



A Message from the Assistant Hospital Director for Nursing Services

Achievement of JCI helps consumers locate healthcare organizations that have a proven level of excellence. In an environment ripe with controversy about patient safety in hospitals, medical error rates, and staff shortages, consumers need to know how good the care is at the hospital to be at. JCI is a seal of approval for quality care. As a natural outcome of this, the process elevates the standards of the care all healthcare personnel provide. The process of achieving JCI disseminates best practices and will create out of AUBMC a model for other institutions in Lebanon. Preparing for JCI is not only a chore, but an overwhelming challenge. It's an overtaxed agenda but an exciting one. Preparing for JCI will make us proud and work together as healthcare providers to achieve one goal and that is Excellence. As a nurse and a member of the medical Center's Leadership team, I am fortunate and honored to be part of this exciting journey. I have no doubt that we will succeed with flying colors.



Lets go for it team and make it happen!

Gladys Mouro

Assistant Hospital Director for Nursing Services

A Statement From the Board of Trustees

The statement below was issued by the Board of Trustees via Dr. David Bickers, the Chairperson of Medicine & Health Committee of the Board of Trustees:

The mission of the American University of Beirut Medical Center (AUBMC) is to provide: "excellent, accessible and comprehensive health services". Consistent with that mission, AUBMC wishes to become accredited by The Joint Commission on International Accreditation (JCIA), the leading international accrediting organization for healthcare facilities in the world today.

AUBMC and the Board of Trustees of AUB are committed to beginning this process now and will request that JCIA officials visit Beirut for a consultation in October, 2006 to be followed by an actual survey within the ensuing few months.

AUBMC expects that medical, nursing, and other professional staff will cooperate fully in the process of obtaining JCI accreditation.

AUBMC Policy and Procedure Manuals

Over the past year, the multidisciplinary AUBMC policy and procedure was distributed. This manual is for **ALL** employees of the hospital. Presently, there are 23 policies in this manual. The next policy distribution will be very soon. The manuals will be checked for a signature sheet. There should be a signature sheet in the front of the manual with all employees in the Unit/Department/Office or Division acknowledging understanding of the pertinent policies.



WINNERS OF THE 3rd Accreditation & PI Staff Awareness Questionnaire

- ♣ **Moustafa Takkoush**, Medical Gas Technician, Plant Engineering ♣
- ♣ **Rana Abdel Malak**, Project Manager, Nursing Services ♣
- ♣ **Jamal Birjawi**, Anesthesia Technician, Anesthesiology ♣
- ♣ **Roula Nicolas**, RN, 10 North, Nursing Services ♣
- ♣ **Rana Kaisy**, Floor Clerk, OPD Medicine ♣

Letters to the Editor E-mail: accrisk@aub.edu.lb

Update on New AUBMC Policy and Procedure Manuals

The following policies have recently been added to your AUBMC Policy and Procedure Manuals. Please make sure you have read and signed acknowledgment of the pertinent new policies.

- ▶ Competency Management—SQE-HRD-001
- ▶ Staffing Plan Outline—SQE-HRD-002
- ▶ Other policies soon to be added are:
 - ▶ Use of Blood/Blood Products—COP-MUL-001
 - ▶ Care Delivery for all Patients — COP-MUL-008
 - ▶ Patient Identification—COP-MUL-009
 - ▶ Food Provided by the Family—COP-MUL-010
 - ▶ Physicians Orders—COP-MUL-011
 - ▶ Reappointment of Medical Staff & Renewal of Clinical Privileges—SQE-MST-001
- ▶ Staff Recruitment Plan —SQE-HRD-003
- ▶ Orientation Plan —SQE-HRD-004
- ▶ Medication Samples—COP-MUL-012
- ▶ Adult Code Team—COP-MUL-013
- ▶ Placement and Care of Urinary Catheters—PCI-MUL-003
- ▶ Patients’ Gifts Policy —GLD-ADM-004
- ▶ Medical Staff and medical Students Dress Code Policy—GLD-MST-002

Staff Awareness Questionnaire #3

ANSWERS to the Third Questionnaire:

1. AUBMC is currently seeking accreditation by: C is correct - Joint Commission International Accreditation (JCIA).
2. According to AUBMC Performance Improvement Plan, which of the following is true about indicators? E is correct - All of the above
3. Which of the following is NOT true about patient consent at AUBMC? B is correct - There is a list of special procedures/ surgeries that require obligatory informed consent.
4. Concerning pain assessment at AUBMC: E is correct - All of the above
5. When extinguishing fire, P.A.S.S stands for: C is correct - Pull, Aim, Squeeze, Sweep.
6. Which of the following is an unacceptable Infection Control practice? A is correct - Washing hands before & after every contact with patients.
7. Which of the following is true regarding handling of sharps? C is correct - Never recap needles before discarding in sharps containers.
8. To protect patient’s confidentiality & privacy: D is correct - All of the above
9. According to the complaints and compliments guidelines: E is correct - All of the above
10. In AUBMC policies & procedure manual, which of the following is incorrect? C is correct - PFR stands for Patient Financial Rights

2006 National Patient Safety Goal #2: Improve the Effectiveness of Communication Among Caregivers

In order to meet the requirements for this patient safety goal, the Joint Commission has pointed out four essential requirements. Here at the AUBMC, multiple efforts are being exerted to gradually implement the above requirements.

JOINT COMMISSION REQUIREMENTS	AUBMC ACTIVITIES
Verification of verbal or telephone orders	1. A new policy on physician’s orders is under preparation and review. This policy addresses the verbal orders and does not permit telephone orders. This policy will govern the way we write, communicate, and carry physician’s orders at the AUBMC.
Standardized list of abbreviations	2. The medical board has approved a comprehensive list of abbreviations, acronyms, and symbols to be used at the AUBMC. In addition, the Joint Commission’s list of abbreviations NOT to be used at AUBMC has been displayed in all patient care areas.
Timely reporting of test results	3. Diagnostic services in AUBMC are encouraged to identify the reporting times of their tests and procedures and adhere to their published times. They should also address measures to be taken when there are critical results or values.
“Hand-off” Communication	4. The good old nursing practice of hand-over between shifts is a good example of compliance with this requirement. Another example of good practice is the “off-service” and “on-service” notes documented by the medical staff in the progress notes within the patient’s medical record. Other healthcare providers are encouraged to devise similar means of communication when applicable.

Accreditation Administrator & Risk Manager

