



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

◀ RAISING THE BAR... ▶

Iman Al Kouatly – Director of Nursing

With their indefatigable determination, AUBMC Great Nurses continue to inspire pride by embracing breakthrough technological advancements that raise the bar-yet again-for patient care in the region.

The latest leg in AUBMC's journey towards excellence began in April, when all nurses joined forces with the Pharmacy Department to ensure the smooth application of the automated medication dispensing system, Pyxis.

The efforts of the nursing staff will further come to fruition on November 3, 2018, a date that will mark the history of AUBMC with the launching of AUBHealth. The transformation will usher a new era of efficiency and quality patient care.

AUBMC's Great Nurses' commitment to AUBHealth will enable our institution to be among the few elite medical centers in the world to successfully implement the electronic health system, Epic.

The newsletter at hand sheds a light on the quality, educational, clinical care and research milestones we accomplished in the summer of 2018 to support AUBMC's journey towards excellence.

More importantly, the newsletter seeks to recognize our great nurses, without whom none of this progress would have been possible.

I am confident that our shared vision and continued dedication will continue to inspire each one of us to deliver the highest possible standards of patient care.

With respect and gratitude



◀ CELEBRATING AUBMC GREAT NURSES ▶

On May 12, 2018, the senior leadership team at AUBMC rounded on all the nursing units wishing our great nurses a Happy Nurses' Day and extending a warm appreciation for all their efforts and hard work in the provision of best care.



On the occasion of Nurses' Week and under the theme of "Excellence Every Day", the Nursing Administration and the Nurses' Week Taskforce organized an outdoor fun and learning activity on Friday, May 11, 2018 in AUB Hariri School of Nursing garden to celebrate the achievements of AUBMC great nurses and wish them a Happy Nurses' Week. It was a great day full of activities and valuable prizes.



◀ NURSING QUALITY WORKSHOP FOR REGISTERED NURSES ▶

For the second year in a row, the Nursing Quality Council in collaboration with the Clinical and Professional Development Center (CPDC), coordinated Nursing Quality Workshops for Registered Nurses: four workshops for novice nurses and five workshops for senior nurses. The aim of the novice workshops was to introduce the concepts and application of patient safety and quality improvement in daily practice while the purpose for the senior workshops was to help the senior nurses in enhancing their skills in data analysis and development of quality improvement projects. The speakers included Nursing Quality Council Members and Nursing Quality Managers. The learning environment was very active; participants presented case scenarios, interpreted dashboards, and prepared drafts of performance improvement projects. The workshops took place at West Hall in AUB Campus where 244 RNs successfully completed the requirements and received five contact hours added to their educational profile by CPDC.



◀ AWARENESS CAMPAIGN: "IPASS HAND-OFF COMMUNICATION" ▶

Having a structured, standardized process for hand-off communication in a healthcare setting is in compliance with the second International Patient Safety Goal of The Joint Commission International "Improve Effective Communication". Thus, the Nursing Quality Council organized an awareness campaign on May 2018 to reinforce the proper use of the IPASS hand-off tool, adopted across AUBMC, by different disciplines and settings. A specific task team from the quality council organized the activity, prepared pocket guides for the IPASS tool, and conducted rounds on all concerned units in the presence of the Director of Nursing, Ms. Iman Al-Kouatly and the Nursing Quality Council Facilitator, Ms. Nada Nassar.



◀ AUTOMATED DISPENSING SYSTEM TRAINING ▶

A big achievement at AUBMC was the implementation of the automated dispensing system for medication management, "Pyxis Medstation". The Clinical and Professional Development Center (CPDC) in collaboration with the Pharmacy Department at AUBMC coordinated the Pyxis training for 586 registered nurses. Around 100 sessions were offered between March 14 and April 11, 2018. An online training that included videos on pyxis was also offered for End Users and Superusers on MOODLE. A booklet was designed and prepared by CPDC as a guide on pyxis use to support the nurses on the unit. Additional 14 sessions were provided to 130 superusers to act as resources to their colleagues in all shifts.

A successful Pyxis Go-Live date took place on Friday, April 27, 2018 at 10:00 pm for inpatient units and another successful Go-Live date was organized on July 19, 2018 at 4:00 am for the Emergency Department. Clinical educators and Superusers in addition to pharmacy staff were available to respond to any inquiry.



◀ ED TEAM DYNAMICS ▶

The initial moments of resuscitation are crucial for the survival of patients with acute life-threatening conditions. The aim of the proficient healthcare team of the Emergency Department (ED) is to provide a high-quality and comprehensive care for patients during resuscitation. Consequently, the concept of effective code dynamics was initiated with the goal of improving team dynamics through organizing the roles of the code team members, enhancing communication, and decreasing noise. Currently, education and training are provided in simulation codes and related debriefing sessions in ED. The performance of the healthcare team is monitored and evaluated according to the elements of code dynamics.



◀ ACCOMPLISHMENTS IN RESEARCH ▶

Registered nurses have been very active and productive in research at AUBMC. A recent national study in the USA looking at nursing research in Magnet hospitals found that the average number of nurse led published research studies in the past five years was 10, two research studies per year with 51% (n = 73) of the institutions having more than 10 studies. In this study, they did not distinguish nursing research from evidence based practice studies (Pintz, Zhou, McLaughlin, Kelly & Guzzetta, 2018).

At AUBMC, our registered nurses have published double that amount in the past 5 years. We have three more accepted for publication.

◀ RECOGNITION OF THE CLINICAL AND PROFESSIONAL DEVELOPMENT CENTER (CPDC) ▶

On May 4, 2018, the senior leadership team celebrated the successes and the great accomplishments of the Clinical and Professional Development Center (CPDC):

- Accreditation of the Nursing Skills Competency Course: Central Venous Access Device Handling and Care that aim at developing the knowledge and skills of nurses caring for high acuity patients in relation to assessing, accessing, and handling Central Venous Access Devices. It is the only recognized competency course worldwide that validates nurses' skills for proficiency, safety, and quality in a clinical setting.
- Fourth reaccreditation of the Administration of Chemotherapy and Biotherapy Nursing Skills Competency Program that has been reaccredited for three years by the American Nurses Credentialing Center Commission on Accreditation.
- Third renewal of the Life Support Center as an International Training Center by the American Heart Association (AHA) for three years.

Congratulations to CPDC team and towards more achievements!



◀ TIME IS BRAIN! ▶

The Nurses' Chapter of Worldwide Alumni Association of AUB (WAAAUB) and the Clinical and Professional Development Center at AUBMC organized a lecture titled "TIME IS BRAIN: the Earlier the Treatment, the Better the Results" presented by Mrs. Sherene Wehbe Bitar, Clinical Quality Assurance Specialist for the Stroke Center at the University of North Carolina Medical Center, on Thursday June 28, 2018 at 10:00 am in Issam Fares Hall, AUB. More than 200 registered nurses across Lebanon attended the lecture.



◀ ADULT INTENSIVE CARE UNIT (ICU) RETREAT ▶

On March 17, 2018, the Adult ICU conducted a retreat at Gefinor Rotana Hotel, where Mr. Ramzi Mouawad, Nurse Leader for Clinical Affairs & Nurse Quality Manager, provided an introductory session followed by several nurses' presentations of different interesting topics to improve the quality of care and safety for patient, family, and staff satisfaction. A follow-up meeting was held after one month to discuss the improvement achieved following the retreat.





NEWS AND ANNOUNCEMENTS



◀ “We are all patient advocates for a better patient experience” is the motto that Patient Affairs celebrates every year during the Patient Advocacy week. The event highlights the role of every single caregiver in making a difference in the patient’s journey and accentuating the role of the caregivers teams in shaping this journey.

In this context, Patient Affairs recognized this year the **Neuro Medical Surgical Unit** that was selected as the **exemplary patient advocacy unit for the year of 2018** since it was marked by the lowest number of complaints among the nursing units.



◀ On Tuesday, March 27, 2018, the **Nursing Administration celebrated Certified Nurses’ Day with AUBMC certified nurses**. Ms. Kouatly thanked the nurses for being exceptional members at AUBMC and praised them for achieving certification and recertification which is a true demonstration of their commitment to excellence.



◀ During the week of May 5-13, 2018, three nursing care training workshops (**Oncology Care, Critical Care, and Emergency Care**) were offered to 14 Palestinian nurses at AUBMC. The nurses visited AUBMC from eight major hospitals and one University Medical Center in the West Bank. This 19th training session was coordinated with the Palestinian Authority Ministry of Health to enhance healthcare skills and expertise in the West Bank as part of a long-term project sponsored by the Diana Tamari Sabbagh Endowment for Medical Services (DTSE-MS) and effectively coordinated by an AUB liaison committee.





WELCOME TO AUBMC!



INTERVIEW WITH MR. BAYAN KADDOURAH

Q: When did you join AUBMC and in what capacity?

B: I joined AUBMC on May 28, 2018 as the Nurse Leader for Ambulatory Care Services.

Q: What are your plans at AUBMC?

B: My main goal is to improve the nursing standards of care and practice, promote nurses' professional development, and enhance patient experience at the Ambulatory Care Services at AUBMC. I would also love to be a nurses' advocate and improve nurses' satisfaction, in addition to becoming a facilitator, coach, and mentor to the Ambulatory Care Nurse Managers.

Q: What are the challenges that you are facing?

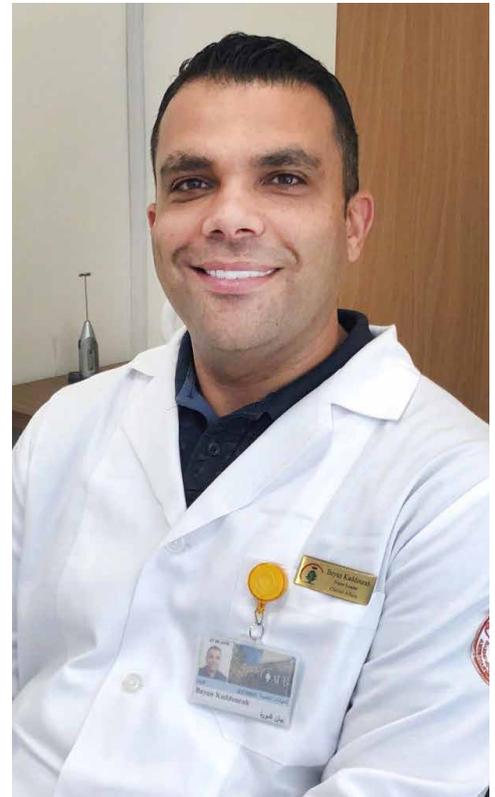
B: I am currently fine and settled as I completed my first three months of employment. However, I was working hard to get to know the different departments and the leaders in each department and understand the system of operations.

Q: Where did you work before joining AUBMC?

B: I was the Director of Nursing for Ambulatory Care Services at King Fahad Medical City, Riyadh, Kingdom of Saudi Arabia (KSA). I previously held many positions in KSA and Lebanon as a nurse manager, nurse supervisor, and nurse educator.

Q: What do you do during your free time?

B: I enjoy walking, reading, and playing with my kids.



◀ CONGRATULATIONS TO MOSAIC TEAM ▶

The Nursing Services mini football team is really a MOSAIC! The players are from different AUB and AUBMC departments playing under the nursing banner. Many are amateurs, who got professional training across the years. They have a common goal: they play for the love of the game and for the purpose of raising the name of AUBMC and the Nursing Services in the football arena at the national level. According to Mr. Ramzi Mouawad - Team Manager and Mr. Jalal Darwish - Team Trainer, the most important trait that drives the team dynamics is the team spirit and the feeling that they are all one family.



The Health and Wellness Center at AUBMC in collaboration with AUB Sports held the "Departments Play for Health" ceremony on June 28, 2018 to honor all teams and individuals who ranked 1st and 2nd places in the tournament. Congratulations to MOSAIC Team for winning the first place in the mini-football tournament.

