

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



## ◀ Nurses who could shape the future ▶

*Ms. Iman Al Kouatly, MPH, BSN, RN – Director of Nursing*

Shared governance thrives when nurses work together, engage in identifying work environment challenges, and plan for upcoming years to grow, innovate, and outperform for better quality of care. Through our council representatives, the nursing department strategic plan for 2017-2020 has been developed and presented to nurses at all levels in the presence of Dr. Samir Alam, Chief of Staff and Dr. Ziyad Ghazzal, the interim Medical Center Director and Chief Medical Officer.

Our goals to foster an environment of quality and safety, transform care at bedside to meet patient needs, advance nursing practice through innovation, research and technology, cultivate an environment of continuous professional development, sustain excellence in nursing practice, and enhance the operational efficiency of the nursing department are undoubtedly a pledge to our profession and patient care.

As the Director of Nursing, it gives me great honor to lead this team of motivated and professionally driven nurses that will undoubtedly move the profession and the Medical Center forward while providing excellent nursing care to those who entrust us with their healthcare needs every day.

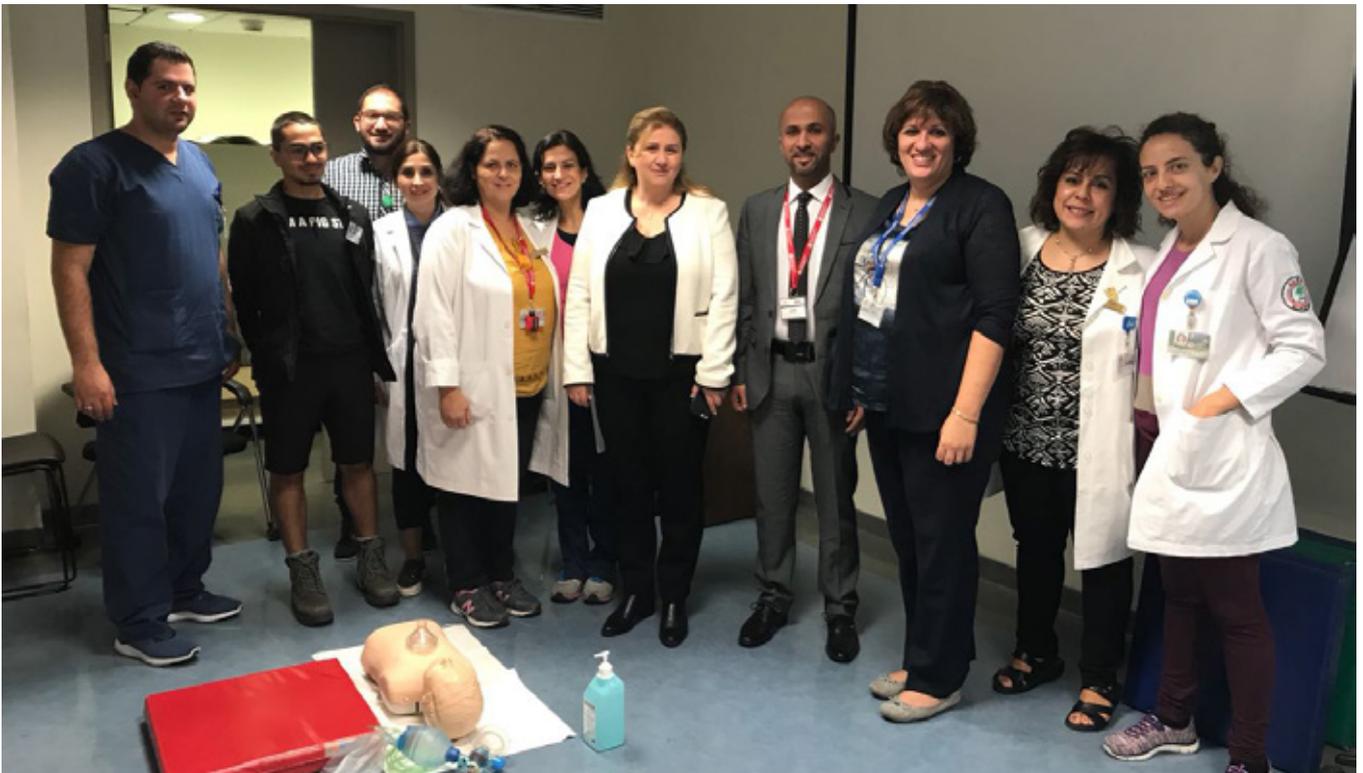


## ◀ Renewal of the Contract of the American Heart Association (AHA) and AUBMC Nursing Services Life Support Center ▶

Our AUBMC Nursing Services Life Support Center is affiliated with the American Heart Association (AHA) to deliver Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), and Heart Saver classes.

The AHA surveyors completed their site visit to the Life Support Center on November 6, 9, and 10, 2017. The surveyors reviewed our administrative files, conducted environmental surveys to check the classes for space, safety, and equipment, and monitored BLS and PALS classes. Our Life Support Center received very positive feedback from the surveyors and scored 100% compliance with AHA guidelines. The AHA contract was renewed for three years effective December 21, 2017.

This continuous success reflects our commitment and dedication to AUBMC's mission and vision.



## ◀ Quality in Motion ▶

The Nursing Services Quality Council created a calendar of activities for 2017-2018, focusing each month on a specific quality related theme. In order to guarantee successful achievement of the plan and ensure new members' engagement, the council opted to start with an educational quality course targeting the new council members. The course was attended by 24 members from different nursing units during September 2017. Content was presented by senior members of the council: Mr. Ahmad Kaskass, Bassile-Inpatient RN and Mr. Mohammad Najdi, IO South RN. The course content targeted different roles and responsibilities of a quality council member, namely auditing, data collection, data analysis, dashboard interpretation, performance improvement, adverse events reporting and others. The Nursing Quality Improvement (NQI) managers were present to support the team and clarify concerns.

Attendees were granted 3.5 contact hours by the Clinical and Professional Development Center.

Hence, the quality council members were ready to get in motion and conduct their first activity targeting compliance with blood transfusion policy. A task team prepared games and case scenarios with return demonstrations using fake blood transfusion sets. They visited all units where RNs transfuse blood components and focused on common deficiencies based on the feedback of the NQI managers.



## ◀ Quarterly DAISY Awards Honorees ▶

The DAISY (Diseases Attacking the Immune System) Award for Extraordinary Nurses honors the heroic work nurses do for patients and families every day. The award was developed by Patrick Barnes family after his death from complications of an auto-immune disease.

Following Patrick's death, his family felt bound to say "thank you" to nurses in a very public way, and they have created this award for Magnet hospital nurses only.

At AUBMC, the award recognizes nurses who demonstrate professional nursing excellence through clinical expertise, extraordinary service and compassionate care.

On quarterly basis, each DAISY Award honoree is recognized by the Nursing and Medical Center leadership with the jury panel at a surprise ceremony in his or her unit. DAISY Award honoree receive a DAISY Award pin, certificate and a hand-carved sculpture "A Healer's Touch".

Below are the quarterly DAISY award honorees:

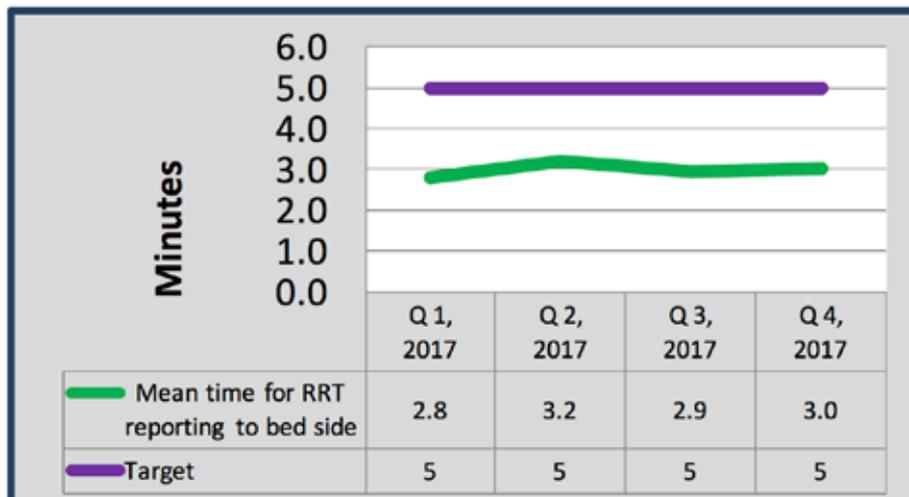
Division	4Q2016	1Q2017	2Q2017	3Q2017	4Q2017
Critical Care	Ziad El Ibrik	Fatima Dirany	Fatme Khalil	Ali Krayani	Amali Saab
Medical-Surgical	Mohammad Abbas	Bilal Sayyed	Bilal El Orr	Samer Al-Hajj Shehadeh	Noha Al Rayes
Pediatrics	Rony Merhi	Amneh El-Dahwish	-	-	Hind Mardini
Ambulatory	Samah Saifeddine	Rayan Okdah	Yeraz Bouldoukian	Anie Belehjian	Nadine Chaaya
Peri-Operative	Joelle Bedros			Maya Abdel Rahman	Araxi Yazedjian
Obstetric	-	-	-	-	Reem Sandid



## ◀ Rapid Response Team (RRT) to the Rescue ▶

The engagement of the Rapid Response Team (RRT) members in saving lives and attending to the patient's bedside is essential to provide the best quality of care to our patients. RRT physicians, nurses, and respiratory therapists are making every effort to be where they are needed the most in less than 5 minutes when called on the extension number 7111.

The below graph shows how fast the RRT is reporting to the patient's bedside:



## ◀ Liga of Critical Care Units ▶

During the months of December 2017 and January 2018, the Critical Care Education Council invited nurse managers and registered nurses from the Intensive Care Unit (ICU), Neuro-Intensive Care Unit (NCU), Respiratory Care Unit (RCU), Coronary Care Unit (CCU), and Emergency Department (ED) to participate in their event "Liga of Critical Care Units".

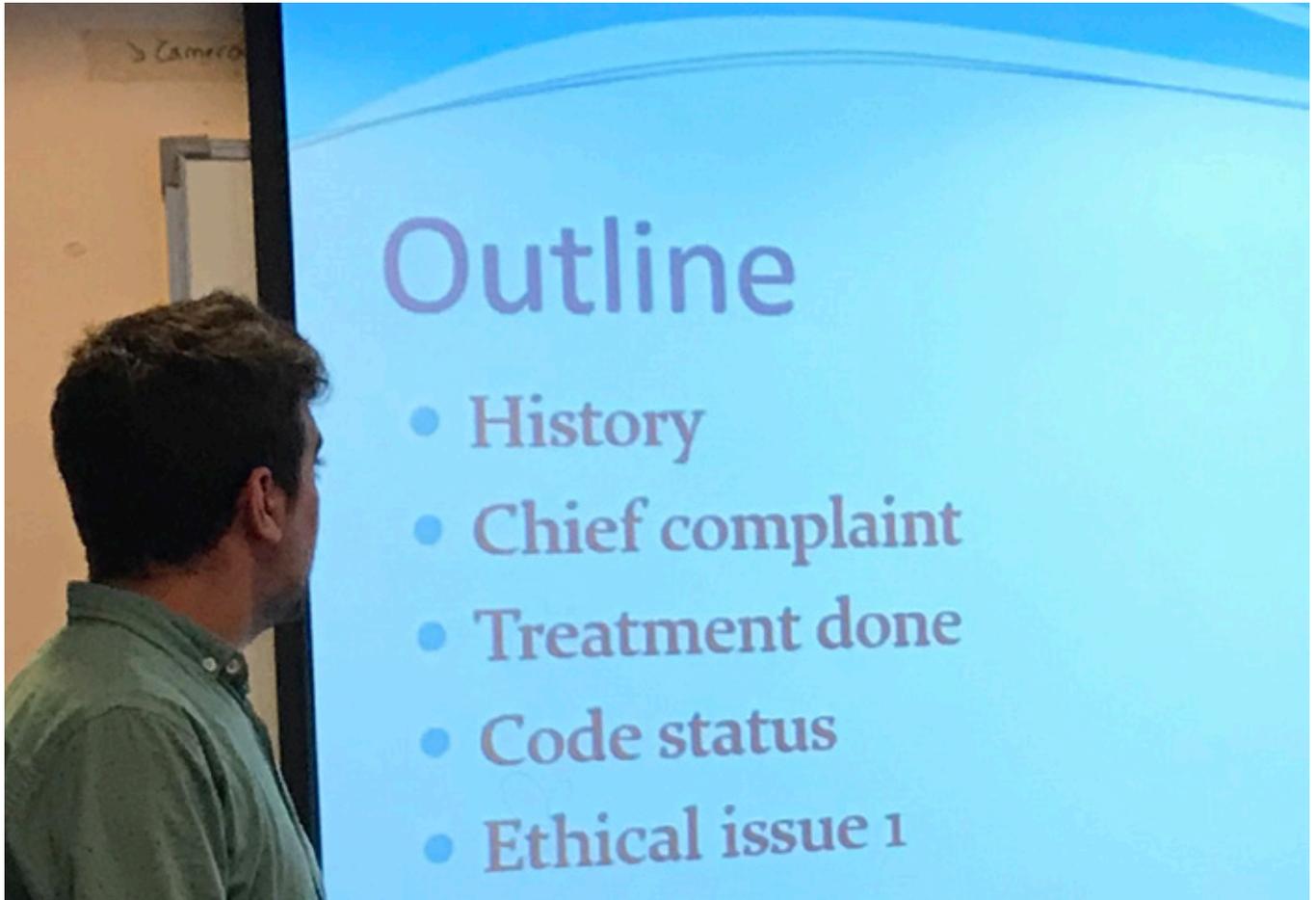
Creative methods were utilized to refresh the knowledge of nurses on standards of care, especially manual policies, Joint Commission International standards, and Magnet components. Colleagues of the participating members came to support their teams.

The fastest in using the buzzer and answering the questions correctly won the Liga. Congratulations to the ED Nurses again for winning the first place, the RCU Nurses for winning the second place, and the ICU Nurses for winning the third place. Keep it up!

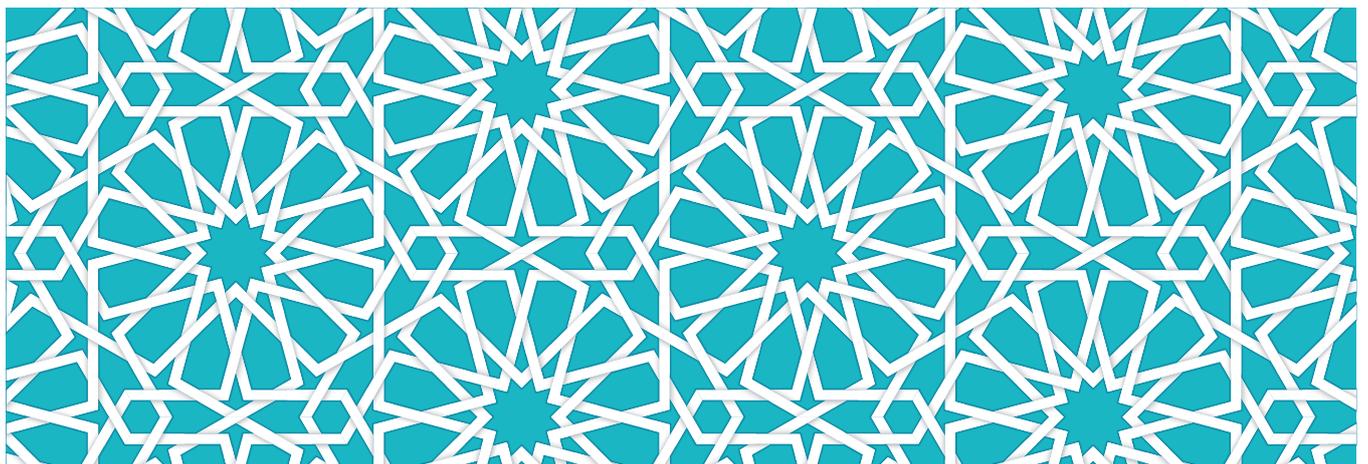


## ◀ Nursing Ethics: BROWnies and Grand Rounds ▶

The Salim El-Hoss Bioethics and Professionalism Program (SHBPP) and the Nursing Services Department initiated the first BROWnies event among nurses on Friday, November 24, 2017. BROWnies are Bioethics Rounds On the Wards. BROWnies consist of realistic patient multidisciplinary case descriptions that serve as a basis for reflection, dialogue and deliberation about moral problems, values, and concerns among physicians, nurses, and clinical bioethicist. The first BROWnies event was attended by the director of nursing, nurse managers, clinical nurse specialist, palliative care nurse, clinical nurse coordinators, clinical educator, registered nurses, and clinical bioethicist. All participants noted that this was an enriching and useful session that helped them see patients from a more holistic perspective and allowed them to gain more insight about ethical issues.



During the month of January, grand rounds about “Nurses and Patient Centered Care” were conducted by Dr. Thalia Arawi, Founding Director, SHBPP. Their purpose was to raise nurses’ awareness about ethics consultation. 105 nurses attended the sessions and enjoyed learning about the ethics consultation service. If you have any ethical concern, page Dr. Thalia Arawi on 0412.





## NEWS AND ANNOUNCEMENTS



◀ Congratulations to **Ms. Lama Chanouha**, 7 North RN, for earning her **International Board Certified Lactation Consultant (IBCLC)**. IBCLC is a healthcare professional who specializes in the clinical management of breastfeeding, certified by the International Board of Lactation Consultant Examiners. We are counting on Ms. Chanouha to provide leadership, advocacy, professional development, and research in the lactation field. Mabrouk again!



◀ The Nursing and the Medical team at AUBMC participated in **Beirut Marathon** that was held this year on Sunday, November 12, 2017. Their main role was to provide medical services to the injured participants in the Marathon such as triaging, assessing, and performing first aid treatments.



In addition to Beirut Marathon, nurses at all levels were involved in many volunteering activities such as Back to School Wellness Fair, Mobile Clinics, and Champs Fund and were recognized during the **UN International Volunteers' Day** for their contributions to the community by the organizing committee of the AUB Faculty of Medicine 150th Anniversary celebrations.



- ◀ A special gathering was held on November 15, 2017 to honor our esteemed and beloved ICU Nurse Manager, Mr. Nidal Saadi, and wish him the best of luck in his new career abroad.



- ◀ During the **Pain Awareness Month** (September 2017), the Pain Resource Nurse Taskforce adopted the International Association for Study of Pain theme “global year against post-operative pain”. The taskforce members conducted daily rounds and chart audits in the pre-admission unit and medical-surgical units to target pre-operative pain management education and monitor patients’ ability to participate in their pain management plan.



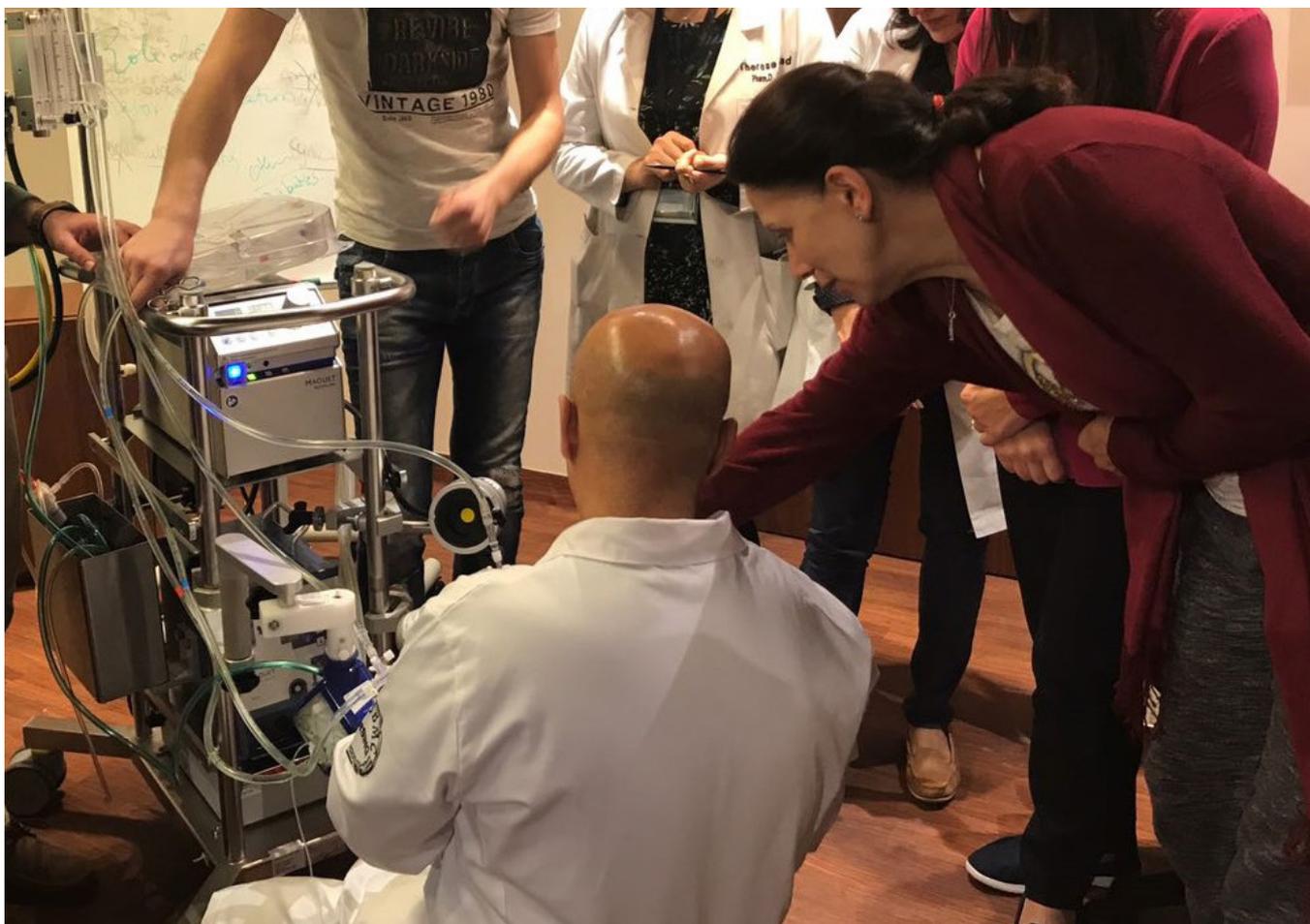
- ◀ On November 7, 2017, the **Medical-Surgical Educational Council** celebrated the Medical-Surgical Nurses Week. E-mails were sent to all medical-surgical nurses recognizing their hard work. The council members rounded on the units and distributed gifts. Furthermore, the council in the presence of nurse leaders for clinical affairs selected three nurses by raffle to be members in the Academy of Medical Surgical Nurses and Oncology Nursing Society.



- ◀ On the occasion of **Pediatric Nurses Week**, the Pediatric Educational Council in collaboration with the Work Life Council organized rounds on pediatric units during October 2017 that included interactive questions and distribution of posters and sweets.



- ◀ On November 7, 2017, the **Extra-Corporeal Membrane Oxygenation (ECMO): Pediatric and Neonatal Workshop** was held at AUBMC, providing the audience with a theoretical approach of ECMO along with case scenarios and hands-on practice sessions about ECMO circuit management. Eleven participants attended the workshop and were granted 6 contact hours by the Clinical and Professional Development Center.



◀ The Clinical and Professional Development Center organized “**Updates and Innovations in Neonatology**” on November 28-29, 2017. The workshop was attended by 19 participants from AUBMC and other institutions. After successfully completing the educational activity, the participants received 11.5 contact hours.



◀ The Clinical and Professional Development Center coordinated a **Pediatric Hemodialysis Course**. The course covered all aspects of nursing care for a pediatric patient with chronic kidney disease from physical assessment to dialysis considerations. Sixteen nurses attended the course, passed the posttest, and received 9.5 contact hours.



◀ **AUBHealth general assembly** during February 2018 was conducted for nurses by Mr. Hisham Bawadi, Assistant Project Director for AUBHealth and Mr. Hassan Osman, Senior Principal Trainer and included updates about AUBHealth and medication administration demo.





# NURSES' ADVENTURES



The nurses in Post-Anesthesia Care Unit met for a new adventure that tests their team skills outside the workplace. They spent wonderful time and enjoyed the laser tag activity.



## ◀ Mosaic, Our Nursing Services Department Football Team ▶

The Nursing Services has established a mini-football team in 2011 led by Mr. Ramzi Mouawad, Nurse Leader for Clinical Affairs. The Mosaic team is composed of 12 members from AUB/AUBMC and participates in different tournaments in AUB and Lebanon. The team trains at least once per week with professional trainers and holds friendly games to stay ready for official competitions.

Here is the list of Mosaic achievements:

AUB Community Tournaments	Achievement
AUB Syndicate of Workers Tournament 2011	1 <sup>st</sup> place
AUB Departments Play for Health Tournament 2012	1 <sup>st</sup> place
AUB Intramurals Tournament 2012	2 <sup>nd</sup> place
AUB Syndicate of Workers Tournament 2013	3 <sup>rd</sup> place
AUB Departments Play for Health Tournament 2015	3 <sup>rd</sup> place
AUB Syndicate of Workers Tournament 2015	1 <sup>st</sup> place
AUB Departments Play for Health Tournament 2016	1 <sup>st</sup> place
AUB Departments Play for Health Tournament 2017	1 <sup>st</sup> place

Supported by AUBMC leadership, Mosaic is continuing its journey towards more achievements that will make AUB proud in the sports community.



Lebanese Community Tournaments	Achievement
SportEvasion® Corporate Tournament 2012	Best supporting crowd award
SportEvasion® Corporate Tournament 2013	Sportsmanship/fair play award
Darb El Seem Club Tournament 2013	2 <sup>nd</sup> place
Shweifat Club Tournament 2014	Quarter final
Metn Tournament 2014	2 <sup>nd</sup> place
SportEvasion® Corporate Tournament 2014	Round 16
Foot 5 World Championship (F5WC)	Quarter final
SportEvasion® Corporate Tournament 2015	Semi-final and Best Scorer
SportEvasion® Corporate Tournament 2016	Round 16

