimeh, Nurse Quality Manager, and Ms. Rafika Zaatari, Clinical Educator had a tiring but very rewarding experience. Ms. Zaatari commented, "From the moment you enter the big convention center, you come face to face with a big smile and a welcoming spirit of the Magnet conference organizer who walks you through the various steps to





From Dublin to Doha, Qatar, Mr. Mohamad Issa, Adult Health Clinical Nurse Specialist participated in the ECMO training workshop.



complete the registration and guide you to your next lecture hall. Being an international visitor, you get that extra pampering of being under the spot light at the International Attendee Forum. Rich and varied, the three days included inspiring general sessions that help leaders exercise true leadership skills and practical concurrent sessions that provide easy to apply tips on managing day-to-day operations As nurses working at AUBMC, we could easily reflect on the high standards we follow and the great achievements we have accomplish so far. It gives us real pride to be members of this prestigious institution."



And the journey continued to Dublin, Ireland where Ms. Maya Abdul Rahman, Pain Nurse, attended the **37<sup>th</sup> Annual European Society of Regional Anesthesia and Pain Therapy Congress (ESRA 2018)**. The conference included sessions about acute and chronic pain management presented by physicians from different countries and backgrounds with the most updated literature. It was a great networking opportunity to discuss current practices with experienced colleagues.

Our final destination was Dubai, UAE, where Ms. Joanna Irani, Life Support Coordinator, attended the **American Heart Association Middle East and North Africa (MENA) Training Network Forum**. The forum tackled several objectives including uniting leadership, administrators and expert faculty who educate healthcare providers in lifesaving CPR, First aid and Advanced Emergency Cardiovascular Care skills in addition to giving them the opportunity to hear from international and regional experts.



## ◀ AUBMC GREAT NURSES SPREADING KNOWLEDGE ▶

### Training Workshops for Regional Nurses

As part of our mission of sharing our expertise, a training activity was conducted during the week of December 3-7, 2018. The activity was organized in collaboration with the 20th Diana Tamari Sabbagh Foundation-Medical Services (DTSF-MS) and Juzoor. Along the same lines, and in collaboration with the Clinical and Professional Development Center (CPDC), three nursing care training workshops in Hemodialysis, Critical Care and Emergency Care, were offered to 13 nursing staff members from six major hospitals in the West Bank. Both events were a success due to the continuous dedication of the members involved.



### Lebanese Breast Cancer Foundation

The Lebanese Breast Cancer Foundation Symposium for this year was a great opportunity for Ms. Rebecca El Asmar, Adult Oncology Clinical Nurse Specialist along with several oncology nurses from AUBMC who joined the symposium and presented about various topics. The symposium held in collaboration with AUBMC and Pfizer, discussed management of patients with Metastatic Breast Cancer. Ms. El Asmar acted as a member of the planning committee of the nursing symposium coordinated by CPDC. Great Job!



**First Mediterranean Academy of Emergency Medicine Congress (MAEMC 2018):** AUBMC hosted the first MAEMC in September 2018. The congress consisted of two day nursing tracks; a workshop on Chemical Biological Radiation Nuclear Response (CBRN) and a series of sessions presented by AUBMC nurses discussing clinical updates in emergency medicine.



### Implementing Mock Codes in Ambulatory Care Areas at AUBMC

Selected ambulatory care Registered Nurses attended the Implementing Mock Codes in Ambulatory Care Areas workshop held by CPDC and Life Support Center in September, 2018. The workshop outlined the steps and the needed knowledge and skills for effective implementation of mock codes. Based on the workshop, participants will be able to evaluate their colleagues on mock codes on a monthly basis especially since code events are of high risk and low frequency in ambulatory care areas.





# NEWS AND ANNOUNCEMENTS



◀ A "Thank You Gathering" was held on Friday, October 19, 2018 for Mrs. Margaret Senabian, Nurse Shift Administrator, to bid her a farewell and thank her for the invaluable contribution to the institution.



◀ AUBMC Great Nurses celebrating the holiday season!



CCCL IN



ICU

◀ Congratulations to Ms. Rima Jabbour, Emergency Department Nurse Administrator, for winning the Rima Jabbour Nursing Leadership Award presented by the Mediterranean Academy of Emergency Medicine (MAEM). Well deserved!



ED



NCU



PICU

◀ The Nursing and the Medical team at AUBMC are always up to the challenge. This year, they participated in Beirut Marathon that was held on Sunday, November 11, 2018. During the event, they provided medical services to the injured participants in the Marathon. These included triaging, assessing, and performing first aid treatments.



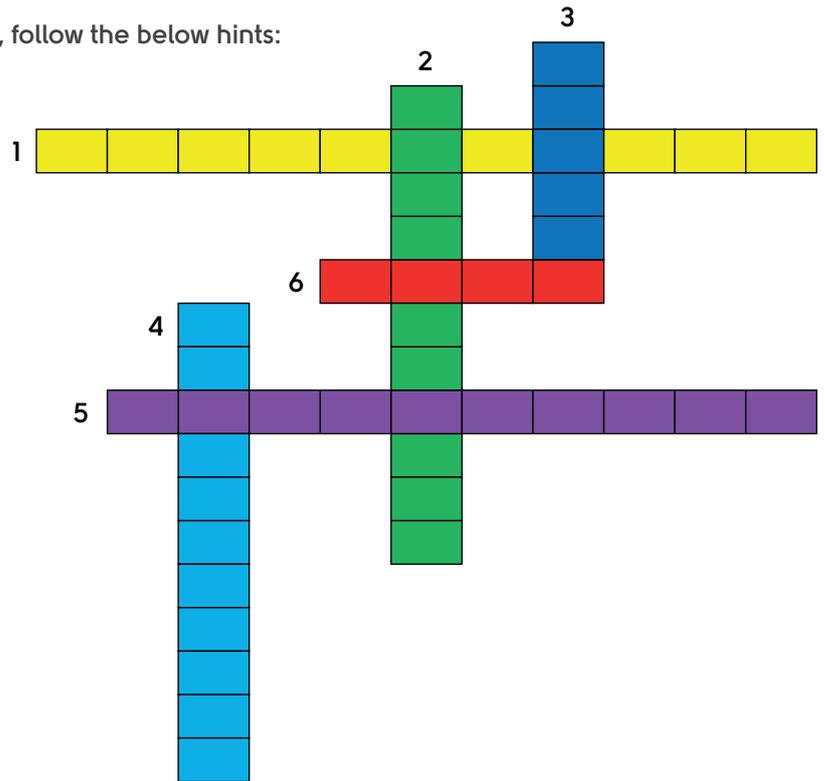
Psychiatry-In



10 South

## ◀ PLAY AND LEARN: MOMENTS OF RESUSCITATION ▶

Fill the empty boxes with the adequate word, follow the below hints:



- 1- ..... to 2- ..... ratio
- 3- ..... breathing
- 4- Five ..... depth of compression
- 5- Hundred to ..... compressions per minute
- 6- .... is why!



Nothing is more exuberating than outdoor sports in the heart of nature, and this is where the Intensive Care Unit (ICU) Nurses decided to disconnect. Mr. Kassem Amhaz, ICU nurse, and the team planned a recreational outdoor activity for all seekers of an ultimate adventure.

This time, the nurses headed to Kfardebian, skied for almost six hours, and enjoyed a special lunch that boosted their energy and got them ready to continue their journey.

The exciting, calm day in the beautiful mountains gave everyone the spine-tingling thrills that only close encounters with nature can produce.

Towards new thrilling activities!



## ◀ MOSAIC, WINNING AWARDS ▶

The Nursing intradepartmental mini-football team -MOSAIC TEAM- won the second place in the Stars Sporting Club tournament that comprised professional players.

**The team also won the below awards:**

- Best defense: Mr. Ahmad Izze, Protection Office
- Best forward: Mr. Hussein Bazzi, CSD
- Best team player: Mr. Jalal Darwich, Billing Department

**Special thanks to all participants whose great efforts and team spirit paid off:**

- Mr. Mahdi Kassab, CSD
- Mr. Fadi Barbish, CSD
- Mr. Mohammad Bazzi, Nursing HDU
- Mr. Mohammad Alti, Nursing OR
- Mr. Mohammad Dekmak, Nursing 8 North
- Mr. Bilal Zaiter, Nursing 8 North
- Mr. Mohammad Fares, Lab Department Chemistry
- Mr. Rami El Ghali, Protection Office

