

Index

1 Efficient Medical
Record Management

2 Emergency
Department: A New
Beginning

3 Dialysis: A Lifeline for
Kidney Health

4 Important
Information for Blood
Donors

5 Facts and
Misconceptions About
Donating Blood

6 Healthy Women

7 The Importance of
Influenza A & B
Vaccination for
Healthcare Workers

8 Nursing Performance
Improvement

9 Laboratory Updates:
Advanced
Technology for
Faster, Better Patient
Care

10 Comprehensive
Oncology-Hematology
Department

Efficient Medical Record Management

The Medical Record Department plays a vital role in managing, preserving, and safeguarding the confidentiality of patient records. This department is responsible for organizing, classifying, and ensuring proper access to health information, all while adhering to regulatory standards.

The implementation of an electronic archiving system is key to achieving efficient and secure record management. It facilitates fast document retrieval, minimizes the risk of record loss or deterioration, and strengthens data confidentiality through secure access protocols.

Thanks to our comprehensive archives, patients can easily access their medical records from the past 20 years



The implementation of an electronic archiving system is key to achieving efficient and secure record management. It facilitates fast document retrieval, minimizes the risk of record loss or deterioration, and strengthens data confidentiality through secure access protocols.

Salwa Najem
Head of Medical Record Department

In this newsletter you can expect:

The Role of the
Medical Record
Department

Advancements in
Electronic
Archiving

Ensuring Data
Confidentiality

Accessing Your
Medical History

Continuous
Improvement

Emergency Department: A New Beginning

For decades, Notre-Dame Hospital has played a pioneering role in serving the region's population.

The new management has embarked on a journey of excellence by integrating all the components required by the latest hospital accreditation standards.

As the hospital's showcase, the Emergency Department is also committed to actively participating in this process of care improvement at various levels:

1. Human Resources Enhancement

The presence of an on-site physician 24/7, working in coordination with various specialists ready to intervene quickly for the safety and well-being of patients, enhances public satisfaction. Also, an emergency medicine resident is always present in the department, with increased availability during the day.

2. Strengthening Medical Education

The hospital's leadership has initiated discussions with several universities, including Balamand University, to increase the number of residents training within the institution. This demonstrates a strong commitment to advancing medical education and training.

3. Architectural Expansion & Renovation

Renovation and expansion work has begun to improve patient reception and care efficiency, focusing on three key areas:

- Increasing Patient Capacity by creating new consultation rooms.
- Internal Service Reorganization with the addition of a dressing room and a minor surgery room staffed with dedicated personnel, easing the burden on emergency teams and improving patient experience.
- Opening New Radiology Rooms within the emergency department, equipped with a CT scanner and an MRI machine.



4. Standardized Care Protocols

The hospital is implementing standardized treatment protocols for common medical conditions in consultation with department heads. The goal is to harmonize practices across all services.

All these improvement efforts will be monitored through a quality control process, using established performance indicators, satisfaction surveys, and continuous staff training.

The Emergency Department of Notre-Dame Hospital will remain a place of friendliness, efficiency, and empathy for anyone seeking professional and high-quality medical assistance.

Dr. Dany Raad
Chief of Emergency Department

In this newsletter
you can expect:

Updates on
Healthcare
Improvements

Quality & Safety
Initiatives

New Technologies
& Innovations

Staff & Training
Highlights

Performance &
Patient Experience

Emergency &
Critical Care
Enhancements

Upcoming Events &
Initiatives

Dialysis: A Lifeline for Kidney Health

Understanding Dialysis and Its Importance the Dialysis Department plays a critical role in hospitals by providing life-sustaining treatment to patients with kidney failure or severe kidney dysfunction.

Dialysis is a medical procedure that removes waste, excess fluids, and toxins from the blood when the kidneys can no longer perform these functions naturally. This treatment is essential in managing chronic kidney disease (CKD) and acute kidney injury (AKI), ensuring patients maintain a stable internal balance.



Role of Dialysis Nurses and Healthcare Providers

- Assessing patients before, during, and after dialysis sessions.
- Operating and maintaining dialysis machines to ensure proper function.
- Administering medications and monitoring for potential complications.
- Providing emotional support to patients coping with the challenges of long-term dialysis.
- Educating patients on self-care techniques to enhance their quality of life.

Functions of the Dialysis Department

- Providing life-saving dialysis treatment for patients with end-stage renal disease (ESRD) and acute kidney conditions.
- Monitoring patients' vital signs and fluid balance to prevent complications. Educating patients and their families on dialysis procedures, dietary restrictions, and medication management.
- Collaborating with nephrologists, nurses, dietitians, and social workers to develop individualized care plans. Collaborating with nephrologists, nurses, dietitians, and social workers to develop individualized care plans.

Yvette Zakour
Dialysis Head Nurse

In this newsletter
you can expect:

Patient Admission

Initial Assessment

Treatment Plan
Selection

Dialysis Procedure

Patient Education &
Support

Important Information for Blood Donors

Dear donor,

Donating blood is a great help you are offering to a fellow human being. It is imperative to answer honestly and accurately and ask questions about any issue you are not sure about. If you want to change your answers later or remembered an important fact, please call us at your earliest convenience.

Before you donate

- Your donation is a voluntary, free, and humane act to help a person in need.
- We take about 450 ml of blood OR about 400-600 ml of plasma in the case of platelets donation.
- We do our best to ensure that your donation does not put you or the receiver at any risk
- The questionnaire you are about to take will go through 40 questions to determine if you can donate. We request that you answer honestly and accurately
- All the information you provide will be kept confidential at all times.
- Most people over 18, over 50kg, can donate blood as long as they don't have certain diseases and conditions as detailed in the questionnaire.
- Medical problems like recent surgery, hepatitis, HIV, drug use, tattoos, vaccines and certain medications may cause deferral of donation.



After you donate

- It is best to drink lots of fluids after donating blood to replace the fluids you lost.
- Avoid smoking and exercise for 3 hours after donation
- If you feel any dizziness or other discomfort, please let us know immediately
- You can donate blood every 8 weeks, up to 5 times per year if your health permits
- If you want, you can change your mind about using your blood by calling us
- Please call us immediately if you remembered any important information related to you donation

Please call us immediately if you develop any new symptoms or positive tests or learned any new information related to your donation such as developing a new infection, etc.

Dr. Tarek Wehbe
Head of Blood Bank

In this newsletter
you can expect:

Importance of
Blood Donation

Eligibility &
Guidelines

The Donation
Process

Health & Safety

Updates & Events

How You Can Help
More

Facts and Misconceptions About Donating Blood

Donating blood may be an intimidating experience, but it's an easy process that can help save someone's life, provide a sense of belonging and reduce negative feelings as you help others. One donation can potentially save as many as three lives.

The top myths about donating blood are:

Myth #1: I cannot donate blood because I take medications.

- Most medications do not disqualify donors. Only a few require a waiting period after the last dose.

Myth #2: I cannot donate blood because I donated 3 months ago.

- Blood donation can be done every 8 weeks (56 days) if you are healthy and meet the requirements.

Myth #3: It takes a long time to donate blood.

- The process takes about 30 minutes, including a health check, donation (8-10 min), and a short rest.

Myth #4: People with tattoos, piercings, or recent surgery cannot donate.

- They can donate after 1 year if no other health concerns exist.

Myth #5: Blood donation is good for health.

- While it does not provide direct health benefits, it boosts emotional well-being by helping others.

Myth #6: High blood pressure prevents donation.

- Donors can give blood if their blood pressure is 150/100 or below at the time of donation.

Myth #7: I don't donate because of personal questions.

- Questions ensure safety for donors and recipients and are handled confidentially.



Myth #8: It's okay to provide inaccurate answers since blood is tested anyway.

- Some infections cannot be immediately detected by tests, so honest answers are critical.

Myth #9: If I donated before, my family is entitled to blood in the future.

- Blood has an expiration date (6 weeks for red cells, 5 days for platelets, 1 year for plasma).

Myth #10: Receiving blood from a family member is safer.

- It can cause graft-versus-host disease, a serious and potentially fatal condition.

Myth #11: I will not have enough blood after donation.

- Only 8-12% of blood volume is taken, and it replenishes within 24 hours (fluid) and 4-6 weeks (red cells).

Myth #12: I can leave immediately after donating.

- You should rest for at least 10 minutes with refreshments to help your body adjust.

Next time you are thinking about donating blood, please swing by our Blood Bank where we would be very happy to answer any question you have and help you feel great and proud! See you soon.

Dr. Tarek Wehbe
Head of Blood Bank

In this newsletter
you can expect:

Reassurance About
Eligibility

Debunking Fears
About the Process

Clarification on
Medical
Misconceptions

Emphasizing
Ethical
Responsibility

Encouragement to
Donate

Healthy Women

Today's, women are juggling various responsibilities while trying to balance the demands of family and work.

With busiest programs, it's essential for working women to prioritize and adopt a healthy eating habit that is paramount to maintain and boost energy levels, vitality, and to promote a well-being status. Right food can not only improve the mood, boost energy, and help to maintain a healthy weight, it can also support women through the different stages in life.

Here are some advices to help women to stay at the top of their game.

Meal Schedule

Planning meals each week can ensure that active woman have during her busiest days nutritious options. Here are some tips:

- Schedule weekly meal that should contains a nutrient-rich food like fruits, vegetables, whole grains and lean proteins to provide sustained energy throughout the day.
- Prepare meals in advance and store them in portioned containers.

Energy-Boosting Snacks

Active woman needs an energy boost between meals. Instead of eating sugary or processed snacks, busy woman should be oriented toward nutritious options that provide sustained energy. Here are some ideas:

- Handful of nuts or seeds paired with fresh fruits
- Greek yogurt mixed with granola and berries.
- Carrot sticks or whole-grain crackers with Hummus.
- Homemade energy balls made with dates, nuts, and seeds.
- Whole-grain toast or apple slices with peanut butter.



Prioritizing Nutrient-Dense Foods

To maintain energy and vitality, it's essential for active woman to prioritize consuming nutrient-dense foods.

Include the following in your diet:

- Lean proteins such as fish, chicken, fish, tofu, or legumes to support muscle repair and growth.
- Whole grains like whole-wheat bread, quinoa, and brown rice for sustained energy and fiber.
- Colorful fruits and vegetables packed with vitamins, minerals, and antioxidants.
- Healthy fats such as avocados, nuts, and olive oil for satiety and brain health.
- Provide hydration with water, and infused water to support overall well-being.

Mindful Eating and Portion Control

During the busy lifestyle, it's crucial to practice mindful eating and portion control. Here are some advice:

- To avoid overeating listen to your body's hunger and fullness cues.
- To control portion sizes, use smaller plates and bowls.
- Focus on the enjoyment of your meal.
- Avoid distractions while eating, such as screens or work.

Mind that, by fueling your body with the right foods, you're setting yourself up for success in all areas of your active lifestyle.

RD. Marie-Therese Akiki
Nutrition and Public Health

In this newsletter
you can expect:

Reassurance About
Eligibility

Debunking Fears
About the Process

Clarification on
Medical
Misconceptions

Emphasizing
Ethical
Responsibility

Encouragement to
Donate

The Importance of Influenza A & B Vaccination for Healthcare Workers

Influenza (flu) is a contagious respiratory illness caused by influenza A and B viruses. It can lead to severe complications, especially for vulnerable patients and healthcare workers (HCWs). Symptoms include fever, cough, sore throat, body aches, fatigue, and, in severe cases, respiratory distress.

Why Vaccination Matters

- Protects Patients: Reduces the risk of transmitting influenza to those at high risk.
- Protects HCWs: Lowers the chance of getting sick, reducing absenteeism.
- Community Health: Higher vaccination rates help control outbreaks.

Preventive Measures for Healthcare Workers

- Get Vaccinated Annually – Recommended by the CDC to minimize flu transmission.
- Practice Hand Hygiene – Wash hands frequently or use alcohol-based sanitizer.
- Use PPE – Wear masks, gloves, and eye protection when necessary.
- Follow Respiratory Hygiene – Encourage patients to cover coughs and sneezes.
- Isolate Infected Patients – Implement droplet precautions for flu-positive cases.
- Monitor Symptoms & Stay Home if Sick – Report flu-like symptoms and follow workplace policies.
- Clean & Disinfect Surfaces – Regularly sanitize high-touch areas.

Hospital Influenza Data (Jan–Feb 2025)

Total tested: 758
Positive cases: 101 (31%)
Admitted patients: 23
HCWs tested: 12
HCWs positive: 6



Hospital Policies

Many hospitals mandate flu vaccination or require masks for unvaccinated HCWs during flu season. Reporting HCW vaccination rates ensures transparency and accountability.

Conclusion

Annual influenza vaccination is a key infection control strategy. By following CDC guidelines and hospital policies, HCWs help protect themselves, patients, and the broader community.

Rima Nasrany
Head of department
Infection prevention and control
Occupational health and safety

In this newsletter you can expect:

The importance of influenza A & B vaccination for healthcare workers

Key benefits of vaccination

Preventive measures

Hospital influenza data

Hospital policies

A call to action for healthcare workers to stay informed and get vaccinated

Nursing Performance Improvement

Accreditation of hospitals is a voluntary process by which an authorized agency or organization evaluates and recognizes health services according to a set of standards describing the structures and processes that contribute to desirable patient outcomes.

Central to accreditation are two features: the principle of external review and the use of standards.

Accreditation has had different paths and patterns of growth in different parts of the globe. In Lebanon, the Lebanese Accreditation began to take shape in the early 2000s with the establishment of the Lebanese Accreditation Council (LIBNOR) as a key institution responsible for overseeing the quality and standards of various sectors in Lebanon. LIBNOR, which was founded in 2002, was tasked with accrediting organizations and laboratories to ensure conformity with national and international standards.

Over the years, the accreditation system has grown to cover various industries, including education, health, and manufacturing, aiming to improve quality, safety, and competitiveness both locally and globally.

The push for accreditation in Lebanon aligns with the country's efforts to integrate more fully into international trade and regulatory systems.

- Knowledge, behavior and skills can be determined via objective tests, essay tests, computer simulation, computer-based questionnaires, case studies, actual observation, peer evaluation and nursing audits.

Getting Staff "Buy In" for Quality Improvement:

The success of a performance improvement projects depends on the nurses' involvement and understanding of the process.



Nurses fulfill many roles in these projects such as team leaders, educators as well as team members. Getting them to be active members of the project team is the challenge for nurse managers.

The following are suggestions for nurse managers to assure that staff members are active participants in the performance improvement process:

- Staff nurses are involved in the quality improvement and see it as educational while also believing that it helps improve patient care.
- Make it "about the patient".
- Make improving quality an expectation and everyday event in your department (make staff accountable).
- Show the correlation between quality and autonomy.
- Involve all team members (physicians, nurses, administrative, case management).
- Nurses who believe that they are providing high-quality patient care and who also believe that their organization makes high-quality patient care a priority are more likely to participate.

Doris Fawaz
Deputy Chief Nursing Officer

In this newsletter
you can expect:

Hospital
Accreditation &
Standards

Accreditation in
Lebanon

Evaluating Nursing
Performance

Engaging Nurses in
Quality
Improvement

Building a Culture
of Quality

Interdisciplinary
Collaboration

Laboratory Updates: Advanced Technology for Faster, Better Patient Care

We are excited to share some important updates about the advanced equipment and ongoing improvements in our laboratory, all aimed at enhancing the quality and efficiency of the services we provide to our patients.

Our laboratory is equipped with the latest machines to ensure accurate and timely test results:

- **Hematology:** We use the Sysmex XN-530 for blood analysis. Sysmex is widely regarded as the leading brand in hematology worldwide, known for its advanced technology, precision, and reliability in diagnostic systems.
- **Blood Gas Analysis:** In addition to the Siemens Healthineers Rapid Point 500e, we have recently acquired the ABL9 Radiometer.
- **Biochemistry:** Our Roche Pure machine houses two advanced systems—Cobas e402 for hormone and serology testing, and Cobas c303 for chemical analysis.

As a backup, we also have the Dimension EXL 200 from Siemens, ensuring continuity in case of any technical issues.



Improved Patient Care

Additionally, we are closely monitoring Turnaround Time (TAT) to ensure timely delivery of results. Our administrative assistant is dedicated to ensuring that all patients receive their test results within the promised timelines.

We are proud of these upgrades and the positive impact they are already having on both our team and our patients. As we continue to innovate, we remain committed to providing the best possible care.

Dr Sarah Francis
Deputy Head of Laboratory Department

In this newsletter
you can expect:

New Advanced
Equipment

Improved
Diagnostic
Capabilities

Ensuring
Continuity &
Reliability

Faster Test Results

Commitment to
Quality &
Innovation

Comprehensive Oncology-Hematology Department



We are proud to announce the opening of the **Oncology-Hematology Department** at Notre Dame University Hospital, a major step forward in providing specialized cancer care for patients in **Keserwan and surrounding areas**. Our goal is to offer **comprehensive, multidisciplinary cancer care**, ensuring that patients receive the most advanced treatments without the need to travel far from home.

Our department is equipped to manage all types of solid tumors and hematologic malignancies, including breast cancer, lung cancer, colorectal cancer, lymphoma, leukemia, and multiple myeloma. We provide a full range of services, including early diagnosis, chemotherapy, immunotherapy, targeted therapy, and supportive care, all tailored to each patient's specific condition.

Our team of experts works closely with radiologists, surgeons, pathologists, and other specialists to ensure an integrated and personalized treatment plan for every patient. With a patient-centered approach, we focus not only on treatment but also on providing emotional, psychological, and palliative support to improve the quality of life for our patients and their families.

Cancer Prevention: The Key to Reducing Cancer Risk

While advances in medical research and treatment have significantly improved cancer survival rates, prevention remains the most powerful tool in reducing cancer incidence. Primary prevention focuses on reducing exposure to known risk factors and adopting a healthier lifestyle to lower the likelihood of developing cancer.

Here are some key steps to prevent cancer before it starts:

- ✓ **Avoid Tobacco Use:** Smoking and tobacco exposure are responsible for a significant percentage of lung, oral, and other cancers. Quitting smoking can greatly reduce cancer risk.
- ✓ **Maintain a Healthy Diet:** Eating a diet rich in **fruits, vegetables, whole grains, and lean proteins** while reducing processed foods and red meat can lower cancer risk.
- ✓ **Stay Physically Active & Maintain a Healthy Weight:** Obesity is linked to several cancers, including breast, colon, and endometrial cancer. Regular exercise and a balanced diet help maintain a healthy weight.
- ✓ **Limit Alcohol Consumption:** Excessive alcohol intake increases the risk of liver, breast, and esophageal cancers. Moderation is key.
- ✓ **Protect Yourself from the Sun:** Skin cancer is one of the most preventable cancers. Using sunscreen, wearing protective clothing, and avoiding excessive sun exposure can reduce the risk.
- ✓ **Get Vaccinated:** The **HPV vaccine** helps prevent cervical and other cancers, while the **hepatitis B vaccine** reduces the risk of liver cancer.
- ✓ **Undergo Regular Screenings:** Routine screenings such as **mammograms, colonoscopies, Pap smears, and prostate exams** help detect cancer at an early, more treatable stage.

By making these lifestyle changes and staying informed, we can all take proactive steps toward reducing cancer risk and promoting a healthier future.

At Notre Dame University Hospital, we are committed not only to treating cancer but also to educating and empowering our community to take charge of their health.

Dr. Mansour Salem
Head of Department, Oncology Hematology

In this newsletter you can expect:

Opening of a comprehensive Oncology-Hematology Department

Specialized Cancer Treatments

Personalized & Integrated Care

Focus on Patient Well-being

Cancer Prevention Strategies

Commitment to Community Health