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Ms. Glenda Adcox

Message from the Editorial Board



We have all proven that we are not only capable, but also that we excel as a team. I am very proud of the success of our previous JCI accreditation force and know that nothing can hold back the motivated team who has excellent objectives to pursue.

In the days to come, I feel confident that we will persevere in a manner that will result in an increase fulfillment to each and every one of us that will far exceed our projections. So, I encourage all DSFH staff to again join and participate in our ACHSI survey on May 4-8, 2008.

As the saying goes, "there is no such thing as a self-made man". We will reach our goal to pass this upcoming ACHSI survey only with the help of each one of us. We must remember that the achievement of the Hospital is the result of the combined effort of each DSFH employee, so we are each part of the Hospital's success.

The outlook for the days to come is brighter than it has been for some time. With a positive, assertive attitude, nothing can stop us.

Together, we can pass this ACHSI survey.

Dr. Abdelhameed Nassan Agha, Editor-in-Chief, Chief of Executive Division

DSFH Accreditation by Saudi Commission For Health Specialties

DSFH was accredited by SCFHS which is responsible for provision of CME programs. As a leading hospital in the Western region, DSFH Education Department took a further step to support its mission of teaching, health promotion and career development, through accrediting its education and training programs.

We are proud to announce that SCFHS has accredited our Hospital as a center for the provision of all CME programs for four years effective 19th August 2007.



Four Ways to Play it Safe with Medicines

1. Give Your Health Care Team Important Information

Be a partner with your health care team. Tell them about:

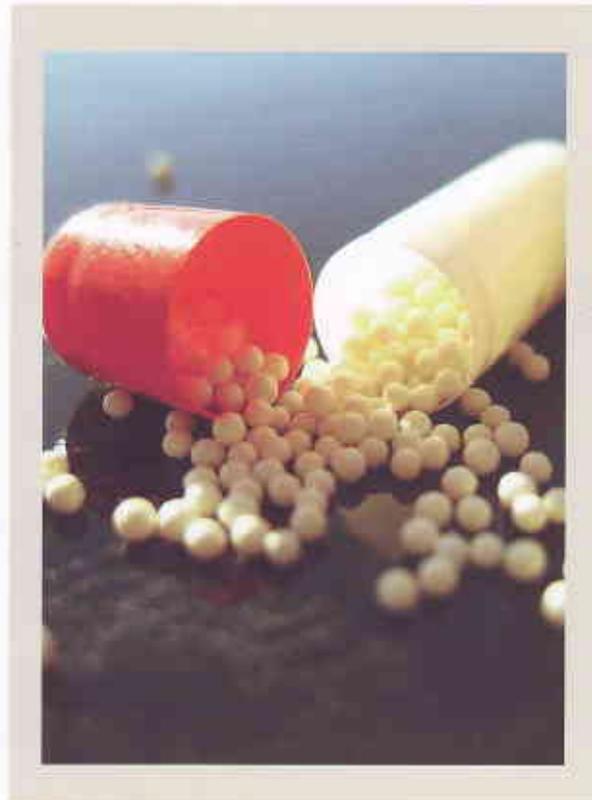
- All the medicines, vitamins, herbals, and dietary supplements you're already taking.

This includes:

- Prescription medicines.
- Medicines you can buy without a prescription
- Vitamins and dietary supplements

Also be sure to tell your health care team:

- If you have medicine allergies
- About any other doctors who have prescribed medicine for you
- If you are pregnant, may get pregnant, or are nursing a baby
- About any other illness you have, like diabetes or high blood pressure
- If cost is a concern, there may be another medicine that costs less and will work the same .



2. Get the Facts about your Medicine

Be Informed

Read the Prescription

Know What Your Medicine Is For

Ask Questions

If you have other questions or concerns:

- Talk to your doctor or pharmacist.
- Write questions down ahead of time and bring them to your appointment.

By taking the time to ask questions now, you may be preventing problems later.

3. Stay with your Treatment Plan

Now that you have the right medicine, you'll want to carry out the treatment plan. The medicines may cause side effects. Or

you may feel better and want to stop before finishing your medicines.

- Take all the antibiotics you were prescribed.
- Ask your doctor if your prescription needs to be refilled.
- If you are having side effects or other concerns, tell your doctor.
- Never give your prescription medicine to somebody else.
- Ask whether you need blood tests, x-rays, or other lab tests. Ask your doctor to tell you what the tests showed.

4. Keep a Record of your Medicines

Dr Armand Agababian

DCMO/ Director of Pediatrics, Member of Medication Safety Management Subcommittee

Dr. Soliman Fakeeh Hospital Undergoes Major Construction Project



To better serve our patients and accommodate our staff and physicians, Dr. Soliman Fakeeh Hospital has embarked on a major construction and renovation project. Our plan is to renovate the entire interior space of Building 1W, which was first constructed in 1978 and construct modern out-patient clinics and other out-patient facilities with state-of-the-art equipment. In-patient areas in Building 1E which was constructed in 1986 will be renovated and remodeled adding both aesthetics and comfort for our in-patients.

The Ground Floors of both Buildings, 1W and 1E will be completely renovated and expanded into one ground floor, accommodating modern Cardiology, ENT, Surgery, Ophthalmology, and Orthopedic Clinics, a modern and expanded

Out-Patient Pharmacy, an advanced, one of its kind Laboratory, an expanded up to date Emergency Department as well as other services to add to patient and staff satisfaction.

Building 1W Ground Floor, Phase I of the project was completed in April 2008; May 15 the new Main Lab will be complete and by October 2008 the Ground Floor of Building 1E will open. While the entire staff is excited about this remodeling effort, at times some of these projects will impact our patients and visitors, as well as our staff and physicians, due to the noise and traffic congestion that construction can inevitably bring. We ask for your patience as we enhance our facility to better meet the needs of our community, capable of serving us and the next generation as well.

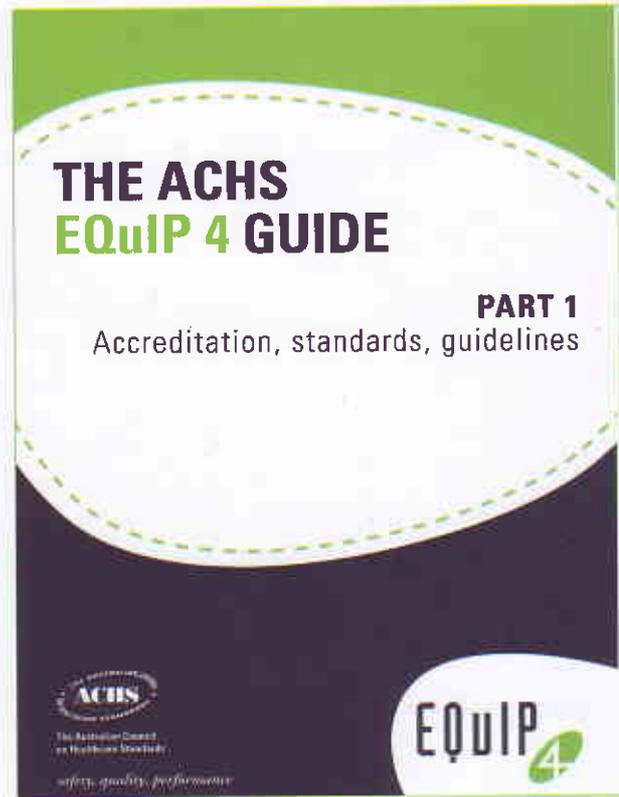
What is EQUiP?

EQuIP is the Evaluation and Quality Improvement Program developed and conducted by The Australian Council on Healthcare Standards (ACHS). It is a framework for managing health services to ensure quality and safe and care services and for achieving quality improvement. EQuIP was developed for use by Australian health services in 1996.

The ACHS Evaluation and Quality Improvement Program (EQuIP) is a four year quality assessment and improvement program for organizations/health services to work towards excellence in patient care and services. If this is achieved, accreditation will follow. It is designed to assist and support organizations / health services in their quality improvement efforts.

The key components of EQuIP are:

- The standards that organizations work towards achieving
- A yearly self-assessment undertaken by organizations to evaluate performance against the standards.
- ACHS assistance and guidance of the organization's self-assessment
- Biennial onsite surveys by an external, experienced team of accreditation surveyors to provide an independent assessment of the organization's performance against the standards
- The improvement process undertaken by organizations to address the recommendations from the onsite surveys.



The relevance of EQuIP to patient care

The EQuIP 4 standards were developed through broad consultation with the health sector, which included professional bodies and consumers to ensure the standards remain current, continue to reflect best practice evidence and are achievable.

Clinical	Support	Corporate
1.1 Continuity of Care 1.2 Access 1.3 Appropriateness 1.4 Effectiveness 1.5 Patient Safety 1.6 Consumer Focus	2.1 Quality Improvement and Risk Management 2.2 Human Resources Management 2.3 Information Management 2.4 Population Health 2.5 Research	3.1 Leadership and Management 3.2 Safe Practice and Environment

For further information , please contact TQM Department

DSFH Continuous Medical Education (CME) Program

Dr. Soliman Fakeeh Hospital had the initiative to develop innovative educational programs that will serve the education needs of healthcare providers who are already on the job.

We have envisioned an alignment of our faculty, young staff and educational programs to ensure that all staff receive superb scientific and clinical training. Though our academic calendar, we plan to create a supportive environment for the development of their professional interests.

The following is the CME schedule for the next three months:

No.	Title	Speaker	Date	Credit hour
1	The Changing Asthma Paradigm	Dr. Ayman Khater Chest Consultant	April 16 ,2008	1 hour
2	Biological Knee Replacement	Dr. Younis Akl Orthopedics Consultant	May 10 ,2008	1 hour
3	Management of Dysnea in the Emergency Dept	Dr. Magdy Khalil Chest Consultant	June 17,2008	1 hour

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

Frontline Customer Service Program

The Training and Development Section of Human Resources Department, hereby certifies 30 frontline DSFH staff that have successfully completed the course of study in the skills and techniques of Frontline Customer Service Program.

Frontline Customer Service Program aimed to build common understanding of DSFH's mission and directives, and build capabilities in response to organizational development priorities, and en-

gage Staff in learning and discussion about the environment in which we operate.

The program is a 6-hour course, divided into two sessions. The first session is of theoretical considerations. These are: employee empowerment, familiarity with the workplace, and the art of effective communication with customers. The 2nd session is practical including a formal workshop.

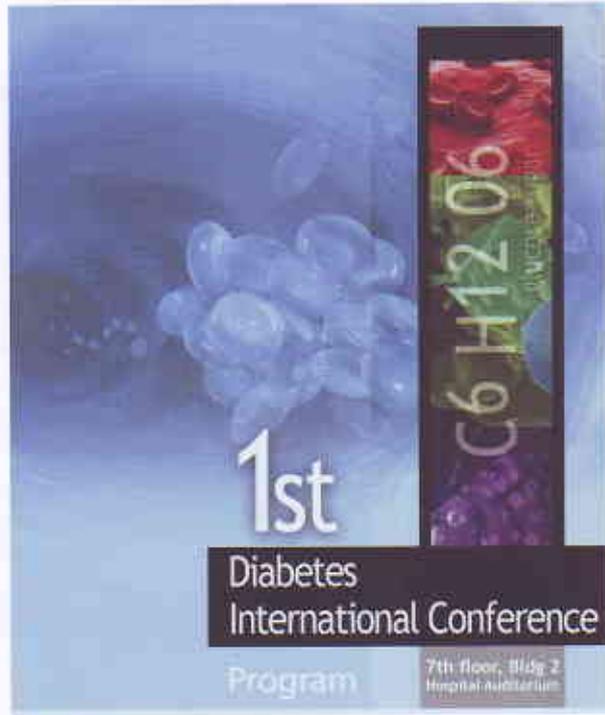
*For more information, please contact Dr. ABDELHAMEED NASSAN AGHA
CHIEF OF EXECUTIVE DIVISION*

Dr. Soliman Fakeeh Hospital First International Diabetes Conference

On March 27, 2008 with over 500 Physicians attending from different parts of the Kingdom of Saudi Arabia, Dr. Mazin Fakeeh, Director General of Dr. Soliman Fakeeh Hospital inaugurated the Hospital's 1st Diabetes International Conference. Dr. Soliman Fakeeh Hospital consultants and international experts in different Internal Medicine and Endocrinology specialties were invited as guest speakers to update medical staff with the latest developments in the field of Diabetes and its complications.

The Program included state-of-the-art lectures on new drugs for diabetes, new trends in treatment of diabetes, epidemiology of diabetes in Saudi Arabia, diabetes and cardiac risks, use of insulin pump, and use of statins in diabetes.

The conference was approved by the Saudi Commission for Health Specialties and accredited with 15 CME hours



Visit by Dr. Desmond Yen ACHSI Consultant



With the leadership of Dr. Mazin Fakeeh and entire cooperation of Total Quality Management team and hospital staff, Dr. Soliman Fakeeh Hospital welcomed the visit of Dr. Desmond Yen, one of the ACHSI Consultants, on 4th – 6th Feb, 2008.

His visit was constructive and meaningful, and

was warmly appreciated by all staff members as it gave us guidance and encouragement in our preparation for the ACHSI survey in May 2008. DSFH staff were encouraged and proud with Dr. Yen's speech about his impression of our Hospital. Moreover, the visit was successful and gave us the support we need it.

Staff Reward and Recognition



DSFH seeks to provide fair consideration, reward and recognition to all staff undertaking and contributing to DSFH activities.

To provide a sense of partnership and improve communication between staff and management giving staff the opportunity to realize that their personal success directly linked to the success of the hospital.

These rewards are effectively reward performance which is divided to four groups: JCIA Team Leader, JCIA Team member, Employee of the Month, and Unit of the Month and it will be provided monthly.

The recognized staffs for the month of

January 2008 are the following:

JCIA Team Member of the Month:

Dr. Enas Abdulmageed

Employee of the Month: Nancy D. Carrera

Unit of the Month: CSSD Department

Joel de Guzman

Sheeja Thomas

Bindhu Korian

Ramon Atuelan

Longina Manibale

Crispina Cortez

Farouk Hossain

Lokman Kamal

Syed Alifalal Ullha Qadri

Staff Satisfaction Survey

Dr. Soliman Fakeeh Hospital carried out the third series of staff satisfaction survey on late 2007, and published the result in a General Staff Meeting in 2008.

The essential aim of the survey is to ensure that the Governance is listening and responding to the staff. This is one of the ways to reduce the top risk of recruitment and retention.

The survey did highlight areas for consideration and immediate action planning which include:

- Adequate housing and accommodation
- Salary and Benefits Issue
- Transportation services
- Staff shortage in core area
- Director ship (Training and Education)

The action plan was drafted by Total Quality Management Department and discussed with the concerned organizational unit leader. The Performance Improvement Committee and Hospital Executive Committee has already approved the action plan.



Dr. Soliman Fakeeh Hospital signs deal with Abbott Worldwide

Dr. Mazin Fakeeh, Director General has recently signed a contract with Abbott Worldwide through its approved agent in the Kingdom of Saudi Arabia "Medi Serv" for the purchase of laboratory equipment and devices worth more than 22 million Saudi Riyals. The Automated System Accelerator (APS) uses the latest software which automatically analyzes up to 1500 samples per hour and ensures more accurate results.

DSFH will be the first private hospital in the Middle East to employ this latest technology in medical laboratory diagnostics, which has multiple services that can be increased as needed to create integrated solutions compatible with the need of present and future laboratories. The APS device is an alternative to manual steps more commonly use in science laboratories in the region.