

ssmc مدينة الشيخ شخبوط الطبية
Sheikh Shakhbout Medical City

In partnership with بالشراكة مع



2020 Annual Report

Our Inaugural Year





Please click to navigate

6

Mission, Vision and Primary Value

8

Message from our Chairman

10

Message from our CEO

12

SSMC leadership at a glance

14

Strength in partnership

18

SSMC activation

20

Beginning the journey to a destination medical center

22

SSMC Model of Care

24

SSMC by the numbers

26

Expanding our reach

28

SSMC achievements in 2020

30

Structure for success

32

COVID-19 pandemic response

34

Patient-centered care

36

Quality and safety at SSMC

38

Engaging with our community

39

Connecting with our patients

40

Investing in our future workforce

41

Engaging our staff

42

Our staff

48

Evolving the education shield

50

Research and medicine

52

The future at SSMC



The Late Sheikh Zayed Bin Sultan Al Nahyan

“ No matter how many buildings, foundations, schools and hospitals we build, or how many bridges we raise, all these are material entities. The real spirit behind the progress is the human spirit, the able man with his intellect and capabilities. ”

“ As we grow in learning, we more justly appreciate our dependence upon each other. The sum-total of medical knowledge is now so great and wide-spreading that it would be futile for one man to attempt to acquire, or for any one man to assume that he has, even a good working knowledge of any large part of the whole. The very necessities of the case are driving practitioners into cooperation. The best interest of the patient is the only interest to be considered, and in order that the sick may have the benefit of advancing knowledge, union of forces is necessary.”

William J. Mayo, M.D.



Charles H. Mayo, M.D. and William J. Mayo, M.D.



Mission

SSMC delivers holistic, transformational health care solutions that exceed expectations and generate loyalty in the Emirates and beyond



Vision

To be the leading integrated health care destination in the region



Primary Value

The needs of the patient come first



Message from our Chairman



I am pleased to present SSMC's first year Annual Report as we celebrate its valuable contributions to Abu Dhabi's health care sector since inception in 2019 and continue its journey towards becoming a premier integrated health care facility.

As the pillar of the health care system in Abu Dhabi, with a rich heritage of providing its people with essential services that meet and exceed international standards and medical excellence, SEHA joined forces with Mayo Clinic, the world's most respected health care provider, to bring unparalleled expertise to the region. The joint agreement between SEHA and Mayo Clinic aims to elevate the hospital as a national and regional center of excellence, offering comprehensive, interdisciplinary learning and the ability to treat the most complex medical cases.

The joint venture agreement with Mayo Clinic marks the first major equity investment by an international health care provider in the UAE, which further cements our shared commitment to develop a beacon for health care in the region, transforming SSMC into a global destination. Joining forces with Mayo Clinic has already demonstrated the positive impact that we desire to achieve with the transfer of talent,

knowledge, and expertise, advancing the development of the nation's medical industry and enhancing the care we provide to the community.

Partnering with Mayo Clinic has already boosted the exchange of knowledge and innovation, which has been the driving force behind SSMC's projected growth. Integrating Mayo Clinic's three shields of Practice, Research and Education into our operating model will continue the transformation of the industry and our provision of excellence in health care to the community, showcasing the capital as a science hub for innovation, medical education and research.

I would like to take this opportunity to thank everyone involved for their collective and integral contribution to the establishment and activation of SSMC and look forward to being part of SSMC's journey as we further establish Abu Dhabi as a global destination for health care.

H.E. Salem Rashed Al Nuaimi

Chairman

Abu Dhabi Health Services Company (SEHA) and Sheikh Shakhbout Medical City (SSMC)

Message from our CEO



OUR PATIENTS: At the heart of everything we do

Our Model of Care. Our People. Our Partners.

The past year has been truly unforgettable and, at Sheikh Shakhbout Medical City, a year of achievements — of lives saved and medical firsts — and the extraordinary people and partners who made it happen. Our talented teams, integrated with SEHA and Mayo Clinic, have forged relationships and worked together in new ways to care for our patients, who are at the heart of everything we do.

The opening of our hospital just more than a year ago marked the start of a carefully planned, 10-year transformation into a premier destination medical center for the people of Abu Dhabi, the UAE and the Gulf region. SSMC has the unwavering support of the Abu Dhabi government and the investment of SEHA and Mayo Clinic to shape the future of this nation's health care.

The needs of our patients inspire and drive us. When the COVID-19 pandemic reached our community, our teams partnered quickly and effectively with SEHA to bolster this nation's response. Ninety-one Mayo Clinic staff flew from the United States during Operation HOPE to expand hospital capacity and alleviate the pressure on frontline staff.

In this report, we introduce you to members of our staff who exemplify the SSMC spirit and give you a glimpse of the partnerships, teamwork and innovation that characterize our first year

into this journey. Our shared values and a culture of Integrate-Connect-Learn-Deliver define the way we work together to become Abu Dhabi's premier integrated health care destination.

On a personal note, after I joined Mayo Clinic in 1995, I began to think about how to deliver the same patient experience and trusted quality care closer to where patients live. For me, closer to home is the Middle East. I am most honored to be leading the joint venture effort to build the next Mayo Clinic in Abu Dhabi.

Sheikh Shakhbout Medical City has been given this once-in-a-lifetime opportunity by the Abu Dhabi government, SEHA and Mayo Clinic, to positively affect the lives of patients in this part of the world, elevating the standards of patient care, medical education and research. This great and unique opportunity continues as our driving force as, together, we move closer to our goal.

Thank you for a successful first year and helping us to serve our patients with excellence.

Sincerely,

Naser Mahmud Ammash, MD

Chief Executive Officer

Sheikh Shakhbout Medical City (SSMC)

SSMC leadership at a glance

									
Eric Nelson Associate Administrator	Sultan Al Nuaimi Senior Human Resources Director	Gautam Sashittal Interim Chief Financial Officer	Dr. Matthew Gettman Chief Medical Officer	Dr. Naser Ammash Chief Executive Officer	Teresa Connolly, DNP, FACHE Interim Chief Administrative Officer	Michael Ryan Chief Administrative Officer	Dr. John Black Executive Director of Strategic Expansion	Zulaikha Al Hosani, RN, EMHCA Chief Nursing Officer	Hilary Mathews Interim Associate Administrator

Strength in partnership

SEHA

SEHA is the cornerstone of the UAE's health care landscape, operating the largest public health care network in the country. With a rich legacy of meeting the community's needs, the launch of SSMC cements SEHA's commitment to clinical excellence and an advanced patient experience. The joint agreement between SEHA and Mayo Clinic enables SSMC to set new international benchmarks in the region, further establishing Abu Dhabi as a destination on the global map of health care excellence.

- In collaboration with Mayo Clinic, SEHA led efforts to activate SSMC; efficiently investing staff, project management and other resources, enabling a seamless and safe activation of the new hospital.
- SEHA provided integral leadership and support throughout the nation's response to the COVID-19 pandemic, including assistance with testing capabilities, establishment of field hospitals and timely access to critical supplies, personnel and services.
- SEHA continues its transformation with consolidation of many medical and surgical specialty services at SSMC from across its health care network to establish a destination medical care model.
- A Transitional Services Agreement between SEHA and SSMC ensures SSMC receives seamless support for corporate services. The agreement also provides a platform for collaboration on key system-wide services such as infection control and emergency management, allowing for optimal service delivery at SSMC and across SEHA.
- Union71, a new lab testing services company under Abu Dhabi Holdings, provides SSMC with complex lab testing capabilities by sub-specialty consultant pathologists and experienced technologists.
- Rafed, a new group purchasing organization stemming from SEHA's existing procurement function, promises to provide SSMC with valuable supply chain support.





Strength in partnership

Mayo Clinic

Mayo Clinic has invested health care expertise, talent and resources into Sheikh Shakhbout Medical City. Over a 10-year journey, Mayo Clinic's partnership, along with SEHA, aims to transform SSMC into a destination medical center, bringing to fruition the vision of the nation's leaders to establish world-class health care in the United Arab Emirates.

- Mayo Clinic has shared valuable health care expertise by partnering with SSMC on the recruitment and relocation of Mayo Clinic physicians, nurses, administrators, health care experts and other talent to the United Arab Emirates.
- In response to the COVID-19 pandemic, 91 Mayo Clinic employees including physicians, nurses and allied health staff traveled to the UAE on temporary assignment to care for patients at SSMC as part of the hospital's need to expand capacity.
- SSMC has begun integrating into its practice Mayo Clinic expertise with tools including AskMayoExpert, eConsults with Mayo Clinic experts, as well as protocols for enhanced recovery after surgery.
- Mayo Clinic helped equip SSMC with applicable tools, systems and procedures to improve the quality of care and to integrate standards of excellence into the care-review process, resulting in deeper insights and understanding through root cause analysis.
- Mayo Clinic and SSMC began a review and integration of organizational policies to establish a baseline for future operations and performance standards.
- Mayo Clinic facility experts partnered with their counterpart at SSMC and SEHA to optimize space utilization and clinical performance. They also collaborated on capital projects to advance the planning needed to further develop the facility.

SSMC activation

Activating the hospital

On Thursday, January 9, 2020, teams from SEHA, Mayo Clinic, Mafraq Hospital and Sheikh Shakhbout Medical City (SSMC) worked together to transfer 142 inpatients, 57 of whom were critically ill, to the new hospital premises — making SSMC fully operational and ready to serve as the pinnacle of health care in the UAE.

Preparation and teamwork are key to opening a new hospital. Eight months of intensive planning were undertaken to ensure the safe transfer of all patients on activation day. Careful consideration of thousands of contingencies, along with clear communication, specific role assignments, and extensive training with simulation exercises and dry runs ensured the successful transfer of patients from Mafraq Hospital to Sheikh Shakhbout Medical City in only five and a half hours — half the time planned.

142

Number of patients transported

5.5hours

Record timing to make the move



1 baby girl

Number of babies delivered during the move

ZERO

Safety incidents or events

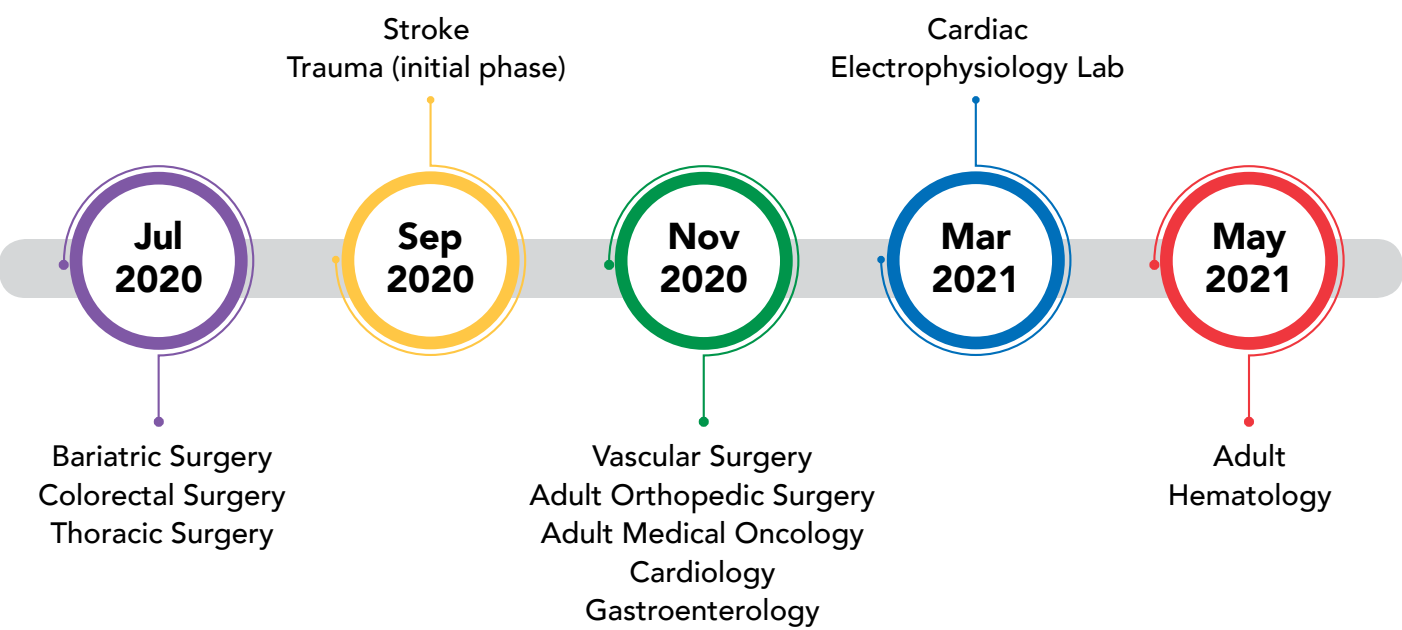




Beginning the journey to a destination medical center

Sheikh Shakhbout Medical City's future is to serve as the hub in the hub-and-spoke model of health care being formed within SEHA's Abu Dhabi-based health care system.

SEHA consolidates specialty services at SSMC



SEHA began its service line consolidation from across its Abu Dhabi-based health care system to Sheikh Shakhbout Medical City in the fall of 2020. Service line movements affect the major adult services and are taking place in three phases, finishing in 2021. These shifts in patient services will direct the most serious and complex cases to Sheikh Shakhbout Medical City and drive efficiencies and quality within patient care, while optimizing medical education and enhancing research activities. Education, research and innovation are destined to be the propellers of practice at SSMC.

Experts working together in multidisciplinary teams are part of SSMC's Model of Care and are intrinsic to the journey to becoming a destination medical center for Abu Dhabi, the UAE and the Gulf region. The movement of service lines will also help Sheikh Shakhbout Medical City in its efforts to achieve verification as a Level 1 Trauma Center and enhance the trauma capabilities in Abu Dhabi and the UAE.

SSMC Model of Care

The SSMC Model of Care aims to put the patient at the heart of our work. Patients receive individualized attention from a team of experts working together to deliver trusted and compassionate care. The environment created in partnership with our parent organizations brings state of the art solutions to the patient. The model of care focuses on quality and is designed to build excellence and trust into the patient experience.

The SSMC Model of Care strives to embrace the culture and values of our parent organizations — SEHA and Mayo Clinic. Care is delivered using an integrated, multi-specialty, holistic approach starting from initial point of contact and continuing throughout the patient’s journey with SSMC. Our patients’ needs are met through core elements of our care model:

- Physician-led care teams
- Teamwork in all phases of care
- Use of the latest technologies and techniques
- Staff mentored in the SSMC culture
- Connectivity to Mayo Clinic expertise and resources
- Respect for the patient, family and local care team
- An inviting and modern physical environment

Sheikh Shakhbout Medical City’s Antenatal Diabetes Clinic exemplifies the SSMC Model of Care

New Antenatal Diabetes Clinic

Sheikh Shakhbout Medical City’s Antenatal Diabetes Clinic exemplifies the SSMC Model of Care. By designing a clinic that puts the needs of patients first, SSMC enhances the experience of women managing diabetes throughout pregnancy.

A single visit now replaces multiple appointments and offers the convenience of one-stop access to multi-disciplinary experts who work as one team to develop individualized care plans. The care plans include input not only from physicians but also from diabetes educators and breastfeeding consultants.

To enhance the patient experience and convenience, laboratory services are carried out in the patient’s room and required pharmaceuticals and supplies are hand delivered. The clinic also uses remote monitoring technologies to enable the patient to feel safe and for family members and loved ones to be supportive and involved.



SSMC by the numbers

Staff metrics

341

Physicians

1,200

Nursing

434

Allied health

580

Administration

48

Nationalities

Practice metrics

270,648

Outpatient visits

17,767

Inpatient admissions

94,351

ED visits

8,689

Surgical cases

424 of 741

Beds in operation

Expanding our reach



Total referrals to
SSMC in 2020
27,604

As part of SEHA's hub-and-spoke model, SSMC provides integrated health care for patients with serious and complex illnesses. This creates opportunity for strategic partnerships across the Emirate and the nation.

SSMC works in partnership with Ambulatory Healthcare Services (AHS), which manages community-based services across the Emirate of Abu Dhabi. AHS is an integral part of SEHA, Abu Dhabi's largest integrated health care provider. Under the partnership, AHS refers patients to SSMC who need specialized clinical expertise and services, while SSMC refers patients with chronic but stable health care needs to AHS. This collaborative, patient-centered approach enables patients to receive a safe, high quality, specialty-specific, continuum of care that offers the best individual health outcomes and patient satisfaction. Similarly, SSMC has established strong relations with Al Dhafra Hospitals, who serve Abu Dhabi's most remote communities, to provide patients with care coordination across a wide range of health concerns.

Integrated collaborations such as these serve our patients well, providing world-class care throughout the Emirate of Abu Dhabi, and help ensure patients receive the right care from the right team in the right place at the right time.

SSMC achievements in 2020



Robotic surgery



Primary cleft lip and palate repair



eConsults with Mayo Clinic experts



Video visits with patients



Total knee replacement surgery



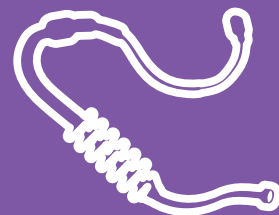
AI-aided colonoscopy diagnosis



Initiated blood donation campaigns



Skull reconstruction surgery



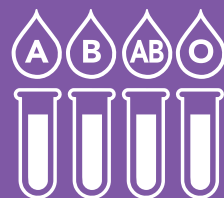
Spiral enteroscopy bowel procedures



Introduction of AskMayoExpert



Introduction of novel treatment for children with rickets



Implementation of electronic process for cross-matching of blood in transfusion medicine



Introduction of language line, providing language coverage for the diverse communities we serve



Ultrasound-guided PRP injections for knee pain

Structure for success

SSMC Leadership Models

Sheikh Shakhbout Medical City uses a leadership model adapted from Mayo Clinic that supports the SSMC Model of Care. Decision-making is supported through a cross-functional committee structure and by leaders working together in dyads and triads. The SSMC leadership model harnesses diverse perspectives and encourages engagement and teamwork in optimizing health care delivery.

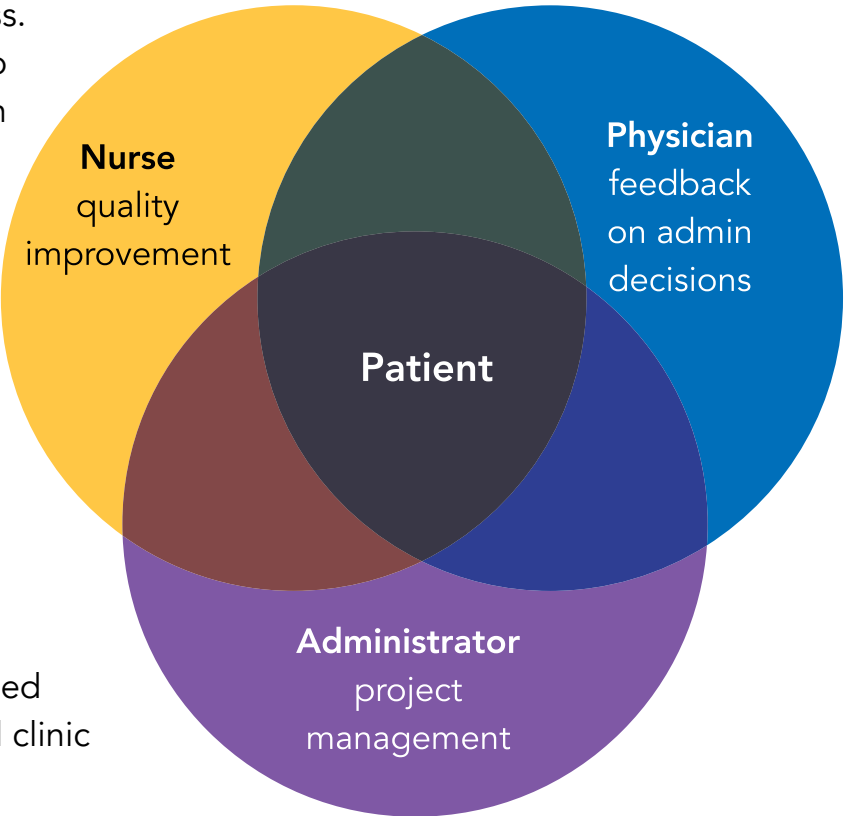
The Office of Access Management

An example of triad leadership, SSMC’s Office of Access Management or OAM, is led by Dr. Emmanuel Nsutebu, Nawal Awad, RN, and Ibrahim Al Kuwaiti — a physician, a nurse and an administrator. Their office is responsible for making it easy for patients to access the clinic and hospital.

In many hospital systems, access is a function managed by an administrator. Combining their perspectives, OAM leaders see a fuller picture of the factors that affect access. “Our goal,” says Dr. Emmanuel, “is to pair the patient with the right clinician at the right time in the right place. The three of us bring different skills and experience.”

The OAM triad provides clinical leadership, reengineers processes and engages clinicians to ensure decisions made are patient focused. Together, they’ve engineered new tools and processes that focus on increasing the number of available appointments, percentage of scheduled appointments, new patients seen and clinic utilization rates.

Triad Leadership Model OAM example



“ Our goal is to pair the patient with the right clinician at the right time and in the right place. ”

Dr. Emmanuel Fru Nsutebu,
OAM Medical Director





COVID-19 pandemic response

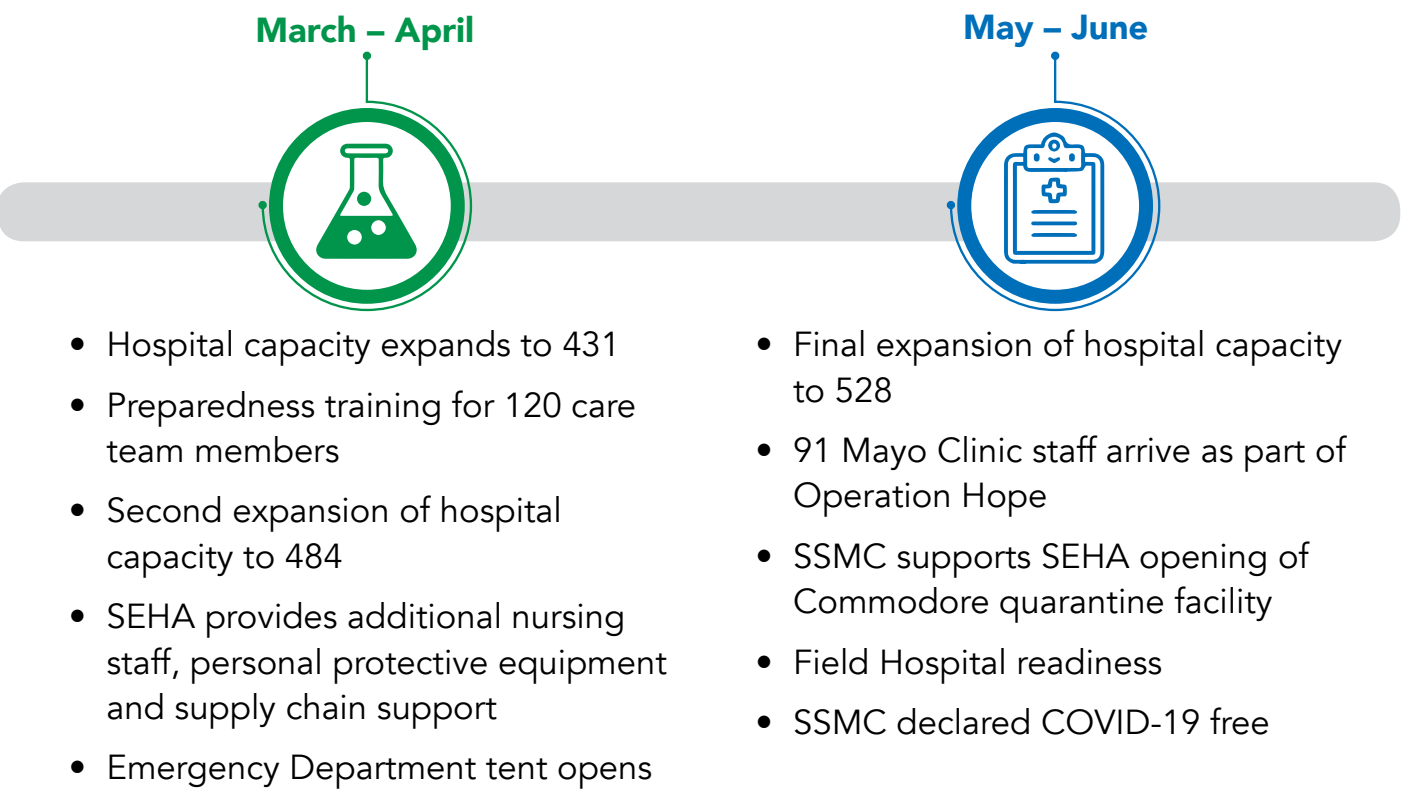
Alongside the nation’s health care network and under guidance of the country’s emergency response team, SSMC mobilized to provide a swift, coordinated response to the COVID-19 pandemic.

SSMC experts, including Dr. Eiman Al Zaabi who oversees SSMC Laboratories, played an important role in the early development and delivery of an effective rapid testing regimen, helping the UAE achieve the highest per capita rate of COVID-19 testing in the world.

In May, 91 Mayo Clinic physicians, nurses and allied health staff arrived in the UAE for six weeks as part of Operation Hope in response to SSMC’s call to expand its capacity and care for its patients.

Later in the pandemic, SSMC transitioned to a non-COVID-19 facility caring for patients without the coronavirus who needed medical attention for acute or chronic medical conditions while other SEHA hospitals in Abu Dhabi were designated to be COVID-19 facilities.

SSMC response timeline



Patient-centered care

Mohammed Al Shabli, 21 years old, had a condition causing recurrent pain, kidney obstruction and weakened renal function, which was treated using robotic-assisted surgery. He made a smooth recovery and was walking the next day; discharged the day following.

“ Shaikha Saeed Naseer, Mohammed’s mother, “I was anxious when the doctor suggested robot-assisted surgery, as it was the first time it had been done at SSMC. But he put my mind at ease as did the rest of the care team. The surgery was successful, and Mohammed got better quickly. Five years ago, my younger son underwent laparoscopic surgery for the same condition. I noticed that with the use of robots, recovery was much faster.”



Meera Al Marzooqi, 23 months, born with short bowel syndrome, a rare genetic disorder that meant her intestines were underdeveloped. She was discharged from SSMC after 548 days in neonatal and pediatric intensive care units at Mafraq Hospital and SSMC.

“ Mariam Al Marzooqi, Meera’s mother, “Meera was born in December 2015 with short bowel syndrome, and I have seen the medical staff’s skills since the first day of her birth. The care team earned our trust during this long period, and with Meera’s improvement today, she is ready to complete her care at home. I am deeply appreciative of all the SSMC staff who supervised her care.”

Quality and safety at SSMC

Quality and safety are essential elements of the SSMC Model of Care. SSMC aims to build the foundation for the best quality system in the region. Our quality and safety efforts focus on improving patient outcomes, system performance and professional development.

Achievements in 2020

- Introduction of a new patient safety officer role to help identify opportunities for improvement
- New incident management and risk assessment platforms provide actionable information to enhance quality and safety at SSMC
- Newly obtained pharmacy and occupational health and safety licenses reflect operational excellence and a commitment to patient safety and occupational safety for our employees
- Quality and safety training provided for all managers

Quality in progress

- A care review process being developed in conjunction with Mayo Clinic will allow early detection of safety improvement opportunities
- A new Joint Commission International Preparedness and Readiness Team will establish a multidisciplinary approach to sustaining quality standards



Introduction of 5 Safe Behaviors

5 Safe Behaviors is a quality initiative introduced to establish a work environment at SSMC that embraces safety and embeds safe behaviors into daily practice. It contributes to consistency and practice excellence that elevates the standard of patient care delivered at SSMC.

A four-day Quality and Safety Fair was held to educate and enhance staff knowledge about the five safe behaviors.

SSMC 5 Safe Behaviors



Engaging with our community

SSMC is a significant investment by the government as part of the Abu Dhabi 2030 Economic Vision. As such, SSMC strives to be a good steward of resources, investing in people and giving back to Abu Dhabi and the nation. SSMC offers a wide range of community awareness programs, such as educating senior citizens about COVID-19 and the importance of breast self-examinations.

New in
2021

Free infant car seat
for every infant
born at SSMC

Our Department of Pediatrics is a fine example of how SSMC provides outreach to the community:

340
CPR classes for parents

1,500
Breastfeeding consultations

2,000
Safe infant sleep training sessions for parents

672
Car seat education sessions for parents



Connecting with our patients

Connected care enables our care teams to connect directly with patients to deliver health care remotely, offering the convenience and comfort of care in their own homes. Perhaps remote monitoring of blood pressure and fetal heart rate for expectant mothers or a video visit for someone at risk to travel during a pandemic.

Telemedicine
visits increased by
325%
during COVID-19

At SSMC, digital technologies also bring Mayo Clinic expertise to the bedside. AskMayoExpert is an online resource that delivers Mayo Clinic physician-vetted medical knowledge and answers to common clinical questions. eConsults and multidisciplinary team reviews enable SSMC care teams to connect with Mayo Clinic specialists at the right time with the right technologies.

Connected care innovations provide SSMC patients and care teams with transformative health care solutions and serve as springboards for education and research collaborations.

Adapting and expanding
the right care for 2020:

Patients seen via
telemedicine
23,421
Connecting to patients
remotely

AskMayoExpert
page views
1,040
Accessing Mayo Clinic
expertise at the bedside



Investing in our future workforce

2,515

Employees invited to complete the self assessment

529

Employees who assessed our leaders

166

Supervisors and managers who assessed the competence of our employees

75

Leaders who participated in the validation process

Few things are more important on the journey to becoming a preferred destination medical center than having the right team in place.

SSMC continues to recruit the best and the brightest talent in health care from Abu Dhabi, the Gulf region and beyond, including physicians, nurses and administrative talent from Mayo Clinic.

In 2020, SSMC completed one of the largest and most complex staff assessment program ever undertaken by SEHA or Mayo Clinic. The project revealed competencies, skills and opportunities that will help us to achieve our goal of becoming the leading integrated health care destination in the region.

Investing in our staff is one of our highest priorities and a portfolio of learning and education programs is planned for the coming year. We will continue to shape and build our culture of excellence with a focus on five areas:

- 1. Our values and SSMC culture
- 2. Celebrations
- 3. SSMC Model of Care
- 4. Professional development
- 5. Staff engagement

Engaging our staff

Coffee with Leaders



Town Halls



Our staff

Every day, staff members go the extra mile to care for our patients, help colleagues, further the mission of Sheikh Shakhbout Medical City and serve the community of Abu Dhabi and beyond. Here we highlight three remarkable SSMC staff members dedicated to their work in very different ways.



Dr. Salem Alharthi

Most people will remember how their lives were affected by the COVID-19 pandemic. Dr. Salem Alharthi, a consultant in the Dept. of Surgery, will never forget.

Dr. Salem was part of an eight-member team from SSMC that cared for COVID-19 patients in four wards set up at Mafraq Hospital adjacent to Sheikh Shakhbout Medical City. Soon after, as a precautionary measure to ensure capabilities were in place, Abu Dhabi Health Services Company (SEHA) asked SSMC to partner in the establishment and operation of a 600-room, 1,200-bed field hospital in Mohamed bin Zayed City. Again, Dr. Salem answered the call. After SSMC and SEHA teams readied the hospital and the Department of Health accredited the facility, Dr. Salem led a team in running the hospital for two months, which eventually reached near maximum capacity. He helped develop surgical protocols to safely care for patients with COVID-19 needing surgery.

“It was a remarkable team effort,” Dr. Salem says, “and the support from SEHA and SSMC leaders was phenomenal. Everyone was focused on the patients and did exactly what needed to be done — the teamwork was incredible. I can’t imagine we’ll live through anything like that again; an effort like that is a once-in-a-lifetime experience.”



Dr. Salem led a team in running a 600-room, 1,200-bed field hospital for 2 months, which reached near maximum capacity.

Our staff

Shaikha Alshemeili, RN

In the Medical Intensive Care Unit at SSMC, if there is a need, Shaikha Alshemeili, RN, will likely turn up. A fast-rising, young Emirati charge nurse, Ms. Alshemeili is energized by the demands and fast pace of an ICU.

When learning that SSMC would partner with Mayo Clinic, she initiated implementation of Mayo Clinic’s ABDCE bundle in the MICU, a practice approach that enables the multi-disciplinary team to enhance the rehabilitation of intubated patients. An action-oriented nurse committed to advancing her professional skills, Shaikha has earned three certifications in the past four years

and participated in the first International Transplant Network Congress in Turkey in 2018.

Shaikha has a reputation with her colleagues for an uncanny ability to show up exactly when and where she’s needed — by a patient who could use help communicating, to skillfully diffuse a tense situation, or help a physician trying to place an order in a new system.

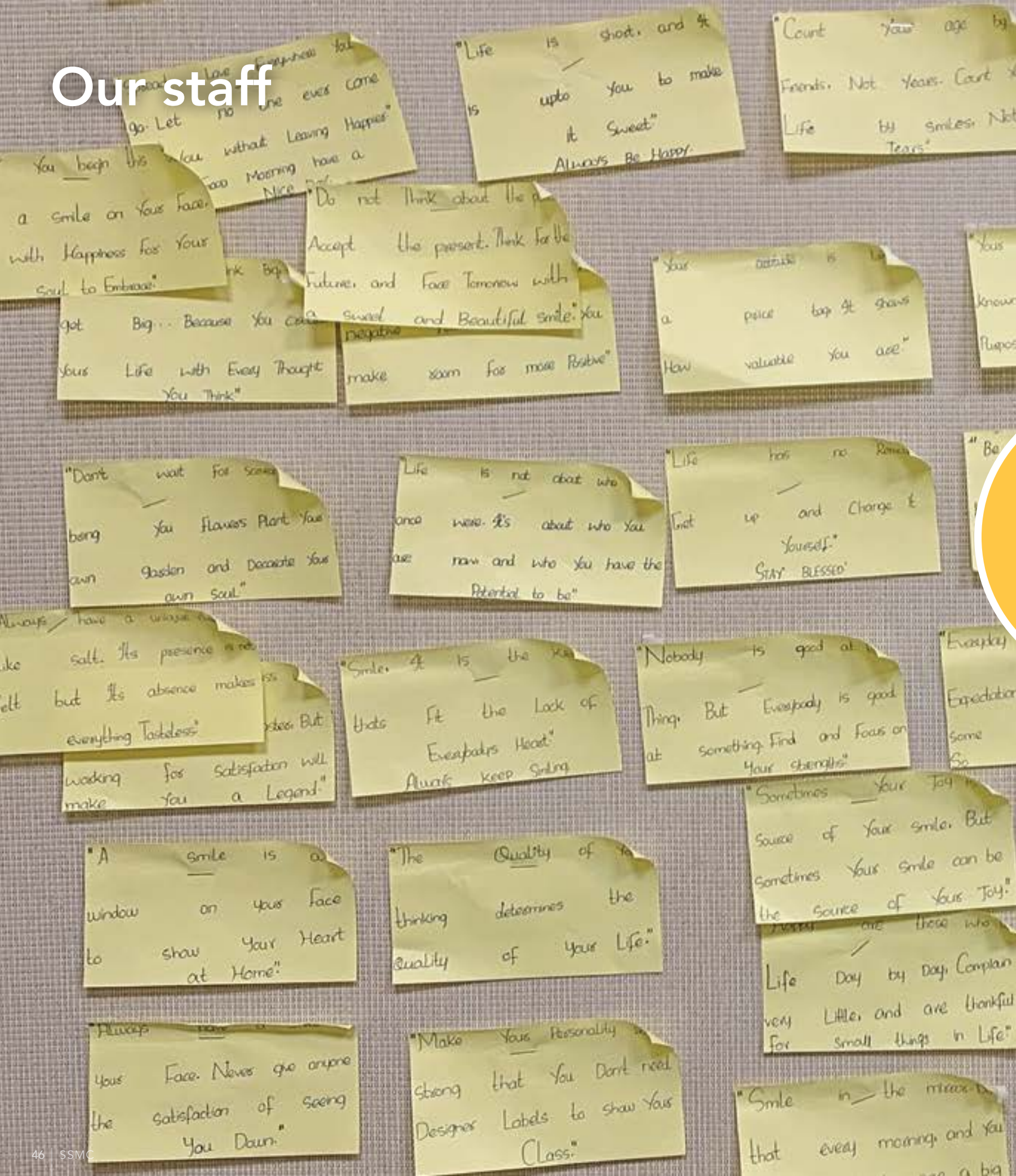
“It’s very rare to find someone who, without exception, is trying to help someone else,” says Martha Muhsfeldt, RN, senior charge nurse and Shaikha’s unit manager. “No matter what the situation — even amidst chaos — Shaikha is a light. Everyone’s relieved when they see she’s on their shift. “She brings people together and does whatever she can to put her patients and colleagues first.”

“ Shaikha brings people together and does whatever she can to put her patients and colleagues first. ”

Martha Muhsfeldt, RN
Senior Charge Nurse



Our staff



Ihsan Shabbir

There's a saying that people won't remember what you said, they'll remember how you made them feel. In the case of Ihsan Shabbir, a support services staff member in the Supply Chain Department, people remember both.

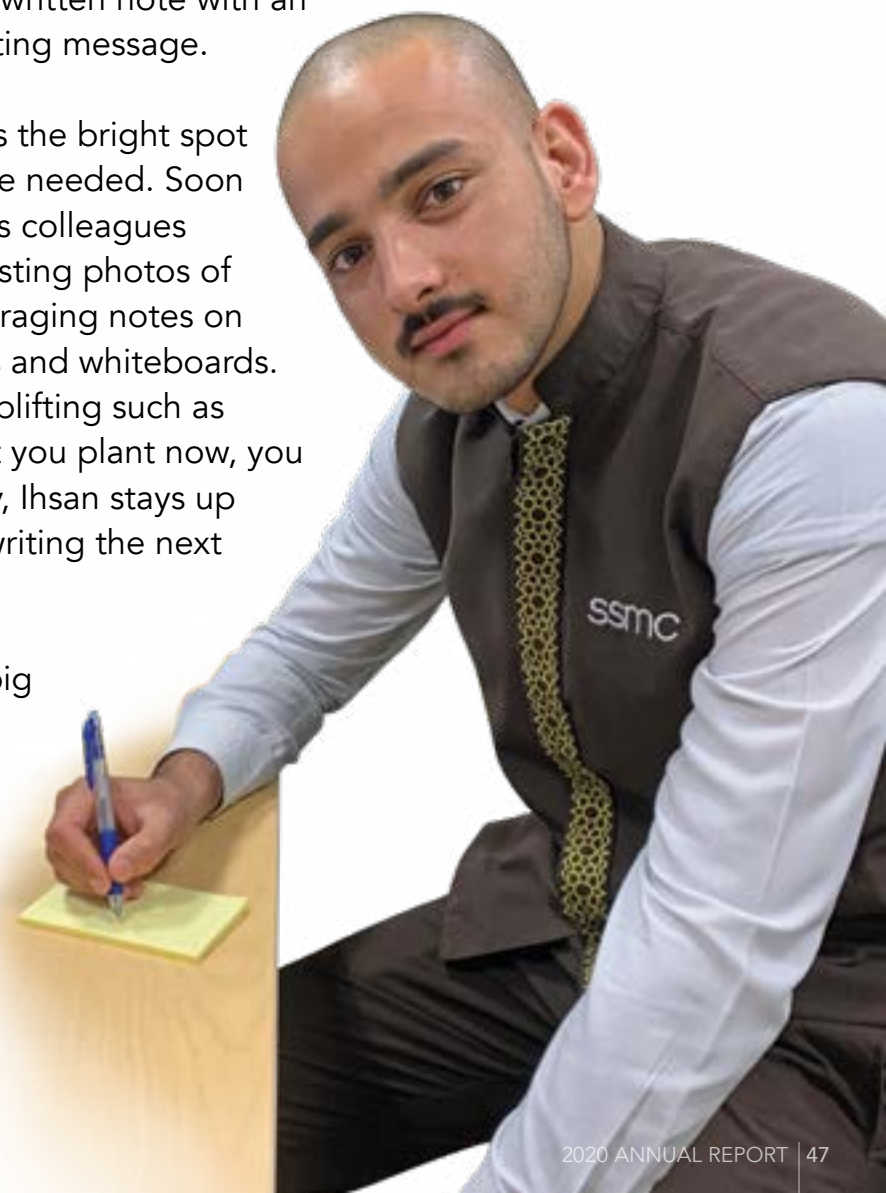
His story begins in the early days of the COVID-19 pandemic. Colleagues across SSMC began wearing masks and, as the pandemic spread, Ihsan, who hails from Pakistan and has a college education in accounting, could feel the tension and concern build among his colleagues. Each day, as Ihsan placed a mask on the desk of each of his Supply Chain colleagues, he left a handwritten note with an uplifting message.

“It's no coincidence that his name is also the SEHA value meaning kindness, and he never misses a day of spreading it.”

Noora Al Hammadi
Supply Chain

It was the bright spot people needed. Soon after, his colleagues began posting photos of Ihsan's encouraging notes on social media, on office walls and whiteboards. Each note is different and uplifting such as “Always do your best. What you plant now, you will harvest later.” Every day, Ihsan stays up to an hour after work handwriting the next day's notes.

“It's a small gesture with a big impact,” says Noora Al Hammadi, pharmacy supervisor in Supply Chain. “It's no coincidence that his name means kindness, and he never misses a day of spreading it.”



Evolving the education shield

2020 provided SSMC the opportunity to educate in new and unexpected ways. Driven by activation of the new hospital, a subsequent pandemic and rapidly expanding clinical practice priorities, education needs of the workforce and learners were expansive.

Hospital activation produced education needs based on new technologies, clinical environments and workflows. Education was accomplished effectively by dedicated staff educators across the entire workforce; physicians, nursing and allied health. Virtual learning became a preferred methodology during the pandemic and terms such as upskilling and cross orientation became familiar methodologies to address the rapidly changing patient care needs.

An academic medical center, SSMC provided continuing medical and nursing education programs for the staff. Physician internship and residency training proceeded on schedule as physician learners were on the front lines during the peak of the pandemic. Additionally, SSMC prepared to receive and incorporate SEHA residency and fellowship programs, simultaneously with the migration of the respective clinical service lines.

SSMC continues to expand its educational scope through academic partnerships with Khalifa University and Fatima College of Nursing. New relationships have been formed with Higher College of Technology and Zayed Military Hospital through nursing and paramedic clinical experiences.

In 2021, SSMC will proudly welcome our new Dean of Education Dr. Abba C. Zubair, M.D. Ph.D, who joins us from Mayo Clinic and will lead the next phase of development of the education shield at SSMC.



Research and medicine



Approved
research
studies

Building the foundation for research

SSMC takes a holistic and future-focused approach to health care. With an emphasis on innovation and learning, SSMC is building the foundation for a strong research arm that leads medical thinking in the region and propels the UAE into the future of health care.



100
Studies
published

During 2020, SSMC physicians successfully passed ethics committee review standards and published more than 100 peer-reviewed pieces of relevant and forward-thinking research. Studies published included an artificial intelligence-based CT chest-based model for COVID-19 pneumonia prediction and official recommendations from the Worldwide Network for Blood and Marrow Transplantation on the COVID-19 pandemic.

SSMC has embarked on a promising venture geared at establishing a dedicated clinical trial unit in the UAE, with the goal of medical innovation and substantial contribution to the medical knowledge and discovery in the region. Building this unit as a core to SSMC’s research infrastructure will be a significant focus in 2021.

The future at SSMC

Developing the region's leading integrated health care destination is a complex, multi-faceted endeavor, carefully planned and executed over time. It's not simply about new technologies, facilities or service lines. SSMC is developing people, nurturing local and regional relationships and changing the culture of health care delivery in order to provide the most trusted and highest quality care.

The coming year will be transformational, as SSMC evolves towards becoming a regional and global destination for care. Expected milestones over the next year include:

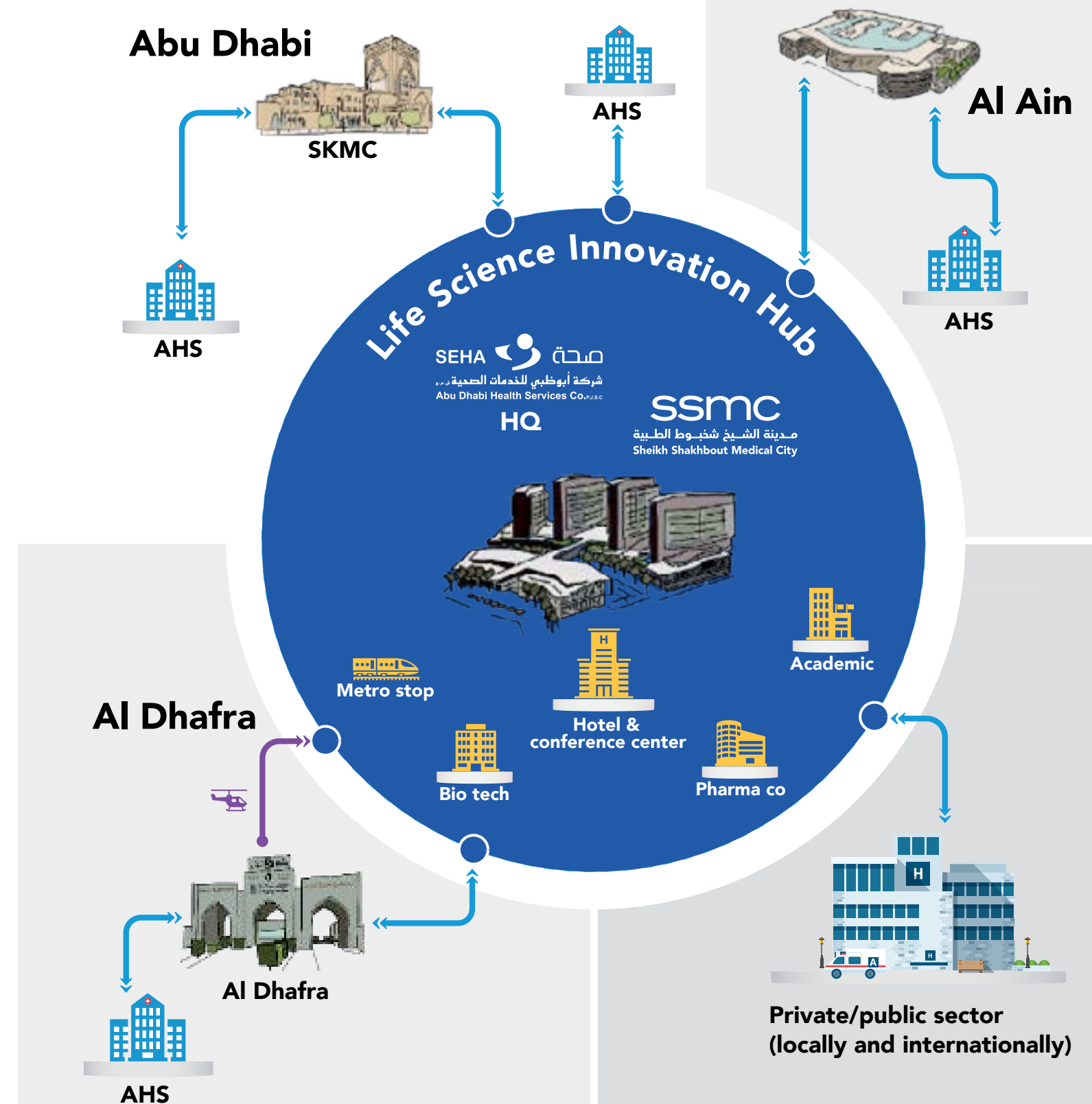
- Advance the mission and vision for SSMC with a culture of Integrate-Connect-Learn-Deliver, while remaining true to our values
- Establish the SSMC Model of Care and consolidate specialty service lines into SSMC
- Invest significantly in the well-being and professional development of our staff
- Develop operational excellence with a focus on patient access, experience, quality and safety
- Continue campus master planning for mid-term facilities expansion for outpatient, operating theaters and additional laboratory, cardiac and radiology capabilities
- Enhance medical education in partnership with Khalifa University and Fatima College of Nursing while further developing the research shield
- Expand our reach within the UAE and region, with a focus on international and executive patients

SSMC, the hub in SEHA's hub-and-spoke model

In SEHA's hub-and-spoke vision for its Abu Dhabi-based health care system, SSMC serves as the hub, providing innovative health care solutions, facilitated by education and research, to patients with the most serious and complex conditions. Surrounding SSMC are the spokes formed by Ambulatory Hospital Services (AHS) as well as SEHA sister hospitals and clinics in Abu Dhabi, Al Dhafra and Al Ain. It is a dynamic system dedicated to putting the needs of the patient first.

SSMC is proud to serve as the flagship of the SEHA health care system; designed to serve the needs of the community of Abu Dhabi, today, tomorrow and well into the future.

The hub and flagship of SEHA

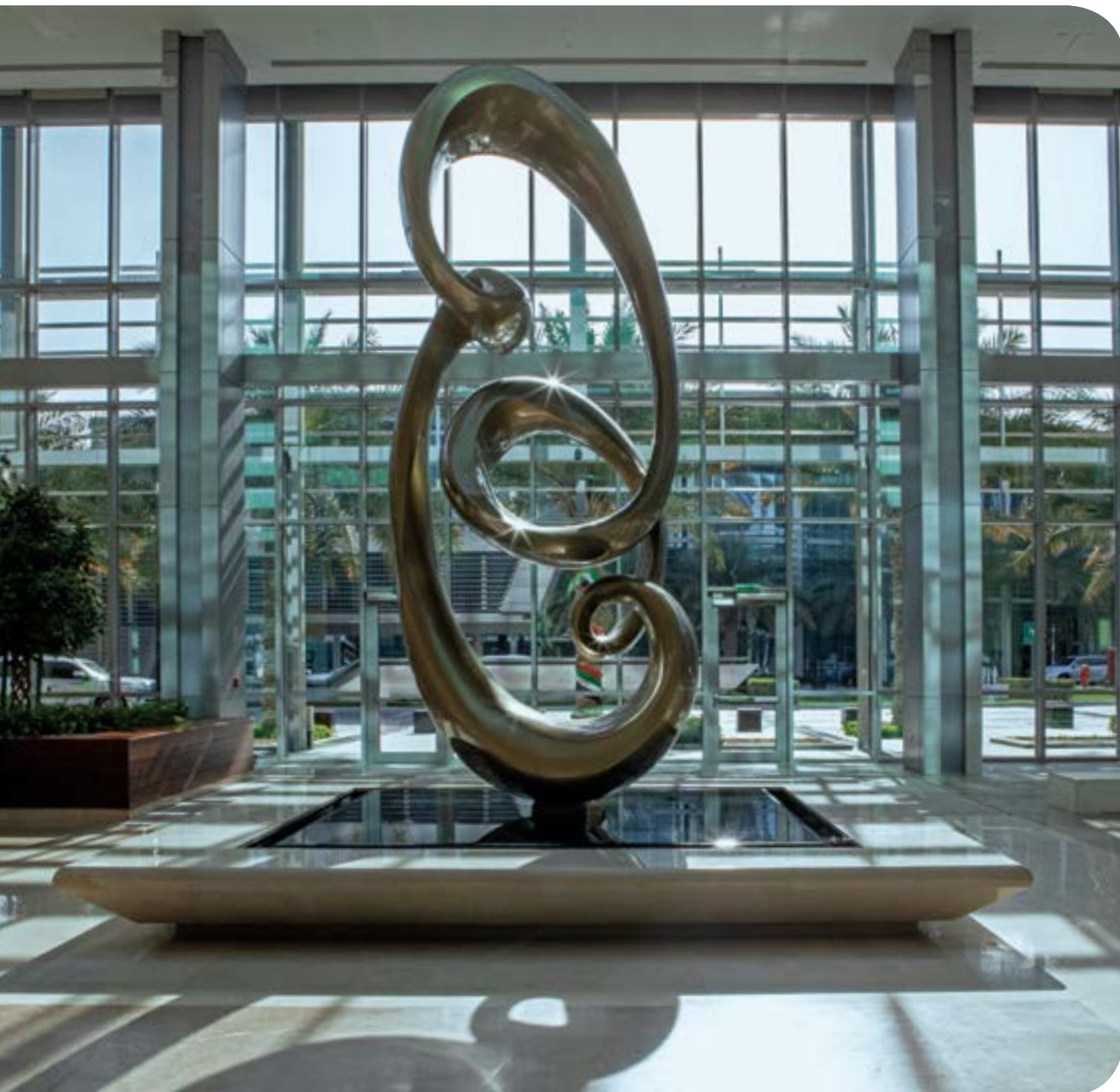


Sheikh Shakhbout Medical City

Abu Dhabi, UAE

ssmcabudhabi.ae

For appointments call 80050



Follow us:    