

THIS IS WHAT **WE DO**. THIS IS WHO **WE ARE**. MAKING A **DIFFERENCE** EVERY DAY!



AUBMC Great Nurses,

Hisham Bawadi, MSN, RN - Director of Nursing

As the end of this challenging year approaches, I find myself humbled and grateful to serve among such a tremendous nursing team. I have been amazed with the intellectual talents and potentials I see around me as I round on units and work closely with the different teams. The years to come will be challenging, yet exciting; through shared governance and daily care delivery, our nurses and interprofessional colleagues will drive our strategic plan forward, achieving excellence throughout the various nursing areas. That and a lot more is what makes us a distinguished Magnet healthcare institution.

Your achievements, my colleagues, have gone beyond outstanding patient outcomes. The innovative new practices, groundbreaking research, and advancements in professional practice are examples of why you stand out among other nursing bodies at medical centers in Lebanon and the region. It is only through your daily contributions and excellent leadership that we are able to advance the nursing profession and progress the lives of our patients and their families each and every day.

I cannot but thank you for all the compassionate care that you provide to AUBMC patients and each other during these difficult times that the world, Lebanon, and AUBMC are passing through.

With the outbreak of COVID-19 pandemic and the Beirut port explosion, you all stepped forward and exerted every effort to take care of the sick, staying away from your beloved families.

You make a difference every day!

I look forward for overcoming every obstacle, celebrating every victory, and recognizing your efforts all through.

In this special edition of the Nursing Newsletter, we share a round-up on year 2020, the Year of the Nurse, indeed.

Stay safe everyone during this holiday season!



◀ EMERGENCY DEPARTMENT (ED) AND PANDEMIC EVALUATION CLINIC AND CENTER (PECC) NURSES: ON THE FRONTLINE OF FIGHTING COVID-19 PANDEMIC ▶

Globally, nurses and healthcare providers have been at the frontline fighting pandemics. With the emergence of the COVID-19 pandemic, AUBMC nurses in the Emergency Department (ED) and Pandemic Evaluation Clinic and Center (PECC) have been at the frontline fighting to save lives of the people of Lebanon.

At the outset of this pandemic, AUBMC, and in less than 10 days, delved in a complicated and delicate process of relocating units and clinical areas for the establishment of the PECC units. The Children's Cancer Center Inpatient and Outpatient Units, Psychiatry In-patient Unit, Preadmission Unit, Epilepsy Monitoring Unit, and the Pediatrics Outpatient Department were relocated to establish the PECC in Building 56 with the following clinical areas:

- The Flu Clinic on the ground floor for screening, assessment, and early identification of COVID-19 cases
- Intensive Care Unit with 11 newly designed individual negative pressure rooms on the second floor
- Step Down Unit with 10 intermediate care beds in a newly partitioned area on the second floor
- A regular unit of 21 individual rooms on the fourth floor for stable patients

Our Clinical and Professional Development Center Clinical Educators and Clinical Nurse Specialists led extensive training on protocols, processes, and infection control measures related to COVID-19 pandemic. AUBMC nurses were ready to take care of PECC patients in no time. Outpatient nurses helped in inpatient areas and a pool of nurses from inpatient and outpatient areas volunteered to work in the PECC.

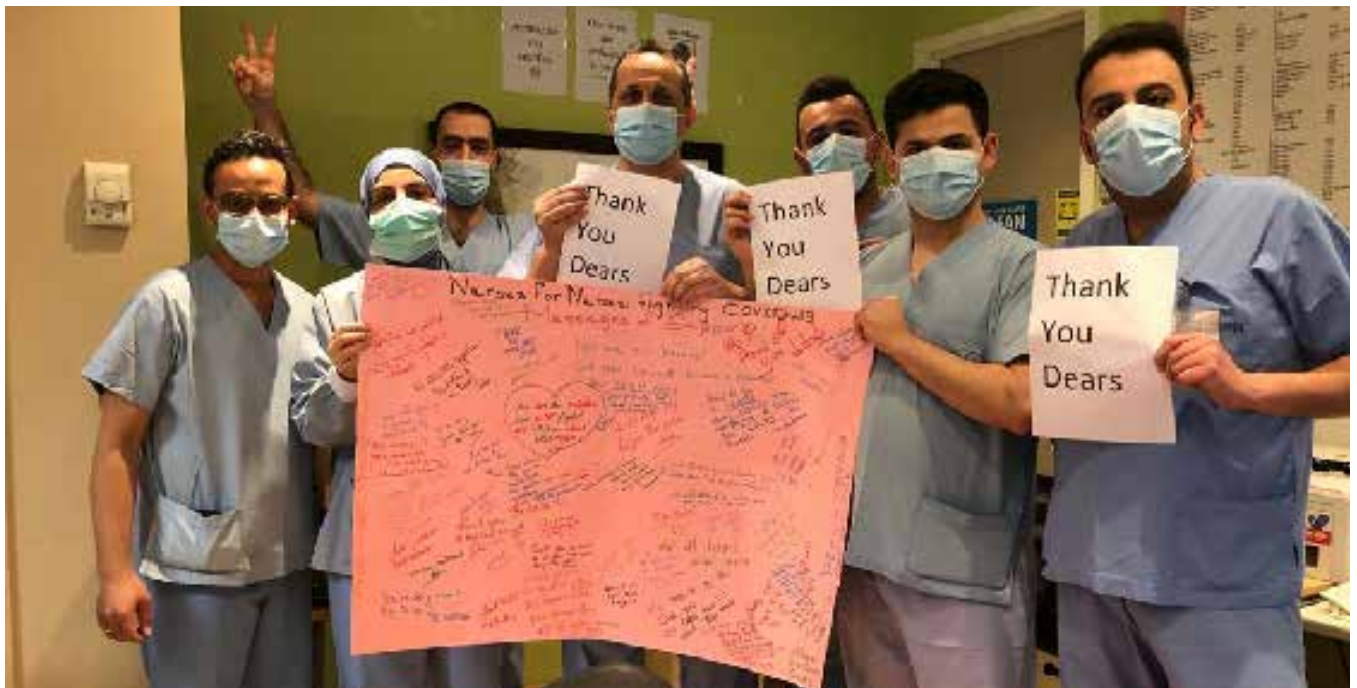


◀ “NURSES FOR NURSES” INITIATIVE ▶

AUBMC nursing leadership team continuously met with the PECC nurses and committed to unremitting support to help them achieve their tough mission. Based on the town hall meetings, the Magnet Champions' Congress members initiated “Nurses for Nurses” plan to support AUBMC nurses during these globally challenging times through arranging the following activities:

- Self-care tips and smartphone application for stress relief
- Smoking cessation plan by the Health and Wellness Center
- Mental health support by Employee Health Unit and the Department of Psychiatry
- Messages of support
- Buddy Program: Magnet Champions and the PECC Nurses
- Mindfulness coloring
- Online platform for sharing experiences
- Shout-outs to nurses through sharing photos and videos via AUBMC Great Nurses Facebook page
- Musical performance by “Ahla Fawda”

In addition, the Medical Center and AUBMC nursing leadership supported the PECC nurses by securing dorms, meals, and additional rest days for them as a means to thank them for their unrelenting commitment to the Medical Center.



◀ CONGRATULATIONS TO THE LIFE SUPPORT TRAINING CENTER! ▶

The Life Support Center at AUBMC is authorized again by the American Heart Association as an international training center for life support.

This year marks our fourth renewal process where a site visit occurred in October 2020. This visit reviewed our delivery of Basic Life Support and Advanced Cardiac Life Support classes and a detailed records review. A score of 100% was achieved in all disciplines!

Congratulations to Ms. Nina Khatib, AUBMC's Life Support Nurse Coordinator, and all the life support instructors particularly the clinical educators who led the site visit classes: Ms. Rafika Zaatari, Ms. Dareen Hajj Sleiman, and Ms. Rania Bou Diab.



◀ CENTRAL VENOUS ACCESS DEVICE HANDLING AND CARE RECOGNITION ▶

The Nursing Skills Competency Program: "Central Venous Access Device: Handling and Care" developed by the Clinical and Professional Development Center is now recognized as one of the highest quality skills educational courses for nurses by the American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association, for the coming three years (August 2020 to August 2023).

Congratulations!



◀NURSES' MONTH 2020▶

This May marked the nurses' month of year 2020, Year of the Nurse, as set by the World Health Organization (WHO), celebrating the 200th birthday of Florence Nightingale, the founder of nursing.

Accordingly, the Magnet Champions' Congress (MCC) has prepared a calendar of activities that included four main themes adopted from the American Nurses' Association:

Week 1: Self-Care: Sharing self-care tips, videos, online challenges and physical exercises via AUBMC Great Nurses Facebook page and Webex

Week 2: Recognition: Recognizing AUBMC Great Nurses through the following activities:

On May 11, Dr. Ziyad Ghazzal, the Former Interim Medical Center Director and Ms. Iman Al-Kouatly, the Former Director of Nursing have recognized via Webex extraordinary compassionate nurses who provide patient-centered care and well deserve the DAISY award. They included:

- Sami Fares, IOS
- Victoria Semaan, 9N
- Najla Moufarrej, BIP
- Rima Slim, DS
- Moussa Armali, CCCL-In
- Abdel Mohsen Hamze, RCU
- Mohammad Kayed, PACU
- Zeinab Mshawrab, Pediatrics Specialty Clinics


In memory of Patrick Barnes, his family created the DAISY award as a token of appreciation to nurses whose contribution to the well-being of patients and families is incomparable. They had personally witnessed that during Patrick's eight weeks of hospitalization.

The DAISY award is now available in 28 countries.

DAISY, a name selected by Patrick's wife, refers to his illness, Diseases Attacking the Immune System and to a flower that symbolizes loyal love, purity, innocence, and new beginnings.

Due to the unfortunate upheavals in the country, we could not recognize the nurses on time and accordingly waited to the recognition week of nurses' month of year 2020 to do so.

Congratulations to DAISY awardees!



**AUBMC
GREAT NURSES**
Year of the Nurse 2020

AUBMC NURSING SERVICES | May 2020

Nurses' Month Activities

Monday	Tuesday	Wednesday	Thursday	Friday
				SELF-CARE Stress: Less!
4	5	6	7	8
SELF-CARE Movie: Movie: Online physical exercises session via Webex at 9:00 am	SELF-CARE Hydration Challenge!	SELF-CARE Get Your Gratitude On!	SELF-CARE Healthy Sleep	SELF-CARE Yoga
11	12	13	14	15
RECOGNITION Surprise	RECOGNITION Online Celebration via Webex: from 11:00 am till 12:00 pm	RECOGNITION Share Your Nurse Photos!	RECOGNITION Add the profile photo frame of ANA "Year of the Nurse"	RECOGNITION Share your nurse stories on AUBMC Great Nurses Facebook Page!
18	19	20	21	22
PROFESSIONAL DEVELOPMENT Get Involved in Councils!	PROFESSIONAL DEVELOPMENT Searching the Evidence via Webex at 8:00 am	PROFESSIONAL DEVELOPMENT ANA Webinar	PROFESSIONAL DEVELOPMENT Searching the Evidence via Webex at 11:00 am	PROFESSIONAL DEVELOPMENT Get Certified!
25	26	27	28	29
COMMUNITY ENGAGEMENT Launching a new "AUBMC Great Nurses" Page on Instagram	COMMUNITY ENGAGEMENT Marketing Nurses' Role via AUBMC Great Nurses Social Media Platforms	COMMUNITY ENGAGEMENT Get the work started for the Nursing Website!	COMMUNITY ENGAGEMENT Revolution Nurse Diary	COMMUNITY ENGAGEMENT Nursing Newsletter

SELF-CARE Sharing tips and online challenges on AUBMC Great Nurses Facebook Page

PROFESSIONAL DEVELOPMENT

Encouraging life-long learning through career development activities

RECOGNITION Recognizing nurses' great work through several activities

COMMUNITY ENGAGEMENT

Engaging the community through marketing the important role of nurses through several activities



A new round of DAISY awards was recently announced to recognize the great contribution of a special group of AUBMC Great Nurses who are on the frontline in fighting COVID-19 during these difficult times:

- ED
- PECC Flu Clinic
- PECC Regular Unit
- PECC ICU/SDU
- From a unit that relocated (10S, 9N, OPD Pediatrics, CCCL-In, CCCL-Out, Psychiatry In Unit, EMU, and PAU)
- Outpatient nurse helping inpatient area
- AUBMC Great Nurse from the other areas

On May 12 and as a continuation to the DAISY award, the Former Director of Nursing, Ms. Iman Al-Kouatly, and the Nurse Leaders rounded on all nursing units to acknowledge the great contributions of all the nurses in the Medical Center.

An online event was held by "Nurses for Nurses" via AUBMC Great Nurses Facebook page. Nurses from the different units at AUBMC prepared videos and presented their talents to recognize each other. A great thank you goes to all AUBMC Great Nurses and the Magnet Champions who contributed to the success of this event.

Week 3: Professional Development: Encouraging life-long learning through conducting webinars, participating in councils, and professional certification

Week 4: Community Engagement: Marketing the important role of nurses

DAISY AWARDS FOR NURSES ON THE FRONTLINE FOR FIGHTING COVID-19 PANDEMIC

On November 25, DAISY awards were distributed to 11 deserved winners across AUBMC to recognize nurses on the frontline of fighting COVID-19 in a ceremony attended by the Medical Center Director, Mr. Joseph Otayek, Director of Nursing, Mr. Hisham Bawadi, Medical Center Executive Team, Nursing Management Team, and AUBMC Great Nurses.

A jury panel that included a nurse leader, a nurse quality manager, a clinical nurse specialist, a clinical educator, and 4 Magnet Champions selected the honorees:

- ED DAISY Honoree: Ivon Barakat
- PECC ICU DAISY Honoree: Hratch Moskofian
- PECC ICU DAISY Honoree: Hanine Ramadan
- PECC Medical Inpatient Unit DAISY Honoree: Sobhi Abdul Razzak
- PECC Flu Clinic DAISY Honoree: Iman Tarchichi
- Relocated Unit DAISY Honoree: Maya Ammar, Pre-Admission Unit
- Relocated Unit DAISY Honoree: Noha Rachwan, CCCL-Inpatient Unit
- Relocated Unit DAISY Honoree: Mohammad Najdi, 10 South
- Relocated Unit DAISY Honoree: May Joumaa, OPD
- DAISY Honoree from Other AUBMC Areas: Ali Jaber – Hemodialysis Care Unit
- DAISY Honoree from Other AUBMC Areas: Sabah Hajj Omar – 10 North

The ceremony included a surprise tribute video from the families of DAISY honorees to recognize their efforts and hard work. It was held live in Professor Ismail Khalil Auditorium and broadcasted via Webex to AUBMC Great Nurses.





RESEARCH STUDIES 2020

Research Study Title	Date Study Completed	Research Team
Arabic Validation of the Severe Respiratory Insufficiency Questionnaire	January 2020	Salah Zeineddine
		Rania Bzeih
		Marwan Alawieh
		Lilian Ghandour
		Mohamad El Khatib
		Abla Sibai
Health Related Quality of Life in Adult Patients Following Hematopoietic Stem Cell Transplant	May 2020	Laila Farhood
		Ammar Zahreddine
		Samar Noureddine
		Ali Bazerbach
Association of Social Support with Resilience as Moderated by Depression, Anxiety and Personality Type in Multiple Sclerosis Patients	June 2020	Hala Darwish
		Joelle Massouh
		Samia Khoury
		Pia Zeinoun
		Souha Fares



AUBMC GREAT NURSES FEATURED IN THE MEDIA

Check the following links to learn about AUBMC Great Nurses Experiences in fighting COVID-19 pandemic as featured in the following media reports:

- <https://www.facebook.com/AlarabyEntertainment/videos/3290690310943176/UzpfSTM1MzYzNDg5NDcyND-Q0MjoyOTc5OTc4ODc1NDIzMzUx/>
- <https://youtu.be/gxYkcGVp4ME>
- <https://www.facebook.com/AlArabiya/videos/673616033402354/UzpfSTM1MzYzNDg5NDcyNDQ0MjoyOTA5NT-gxNDc5MTI5NzU4/>
- https://www.skynewsarabia.com/video/1334467-7-مستشفيات-لبنان-جهزت-أقسامها-خاصة-للعلاج-المصابين-الwAR32PjP7_MGd6A8lmnLOFULpjNjYQ2zpdCKPlz8REjQXh9YsSWxNnSO03FE
- <https://www.facebook.com/SkyNewsArabia/videos/689966605109603/UzpfSTM1MzYzNDg5NDcyNDQ0Mjoy-ODkwMDYwNDQxMDgxODYy/>





◀ Nurses' Well-Being Taskforce

A nurses' well-being taskforce was formed to include members from the Magnet Champions Congress, Work-Life Council, and Optimizing Nursing Care Task team.

The well-being taskforce initiatives include: psychological personal protective equipment, recognition, and positive work environment.

The three initiatives will serve the following objectives:

- Address nurse fatigue and well-being
- Create the structure of Code Lavender at AUBMC
- Create joyful and positive work environment through recognition and teamwork



◀ Optimizing Nursing Care Task team

AUBMC's Director of Nursing, Mr. Hisham Bawadi, and the Nursing Leadership Team were cognizant of the difficult times facing nurses in Lebanon. As a result, they developed a task team of nurses across all levels with the aim of empowering the nurse managers, transforming the work conditions to enhance staff productivity, creating change management and communication tools, and enhancing the role of nursing informatics. The task team includes four nurse manager led subcommittees working on performance improvement, human resources, clinical practice, and operations. The task team will finalize its course of work by December 2020.

◀ Education Retreat

On November 12, AUBMC Nursing Department held a re-engineering education retreat led by Mr. Hisham Bawadi, Director of Nursing, and Dr. Angela Massouh, Nurse Leader for Research, Education, and Innovation. The retreat was inaugurated by Mr. Joseph Otayek, Director of the Medical Center and attended by nurses at all levels. The Clinical and Professional Development Center presented the current practices, strategic goals and plans, and discussed methods to redesign the educational offerings. The retreat was dynamic and open feedback was solicited from all the representatives and attendees.





NEWS AND ANNOUNCEMENTS



◀ Perioperative Nurses' Week

A series of activities were conducted by a taskforce to celebrate perioperative nurses' week on November 8-14, 2020. This included a recognition ceremony with a tribute video attended by the Director of Nursing, Mr. Hisham Bawadi, the Nursing Leadership and the perioperative teams.



◀ Nurses' Appreciation Week

During December, in order to celebrate Christmas and New Year, a series of activities were planned by the Optimizing Nursing Care Task team, in collaboration with Magnet Champions' Congress, Nurses' Well-Being Taskforce, and Work-Life Councils. The activities created positive and joyful atmosphere.





NEWS AND ANNOUNCEMENTS



◀ Important Announcement

Proud of our very own **Pain and Palliative Care Clinical Nurse Specialist, Janane Hanna, MSN, AOCNS, RN**, for being selected as a participant in a program led by St. Christopher's that celebrates palliative nursing.

The intention behind the Celebrating Nursing Program is to:

- Create and showcase a network of pioneering nurses in 2020.
- Develop a contemporary model of palliative nursing.
- Build a community of interest for nurses in palliative care beyond 2020.



◀ Ergonomics Scheduled Series

During November, the Clinical and Professional Development Center offered ergonomics scheduled series for auxiliary staff and practical nurses to prevent back injuries.



◀ Celebrating Eid Al Barbara

In order to promote an environment of healing, a team of AUBMC Great Nurses and physicians celebrated Eid Al Barbara through rounding on pediatric patients in 6 North and Children Cancer Center - Inpatient Units. They performed songs, delivered good food, and created great memories and cheerful moments for patients and staff.



◀ Congratulations to Hajar and Mirna!

Congratulations to AUBMC Great Nurses Hajar Amad and Mirna Hussein for winning an international scholarship for attending the Association of Pediatric Hematology/Oncology Nurses Virtual Conference!

◀ Middle East Fertility Nursing Society

Mona Fawaz Baddreddine, BSN, RN - Clinical Nurse Coordinator in our Assisted Reproductive Technology unit, and the pioneer nursing chair of the Middle East Fertility Society, has launched a webpage via <https://mefsnursing.webs.com> where nurses interested in fertility and women health can network on a multitude of issues including COVID-19.

Join this group of specialized nurses and enjoy sharing your knowledge and expertise!



◀ Sara Ayass, a Great AUBMC Nurse at the Children Cancer Center Inpatient Unit, shares her story:

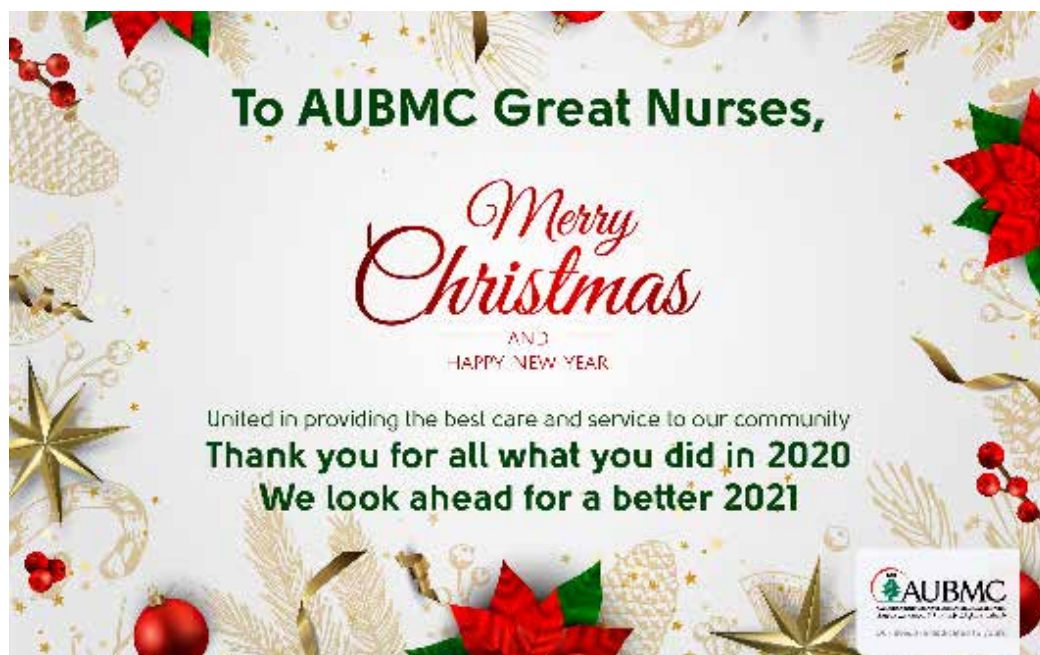
"In October 2019, and with the start of the revolution, I personally faced many difficulties. I live in a small village called Der Oubel, right above Choueifat. I had to wake up as early as 5:00am to be able to reach Beirut for work before the roads get blocked by the rebels. Then, during November, when the intensity of the revolution increased, I was on night shifts and I got stuck in Beirut for 2 days, not able to reach my home. I stayed to take care of the sick.

In August 2020, I was on duty when the explosion of Beirut Port hit. It was horrible; we couldn't grasp what was going on, many inpatients had minor injuries, and our priority was to cure and comfort them. I wanted to call my parents to tell them that I am OK, but I couldn't, I had to take care of my patients. We were rushing from one room to another, reassuring our young patients that it will be fine and that this will also pass, even though we had no idea what has just happened. There was a 10-year-old patient, she kept asking me whether another explosion will happen, or it's over, and I had to tell her that it's over, even though I wasn't sure myself.



In November 2020, it was my turn to rotate at the COVID-19 unit, and before I started there, my mother tested positive for COVID-19. I had to leave my mother at home, to take care of my patients at the hospital. However, my mom's condition was getting worse, so I was there beside her, through all the ED visits, physician appointments, and home care.

Yesterday, my mom tested negative; she recovered. Yesterday, I tested positive...and I am recovering. Nursing has taught me to give unexceptionally, not just to my patients, but to my family members and community as well."





AN INTERVIEW WITH THE DIRECTOR OF NURSING, MEET HISHAM BAWADI!

Q: When did you join AUBMC?

A: I am a proud graduate of the Hariri School of Nursing, class of 2004. Joining AUB was a dream and I was lucky to fulfill it after receiving the "Bursary Scholarship", a scholarship provided by the Nursing Department to selected students. To survive the remaining expenses, I worked as a part-timer at the Medical Records, Jafet Library, and any department that had a vacancy. I graduated in June 2004 and joined as a Registered Nurse at AUBMC in August.

Q: In what roles did you serve before acting as the Director of Nursing since July 17?

A: My first role as a nurse was at the Intensive Care Units, five years at the ICU and one year at the Neuro ICU. The challenges that we encounter as ICU nurses help develop our clinical skills and critical thinking. During this period of time, I completed the MSN studies which helped promote my leadership and managerial skills. This worthy upgrade was recognized by the Nursing Director back then, Ms. Gladys Mouro, who provided me with an opportunity to transfer into management as a Nurse Manager at the Cardiac Surgery Unit. Working with the autonomous and professional CSU nurses reflected through the unit outcomes and quality indicators which were consistently high. The next move was in 2011 to a Medical Surgical Unit, 9 North, an enriching journey with a young hardworking team. The unit stood out and was the recipient of the Patient Satisfaction Award that year. Two years later and alongside the management of 9 North, the opportunity to dwell into the specialty clinics came through a dual position of Nurse Manager and Specialty Clinics Nurse Administrator. The Specialty Clinics experience allowed me to view nursing from a different perspective. Together with the ambulatory nurses, we expanded the nursing scope and empowered the nurses' role.

I always had a drive inside pushing me to venture into new endeavors. In 2017, the opportunity to explore health informatics came along, a new challenge that enriched my career. I assumed a dual role during the Epic implementation as the Assistant Project Director and Clinical Lead. Three and a half years of lessons learnt the hard but joyful way, learning about clinical workflows from the standpoint of a state-of-the-art healthcare system and dwelling into project management and all its exciting stages.

Being the Director of Nursing is a golden opportunity to repay my Alma Mater, collaborate with all the nursing team, and bring the best out of the silent soldiers taking care of our patients. This career growth over the years helps me view nursing from various perspectives, and relate to my colleague nurses in many ways.

Q: What are the challenges that you are currently facing in your role?

A: The challenges are many! But I am known to be incentivized by them. Two weeks after our appointment, Lebanon survived the 3rd largest blast in the world. The aftermath of this blast resulted in horrific repercussions on our country and its people. Lebanon is in the midst of a deep financial and political crisis. This has majorly decreased the purchasing power of middle to low-income people and has led many of our nurses to plan on leaving the country.

Then came the second wave of the COVID-19 pandemic hitting Lebanon strongly and wearing out our resilient nurses and all healthcare providers.

The nurses' response to both the blast and pandemic engraved again and again my confidence in AUBMC. Our heroic nurses went beyond any expectation and I witnessed the genuine meaning of selflessness and dedication at its peak. Despite all the personal struggles people are going through, my faith grows stronger in the team with every milestone we achieve. If any institution is to survive this, it will be AUBMC, with a backbone of a nursing team that I am proud of and plan to empower to their fullest capacity.

Q: What keeps you moving forward in your career?

A: What keeps me moving forward is the proof that hard work pays off and that loyalty is the strongest form of dedication to your institution. We are all in this together, we will celebrate every small victory, and we will move forward hand-in-hand to overcome any roadblock we might come across.

Q: How do you spend your free time?

A: Time away from work is dedicated to my family (wife and three boys). I seize the quiet moments to grab a book.

Q: What are your hobbies?

A: Outdoor activities and reading.

Q: What is your favorite book, novel, series and movie?

A: Book: Abundance, The Future is Better Than You Think by Diamandis & Kotler

Novel: A Thousand Splendid Suns by Khaled Hosseini

Series: Harry Potter and Game of Thrones

Movie: Forest Gump: I have learnt many valuable life lessons from this movie. If you don't try, you will never know your true potential. Follow your passion no matter what, pay attention and learn, stay positive and focused, pay it forward, and be Open-Minded.

◀ IMPORTANT MESSAGE TO THE COMMUNITY: STAY AT HOME!



◀ TRANSFORMING CARE THROUGH POSITIVE OUTCOMES



◀ SHARE YOUR STORY INITIATIVE

