

ACC TRANSITION

THE HALIM & AIDA DANIEL ACADEMIC AND CLINICAL CENTER



1 CLINICAL TRANSITION TO DANIEL ACC

In preparation for the activation phase of the Daniel ACC building by the beginning of 2018, it is absolutely critical to have the participation of all the stakeholders in the improvement work and transition activities to ensure everyone is on the same page, with the same plan. Numerous meetings with medical staff on one to one basis, multidisciplinary discussions, subspecialty group meetings and workshops have been conducted to prepare for the clinical transition of Daniel ACC. The transition addresses the clinical changes associated with Daniel ACC activation and their corresponding challenges, as per the intent of its design and as illustrated in the graph below. The training team led by Ms. Linda Laham, with the strong support of members from Nursing (CPDC), IT, Finance, and specialty clinics administration and trainers from multiple clinical areas have been working on several initiatives for the past few months to train all those moving to Daniel ACC on the new processes. In parallel, standard work related to patient and work flow is being developed and documented to be used for future reference and training purposes.



2 TRAINING ON NEWLY DEVELOPED IT APPLICATIONS

Trainers identified from multiple disciplines including medical staff attended a two hour session to train all medical staff on using the new applications, mainly Computerized Physician Order Entry (CPOE), and e-prescriptions to order tests, procedures, and medications electronically. Trainers also conducted one to one training sessions with physicians and compiled feedback for further improvement of the applications before launching them. This was complemented with self-learning training videos developed on HIS to assist medical staff on using the application at their own pace.

In parallel, with the new processes developed for Daniel ACC, "clinic assistant" jobs have been revised to assume additional responsibilities mainly financial, to allow the patient to have a one stop shop. For that purpose, clinic assistants, a total of 31 staff members, are currently receiving the needed training to become tellers. Most of the training initiative and its coordination were led by Diala Abu Daher, Specialty Clinics administrator, and Helen Demian, Cashier Manager.



3 3P WORKSHOPS (PRODUCTION- PREPARATION- PROCESS)

Workshops that included multidisciplinary group discussions and engaging activities were conducted for each specialty moving to Daniel ACC. The objective of these workshops was to deconstruct work processes, fostering collaboration and interaction, to openly spot inefficiencies and optimize patient flow and coordination of care. These events allowed us to validate the information gathered, create opportunities for process change and refinement, and most importantly train all members involved and familiarize them with the new setting and workflow. ENT and psychiatry were among the first specialties who attended these workshops. The engagement of those who attended and the valuable contribution to the overall process was impressive. Many issues emerged from these workshops and the transition team is following up very closely on each to iron it out.



4 — PATIENT EXPERIENCE AT DANIEL ACC: AN EVIDENCE-BASED APPROACH

At Daniel ACC, patient-centered care is the driver of our intended changes, and we mainly aim to improve the quality of care and the overall patient experience. To take this a step further, we have initiated a project with the Evidence-Based Health Care Management Unit (EHMU) to identify, from the patients' perspective, the various elements that can ensure a superior patient experience for outpatients. The project, which will be operationalized at Daniel ACC, is currently in the development phase whereby we are investigating the process that starts from the moment patients take their appointment to the moment they leave the medical center. We have therefore initiated three focus groups and conducted interviews with patients who visited the Specialty Clinics at AUBMC. Upon completion, we will be able to gather data that would help us understand the patients' perception of what makes up optimal and exceptional patient experience in outpatient care. Patients, who were introduced to Daniel ACC, gave valuable insights and were very grateful to take part in this process.

5 — HIGHLIGHTS OF DANIEL ACC

- 1. Art at Daniel ACC:** Art in hospitals have been growing extensively worldwide. The concept of art in hospitals goes well beyond decoration; it is rather utilized to transform the hospital environment and create opportunities for expression, connection, and self-identity for patients and staff equally. A distinctive art program that is meant to engage patients, visitors, physicians, nurses, and staff on multiple levels, is planned for Daniel ACC. The program will help patients reflect on their experience of being in a hospital. This will eventually create a distinguished environment within the premises. More details about the program will be communicated soon.
- 2. Clinical simulation center:** The center is an innovative instructional environment that aims to progress as a Center of Excellence for professional healthcare education in Lebanon and the region. It focuses on faculty and medical students' training and certification in simulation. Its purpose is to promote safe and effective healthcare by preparing proficient individuals and teams who can meet the challenges of the real world.



6 — TRANSITION TIMELINE AND UPDATE

The graph below shows our progress in terms of transition. We are on track and ready to move in Fall 2017. All the tasks of the 1st quarter of 2017 have been successfully completed, and we are currently in the “train” phase. Overall, we are shifting from the training to the moving schedule, and we are working towards building momentum by ensuring building readiness and applying final testing of systems. Our staff are joining orientation sessions to be ready for the next step.



UPCOMING EVENTS

Physical Move
Fall 2017

Soft Opening
Fall 2017

“A day in the life” events
December 2017

Grand opening
Early 2018

CONTACT INFORMATION

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