

Employees & physicians who were recognized by patients

Gisele Said / Thuraya Nasser / Isabelle Ourfalian/Diana Saad / Sohair Abi Nassif / Olga Dirani Khaled Hussein / Gloria Younis / Sana Kanaan Ahmad Ghandour / Rayane Islambouli / Grace Kurkjian Mazen Said / Fayza Jawhari / Jihan El Ramy Wassim Outhman / Nawal Kleit / Maysam Zahran Samir Jaddouh / Hasiba Bou Ghannam / Mohammad Hamze / Ali Yazbik / Amal Awkal / Nancy Al Nawar Zeinab Msheirif / Maha Matar / Doaa Kamal Mariam Houshaimi / Ola Harfouch / Awatef Mawla Mahmoud Safieddine / Ibtissam Zeaier / Safiyya Alloush Zeinab Matar / Hala Wehbeh / Dania Shatila Zeinab Zaiter / George Saliba / Suleiman Nazzal Mariam Hamdan / Said Farhat / Raja Arawi Intisar Abul Husn / Nelly Ayvazian / Hisham Bawadi Nidal Saadi / Lameez Haidar / Rida El Rakka Lama AlJurdi / Dalal Abou Abbas / Houssein Ammar Nisrine Jubaily / Dina Kassem / Khoudor Fahda Noha Al Rayes / Caroline Jaafar / Meline Keoshguerian Bashir Itani / Rita Abboud / Assaad Sibai Mohammad Draige / Rita Mouradian / Bilal El Orr Ghinwa Hammoud / Pascal Rabbat / Joyce Wazen Sasine Sarkis / Zeina Azar / Hassan Nasr Nour Batal / Salma Lameh / Rosita Topalian Hussein Abdel Nabi / Sonia Bustani / Farah Haidar Tarek Fouani / Huda Abdallah / Aladdin Hassan Lina Ahmadih / Suad Shalhoub / Muhammad Salam Nader Naffaa / Outor Ghareeb / Abdallah Shoucair Nadine Chaaya / Marwan Ghawi / Haytham Houeik Ragheb Ismail / Adnan Banat / Ali Rheimy Salwa Ghandour / Saadieh Sidani / Hussein Kassar Majida Farhat / Rania Badawi / Hussein Haidar Wajih Mukdad / Nidaa Jawhari / Ilham Nasser Vatche Yoksulka / Sahar Issa / Rana Kaissi Fadi Sharara / Aida Jeha / Samia Masri Musa Zaiter / Vicky Tazian / Dr. Antoine Abu Musa Adnan Mukdad / Hanadi Bou Hadir / Dr. Ali Khalil Najwa Shoujaa / Kathia Kozman / Dr. Muhieddine Seoud / Helen el Kabbout / Hassan Fawaz / Dr. Ahmad Fakih / Maysa Shehadeh / Nour Nahhas / Dr. Anwar Nassar / Katia Saab / Lara Al Hakim / Dr. Grace Salame Milad Abdallah / Asma Tarabah / Dr. Nancy Nakhoul Majdi Israwi / Wajidi Shahabaldine / Dr. Najla Itani Haidar Noun / Taline Chitilian / Dr. Zeina Ayoub Fatima Fneish / Hanan Mukdad / Dr. Zeina Kanafani Fatima Shahine / Sawdan Dayekh / Dr. Walid Mudawwar /Mariam Al Sabaa / Inaam Awad / Dr. Ziad Salem Joelle Bassila / Rawia Abdo / Dr. Ali Bazarbachi Kristel Dagher / Rawad Jamaledine / Dr. Mohamed Dabaja / Malak Kshasha / Habib Skaff / Dr. Ali Shamseddin / Ahmed Kaskass / Elise Ghoustine / Dr. Walid Gharzuddin / Aref Fanous / Charbel Zaccour / Dr. Bernard Abi Saleh / Sarah Ghalayini / Nazem Sakr / Dr. Samir Mallat Linda Hariss / Hussein Farhat / Dr Majida Daouk Yolla Nazha / Hassan Issa / Dr. Nagi Saghir Rayyan Al Dabbah / Mahmoud Ghouzeil / Dr. Arafat Taily / Adham Jaafeer / Madice Merheb / Dr. Amin Antoine Kazzi / Mounir Takkoush / Fatima Naja / Dr. Amen El Sheikh Ammar / Fadwa Zouayter / Rania Bzeih / Dr. Sanaa Chalhouh / Nisrine Kissirwani / Elyse El Gharib / Dr. Youssef Nasr / Farid Yousef / Vartouhie Kazandjian / Dr. Ahmad Antar Adel Hassan / Amal Wehbeh / Dr. Hassan El Farran Rabih Matar / Mufida Ghazali / Dr. Hassan Sibai Munir Takkoush / Diana Nakad / Dr. Fady Haddad Ali Zayour / Hoda Mokdad / Dr. Amir Ibrahim Samar Okaily / Itidal Mallah / Dr. Mohammad Abdallah Abeer Fleifel / Mohammad Jammoul / Dr. Mohamad Khalife / Ashraf Ali / Hussein Jaafar / Dr. Mounir Obeid Mohammad Baydoun / Safi Kisserwani / Dr. Badih Adada / Ali Hamdan / Salam Bou Ghanam / Dr. Faek Jamali / atifa Shihab / Farah Alwan / Dr. Ghassan Skaf / Ammar Zahreddine / Fatima Dirany / Dr. Maher Hussein / Rasha Abou Chahine / Amali Saab / Dr. Raja Khauli / Mariam Shatila / Salwa Filli / Dr. Raja Sawaya / Siham Sleiman / Thana Adu Mikdashi / Dr. Marianne Majdalani / Rita Nehme / Khalid Itani / Dr. Ghassan Dbaibo Mohammad Zahr / Iman Msheirif / Dr. Fady Geara Ghada Tabsh / Lara Abou Kasm / Dr. Ahmad Abou Leila Rola Shbaklo / Elias Youssef / Dr. Riwa El Masri Samah Rafeh / Ilham Usta / Dr. Roger Moukarbel Aziza Yamout / Catherine Haddad / Hanadi Kassem Abda Hammoud / Ali Akel / Sukna Hasan Samir Deeb / Mary Abdel Ahad / Rana Saad Lina Jawhari / Samah Seifeddine / Latifeh Mokdad Maya Aridi / Abbas Deeb / Elias Azar / Leila Khalifeh / Jihad Katbey / Afaf Abu Arraj / Aida Salameh / Jihad Shreideh / Zeinab Awada / Zeina Finianos / Hassan Masri / Ali Najm / Carla Jurdak / Deebah Ghadiyeh / Jana Jabbour /Carine Kayali / Nadwa Mahmoud / Vicky Nassar / Yara Abou Harb / Sana Daouk

A New AUBMC Imaging system –developed in house- installed in Operating Rooms

The Medical Engineering Department has recently installed one standalone - in-house developed - "AUBMC Imaging" system in the Operating Rooms

In summer 2010, the Medical IT Unit was created (headed by Mr. Gaby Andraos) under Medical Engineering Department (directed by Mr. Bassam Tabshouri). Later, in October, Mr. Mohammad Zaghoul joined this unit and helped in developing the application as requested by the OR surgeons. A few months ago Ms. Zeinab Dergham also joined the Medical IT unit and this project

This imaging system was first developed by Medical Engineering (namely Mr. Gaby Andraos) for Endoscopy Department early 2005. In 2010, the OR1 Imaging System by Karl STORZ Germany which was quoted for AUBMC –for more than 370,000 USD per one operating room (more than a total of 3.7 Million USD for 10 rooms). Consequently, the Medical Engineering Department staff worked on developing a similar application to OR1 and added more functionality to it - as recommended by our AUBMC surgeons. The cost of our in-house developed application and the needed hardware is for 10 rooms almost the same cost as one OR1 system from Karl Storz. Using the latest technologies to provide a high quality/high definition results, the development of this imaging solution took us around one year of work

The major functions of the "AUBMC Imaging" are:

- Record videos for operations and enable video editing
- Report and Multimedia generation
- Video Archiving and linking to Medical records
- Have full control over all OR equipment including Lighting, Door Access, climate Control, Video Switching
- Live Video Streaming over the AUB Network (Medical Students PC, Conference rooms and Halls)
- Video Conferencing

Currently the first three parts are being used while the other three are ready but pending for the connecting cables to be laid out by Plant Engineering. This project could not be successful without the help of Mr. Walid Shaib of Plant Engineering who put much efforts and time from his experience in Video Switching and Conferencing, and Mr. Joe Max-Wakim of CNS-MC who also helped in all computer/IT related issues

The Medical IT – Medical Engineering Department is also working hard to make this system available not only to OR but to any AUBMC clinical department; this will help in reducing AUBMC capital budget expenditures. As such, the same system has already been installed in Endoscopy and Radiation Oncology. However, it can be easily used in ENT clinics, GYN, Vascular, Cardiology, Dermatology, Ophthalmology... The main functions of the Medical IT unit are:

1. Programming to support the Medical Engineering internal functions
2. Handle Medical Equipment database
3. Software and Hardware Interfaces with medical devices
4. Attend to Medical Data back-up issues specially to Medical Equipment not linked to the Network
5. Attend to Medical connectivity issues
6. Attend with the IT department to cyber security issues

"Management and Supervisory Skills" workshop

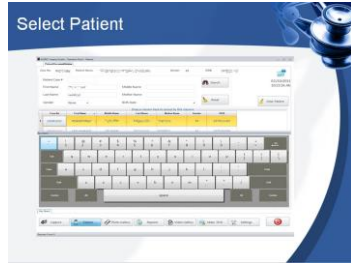
The AUBMC HR Staff Development, aiming to ensure that all employees have the necessary knowledge and skills to contribute to their maximum potential called Technical and Clinical professionals at AUBMC in managerial and supervisory roles to take their supervisory skills to a higher level of proficiency that help them fully lead and motivate their teams.

Within this framework, AUBMC HRD in collaboration with AUB Regional External Program conducted a workshop (13-16 December 2011) on "Management and Supervisory Skills" bringing together a group of twenty participants. Dr. Philip Zgheib from AUB Suliman S. Olayan School of Business facilitated the workshop and focused on team building: working with self and others; goal achievement; delegation and empowerment; Managing people assets; and participative leadership. The workshop was substantially informative in addressing thoroughly the fundamentals of coaching subordinates. Dr. Philip Zgheib engaged every participant with an interactive questioning, discussing, and reflecting on the workshop theme, reinforcing thus the material presented. All participants were enthusiastic about the workshop process and its contents and reflected that in the evaluation survey and the significant progress achieved in the results of the workshop pre/post test.

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Human Resources Department Medical Center



Send us your Feedback

<http://staff.aub.edu.lb/~webhrdmc/contact.html>
hrdmc@aub.edu.lb / ha41@aub.edu.lb

Phone: 009611350000 ext: 6110/1

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HUMAN RESOURCES DEPARTMENT

HR Newsletter

Recognition Ceremony Honoring Teams

AUBMC continuously receives written feedback from patients complimenting specific employees/physicians/teams/and units. AUBMC decided to recognize these employees and units in a ceremony held on January 4th in Issam Fares Hall. On page 4, you can find the list of all employees & physicians receiving recognition from patients (see page 4)



Holiday Season's Activities at AUBMC

This year's holidays at AUBMC had a different touch.

Best Christmas tree competition, Holiday stand, free cookies, crossword puzzle competition, 2100+ chocolate truffles personally wrapped and distributed by HR employees, and 14 lottery winners were all new activities that took place this year during the holiday seasons last month.

AUBMC employees -enjoying these HR coordinated activities-added a unique touch to the holidays season at work. Holidays were not only enjoyed with friends and families, but now everyone got a chance to enjoy them with colleagues at work. Many were also busy decorating their unit's Christmas tree



"Crowds" trying to answer HR questions

and lobbying their colleagues and acquaintances to vote for it (results on page 2).

Others were frequent visitors to the HR holiday stand on the 2nd floor where they were "challenged" to answer some questions related to HR policies at AUBMC in order to get free delicious cookies and treats. Needless to say that eventually everybody won whether they got the right answer themselves or got to learn about the correct answer from the cheerful HR employees.

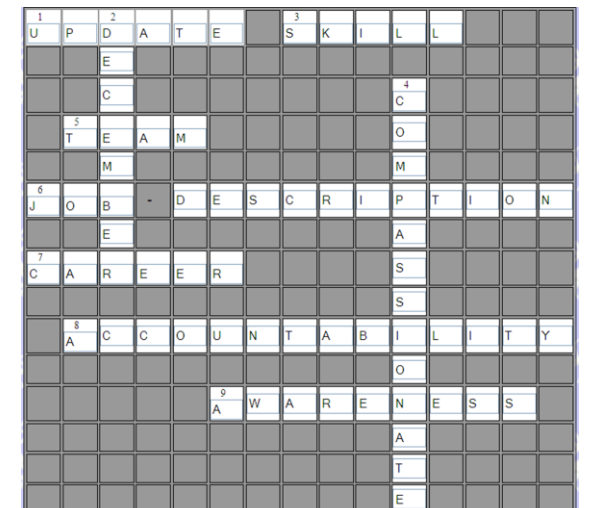
Crossword Puzzle Answer Key

ACROSS

1. All employees should periodically _____ their resume on AUBMC BDI Talent Management Application
3. A competency is the _____, knowledge and attitude required to perform in a job
5. A group of people in an organization linked to a common goal
6. The written statements that describe the duties and responsibilities needed in a certain position (two words with space)
7. _____ ladder is a structured sequence of job positions through which a person progresses in an organization
8. One of the 6 core values of AUBMC

DOWN

2. All entitled annual vacation should be taken before the end of the month of: _____
4. _____ leave is when an employee loses a direct relative



Winners of the Crossword Puzzle Draw

A total of 256 valid responses to the crossword puzzle were received.

Out of which 201 employees correctly completed the puzzle (78% of respondents). The 6 winners are:

- Ms. Abeer Awwad
- Ms. Rania Khatib
- Mr. Rami Itani
- Mr. Ramzi Mouawwad
- Ms. Nozmi Kasbarian
- Mr. Khalil Rizk

Top 10 winning Christmas Trees

Rank 1:

Pharmacy



Rank 2:

Patient Affairs



Rank 3:

Mammography



Rank 4:

Women's Health



Rank 5:

Radiology



Rank 6:

5 North



Rank 7:

5 South



Rank 8:

CCCL Outpatient



Rank 9:

Nursery



Rank 10:

Hematology



AUBMC's Best Christmas Tree Competition – The Detailed Story



HR & Pharmacy representatives next to the winning Christmas Tree at Pharmacy dept.

The moment the competition "Best Christmas Tree at AUBMC" was announced, we were overwhelmed with enthusiastic calls and feedback from employees all around AUBMC. Apparently all units were determined to win this competition and started decorating their Christmas trees accordingly. Some units relied on gorgeous designs, others on innovative and striking ideas, while some relied on tree size and others were confident about winning based on their unit's high employee count.

HRDMC adopted a strategy to offset the effect of high employee count by allowing each voter to choose two tries. By this voters had to choose another tree besides the typical expected vote of their own units.

HR employees toured AUBMC and took pictures of all AUBMC Christmas trees, and online voting was opened from December 16- 20.

In all, 57 Christmas trees entered the competition.

The voting period witnessed many "campaigns" and lobbying, and even some last minute tree modifications requests. At the end of the day, the results reflected AUBMC employees' preferences where it was noted that many opted to prefer the not-so-typical tree designs (the purple color of the Pharmacy's tree and the innovative human-tree of the Patient Affairs as an example).

The results were announced in a general gathering in SB101 and the HR team visited the winning units and took pictures with the employees there.

455 employees voted for their best two Christmas trees. The resulting 910 votes were distributed among the participating 57 Christmas trees at AUBMC. There was a tie between ranks 2 & 3 as well as ranks 7 & 8 as shown below:

Christmas Tree at :	Total Votes
Pharmacy	60
Patient Affairs	53
Mammography	51
Women's Health	51
Radiology	50
5 North	36
5 South	34
CCCL Inpatient	34
Nursery	33
Hematology	30

Department in Focus:

Pathology & Laboratory Medicine (PLM)

What do you know about PLM other than being the biggest AUBMC unit in terms of its number of employees*?

Being the "reference laboratory for Lebanon and the neighboring countries" PLM boast a history of high international standards from the College of American Pathologist (CAP), Joint Commission International(JCI) , achievements and affiliations.

The scope of PLM services includes specimen collection, processing & storage, point of care testing, analytical testing, results reporting, referral Labs testing, quality assurance and patient safety, compliance with accreditation standards, and campaigning for blood donation awareness, academic training & staff continuing education.

PLM is basically comprised of two divisions:

- Anatomic Pathology and Cytology
- Clinical Pathology

Units & sections included are:

- Administration
- Clinical Microbiology including Bacteriology, Immunology, Parasitology, Mycology and Mycobacteriology
- Transfusion Medicine/Blood Bank
- Clinical Chemistry
- Cytogenetics
- Clinical Hematology including Flow Cytometry
- Molecular Lab.
- Morgue
- Patient Specimen Collection and Specimen Receiving and Acquisition
- Surgical Pathology including Neuromuscular Services
- Cytology

Its 120+ employees are responsible for performing more than 125,000 tests monthly (2011 figures – a 44% increase from 2007 figures)

PLM employees have now their own career ladder which –depending on education and experience goes from entry level "Medical Lab Technologist" up to "Lab Scientist" then up to "Lab Specialist" and finally up to "Lab Supervisor" Other achievements PLM has witnessed includes revamping the management of their internal processes (pre-analytical, analytical, and post analytical), expansion of the physical facility to effectively use the allocated space, enhancing the information system management and consolidate material resources management.

Several quality improvement outcome measures were effectively made such as launching the Reward program in response to their employee survey and improve turnaround time, STAT testing delays by introducing recently the Pneumatic tube system in response to their customer satisfaction survey.

Future developments PLM leadership is looking to achieve include:

- Automating routine Blood Bank testing
- Introducing Nucleic Amplification Testing (NAT) of blood donors for HIV,HCV and HBV
- Automating Bacteriological culture, identification and susceptibility
- Automating the Pre analytical process

Installation of Pneumatic Tube Transport system at AUBMC

A Pneumatic Tube Transport system has been installed and was put into use at AUBMC (end of 2011).

The new system connects both the Emergency Unit and the outpatient receiving area (both at the ground floor) with the main Laboratory Receiving area at the third floor.

Patient Samples are put in a special capsule, and with a click of a button, is sent to the receiving area in only few seconds! (to be specific, 7 seconds from the outpatient receiving area and 20 seconds from the Emergency Unit)

Nearly all patients' samples can be used in this system. Tube, containers, kits and swabs can be put into a special capsule. The capsule is then inserted into the pneumatic tube, and when the employee presses "Send", the capsule will be "pushed" and finds its way to the other terminal where the receiving area personnel empties it and sends it to its destination for testing. This will significantly decrease the turn around time of results and will eliminate part of the delays used to be associated with the old way of batching samples to be transported to the laboratory by the clerical staff.

The Pneumatic tube will be essential in ER where results are needed ASAP for most of the cases received.

Moreover, the Pathology and Laboratory Medicine already installed the new Queuing system at the outpatient receiving area to facilitate and enhance patients experience during their blood collection visits. Customers are now familiar with the automated system and are finding its standardized instructions pleasant and effective especially during peak time.



A close-up of the transport capsule while being inserted into the tube

Preparing to "Launch" the samples in a Capsule through the



Queuing system at the outpatient receiving area