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ACCREDITATION AND RISK MANAGEMENT OFFICE

# Accreditation Newsletter

*Quality Quote of the Month: If you have a positive attitude and constantly strive to give your best effort, eventually you will overcome your immediate problems and find you are ready for greater challenges.*  
• Pat Riley (1945, American Basketball Coach)

## Message from the Director of Medical Engineering — Accreditation/Change in Standards....What is next?

While AUBMC was in the process of preparing for the JCI visit, we were urged to do our best to meet the existing standards prior to the release of the new ones which will also require extra efforts.

AUBMC/AUB and the different departments are also challenging us (*in meeting?*) to meet other “changing” accreditation standards: CAP, Magnet, Lebanese Accreditation, etc... and hopefully the list will grow more and more.

We live in an age of rapid change and the medical knowledge (according to some) is changing every two years. Change has probably become the only sure thing.

Change is frightening; yet there is nothing wrong with it especially if it is in the right direction. One of the sincere things we need in facing change / changing is to raise our standards.

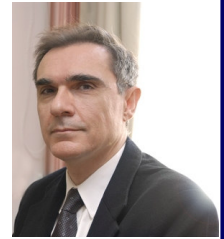
If we don't set a baseline standard for what we accept in our life or our work, we'll easily slip into behaviors and attitudes or a quality that's far below that what we are capable of.

In this age of global competition, where people have many other choices, it is only our quality, attitudes, professionalism and humane patient-friendly behavior that will make people come to us.

In brief, change/ standards are our challenge to grow in humanity and service, in making our world/ country/ institution a better place.

**Bassam Tabshouri**  
Director, Medical Engineering Department  
AUBMC

*Whatever your life's work is, do it well. A man should do his job so well that the living, the dead, and the unborn could do it no better. -- Martin Luther King, Jr. --*



## New and Revised AUBMC Policies & Procedures

The physical distribution and updating of 16 policies in the AUBMC *Policy and Procedure Manuals* has resumed. Soft copies of these policies and procedures are available at: <http://his.aub.edu.lb/accrm/policies/> Identifying modifications on revised policies and procedures are indicated at the end of the policy.

Also note in this distribution that two new chapters have been added:

*Anesthesia and Surgical Care (ASC)* and *Medication Management and Use (MMU)*. The Chapter previously known as *Management of Information (MOI)* has been changed to *Management of Communication and Information (MCI)*



## Send in your Article and win a prize

The Accreditation Office is inviting you to write an article related to Accreditation or Performance Improvement. You may wish to highlight an event from your department, your personal experience, or perhaps an observation. Please limit your article to not more than 300 words.

Send your article to:  
Accreditation & Risk Management Office  
Room C-801



## ACCREDITATION & PI Staff Awareness Questionnaire Winners

*Thank You* for your participation.

This month's winner in Category 5 (chosen from everyone who sends in a questionnaire) is **Nadine Ghobreel**, Nursing Services. She has won the \$220 gift (Globe Terrestre). The other four winners received various other gifts.

**Nader Ayoub**, Cardiac Cath Lab  
**Aghavni Kevork**, OPD Dermatology

**Abbas Hariri**, Dietary  
**Mariam Kayle**, Nursing Services

## *Message from the Chief of Staff*

Proper verification of patient identification prior to any operation or procedure is the first and most crucial step towards eliminating wrong-patient incidents. Patient verification is conducted on patients undergoing procedures in Operating Rooms, Minor Surgery, Diagnostic Radiology, Endoscopy Unit, Cardiac Catheterization Laboratory, IVF, and other patient care areas.

According to the JCI Universal Protocol, "Time Out" is a pause in all activity that should take place at the location where the operation/procedure is about to be performed. "Time Out" includes, at a minimum, active participation from the treating physician/surgeon, anesthesiologist (when applicable), and the qualified nurse/technologist (circulating nurse in the operating room). All shall pause at the same time and together verify the patient identity, the proposed surgery or procedure and the laterality when pertinent.

Patient verification should be done prior to any high risk procedure which requires an informed consent (listed in the Patient Consent Policy) whether performed with or without anesthesia. The International Patient Safety Goal # 4 requires full compliance with the "Time out" process. Recent audits were performed by the Accreditation Office staff and the compliance was not total. The audits will be on a continuous basis until full compliance with the "Time out" process is achieved. It is with your cooperation that we will meet the goal.

*Saleem Kiblawi, M.D., FCCP*  
*Chief of Staff*

## *First Accreditation Self Survey*

The first accreditation self survey was done on April 2, 2008. The survey was organized by the AUBMC Accreditation Office and performed by the three surveyors, Dr. Saleem Kiblawi, Ms. Gladys Mouro, and Mr. Munthir Kuzayli.

The accreditation self survey was conducted using the patient tracer methodology that is used by the JCI. It involved a patient in the ICU. The patient was traced through the Emergency Department and assessed in relation to AUBMC Policies and JCI hospital standards. The self survey included review of the patient's medical record and interview of the healthcare staff involved in the patient care.

The debriefing presentation was held on April 3, 2008 in SB101 and was attended by many Medical Center staff. The results of the survey were presented and an open discussion of the findings followed the presentation.

The issues covered by the surveyors included central line insertion, storage of concentrated solutions, family education, pain and fall assessment, informed consent and patient safety, as well as communication among healthcare professionals. However, two issues that were identified as requiring follow-up were the point of care testing and disposal of hazardous waste.

*Lina Mekawi*  
*AUBMC Accreditation and Risk Management Office*

## *Clean Care is Safer Care*

The *World Alliance for Patient Safety* launched a recent program by the name of "Clean Care is Safer Care." The objectives of this program are to:

- raise awareness of the impact of health care-associated infections
- build commitment from countries to give priority to reducing health care-associated infections
- test the implementation of the newly developed WHO *Guidelines on Hand Hygiene in Health Care*.

The newly developed Five Moments for Hand Hygiene has emerged from the WHO *Guidelines on Hand Hygiene in Health Care* to add value to any hand hygiene improvement strategy. Quite simply, it defines the key moments for hand hygiene, overcoming misleading language and complicated descriptions. It presents a unified vision and promotes a strong sense of ownership.

*Khalil Rizk*  
*AUBMC Accreditation & Risk Management Office*

