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مركز جونز هوبكنز

أرامكو الطبي

Johns Hopkins

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# WellBEING

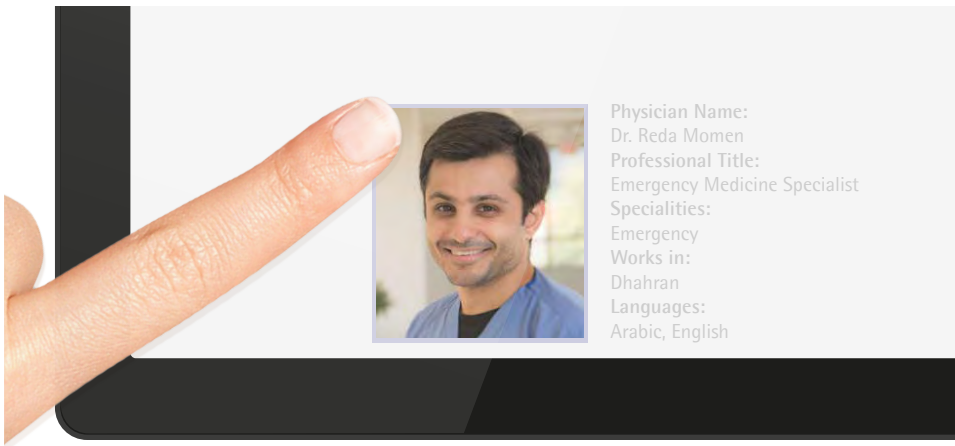
March 2017



Photo credit: Layla Gafashat

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# Enhanced Specialty Clinic Pharmacy Re-opens in Dhahran JHAH

## An Environment to Support Elevated Care

by: Layla Gafashat



*Seated, service cubicles support better communication and consultation between the pharmacist and the patient*

JHAH made a promise in its Mission statement: to enhance the health and wellbeing of the people we care for in an environment of quality. To keep that promise, JHAH has been making wide-ranging changes in its Pharmacy Services. These include leading edge technology, such as the robotic medication dispensing systems; expanding access to care by opening a new pharmacy in the Dhahran Core Area (Tower Building, North Wing, Room TN-178); and reconfiguring Pharmacy Services to support better communication and consultation between the pharmacist and the patient – seated, private cubicles have replaced windows. The focus of all these changes is the experience of our patients and their families.

The latest in the elevation of Pharmacy Services has been the redesign and renovation of the Dhahran Specialty Clinic Pharmacy in Building 61. In a single week, the pharmacy transformed from a standard design into an optimal environment to support elevated care and better clinical outcomes.

The new design is not simply a fresh coat of paint or process improvement. For the more than 600 patients per day who

visit this Pharmacy, the new layout offers the following benefits:

- Eight seated service cubicles replace the old two window system
- Reduced waiting time due to increased capacity to serve patients
- Better communication between the patient and the pharmacist, this enables the pharmacists to use their clinical knowledge and skills to help the patient achieve their physician-directed health goals.
- Greater patient comfort with new furniture and digital screens

In the near future, the Specialty Clinic Pharmacy will also offer the Medication Management Clinic service. This service is beneficial for patients taking multiple medications and aims to ensure safe and effective management of prescriptions, better health outcomes and increased patient safety. “Pharmacy cares” said Zakariya Dobayan, JHAH Director of Ambulatory Pharmacy Services. He added, “Patients can now receive immediate counseling and education, which will result in improved therapeutic outcomes and a more informed patient”.

# JHAH Highlights

Sight is something many often take for granted. What if in your early 20s, you begin to lose it? That recently happened to two young Saudis. "They had keratoconus, which is a corneal disease that is common in young Saudis," says Dr. Ashbala Khattak, JHAH consulting ophthalmologist.

Dr. Khattak, who recently joined JHAH, used the Big Bubble technique to perform the delicate surgery it takes to correct this disease. Known as Deep Anterior Lamellar Keratoplasty, the technique allowed her to remove the damaged layers of the cornea and leave the inner most endothelial layer.

Prior to Dr. Khattak's arrival, JHAH referred about one patient with keratoconus per month to either the King Khalid Eye Specialist Hospital or to an eye hospital in Dubai. For patients who meet the criteria, this delicate procedure, which only recently replaced full thickness corneal transplant, is an outpatient procedure that allows for patients to recover more quickly, have minimal risk of graft rejection and ultimately have better restored vision.

"Both patients had a follow up appointment the day after their surgery, and both are healing well and within about one month should see marked improvement in their sight, said Dr. Khattak. "Twenty four stitches were required, those will need to stay in place for about one year to ensure the delicate cornea fully heals.

**Vision for the Youth**  
**New JHAH Service: Cornea Surgery**



JHAH New Eye Clinic now offers Cornea surgery as a service

**JHAH Dhahran Mini-Market Opens**



For the comfort and convenience of patients, visitors and employees, a selection of non-perishable food items, toiletries and gifts are available for purchase in the newly opened Mini-Market.

**Location**

Specialty Clinic corridor, Room D 102 A, Building 61, Dhahran

**Hours of operation**

8.00 a.m. to 4.00 p.m., Sunday-Thursday

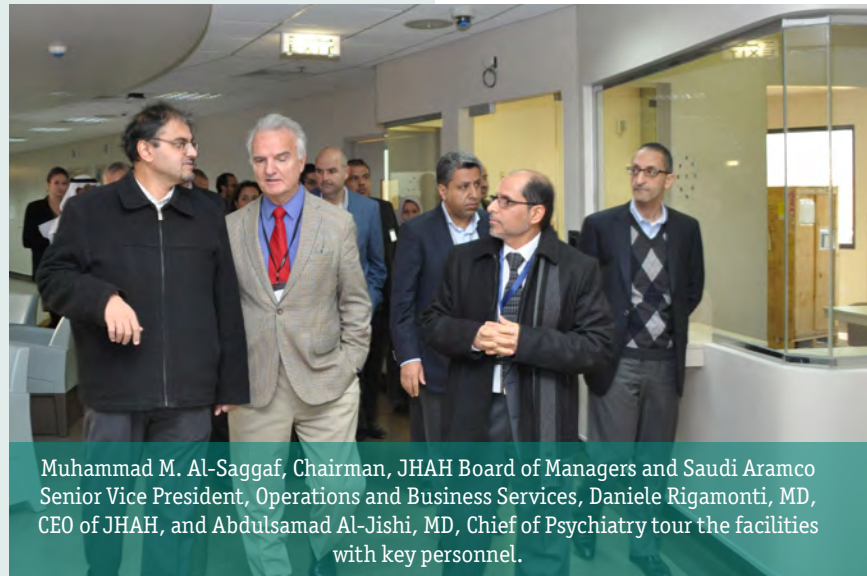
The Mini-Market is part of JHAH's system-wide focus on improving patient experience. The product selection was based on feedback from patients and staff, and in addition to consumables and gifts the offering includes personal items that patients may need during their stay in the hospital. The Mini-Market service is managed by Arabian Food Supplies. Any comments or suggestions may be sent to: Munir Hasweh [MUNIR.HASWEH@JHAH.com](mailto:MUNIR.HASWEH@JHAH.com).

## Inauguration of the Neuroscience Institute, Psychiatry and Mental Health Services Building

This is a new build facility that creates an environment conducive to delivering psychiatric and mental health services that can heal and enhance the wellbeing of our community. The inauguration ceremony on February 20, was attended by JHAH leadership and Muhammad M. Al-Saggaf, Chairman JHAH Board of Managers and Saudi Aramco Senior VP, Ops and Business Services (pictured).

The structure is based on the design of leading UK neuroscience facilities. The spectrum of care delivered include outpatient and inpatient services for child/adolescent/adult. Features and amenities of the new building include:

- 10 Psychiatric consulting rooms
- 10 Counseling rooms
- 10 Male inpatient rooms (private-single)
- 10 Female inpatient rooms (private-single)
- Two outpatient group therapy rooms
- Two inpatient group therapy rooms
- Two outpatient medical exam rooms
- Two inpatient medical exam rooms
- Two inpatient wings (male and female)
- Each inpatient wing has one seclusion room
- Each inpatient wing has one medical room – with med gases, defibrillator, crash cart
- Connecting bridge to the main hospital building allows safe transportation of patients in case of emergency
- Inpatients have access to courtyard
- Color scheme was purposeful to create non-institutionalized environment
- Furniture was selected for patient and staff safety
- Fitness Room and Patient Kitchen designed to help patients improve daily living skills



Muhammad M. Al-Saggaf, Chairman, JHAH Board of Managers and Saudi Aramco Senior Vice President, Operations and Business Services, Daniele Rigamonti, MD, CEO of JHAH, and Abdulsamad Al-Jishi, MD, Chief of Psychiatry tour the facilities with key personnel.

# Continuing to Grow



101 new parking spaces were added and 119 were converted from public parking spaces to patient designated parking.

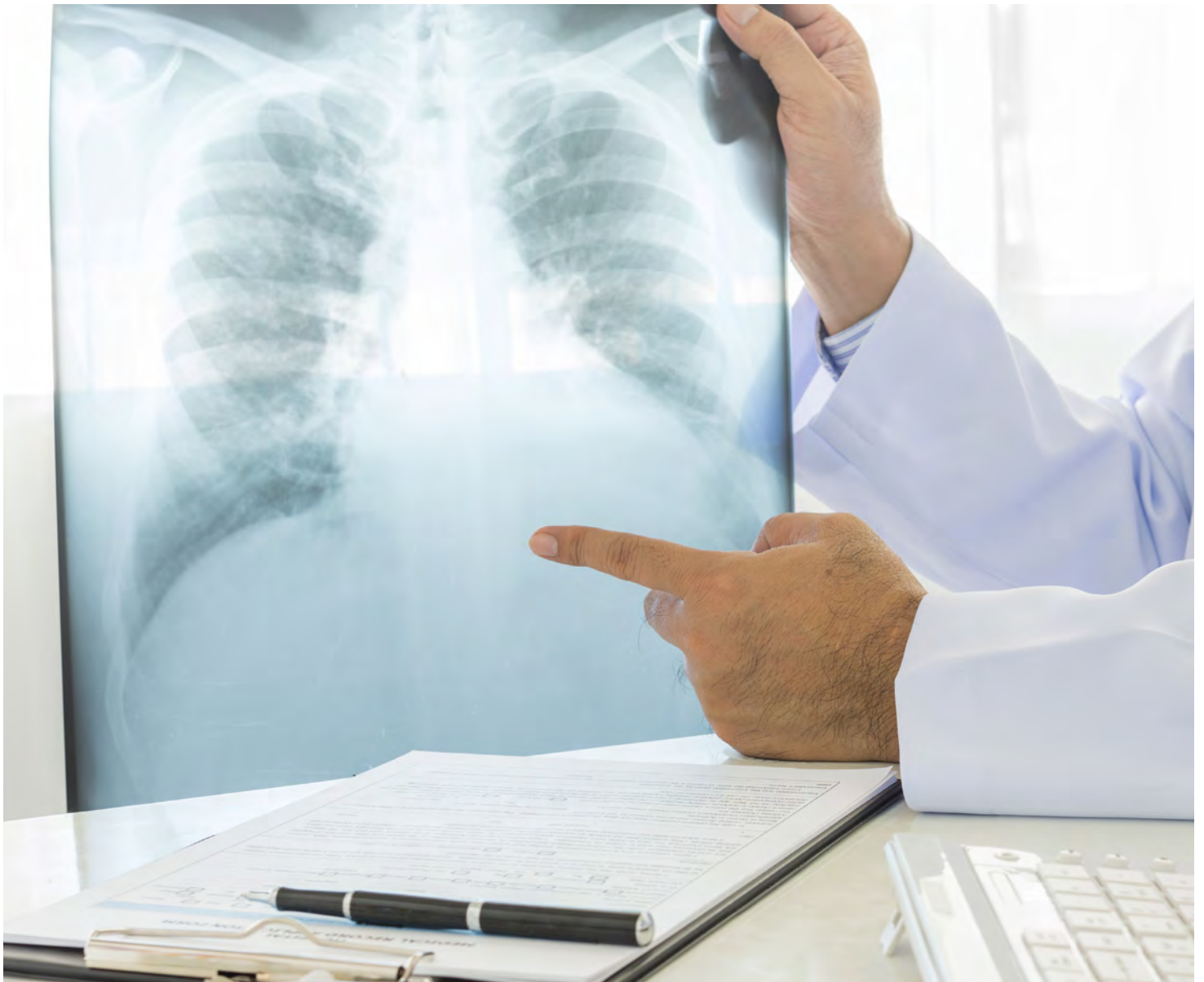
## Single Occupy Rooms

# 165 Rooms



## *Former Smokers*

# *What's Your Risk for Lung Cancer?*



## Former Smokers: What's Your Risk for Lung Cancer?

You quit smoking years ago—maybe even decades ago—and in the years since, you've lived a healthier lifestyle. Still, you can't help wondering if your old habits might have left you with a higher risk of lung cancer.

The choice to quit smoking is one of the best health decisions you can make. Smoking damages nearly every organ and organ system in the body.

In addition to raising your risk for heart disease, emphysema, stroke, leukemia, asthma, pneumonia and tuberculosis, smokers are extremely likely to develop cancer, particularly fatal cancers.

"Smoking is both the leading cause of cancer and the leading cause of death from cancer," says Peggy Lang, MSN, CRNP, coordinator of the Thoracic Oncology Multi-Disciplinary Program at the Johns Hopkins Sidney Kimmel Comprehensive Cancer Center in Baltimore, MD, USA. "85 percent of lung cancer cases are smoking-related."

Just living with a smoker increases your chance of developing lung cancer or heart disease from secondhand smoke by as much as 30 percent. All told, smoking and exposure to tobacco smoke cause about 480,000 deaths a year.

According to a 2013 study in the *New England Journal of Medicine*, quitting before the age of 40 reduces your chance of dying prematurely from a smoking-related disease by 90 percent, and quitting by age 54 still reduces your chance by two-thirds.

Even current smokers who quit after being diagnosed with cancer are better able to heal and respond to treatment, reducing the chance of death from some cancers by up to 40 percent.

## Cancer Screening Recommendations

As a former smoker, your risk is lower than that of a current smoker, but unfortunately, the risk of cancer remains higher than a nonsmoker.

If you were a heavy smoker, especially if you started at a young age or smoked for a long time, you should have annual lung cancer screenings for at least 15 years, says Lang.

These tests involve low-dose computed tomography scans which use X-rays to take detailed pictures of the lungs. However, due to the small amount of radiation they emit, the scans themselves have a slight cancer risk.

You should discuss your smoking habits, family history and the potential need for screening with your doctor.



**JOHNS HOPKINS**  
MEDICINE

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**Peggy Lang, MSN, CRNPS.**

Thoracic Oncology  
Coordinator  
Multi-Disciplinary Program  
Johns Hopkins Sidney Kimmel  
Comprehensive Cancer Center

*Coordinator for Thoracic  
Multidisciplinary Program,  
Lung Cancer Screening  
Clinic and Pulmonary  
Nodule Clinic*

*Peggy Lang, NP, earned  
a master's degree at The  
Johns Hopkins University  
School of Nursing. She  
has cared for lung and  
esophageal patients at  
Johns Hopkins for more  
than 20 years.*

*Ms. Lang leads education  
classes for the Thoracic  
Oncology Multidisciplinary  
Clinic, teaching patients  
and their caregivers about  
lung cancer, different  
treatments, how to stay  
healthy during treatment,  
opportunities to participate  
in clinical trials and how  
to access services at Johns  
Hopkins.*

# Strengths-based Clinical Leadership



"Model the way," said Gail Biba, Assistant Director of Nursing for Pediatrics, Johns Hospital Medicine (JHM), "and results move at the speed of relationships" are two of the messages she wanted to ensure participants at the JHAH Advanced Leadership Symposium took away.

Held March 1-2, 2017, the symposium was designed to share the clinical leadership expertise of JHM to not only JHAH staff but to the nearly 100 Ministry of Health nurse leaders who attended as well.

Although the hall was large and the audience numbered nearly 300, the sessions were designed to be highly interactive. "This was the first time we had received presentations prior to a conference," said Ali Saeed, Nursing Section Head, Critical Care, Royal Commission Hospital, Jubail. "That allowed us to come in prepared to participate in the interactive sessions and really apply the learning to our particular circumstances."





# Caring Profile



## *Dr. Adnan Al Hebshi*

Radiation Oncologist

### Education

- Fellowship of Royal College of Physician (FRCPC), Canada, 2005
- American Board in Radiation, 2005
- Fellowship of Royal College of Radiologists (FRCPC), London UK, 2001
- King Abdulaziz University – Jeddah, 1990

### Work History

- Present Consultant Radiation Oncologist, Johns Hopkins Aramco Healthcare, 2016
- Consultant Radiation Oncologist, Head of Radiation Oncology section, deputy Chairman Oncology Department, King Faisal Specialist Hospital and Research Center – Jeddah, 2013-2016
- Consultant Radiation Oncologist, King Faisal Specialist Hospital and Research Center – Riyadh 2005-2013
- Assistant professor – Alfaisal University - Riyadh, 2003-2009
- Residency Training Program, University of Toronto, Canada, 2002-2005

### Quote

“I really enjoy my work because it helps people, requires teamwork and every day brings something new, which includes implementing new technologies that allow us to provide patients with a wider range of treatment options designed to help them live longer, fuller lives.”

# Heart Friendly

# JHAH Healthy

# Recipe

## Chicken Couscous

Couscous is a nutritious and famous dish in the Middle East and originates from North Africa. This Couscous is rich in flavor, aroma and many nutrients and is made of small balls of steamed semolina in chicken broth. In other regions in regions in the world Couscous is made from ground barley or cornmeal.

### Ingredients (6 Servings, 1 cup each of Couscous)

- 6 skinless chicken fillets (150 grams each-5 ounces)
- ½ tsp of cracked pepper corn
- ½ tsp. of cumin powder
- ½ Tsp. of paprika powder
- ½ tsp turmeric powder
- 1 Tbsp. of olive oil
- 1 Tbsp. of canola oil
- 1 ½ cup of Couscous (250 grams)
- ½ tsp cumin seeds
- ½ tsp coriander seeds
- 2 cloves garlic (minced)
- ½ cup onion (chopped)
- 1 cup carrots cut into small cubes
- 1 cup zucchini cut into small cube
- ½ cup of chopped coriander
- 3 cups of chicken stock
- 1 cup of chickpeas (cooked)
- Fresh mint for garnish

### Preparation

Marinate the skinless chicken fillets with the pepper, turmeric, coriander, cumin powder, and olive oil, and keep in a chiller for one hour.

In a medium size saucepan heat

canola oil, add the chopped onions, garlic, and the cut carrots and zucchini with the cracked pepper, then sautee lightly on a medium heat for 5 minutes.

Add the cumin, turmeric and coriander seeds and Sautee for another 2 minutes.

Add the chicken stock, chickpeas, and the fresh coriander and bring it to boil, then reduce heat to medium then cover and simmer for 10 minutes.

Take off the heat and add the couscous, stir softly then cover tightly and let it steam for 15 minutes.

In a hot grill or a pan, grill the chicken fillets until cooked.

Gently stir the couscous and serve hot with the grilled chicken fillet on top and garnish with mint leaves and with mixed salad.

### Fat and Calories

**Calories per serving:** 350 including the skinless chicken fillets

**Fat per serving:** 8 grams, mostly monounsaturated fat.



### Health Message:

Chicken Couscous is a healthy and a nutritious dish that supports heart health. It contains numerous nutrients that reduce the risk of stroke and some types of cancer as it's rich in fiber and antioxidants. It's appropriate for children, adults, seniors, and pregnant and lactating women. People with diabetes are advised to consult their dietitians about the amount of carbohydrates in one serving of chicken couscous, but generally each ½ cup equals one serving of carbohydrates.

# Introduce Fruits and Vegetables into Your *Children's Meals and Snacks*




Fruits and vegetables are important to everyone, including small babies and children. They provide essential nutrients such as vitamins, minerals, antioxidants and fiber. They support heart health and they help strengthen the immune system and reduce the risk for many types of cancers.

Parents are advised to introduce fruits and vegetables early in a child's life so it simply becomes the food they eat. They can be introduced as pureed or cooked at the age of five months and chopped, seedless and skinless fruits can be introduced at the age of 10 months. The Johns Hopkins Aramco Healthcare Clinical Nutrition and Food Services Division provides the

following tips to help children eat more fruits and vegetables.

- Parents, lead by example and consume fruits and vegetables in front of your children.
- Encourage your children to eat fruits and vegetables at a young age.
- Include your children when grocery shopping and encourage them to select fruits and vegetables and other healthy options.
- Explain the health benefits of eating fruits and vegetables and avoiding unhealthy food options.
- Slice fruits and vegetables in fun and interesting shapes and children-sized portions.
- Serve a variety of brightly colored fruits and vegetables.
- Keep fruits and vegetables washed and ready in the refrigerator as convenient snacks.
- Serve milk or yogurt as blended smoothies. Do NOT add sugar.
- Add fruit to their breakfast plate or to desserts.
- Add vegetable slices to sandwiches, rice or pasta dishes and soup.
- Include washed and cut fruits and vegetables in your children's school snacks.

# Connect with JHAH



More than  
**2,401**  
followers  
@JHAHNEWS




More than  
**964**  
likes  
Johns Hopkins AramcoHealthcare



More than  
**1,215**  
followers  
@JHAH\_NEWS



More than  
**44,844**  
followers  
Johns Hopkins Aramco Healthcare (JHAH)



**249**  
subscribers  
**17,873**  
views  
Johns Hopkins Aramco  
Healthcare (JHAH)

Do you need help with  
a health care service  
issue?  
Email Patient Relations  
[PatientRelations@JHAH.com](mailto:PatientRelations@JHAH.com)

**How to Contact**  
Johns Hopkins Aramco Healthcare

If you are a registered patient trying to make medical or dental appointments and to access multiple medical services, please contact the Centralized Contact Center (CCC) by calling:

- 800-305-444 (in Kingdom)
- +966-13-877-3888 (out of Kingdom)

This automated service is available 24 hours a day 7 days a week. If you prefer to speak to an agent, please call the CCC during working hours (7 a.m. - 4 p.m.), Sunday-Thursday.

For more information, please visit the "Contact Us" page on our website <http://www.JHAH.com>

**Broaden your horizons with  
a career at Johns Hopkins  
Aramco Healthcare.**

Johns Hopkins Aramco Healthcare is pleased to announce the availability of job slots for qualified Saudi nationals.

**To apply, visit [www.JHAH.com/careers](http://www.JHAH.com/careers)**

# JHAH Bulletin Board

## Emergency Numbers: Save These Numbers To Your Mobile Phone

- **Dhahran and all areas:** From a landline inside Saudi Aramco dial 110 for security for ambulance or fire. From outside Saudi Aramco, dial 997 for ambulance and 998 for fire.
- **Abqaiq:** From your mobile phone inside Abqaiq, dial +966-13-572-0110.
- **al-Hasa:** Dial 997 for ambulance and 998 for fire.
- **Ras Tanura:** From your mobile phone inside Ras Tanura, dial +966-13-673-0110.
- **'Udhailiyah:** From your mobile phone inside 'Udhailiyah, dial +966-13-576-7110.
- **Help with your health care:** Contact Patient Relations at PatientRelations@JHAH.com or call 800-305-4444 In Kingdom or +966-13-877-3888 out of Kingdom.
- **Urgent health care access helpline for MDF patients** dial +966-55-600-0468 (after 4 p.m.).

**If you have an immediate medical concern, make an appointment with your Primary Care physician. In the event of a medical emergency, go to the Emergency Room at the nearest hospital.**

- **Appointments:** To make medical or dental appointments and to access multiple medical services, call:
  - Centralized Call Center 800-305-4444
  - Out of Kingdom +966-13-877-3888

- **Feeling Stressed?** Have psychological, emotional or social problems? Call Community Counseling Clinic for an appointment +966-13-877-8400.
- **Quit Smoking:** JHAH help for employees, dependents, contractors and retirees to quit smoking, email SmokingCessation@JHAH.com.
- **Become a volunteer:** To volunteer, email VOLUNTEER.HEALTHCARE@JHAH.COM. You must be in good health, at least 18 years old and have a good understanding of English.
- **Pregnant?** Attend the Pregnancy Wellness Program in Arabic or English. Email registration: MedicalPregnancyWellness@exchange.aramco.com.sa You must be 12 weeks or more into a pregnancy.
- **Register for the Mother and Baby Unit** Pregnancy Tour in Arabic or English. The tour starts at 1 p.m. on the 1st and 3rd Tuesday of the month. To register, email Eman.Mutairi@JHAH.com. You must be 30 weeks or more into your pregnancy. For more information about both programs, visit <http://JHAH > Health Education > Calendar of Health Care Events > Programs>.
- **SMS Reminder:** Never miss a medical/dental appointment. Register for the SMS reminder service. Update your mobile number on the Corporate Portal at <http://myhome > myInformation > Medical > Maintain SMS Reminder Details>.
- **Dependents** call 800-305-4444 to activate or deactivate the SMS reminder service and update a mobile number. SMS reminders are sent 48 hours prior to an appointment to all patients who are registered for the service and have booked their appointment at least 48 hours prior to the appointment.
- **Employee Online Access to Medical Services** myhome Corporate Portal: <http://myhome > myInformation > Medical>.
- **Campaigns and Programs online:** <http://JHAH > Health Education > Calendar of Health Care Events>.
- **Community Counseling Clinic:** <http://JHAH > A-Z Services > Mental Health website>.
- **Patient Relations:** <http://JHAH > A-Z Services > Patient Relations>.
- Patient Relations is available to help with issues that you are unable to resolve with specific clinical areas.
- **News from Medical Online:** <http://JHAH > Announcements: What's New in Medical>.
- **Al-Midra Wellness Center** offers consultations, lifestyle wellness coaching and health screenings (Mon to Wed 1-3:30 p.m.) other services including Blood Donations (Mon and Wed 8 a.m. - noon) and Pharmacy (Sun to Thurs 12-4 p.m.). For more information visit <http://JHAH > A-Z Services > Al-Midra Wellness Center>.
- **MDF Patients:** View the MDF list of contacts and website links on <http://JHAH > Hospitals and Clinics Contacts > MDF>.

# *Your Kidneys' Key Functions*



## five jobs healthy kidneys preform

Did you know your kidneys play an important role in keeping your body functioning properly? Daphne Knicely, M.D., a nephrologist at Johns Hopkins Bayview Medical Center in Baltimore, MD, USA, offers the top five jobs healthy kidneys perform.

### 1 Remove waste and extra fluid.

The kidneys act like a high-powered filter for about 120 to 150 quarts of blood each day to make one to two quarts of urine. This prevents buildup of waste products and fluid to keep your body healthy.

### 2 Control blood pressure.

Kidneys maintain blood pressure by managing the volume of blood in the body. When there is too much blood in the body or the blood flow to the kidneys is reduced, it can cause high blood pressure.

### 3 Make red blood cells.

Healthy kidneys produce a hormone that prompts the bone marrow to make red blood cells, which carry oxygen from the lungs to the rest of your body. Having a low number of red blood cells can result in anemia or other blood disorders.

### 4 Keep bones healthy.

The kidneys make an active form of vitamin D, which absorbs calcium and phosphorous—important minerals for making bones strong. The kidneys also balance the amount of calcium and phosphorus in the body.

### 5 Control pH levels.

The foods you eat can either increase or decrease the amount of acid in your body. Your kidneys balance the pH (measure of acids and bases) by either removing or adjusting the right amounts of acid and buffering agents.



**Daphne Harrington Knicely, M.D.**

Assistant Professor of Medicine

*Dr. Daphne H. Knicely is an assistant professor of medicine at the Johns Hopkins University School of Medicine. Her clinical interests include diabetic nephropathy and home dialysis.*

*Dr. Knicely earned her medical degree at the East Carolina University Brody School of Medicine. She completed an internal medicine residency at Vidant Medical Center in Greenville, N.C., and a clinical nephrology fellowship at the University of Virginia Health System. She joined the Johns Hopkins faculty in 2014.*

*She is board certified in Internal Medicine and Nephrology by the American Board of Internal Medicine.*



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## JHAH Intranet Moves from ShareK to InSite and JHAH.com

www.JHAH.com is now the central website where all our patients, including JHAH staff and their dependents, can access information or view their doctor's profile. Visit our website often as more services and health education material will be brought online over the coming months.

The JHAH intranet for patients has been phased out as part of the IT Carve Out project. All staff information previously located on ShareK has been moved to InSite.

Representatives working with patient-facing services will be invited to workshops with Marketing & Communications to update and transition selected patient-relevant content.

### Useful links:

#### JHAH Staff Information

The JHAH staff intranet (Member website) has moved and been renamed InSite

#### JHAH Contact Information

Go to JHAH.com

#### Find, Choose or Change your doctor

Go to JHAH.com

#### Make an Appointment, Request Medication Refill

Go to MyHome and select the Medical tab under My Information

Can't find what you are looking for? Send an email to [inquiries@jhah.com](mailto:inquiries@jhah.com)

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