



SPECIAL SURVEY EDITION

ACCREDITATION AND RISK MANAGEMENT OFFICE

Accreditation Newsletter

Quality Quote of the Month: We are what we repeatedly do. Excellence then is not an act but a habit." (Aristotle)

Message from Chairperson, Department of Pediatric & Adolescent Medicine

Maintaining and improving quality has become an increasingly key issue in health care in the past few decades.

The process of quality improvement is a multidisciplinary process that involves optimizing medical, administrative, paramedical, departmental, educational, clinical and nursing performance in any clinical department. Thus, quality improvement should focus on each and every one of these aspects. The quality of services provided in each service also depends on the quality of staff taking care of these services. Thus, continuous staff education and training is essential to improve quality of care provided by any department.



We, in the department of Pediatrics and Adolescent Medicine at AUB-MC, like other departments, are very much keen about maintaining and improving quality of our performance in each service of the department. We believe that these services complement each other and, thus, we work hard on refining and optimizing all of them at the same pace. We also believe that enhancing team work and the collegial professional spirit of cooperation is a very essential aspect of delivering efficient, safe, and state of the art care. We restructured our department and its activities to be able to follow the JCIA guidelines for the department as a whole and the ACGME guidelines for training of our residents.

Finally, we have to keep enhancing and improving our services in order to keep up with the increasing challenges in the field of health care and to prove that we deserve JCIA accreditation. Our goal, like other departments, is to provide state of the art medical care at the highest level while still taking a leadership role in research and in education.

Mohamad Mikati, MD
Director, Adult and Pediatric Epilepsy Program
Professor and Chairman, Department of Pediatrics and Adolescent Medicine

New and Revised AUBMC Policies & Procedures

The following **new** and **revised** policies will be distributed to your AUBMC *Policies and Procedures Manuals*. Please make sure you read them. Soft copies of these policies and procedures are available on: <http://his.aub.edu.lb/accrm/policies/>

[New]

- ▶ Multidisciplinary Conference — AOP-MUL-002
- ▶ Neonatal Code Team — COP-MUL-022
- ▶ Access to Patient Information — MOI-MUL-004
- ▶ Resuscitative Training — SQE-MUL-001
- ▶ Staff Development Plan — SQE-HRD-006
- ▶ Screening & Diagnostic Tests Required Before Admission — ACC-MUL-005

[Revised 2nd Edition]

- ▶ Staffing Plan — SQE-HRD-002
- ▶ Patient Sexual Harrassment — GLD-ADM-011
- ▶ Care of Vulnerable Patients — COP-MUL-016
- ▶ Care of High-Risk Patients — COP-MUL-017
- ▶ Continuing Medical Education — SQE-MST-003
- ▶ Adverse Drug Events [INTERIM] — COP-MUL-004

WINNERS OF THE 13TH ACCREDITATION & PI Staff Awareness Questionnaire

This month's winner in Category 5 (chosen from everyone that sends in a questionnaire) is **Ahmad Atwi**, Assistant Chef, Dietary. He has won the \$220 gift (**Globe Terrestre**). The other four winners received various other gifts.

Category 1 (Nurses and Physicians) **Nadine Ghobreel**, NM, 10 South

Category 2 (Patient Support Departments) **Kassem Daher**, Tech, PLM

Category 3 (Administrative Staff) **Rola Saab**, Floor Clerk, RCU

Category 4 (Hospital Support Departments) **Mohammad Salam**, Orderly, Nursing

Message from the Medical Staff Office

The Medical Staff Office at the American University of Beirut Medical Center is an independent office reporting to the Chief of Staff. This office deals with issues related to the medical staff re-privileging, re-appointments, and continuing medical education (CME). The Medical Staff Office maintains all the medical staff files that include their credentials, privileges and CME documents.

The medical staff officer is responsible for obtaining, filing, tracking and updating medical staff's credentials as well as following up on their CME activities in line with the AUBMC policy requirement (SQE-MST-003). The Medical Staff Office maintains the necessary documents to be reviewed and considered during the annual re-appointments.

The Medical Staff Office tries its best to perform its duties in an objective, efficient, and confidential manner. Members of the medical staff shall submit to the Medical Staff Office evidence of all CME credits activities to update their records in a timely manner. Please refer to the policy for specific details.

In order to clarify the issues and terms used by the Medical Staff Office, it is important to present the official and accurate definitions of selected terms:

Medical Staff (in AUBMC): Consist of active, associate, emeritus, and honorary members and of the resident staff. (The Medical Staff Office deals with all medical staff except resident staff.)

Credentialing: The process of obtaining, verifying, and assessing the qualifications of a health care practitioner to provide patient care services based on previous training or experience.

Privileging: The process whereby a specific scope of patient care services (that is, clinical privileges) are authorized for a health care practitioner by a health care organization, based on evaluation of the individual's credentials and performance.

Prepared by

Medical Staff Officer

Preparing for the JCI Survey – Staff Education

Staff Education is an important part of the survey preparation efforts. Here, one of the objectives is to raise the awareness of the Medical Center staff towards important JCI issues. The AUBMC Accreditation Office is busy doing the following activities:

1. Staff Training Sessions: 8 lectures to all Medical Center staff including medical and resident staff
2. Information Booklet: 2400 copies of the booklet were distributed to all Medical Center staff
3. Daily JCI survey preparation tips are being sent to all staff until the survey date.
4. Newsletter special edition on the JCI survey
5. Questionnaire: special edition of safety issues
6. Continuous information update on the Accreditation and Risk Management Website

One of the subjects that are included in the education material is:

How To Deal With The Surveyors

1. Keep the conversation professional.
2. Ask for clarifications if you do not understand the questions.
3. Be truthful, if you do not know an answer say so and tell the surveyor where you could find the answer. Remember that you may use any of the resources available to you, such as manual/documents, or ask the appropriate individual.
4. Answer in your own words. Remember, the questions asked are aimed at the system as a whole and NOT to test the knowledge of individual staff members.
5. Reply to questions directly and concisely. Do not volunteer any unnecessary information.
6. Don't involve surveyors in internal managerial issues unnecessarily.
7. If you know the answer posed to your colleague, feel free to add any relevant information which may clarify the issue. But do not interrupt each other for giving your answer.
8. Respond to questions with confidence and pride.

GOOD LUCK

Accreditation & Risk Management Office