

THE PIONEERS

Dr. S. Fakeeh Hospital
Periodical Newsletter

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A Special Message from the Deputy Director General

On this second issue of our Newsletter "The Pioneers" we celebrate quality and our relentless efforts to achieve it. The JCIA team visited the Hospital last November and conducted a mock survey. According to their subsequent report, the progress made was phenomenal and what remains to be achieved could be completed in a fairly short time. On behalf of Dr. Fakeeh and myself, I would like to express my deepest appreciation to the Team Leaders responsible for the different JCIA chapters: Dr. Armand Agababian, Dr. Samir Sally, Dr. Hisham S Eldeen, Dr. Yasser Wajeeh, Dr. Liza H Hassan, Ms. Eman Al-Yehyia, Dr. Mohamed Farouk and Ms. Bim, Engr. Mahmoud Al Sheik, Ms. Enas Abdulnabi, Engr. Zuhair Amer. Without the dedication and loyalty to their institution such achievement could not have been accomplished. Quality is not the responsibility of these leaders and their teams exclusively. It's the objective and responsibility of every staff member. We need to get more people aware and involved in these processes and their implementation aiming to make quality an integral part of all aspects of our work. The final outcome will result in better patient care and patient safety.

DR. MAZIN S. FAKEEH
Deputy Director General

DSFH Awarded Council of Cooperative Health Insurance Accreditation



Dr. Soliman Fakeeh Hospital has recently obtained accreditation by the Council of Cooperative Health Insurance (CCHI), as an approved medical care provider to all insurers covered by approved insurance companies in Saudi Arabia. A team from CCHI visited DSFH departments to assess the status and quality of our services. Under the Royal decree, approved by the government, number 1010, DSFH has officially been granted CCHI Accreditation beginning 07/07/05. According to the aforementioned Royal decree, DSFH has fulfilled all requirements required for certification. We are proud to acquire this prestigious accreditation, which is really a tribute to all DSFH Staff.

For further information, please contact the Company Affairs Office, at extension 1450, Dr. Ashraf Debis Marketing and Company Affairs Director.

***Another First at
Dr. Soliman Fakeeh Hospital!
New Pneumococcal Conjugate Vaccine (PCV 7)
Now Available at DSFH***



Serious pneumococcal infections are most common in infants, toddlers, and the elderly. Worldwide, more than 1.2 million children die each year as a result of pneumococcal disease. Each year in the US among children younger than 5 years of age, pneumococcal disease accounts for at least 1,400 cases of meningitis; 17,000 cases of bacteremia; 71,000 cases of pneumonia; and 5-7 million middle ear infections, costing the health care system an estimated \$ 1.5 billion annually. In up to half the cases of meningitis, brain damage and hearing loss occurs and about 10% die.

People with certain health problems (e.g., immune deficiencies, sickle cell disease, lack of a functioning spleen) are at high risk for acquiring invasive pneumococcal disease.

Because polysaccharide vaccines are not effective in children younger than 2-3 years of age, a conjugate vaccine has been developed. In February 2000, the FDA licensed Prevnar (Wyeth), a "7-valent" conjugate vaccine (Diphtheria CRM197 Protein). It targets the seven most common types of the pneumococcus, which account for 80% of invasive disease in infants and toddlers and which also are among the most resistant to antibiotics. The vaccine is 97-100% effective in preventing invasive pneumococcal disease caused by the 7 strains of pneumococcus in the vaccine and approximately 90% effective in preventing invasive disease for illnesses caused by all pneumococcal subtypes.

It also reduces the incidence of recurrent ear infections by about 10% and the need for grommets by about 20%.

Immunization requires 1-4 doses of the vaccine, depending on the age at the first dose. Routinely, infants can receive this vaccine as a series of 4 inoculations administered at 2, 4, 6 and 12-18 months. This vaccine can be given at the same time as other routine vaccinations. It is strongly recommended for all children younger than 24 months and for children 24-59 months who are at high risk for serious pneumococcal disease. This vaccine is not recommended for use in adult populations, for whom the "23-valent" polysaccharide vaccine is used.

Side-effects from Prevnar are usually mild and include soreness or redness at the injection site, irritability, and decreased appetite, while fever over 38.5° C occurs in about 20% of vaccinees. Serious side-effects are rare.

Although expensive, Prevnar is cost-effective, and the impact of routine immunization with PCV 7 on pneumococcal - related disease is substantially greater than the effects on invasive disease alone.

As a leading healthcare facility, our hospital pharmacy has made this important and sought-after vaccine available for the use of our little patients.

Dr. Armand Agababian, MRCP(UK), DCH(Lon), Deputy CMO/Director of Pediatrics

The Bone Marrow Transplant Program

The BMT Program at Dr. Soliman Fakeeh Hospital was introduced in 2004 with a focus on finding new and innovative approaches to the treatment of malignant, as well as, intractable non malignant diseases. We also strive to evaluate the long-term psychological health and social development of all our patients, after bone marrow transplant. Above all, we endeavor to provide the optimal balance of comfort and the highest quality medical care for the patient.

Our team is composed of MD, PhD-certified Physician (clinical and laboratory), together with seven full-time nurse practitioners. The nurse to patient ratio of 2:1 means that our patients not only have the quality, but also the quantity of care they need.

The In-patient BMT unit is designed to provide a relaxing environment. Each private room is cheerfully arranged with comfortable, adjustable beds, stereo system and TV. Our discharged patients have expressed great satisfaction.

Our team utilizes the most modern technology to manage a diverse range of medical conditions that will further improve the overall quality of health care.

Blood and Bone marrow transplantations have been used to treat a growing list of diseases, as well as non-malignant conditions, such as:



- Lymphoma and Hodgkin's disease
- Acute and chronic leukemia
- Multiple myeloma
- Myelodysplastic syndrome
- Breast cancer
- Ovarian cancer
- Sarcoma
- Testicular cancer
- Aplastic anemia
- Auto-immune diseases
- Genetic diseases

For more information, please contact Dr. Mohamed Mabed, Director of Bone Marrow Transplant Program, Ext: 3082

Avian Influenza Infections in Humans

What is Avian Influenza?

Avian influenza or "bird flu" is a highly pathogenic virus that usually infects birds, but has recently crossed the species barrier in Asia, to cause many human fatalities and now poses an increasing pandemic threat.

What type of virus causes Avian Influenza?

It is influenza A virus. There are several serotypes but the H5N1 is the most common type to cause human infections.

How does it spread?

Human influenza is transmitted through contact with bird feces. This can occur by inhalation of infectious droplets by direct contacts.

Can Human-to-Human transmission occur?

Yes, but as yet, it is very uncommon.

Can I get infected from eating birds?

No. The available data suggest that well cooked poultry and eggs are not a source of infection.

What are the clinical features?

Most patients have initial symptoms of high fever (typically a temperature of more than 38°C) and an influenza-like illness with lower respiratory tract symptoms.

Diarrhea, vomiting, abdominal pain, pleuritic pain, and bleeding from the nose and gums have also been reported, early in the course of illness, in some patients.

One report described two patients who presented with an encephalopathic illness and diarrhea without apparent respiratory symptoms.

How is it treated?

Most hospitalized patients with avian influenza (H5N1) will require ventilatory support within 48-hours after admission.

In addition to empirical treatment with broad-spectrum antibiotics, antiviral agents alone, or with corticosteroids, have been used in most patients.

The virus generally disappears within two or three days after the initiation of Oseltamivir (Tamiflu).

Is there a vaccine for this infection?

None yet, but work is ongoing on developing a vaccine.



Action Team Leaders

Eleven Action Teams have been formed in direct correlation to the eleven chapters which form the International Quality Standards. Action Teams are lead by DSFH employees and are keenly supported by the Hospital Governance, in its drive to improve quality and to comply with international standards.



D. Soliman Fakeeh, Director General

Action Team	Team Leader
1. Governance and Leadership Direction	Dr. Mazin Fakeeh
2. Facility Management and Safety	Eng. Mahamoud Al Sheikh
3. Quality and Patient Safety	Dr. Liza H. Hassan
4. Access and Continuity of Care	Ms. Enas Abdel Nabi
5. Patient Assessment	Dr. Armand Agababian
6. Patient Care	Dr. Sameer Sally
7. Patient and Family Education	Dr. Hisham Salah Al Deen
8. Patient and Family Rights	Dr. Yaser Wajeeh
9. Prevention and Control of Infection	Dr. Mohammed Farouk and Ms Bimelda Bonquin
10. Staff Qualifications and Education	Mrs. Eman Saeed Yehia
11. Management of Information	Eng. Zuhair Amer



DSFH Performance Indicator Improvement Project

In our new reorganization of services and in order to improve and comply with international standards, DSFH has recently developed a hospital-wide project "Performance Improvement Indicators", to measure the outcome of the performance throughout the Hospital. The selection of DSFH indicators is a group effort and requires that everyone fully understand the customer's (patient's) needs and expectations. Additionally, each Department is required to select their own indicators.

Before these indicators can be selected, the Department must first determine major topics (problem areas) to be monitored - based on the "problem focus" and "desired outcome". Indicators must also be chosen using the established DSFH prioritization criteria of high volume, high risk, high cost, problem prone, or impact on patient safety and impact on accreditation status.

For more information, please contact TQM, Dr. Liza H. Hasan Ext: 1342

DSFH Continuous Medical Education Program (CME)

Modern medical practice is based on the recognition that physician education is an ongoing, lifetime endeavor. The Hospital CME Program provides educational sessions that are responsive to the needs of different physicians and which offers opportunities for ongoing intellectual stimulation and professional renewal. It is designed to enhance medical care and

physician competencies within our region, by assessing and meeting the educational needs of our target audience, as well as promoting communication and collaboration within the physician community. This is aimed both across and within individual specialties, and providing timely, relevant, accessible, and inspiring activities, that bridge the gap between emerging medical

advances and clinical practice. The content areas of these activities include all recognized medical specialties, and the courses focus on new scientific and clinical information, as well as the development of skills to improve patient care. The following is our schedule of the CME lectures for the next 3 months:

AVIAN INFLUENZA PANDEMIC THREAT	DR. ALI ZAKI VIROLOGY CONSULTANT	24/1/2006
NEW GOALS IN HYPERTENSION TREATMENT	DR. SAMIR SALLY MEDICINE CONSULTANT	21/2/2006
GERD & NEW TREATMENT MODALITIES	DR. NADER FARRED MEDICINE CONSULTANT	20/3/2006

For more information, please contact Dr. Hesham Salah Eldin, MD, FCCP, Director of Education

New Medical Paper



The DSFH Department of Andrology recently published a clinical review paper, entitled "Testosterone Therapy Can Enhance Erectile Function Response to Sildenafil in Patients with PADAM (Partial Androgen Deficiency in Aging Males)".

The aim of this important paper was to test the efficacy of testosterone supplementation, in improving the response to Sildenafil, in patients suffering from symptoms of androgen deficiency.

Results have shown that this form of combined therapy with testosterone is beneficial in patients with Androgen Deficiency symptoms, in improving their response to Sildenafil.

This paper was conducted by Professor Dr. Amr El-Meliegy, Consultant Andrologist at DSFH, and was published in the Journal of Sexual Medicine, Volume 2, Number 4, 13-9, 2005. The complete text of the article can be found on the following website: <http://www.blackwellpublishing.com/jsm>

Recommended E-sites



- American Society of Quality (asq): Provides reliable up-to-date information regarding healthcare quality improvement...www.asq.org



- Agency for healthcare research and quality: Provides advancing excellence in healthcarewww.ahrq.gov



- Healthcare quality certification board of the national association for healthcare quality: The Healthcare Quality Certification Board is a globally recognized leader dedicated to improving the quality of healthcare, by providing a validation process, for assessing the competency of professionals within the healthcare specialties....www.cphq.org



-The Medicare quality improvement organization: Provides a wide range of services to assist organizations and healthcare providers to improve the delivery of healthcare....www.qsource.org



- The National Library of Medicine (NLM): The world's largest medical library collects materials and provides information, as well as research services, in all areas of biomedicine and health care....www.nlm.nih.gov/

For more information, please contact Dr. Soliman Fakeeh Medical Library : Mrs. Hana Al-Osta, Ext 3023

WORLD DIABETES DAY 2005



Dr. Soliman Fakeeh Hospital celebrated World Diabetes Day by setting up an open day, last November 24, 2005. Doctors, nurses, dietitians, pharmacists, social workers and pharmaceutical companies joined hands in making this year's World Health Organization theme on Diabetes, with an emphasis on Foot Care: "PUT FEET FIRST", a resounding success.

The whole day affair was embodied by a range of different activities, such as arranging an open exhibition in the Hospital's major corridors and providing posters and video film presentations about Diabetes, including how best to deal with the disease, to prevent complications and also how to administer diabetic medications. Nurses and Pharmaceutical Companies conducted free blood glucose tests, whilst Dietitians assessed patients' and visitor's Body Mass Index, by

measuring individual height and weight. During the day, educational brochures and handouts were provided and various specialists answered questions raised by both visitors and patients. Questionnaires relating to Diabetes were also provided and those who completed them correctly were rewarded with gifts.

Another important activity held during that day was a lecture delivered on Diabetes, which was given in both English and Arabic. It was attended by many visitors and staff members. The main focus of the lecture was information on the latest innovations in Diabetes treatment. After the lecture, visitors participated in an open forum, which was later followed by a dinner party. This provided an opportunity for patients, visitors and doctors to have an open discussion, in a casual atmosphere, on a wide range of issues pertaining to Diabetes.

External Disaster Drill

As part of the Emergency Management Plan, DSFH has a structure in place to respond to external disaster emergencies, in the form of completed manual and action cards. This structure will be routinely tested during drills.

The evaluation modules for Hospital disaster drills are designed to be a part of such testing:

1. To assess the impact of each Emergency Drill, as the hospital disaster response progresses and develops.
2. To provide a learning opportunity for all those who participate in a planned drill exercise.
3. To identify strengths and weaknesses in hospital disaster drills.

DSFH External Disaster Drill #2 was carried out on October 2, 2005, as an operationalized procedure. This scenario included external terrorist event-mass casualties.

The Departments sharing in the drill were ER Main, ER Pedia, Administration Office, ICU 5, OR Main, Outpatient Pharmacy, Nursing, Radiology, Laboratory, CSSD and Security. No outside organizations or agencies were involved in the exercise.

The approximate number of hospital staff participating in the drill (excluding the victims and observers) was between 80-100. They were identified by yellow arm-bands. The levels of activity included in the drill were re-triage of victims, simulated clinical procedures, simulated investigational procedures, material & supplies received, and victim transport throughout the hospital.



Four modules were used to evaluate DSFH staff performance during the drill:

- Pre-drill module
- Command Center evaluation module
- Other zone evaluation module
- Group debriefing module

The value of this particular approach was to identify specific weaknesses that can be targeted for improvement, and to promote continuing efforts to strengthen Hospital disaster preparedness. Comparing this evaluation module with all subsequent exercises is a useful assessment tool, to answer the question: Are we upgrading or not?

For more information, please contact Dr. Ahmed Mohamed Mohi Eldeen, External Disaster TAG Coordinator, Ext: 1096

New Staff

**Dr. Hatem Elkhairy**

Consultant Hepatologist
M.D, Cairo University, Egypt
Professor of Internal Medicine, Cairo University
Fellowship in Liver Transplantation, University of Toronto, Canada

Dr. Moataz Samy Elbiblawy

Consultant Diagnostic Radiology
M.D, Ein-Shams University, Egypt
Assistant Professor of Radiology, Ein-Shams University

Dr. Sawzan Sayed El-Moselly

Consultant of Pediatrics and Pediatrics Nephrology
M.D, Ein-Shams University, Egypt
Professor of Pediatrics, Ein-Shams University
Member of the International Society of Nephrology

Dr. Moataz Mostafa Bahgat Elmahdy

Consultant Prosthodontics
PhD, Faculty of Oral and Dental Medicine, Cairo University, Egypt
Professor of Prosthodontics and Vice-Dean Faculty of Dentistry, Suez Canal University, Egypt

International Health Tourism Exhibition

DSFH recently participated in the International Health Tourism Exhibition in Manama, Kingdom of Bahrain, on 14 - 16 December. This exhibition was organized by the International Fairs Group (AMA-DEUS), under the umbrella of the Supreme Commission for Tourism, in partnership with the Ministry of Health.

By participating in the three-day exhibition, DSFH aimed to help Saudi Arabia highlight the medical tourism product of the Kingdom and to take our place on the World Map of quality Health Care Provider countries. In addition, DSFH provided free consultations to visitors, showcasing the various medical services available in the Hospital and established channels through which patients can more easily obtain treatment.

DR. SOLIMAN FAKEEH HOSPITAL
FOR THE PRESENT AND FUTURE



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مستشفى الحاضر والمستقبل

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صرح طبي متميز بمدينة جدة يخدم منطقة الخليج العربي و الشرق الأوسط استمد شهر له من سعيه الدائم لتطوير وتقديم الخدمة الطبية التي توفرها كبرى المراكز العالمية وبكثافة في تناول الجميع. استشاريون عالميون و من أكبر المراكز و الجامعات العالمية في كافة التخصصات الطبية على مدار 24 ساعة.

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Joint Commission for International Accreditation (JCIA) Mock Survey



The JCIA mock survey was conducted from the 27th of November through December 1st, 2005. The international team members were Dr. Derick Pasternak, MD, MBA, FACPE, Engineer David Kitchin, FASHE, FHF1, CHE and Ms. Ann Jacobson, RN, MSN, CNNA.

During their visit they conducted a mock survey throughout the Hospital, including surveying various Hospital Departments, individual Sections and Units, as well as meeting with numbers of hospital employees, from medical, nursing, administrative, operational, executive and financial

divisions. On the last day of their visit, they submitted a full report on their findings and presented their recommendations for the preparation of the final survey, due sometime during the middle of 2006.

Acquiring the International Certificate of Accreditation, from the Joint Commission, will require that all Departments, both medical and non-medical, work as a team, supporting each other, in a harmonious professional manner.

Scientific Meeting on Recent Developments in Liver Transplantation



To mark the upcoming inauguration of Dr. Soliman Fakeeh Hospital Liver Transplant Center, DSFH recently hosted a scientific meeting to discuss recent developments in liver transplantation, entitled "Current Status of Liver Transplantation" by Professor Dr. Ronald W. Busuttil, MD, PhD, Chief, Division of Liver and Pancreas Transplantation of the David Geffen School of Medicine, University of California, Los Angeles, California (UCLA) and Director of the Pflieger Liver Institute. The meeting which took place on Saturday, December 3, 2005 was attended by leading physicians throughout the Kingdom.

Dr. Busuttil was impressed with the ongoing efforts in the preparation of the DSFH Liver Transplantation Program. He also had the opportunity to review the state-of-the art surgical equipment which Dr. Fakeeh has purchased from world-famous medical supply companies.

Dr. Busuttil has performed over 4,000 successful liver transplants in California and the USA.