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 a new celebratory atmosphere.

The program of the event was as follows:

Word of the Human Resources Manager, Ms. Roudaina Haddad Hac
Word of the Medical Center Director, Dr. Adnan Tahir
Word of the President of the Works 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.

Award Name
- Award for Or/Int. RNs
-Staff Award
-Heart Award
- Evidence Based Practice Award
- Financial Performance Award
- Karen Rubaduk Award for Advocates
- Karen Rubaduk Award for RNs
- Magnet Award
- Multidisciplinary/ Multidisciplinary Awards for Doctors
- Nurse Manager of the Year
- Nurse Resident of the Year
- Nursing Director Award for Advocates
- Nursing Director Award for Mid. CS & CI
- Nursing Director Award for RN
- Operational Efficiency Award
- Quality and Safety Award

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.

The categories of nominations were built on AUBMC’s five moments of “Good work pays off” and “I wish my time of Iftar.”
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

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
Registered Nurses Career Ladder

RN Career Ladder spans Grades 9 to 12 (from RN II to RN VI) 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 :

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<tr>
<th>Competency</th>
<th>Grade 9</th>
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<th>Grade 11</th>
<th>Grade 12</th>
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<td>Patient Assessment</td>
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<td>Health Education, Prevention, and Promotion</td>
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<td>Drug Administration</td>
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<td>Technical Experience</td>
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<td>Teamwork</td>
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<td>Developing Others</td>
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<td>Planning &amp; Organizing</td>
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<td>Human Resources Mgt.</td>
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<td>Client Focus</td>
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<td>Health and safety management</td>
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Q: What does the new system work?
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 “Send button”.
5. Make sure the selected vacation dates are correct, if not, you can delete them by pressing “undo button”.
6. Click submit & your request in your supervisor for approval.

Q: What should I include in my business leave request?
A: Make sure you attach the following as hard copies to HRDMC:
1. Maternity Requests
2. Breastfeeding
3. Breastfeeding
4. Maternity leave
5. Maternity leave
6. Maternity leave
7. Maternity leave
8. Maternity leave
9. Maternity leave
10. Maternity leave

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.

May 24, 2012 was 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, Dr. Mohammad Sayegh, the Medical Center Director/Chief Medical Officer, Dr. Ashraf Tahl 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 it’s 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 and fostering a culture that promotes a quality nursing practice environment. The 9 North staff is a team of professional nurses who demonstrate respect, 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 she 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