



“What’s Going On”



In line with its mission statement, the leadership of the American University of Beirut Medical Center is determined to provide “excellent, accessible and comprehensive health services”. Along the same line, the leadership has taken the strategic decision to obtain an accreditation status for its services from a renowned international body. The Joint Commission International Accreditation (JCIA) is considered a leader in accrediting healthcare facilities around the world. Its standards are considered to be the highest attainable in the healthcare field.

AUBMC has started its preparations to obtain JCI accreditation and will request the JCI officials to conduct a consultative visit during October 2006.

Saleem Kiblawi, MD, FCCP
Chief of Staff, and
Accreditation Survey Coordinator

This step will be followed by an actual survey of AUBMC by the JCI surveyors within the following few months.

It is well known that continuous performance improvement initiatives can not be achieved without the full commitment of the leadership and the active support, involvement and participation of all AUBMC staff at all levels. A culture that fosters continuous improvement activities is being nurtured and has received the necessary support from the AUB Board of Trustees (governing body) and from the AUBMC leadership in specific.

The Governing body and leadership are confident that medical, nursing, and other professional staff at AUBMC possess the required qualifications and the right attitude to provide excellent health services and obtain the JCI accreditation.

For the above reasons, and in fulfillment of our mission statement, all AUBMC staff are urged to do their utmost in support of the accreditation process.

Nadim Cortas, MD
VP for Medical Affairs,
The Raja N. Khuri Dean of FM &MC

An Interview with the Medical Staff Officer

Everyone comes to a point and time in their life when they are ready to retire; it is a happy and sad occasion.

For Mr. Tannous Touma – “AUBMC has been like a family”. Before Mr. Touma left AUBMC, he contributed by introducing the new CME Policy and the Appointment and Reappointment of Clinical Privileges.

Thank you Mr. Touma for all your many years of service to AUBMC.

Announcement

The Medical Staff Bylaws have been approved by the Board of Trustees and will be printed and distributed in due time.

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

We encourage all staff to contribute to this newsletter by questions, viewpoints and special interests in issues related to Performance Improvement, Accreditation, and Risk Management.

Please send your comments to the Accreditation and Risk Management Office, Phase I, 8th floor

Ask the Audience, 50/50 or Call a Friend

Within the first 48 hours the Accreditation Office received 53 submissions to the 1st Staff Awareness Questionnaire. By the deadline we received a total of 215 responses. Many staff scored 10/10 correct answers and 63% of all responses scored above 8/10. There will be many more questionnaires and opportunities for all staff to participate and win prizes.



Questionnaire Winners:

- **Mr. Khalid Hanoun**, Messenger, Department of Surgery
- **Yassin Ali**, Nursing Services, RCU
- **Rosanne Aguehian**, Respiratory Care Unit
- **Rita Haddad**, Nursing Administration
- **Anoyis Khoury**, OPD, Ophthalmology

ANSWERS to the First Questionnaire:

- 1. Choose the correct statement:** *Either B and C are correct*—AUBMC has never been accredited by JCIA and AUBMC is in the process of preparing for accreditation by JCIA.
- 2. The role of the Accreditation Office at AUBMC is:** *D is correct.*— All of the above
- 3. The following is not a section in the AUBMC Policies and Procedures manual:** *E is correct*—Organization Structure and Management
- 4. Proper hand hygiene policy requires:** *A is correct*—Applying soap & water and rubbing hands together for at least 15 seconds
- 5. Which word does NOT appear in the AUBMC mission statements?** *C is correct but B is also acceptable.* Sustainable
- 6. What kind of incidents should be reported using the Adverse Drug Event (ADR) report form?** *D is correct*—A and C are correct, Error in transcribing medications, Wrong medication dose
- 7. The extension number to call in case of fire is:** *C is correct*—5555
- 8. Regarding O.R. attire/uniforms:** *D is correct*—Before leaving the O.R., remove shoe cover, head gear and face masks
- 9. Informed consent is:** *B is correct*—Signed prior to high-risk procedures
- 10. The pre-operative verification procedure is conducted:** *A is correct*—Before every surgical operation.

Joint Commission 2006 Patient Safety Goals

The provision of safe patient care in particular and patient safety in general, has attracted increasing attention by the healthcare providers, professional organizations, and healthcare accrediting agencies.

Over the past four years, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in the U.S.A. has been issuing annual patient safety goals to raise awareness to this subject. Similarly, the international patient safety goals will be issued in the near future to be observed by hospitals around the world.

AUBMC is determined to follow best practices and to maintain an acceptable level of patient safety. The Accreditation and Risk Management Office has prepared and distributed a poster summarizing the 2006 national safety goals. A soft copy of this poster is also made available on the Accreditation and Risk Management website for viewing by the AUBMC staff

<http://staff.aub.edu.lb/~webaccrm/index.html>

The main topics addressed in this poster are:

Goal 1: Improve the accuracy of patient identification.

Goal 2: Improve the effectiveness of communication among caregivers.

Goal 3: Improve the safety of using medications.

Goal 4: Reduce the risk of health care-associated infections.

Goal 5: Accurately and completely reconcile medications across the continuum of care.

Goal 6: Reduce the risk of patient harm resulting from falls.

All AUBMC staff are encouraged to make themselves familiar with these goals and the steps leading to their fulfillment. A set of multi-disciplinary policies and procedures are in effect to ensure AUBMC compliance with the requirements of the patient safety goals. These are available in hard copies in 110 locations around the Medical Center and in soft copies on the main AUBMC webpage <http://www.aubmc.org/users/index.asp>

Risk Manager