From the Director of Physical Therapy Department
Quality Improvement Is Not a Project; It Is Our Primary Function at AUBMC

While preparing for the accreditation, we have created an integrated quality system that involved our patients, our healthcare staff and our environment of care. Despite the fast changes that are occurring in the medical arena, the real challenge now is to keep up these three intertwined element while striving to evolve with it and within it.

Inter-professional collaboration is the key. Change takes in addition to people, time and support. It requires changing first our mind set and our behavior; changing our practice and our processes. It requires embracing transparency that allows our patients “customers” to compare quality and cost, creating a value-driven consumer choice that in turn drives greater competition and increasingly better services even in the most complex cases.

The complexity of care is materialized at the Physical Therapy Department where our patients, who are from different age groups, live mainly with a chronic condition or disability or both and they aspire to live the fullest life possible, to maximize their functional levels and their social participation. They often need the support of their families, their communities and primarily their therapist who will provide motivational support and promote preventive, curative and rehabilitative care according to the best available scientific evidence.

This places high value on the involvement of our therapists, our patients and their families in working collaboratively, and identifying challenges for continuous growth. We, at the Department, have adapted our mindset to incorporate an innovative culture and to have it become our way of life!

Claude Maroun, PT, MPH
Director, Physical Therapy Department

FOCUS-PDCA Online Training
To date nearly 100 employees have taken the FOCUS-PDCA Online Training Course. To successfully complete this course you must score 8/10 or higher. The Accreditation Office applauds the following employees who have received a PERFECT score. BRAVO!! To access this presentation and validation test, please visit: https://his.aub.edu.lb/accrm/pdca/pdca.asp

Diana El Banna Hanadi Masalkhi Mona Taha
Ali Naffaa Zeina Mnimah Abdel Latif Moghrabi Marini
Gretta Abou Rjelly Araxi Yazedjian Hala Richa
Reine Nicodeme Nahla Faris Mohammad Kaaki
Riad Jabre Ali Taha Joseph Abu Rjelly
Ghada Hamdar Zalfa Berjawi Niadda Orman

ACCREDITATION & DI Staff Awareness Questionnaire # 19 & 20 Winners
This month’s winners in Category 5 (chosen among everyone who sends in a questionnaire) are Rola El Rassi, Research Assistant, Department of Internal Medicine and Eman Shaar, Floor Clerk, Pediatrics. They have won a $220 gift (Globe Terrestre). The other winners received various other gifts. Thank you for your participation.

Solangé Sahyoun, Registered Nurse, 6 South
Amin Nizam, Diagnostic Radiology - Nuclear Imagine
Rabib Sayegh, Coder, Medical Records
Hanna Jreij, Control & Specialist Instruments, Plant Engineering
Kiwan Elias, Diet Aid, Dietary
Marie Sahyoun, Nursing Informatics Specialist, Nursing Administration
Mariam Alieik, Therapeutic Dietitian, Dietary
Zeinab Mallah Farhat, Nurse Manager, Nursing Services

Accreditation Newsletter
Quality Quote of the Month: Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives. - William A. Foster -
Update from the Medical Staff Officer

As we all know, during October 2007, the JCI conducted an accreditation survey for AUBMC. At that time, Primary Source verification of Medical Staff Credentials had already started. However, AUBMC needed to move fast to complete the process. Therefore All Active Medical Staff at AUBMC were requested to complete a Verification Waiver Form which was utilized in the request for verification of their credentials. AUBMC physicians were then classified into categories of priority for Verification. This classification depended on the level of clinical activity of these physicians and whether they were involved in invasive/ high risk procedures.

Credentials that needed verification included the Medical Degree and the Specialty training, including both Residency and Fellowship. Other credentials that needed Verification included Board Certification (s).

Primary Source verification is performed by directly contacting the Medical School and Universities or Hospitals and Clinics where schooling or training took place. Physicians are not involved and do not contribute to this process. Currently, the AUBMC Medical Staff Officer has completed Primary Source Verification for more than three-fourth of the Active Medical Staff. Although this function is time consuming and demanding, it is our aim to complete this process during the academic year 2008-2009.

Diana El Banna
Medical Staff Officer

Risk Management Corner
Institute for Healthcare Improvement

I thought of introducing the most prominent websites related to patient safety and risk management over the coming few issues of the Newsletter. I will start with a highlight what this organization as about.

http://www.ihi.org/ihi/about

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization helping to lead the improvement of health care throughout the world. Founded in 1991 and based in Cambridge, Massachusetts, IHI works to accelerate improvement by building the will for change, cultivating promising concepts for improving patient care, and helping health care systems put those ideas into action.

The IHI aims to improve the lives of patients, the health of communities, and the joy of the health care workforce by focusing on an ambitious set of goals adapted from the Institute of Medicine's six improvement aims for the health care system: Safety, Effectiveness, Patient-Centeredness, Timeliness, Efficiency, and Equity. We call this the "No Needless List":

- No needless deaths
- No needless pain or suffering
- No helplessness in those served or serving
- No unwanted waiting
- No waste
- No one left out

IHI works with health professionals throughout the world to accelerate the measurable and continual progress of health care systems toward these bold objectives, leading to breakthrough improvements that are truly meaningful in the lives of patients.

Khalil Rizk, MHA, CPHQ
Accreditation Administrator & Risk Manager