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Director General

Dr. Mazin Fakeeh

Editor-in-Chief

Dr. Abdelhameed Nassan Agha

Editorial Board

Dr. Armand Agababian

Message from the Editorial Board



As part of our commitment to external validation of our activities, we are engaged in different accreditation programs, both local and international.

We are now ready to welcome our valued ACHSI (Australian Council on Healthcare Standards International) surveyors to conduct the 2-year step of the first 4-year cycle of accreditation we obtained in May 2008. You all remember that we submitted our first year Self-Assessment Report electronically.

With our framework for quality improvement becoming ever more solid, and with our improved processes relating to quality improvement indicators and benchmarking, we have actually set the bar higher for ourselves in aiming for EA (Excellent Achievement) for the majority of standards- a step up from MA (Moderate Achievement) that we had aimed for at our first successful attempt at ACHSI accreditation back in 2008.

We know that every one of us at DSFH is an important contributor to maintaining and continuously improving our quality improvement parameters as regards patient safety, quality of care, provision of outstanding customer services, and provision of commendable services to our local community as embodied in our commitment to the DSFH corporate social responsibility initiative.

I hope that you will enjoy reading through the main events in the first quarter of the year, especially the International Radiology & Surgery symposia, Ethics & Research and Cancer Awareness Days.

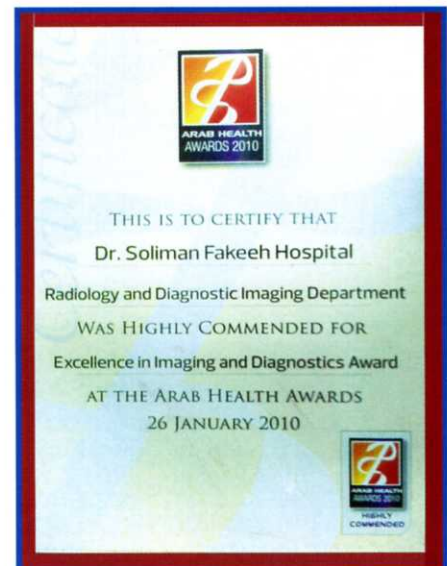
So, while wishing our distinguished guests a pleasant stay in Jeddah, let's join hands and work together to achieve our targets during the May 23-25, 2010 ACHSI survey.

Dr Armand Agababian, MRCP, DCH, Consultant & Director of Pediatrics Department, Editorial Board Member

Excellence Award

During the Arab Health Awards Ceremony in Dubai, UAE, on January 26, 2010 Dr. Soliman Fakeeh Hospital won the Excellence Award in Radiology & Diagnostic Imaging.

DSFH was recognized as one of the best three hospitals in the Arab World and the Middle East. With its rigorous evaluation process and decision-making, the award committee is renowned for its impartiality and neutrality, and is considered to be one of the largest neutral global international institutions.



Visit by the Australian Council on Healthcare Standards International (ACHSI)



Welcome to Surveyors of The Australian Council on Healthcare Standards International

As a part of Dr. Soliman Fakeeh Hospital's commitment to quality improvement, and its drive for a constant survey readiness strategy, ACHSI is scheduled to visit the Hospital on May 23, 2010. This 3-day visit will be conducted by 3 ACHSI quality surveyors. The aim of the visit is to assess the recent improvements in healthcare delivery Hospitalwide, as well as the implementation of the ACHSI mandatory criteria, and the Self-Assessment e-Report of June 2009.

All Hospital staff are urged to be prepared for the survey and help our visiting surveyors appreciate the changes and achievements we have accomplished since the last survey. Surveyors may visit any area and look for evidence of our improvement efforts and check how we have maintained our compliance with the standards.

Be prepared!

"Excellence is an art won by training and habituation. We are what we repeatedly do. Excellence, then, is not an act but a habit."

Aristotle

Greek critic, philosopher, physicist, & zoologist (384 BC - 322 BC)

For more information, please contact TQM Department

Patient Education Center

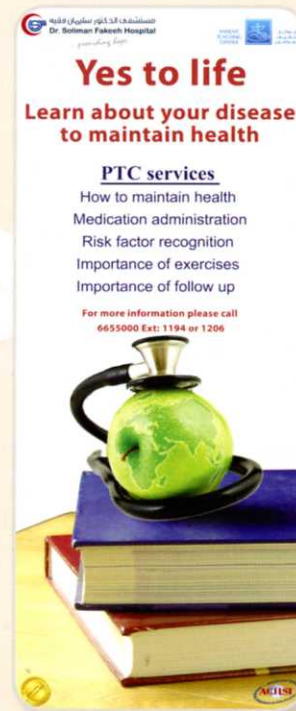
Dr. Soliman Fakeeh Hospital constantly supports and closely follows the DSFH Patient Education Centre's activities and requirements for imparting health knowledge and education to visitors and patients alike. The theme of the event was: "Our mission is to support community education for a better life".

To continuously meet the growing needs of patient education, our Patient Education Centre hosted a series of events which included the re-opening of the Center, headed by Mr. Director General, Dr. Mazen Fakeeh, and the launch of a series of seminars and lectures, with the following subjects:

- Tuberculosis, Modes of Transmission and Prevention by Dr. Hassan Aref - Consultant Chest Physician
- Skin Care by Dr. Hanan Nada, Consultant Dermatologist
- Renal Failure & How to Maintain Quality of Life by Dr. Samir Sally, Consultant Nephrologist.

The Centre encourages Staff, patients and visitors to visit the Center to interact with its educational activities, and to benefit from the educational pamphlets and health education sessions.

For more information, please contact Ms. Basant Hamad, Ext: 2721



Disaster Drill

In cooperation with the Emergency Management Department of the Ministry of Health (MOH) and the Protection Department of Jeddah Civil Defense, Dr. Soliman Fakeeh Hospital held a preparatory drill to address the threat of possible local disasters, like the potential collapse of the famous Jeddah sewage lake perimeter fence, locally known as the 'Misk Lake' or a devastating flood causing damage to the environment as well as spreading water-borne infections in the city of Jeddah.

The Hospital has already conducted a number of other disaster drills, such as risk of an epidemic, risk of the unauthorized spread of radioactive materials, threat of terrorist incidents, and the risk of sudden building collapse. All DSFH departments participate in each and every disaster drill, with the ready access to reserve Hospital manpower. The drills emphasize the swift supply of medicines and vaccines in sufficient quantities and the smooth coordination of efforts between the



Hospital and the various concerned governmental and private sectors.

Dr. Mohamed Bajubair, Director of Emergency & Ambulance Services, MoH, Jeddah, commended DSFH on the proper integration of staff performance during the latest drill, which clearly reflected our experience and professionalism during the drill. He related that the MoH was planning and supervising similar disaster drills in other Jeddah hospitals. He stressed on the importance of effective cooperation between government and private sectors in successfully dealing with all sorts of disasters.

Dr. Waleed Abdelrazek,, Coordinator of Disaster Management, Ext 1096

