

## Nursing Open House at AUBMC

HRDMC organized a Nursing Open House at AUBMC, in which about 250 nursing students came from invited universities from all over Lebanon, more than half of them are expecting to graduate this year.

At first, several teams composed from AUBMC Nurses and Recruitment staff at HRDMC visited selected universities across Lebanon and met with Deans and faculties and explained this event and invited their nursing students to attend.

On the date of the open house, nursing students were registered, and representatives from each nursing discipline at AUBMC explained to them the functions, aspects and nature of working within each nursing discipline at AUBMC.

Prospective graduating students were assigned dates to sit for nursing assessment tests and the event was concluded by an open buffet and tours across AUBMC nursing units



Nursing students registering



Exploring working at AUBMC

## Announcement: Month of Ramadan



Employees and Workers who are not on shift basis and who are observing the Month of Ramadan will be permitted to opt for the work schedule from 8:00 a.m. to 4:30 p.m. with half an hour of rest at mid-day.

If their work schedule starts at 7:30 a.m., they may work from 7:30 a.m. to 4:00 p.m. with half an hour of rest at mid-day.

Employees who are on shift schedule and observing the month of Ramadan will be allowed to take a half an hour rest period at the time of Iftar.

## Service Awards Ceremony 2012

Celebrating Dedication & Loyalty At AUBMC

Organized by the Human Resources Department at AUBMC, the Service Awards Ceremony was held on Wednesday June 13th 2012 in Issam Fares Hall to celebrate employees who completed their 10, 15, 20 & 25 years of service.

With the participation of the awardees, their colleagues, families, AUBMC leadership staff, workers' syndicate and the Human Resources team everyone enjoyed new celebratory atmosphere.

The program of the event was as follows:

Word of the Human Resources Manager, **Ms. Roudaina Haddad Hachem**

Word of the Medical Center Director, **Dr. Adnan Tahir**

Word of VP/Dean, **Dr. Mohammad Sayegh**

Word of the President of the Workers Syndicate, **Mr. Abdallah Four**

Word of the VP for Human Resources, **Mr. Jim Radulski**

A [short movie](#) honoring awardees was displayed. Followed by distribution of the awards and a cake cutting. An open buffet was then laid out for the occasion.



Dr. Sayegh's Speech



Memorial Photo.



Cutting the Cake.

## Winners of Awards & Recognitions 2012

Award	Name
<b>Award for OBS/GYN RNs</b>	Ms. Christiane Sobhieh
<b>Daisy Award</b>	Ms. Hanadi Ismail
	Ms. Lama Chanouha
	Ms. Mona Shorba
	Ms. Randa Al Andary
<b>Dean's Award</b>	Ms. Farah Alwan
<b>Evidence Based Practice Award</b>	Mr. Mohamed Baydoun
<b>Financial Performance Award</b>	Mr. Gaby Andraos
	Mr. Mohammad Zaghloul
<b>Karen Bahdarian Award for Auxiliaries:</b>	Mr. Mounir Takkoush
<b>Karen Bahdarian Award for RN:</b>	Ms. Shakeh Ohanian
<b>Magnet Award</b>	Ms. Leila Kazan
<b>Multidisciplinary Multidisciplinary Awards for Doctors</b>	Dr. Fadi Maalouf
<b>Nurse Preceptor of the Year</b>	Mr. Mohammad Azzam
<b>Nurse Resident of the Year</b>	Ms. Ghida Iskandarani
<b>Nursing Director Award for Auxiliaries</b>	Mr. Fadi Sharara
<b>Nursing Director Award for NM, CE &amp; QI</b>	Ms. Najwa Shoujaa
<b>Nursing Director Award for RN</b>	Ms. Madeleine El Hage
<b>Operational Efficiency Award</b>	Ms. Dalal Zbeeb
<b>Quality and Safety Award</b>	Mr. Rawad Jamaledine
	Mr. Yassin Ali
	Ms. Abir Noureddine

Award	Name
<b>Service Excellence Award</b>	Dr. Marwan Najjar
	Mr. Afif Shehab
	Mr. Ali Hammoud
	Mr. Hanna Jreij
	Mr. Marwan Ghawi
	Mr. Walid Abou Shakra
	Mr. Wilson Hasbany
	Ms. Amelie Marie Josep Chbat
	Ms. Thana Mukdad
	Ms. Therese Saad
<b>Shehade Abboud Award for Auxiliaries</b>	Mr. Mazen Najjar
<b>Shehade Abboud Award for RNs</b>	Ms. Saada Basbous
<b>Women Auxiliary Award for Auxiliary</b>	Ms. Intisar Abul-Husn
<b>Women Auxiliary Award for RN</b>	Ms. Rima Khairallah

**CONGRATULATIONS!**

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## Human Resources Team Celebrates with Nurses & PLM Employees Nurses' Day and Lab Week

Nurses' Day and Lab week are two events that are celebrated internationally and have a special meaning to all those in the two professions.

At AUBMC these events are celebrated through numerous activities, outings, fun and events.

HRDMC team opted to share with the two groups their celebrations and came up with an initiative for each:

On the occasion of Nurses' Day, on May 8<sup>th</sup>, a representative team from HRDMC toured the Medical Center, congratulated Nursing teams in each unit & floor, and handed every Nurse a custom made bag with wishes of a Happy Nurses' Day



A sample of the distributed bags

On the occasion of the Lab Week, on May 11<sup>th</sup>, HRDMC prepared a special mug with a humorous yet expressive printed slogan specific to each unit in the PLM department, and toured every section in PLM congratulating the employees and distributing mugs:



Distributing Mugs to PLM employees



## Awards and Recognitions Program at AUBMC

Organized by the Human Resources Department at AUBMC, the program had a major impact on the way excellence is promoted this year and will continue to do so



"Right next to excellence is the appreciation of it".

AUBMC's distinctive reputation in the region of its quality services is an indication that we are blessed with outstanding employees who go the extra mile of fulfilling their job in an unparalleled way.

And, that is mainly why AUBMC has developed the "Awards and Recognition Program" as a token of sincere appreciation for such individuals who never fail in going beyond their call of duty



Awards waiting to be distributed. You can help by nominating deserving employees for next year's campaign!

The Awards and Recognitions Ceremony was held at Issam Fares Hall and was full of surprises. The awardees, their families, and AUBMC community enjoyed a festive atmosphere where everybody witnessed one of these moments of "Good work pays off" and "I wish I'd be there next year". Well, you can!

The categories of nominations were built on AUBMC's five goals:

- Patient-centered care
- Quality and safety
- Service excellence to our patients, physicians, and employees
- Operational efficiency
- Financial performance to support our mission



Celebrating Winners

While this event is an expression of institutional admiration, what really makes it particularly meaningful is that most of the nominations came from fellow colleagues, coworkers, and peers.

The reason that it is important is that those people are the ones who know the nominees best, and without informing them, they selflessly took the time to tell us how much they value their hard work, creativity, integrity, insight, patience, perseverance, warmth, humor, and friendship.

During the last Awards and Recognition campaign, more than 400 valid nominations were made, helping making AUBMC a stronger community and a better place for all of us to work.

This year, make sure you're involved in this important event, be it as a nominator, a nominee or a celebrator.

For list of 2012 Awards Winners, see page 4



AUBMC stand at Balamand Job Fair

AUBMC participation in job fairs is a key tool for introducing our AUBMC brand in general and our HR services in particular focusing on AUBMC values, objective recruitment process, career growth and the job security and stability that we provide to our employees. Beside HRDMC's participation in the annual AUB job fair, this year's activities, has expanded to include other universities such as LAU, Balamand, and Sagesse Universities with a plan to grow further in the years to come to be part of more forums and fairs. During these fairs our 2020 vision attracted a huge number of visitors to our stand and we had a great pool of candidates from different majors mainly nurses, pharmacists, engineers and other healthcare management specialties. Looking forward to more success and branding to place AUBMC at the heart and mind of every potential talent owner as a target for his/her future career.



## Registered Nurses Career Ladder

RNs Career Ladder spans Grades 9 to 12 (from RN II to RN V) with different required level of each of the 26 competencies outlined below, plus the minimum education of Bachelor's Degree in Nursing or related sciences :

Competency	Grade 9 Registered Nurse II	Grade 10 Registered Nurse III	Grade 11 Registered Nurse IV	Grade 12 Registered Nurse V
Patient Assessment	Level2	Level2	Level2	Level2
Plan of Care	Level1	Level2	Level3	Level3
Health education, prevention and promotion	Level2	Level2	Level2	Level3
Drug Administration	Level1	Level1	Level1	Level1
Quality Management	Level1	Level2	Level2	Level3
Technical Expertise	Level1	Level2	Level2	Level3
Applied Technology	Level2	Level2	Level3	Level4
Professional Development	Level1	Level1	Level2	Level2
Resource Management	Level1	Level1	Level1	Level2
Problem-solving	Level1	Level2	Level2	Level3
Information & Record Mgt	Level2	Level2	Level3	Level4
Teamwork	Level1	Level1	Level2	Level3
Developing Others	Level1	Level2	Level2	Level2
Planning & Organizing	Level1	Level1	Level1	Level2
Human Resources Mgt	N/A	N/A	N/A	Level1
Client focus	Level1	Level2	Level2	Level2
Professionalism	Level1	Level1	Level1	Level2
Stress Management	Level2	Level2	Level2	Level3
Evidence Based Practice	N/A	Level1	Level2	Level3
Ethical Practice	Level2	Level2	Level2	Level2
Community Service	Level1	Level1	Level1	Level1
Achievement Orientation	Level2	Level2	Level2	Level2
Initiative	Level1	Level1	Level1	Level2
Communication skills	Level2	Level2	Level2	Level3
Health and safety management	Level2	Level2	Level3	Level3

## This Issue's Q&A: New Online Leaves System

**Q: How do I fill a Leave / check my leaves balance?**

notified electronically. You can check the status and balance of your requests anytime by clicking "My Leaves Requests"

A: Go to <https://his.aub.edu.lb/hrs.portal> then click "my tools"

**Q: How does the new system work?**

**Q: What types of leaves require printing and special approvals?**

A: To apply for a leave:

1. Click "New Leave Request".
2. Choose the type of leave (annual, business etc..)
3. Select dates (pay attention to split leaves across weekends in case you're not on shift basis).
4. Click "add" button.
5. Make sure the selected vacation dates are correct, if not, you can delete them by pressing "X".
6. Click submit & your request in electronically sent to your supervisor for approval.

A: Maternity Leaves, Leaves without pay (e.g. breastfeeding), business leaves should be also printed, signed by department head, and sent for HRDMC for approval and action.

**Q: What should I include in my business leave request?**

- A: Make sure you attach the following as hard copies to HRDMC:
1. Invitation (related emails, letter, etc..) to the business event.
  2. The schedule of the business event
  3. Hard copy signed by the department head
- Submitting it on the system for online approval.

When your supervisor approves the request, you'll be -

## In Focus:

# Magnet Re-designation at AUBMC

"May 24, 2012 is another day worth remembering in the history of AUBMC"



From the heart of Beirut, AUBMC prevails as the only Magnet designated hospital in the Middle East, which carries the torch in providing the distinguished patient and family centered health care services for optimal outcomes.

Magnet designation has come to stand for quality care, at a quality institution, and by quality nurses. According to Karen Drenkard, from the Magnet Recognition Program of the American Nurses Credentialing Center (ANCC), as a recruitment and retention strategy for nurses when ANCC started the Magnet program over 20 years ago, it was done predominantly as a recruitment and retention strategy for nurses.



Today, the Magnet designation signifies outstanding patient care in a high quality environment and a supportive, innovative workplace that empowers nurses for superior clinical outcomes (Drenkard, K. 2010).

Our Magnet status acknowledges the superb care that is provided at AUBMC and encourages us to continue to be leaders. Achieving Magnet Recognition ultimately recognizes our team of valuable nurses, the high quality of care we deliver, the opportunities available, the multidisciplinary team environment, and the collaborative spirit that we are extremely proud of.

Attaining the Magnet Designation as the first hospital in the Middle East in 2009, was an outstanding achievement and the Redesignation will attest to our continuous distinction in the provision of best patient care.

May 24, 2012 is another day worth remembering in the history of AUBMC where the application for Magnet Redesignation was successfully submitted. Achieving Magnet Redesignation is one of the initiatives of AUBMC and we are highly confident that the support and commitment of our entire multidisciplinary team lead by the VP of Medical Affairs and Dean of the faculty of Medicine; Dr. Mohammad Sayegh, the Medical Center Director/Chief Medical Officer; Dr. Adnan Tahir and the Director of Nursing; Ms. Iman Al Kouatly will achieve the recognition once again and continue in our journey of excellence.



## A word from the Nursing Director

I say it every day and its worth repeating...I am so proud of AUBMC.

Nurses lead, teach and provide care for patients/families every day and the 9 North team is a true exemplar on that. They have proven to be role models through their skilled practice and knowledge which made them well respected by all members of the healthcare team. They actively advocate for quality health care; thus fostering a culture that promotes a quality nursing practice environment. The 9 North staff is a team of professional nurses that demonstrates expert knowledge, evidence-based practice and pride in their ability to provide safe and compassionate nursing care to their patients/families.

9 North team regularly receives unsolicited praise from patients and families commending their outstanding nursing care. Last but not least was an appreciation letter received from a professor at AUBMC complimenting the nursing staff on their availability, promptness in responding and service excellence. He describes the nursing staff as "they care so much for patient suffering and pain. This is where success in our profession brings AUBMC to the summit".

I would like to thank every nursing staff for the compassionate care s/he is providing to our patients. I am so proud and honored to be part of this great team, a team who has shown dedication and commitment to patient centered care.

Iman Al Kouatly  
Nursing Director



9 North Team