

# WellBEING

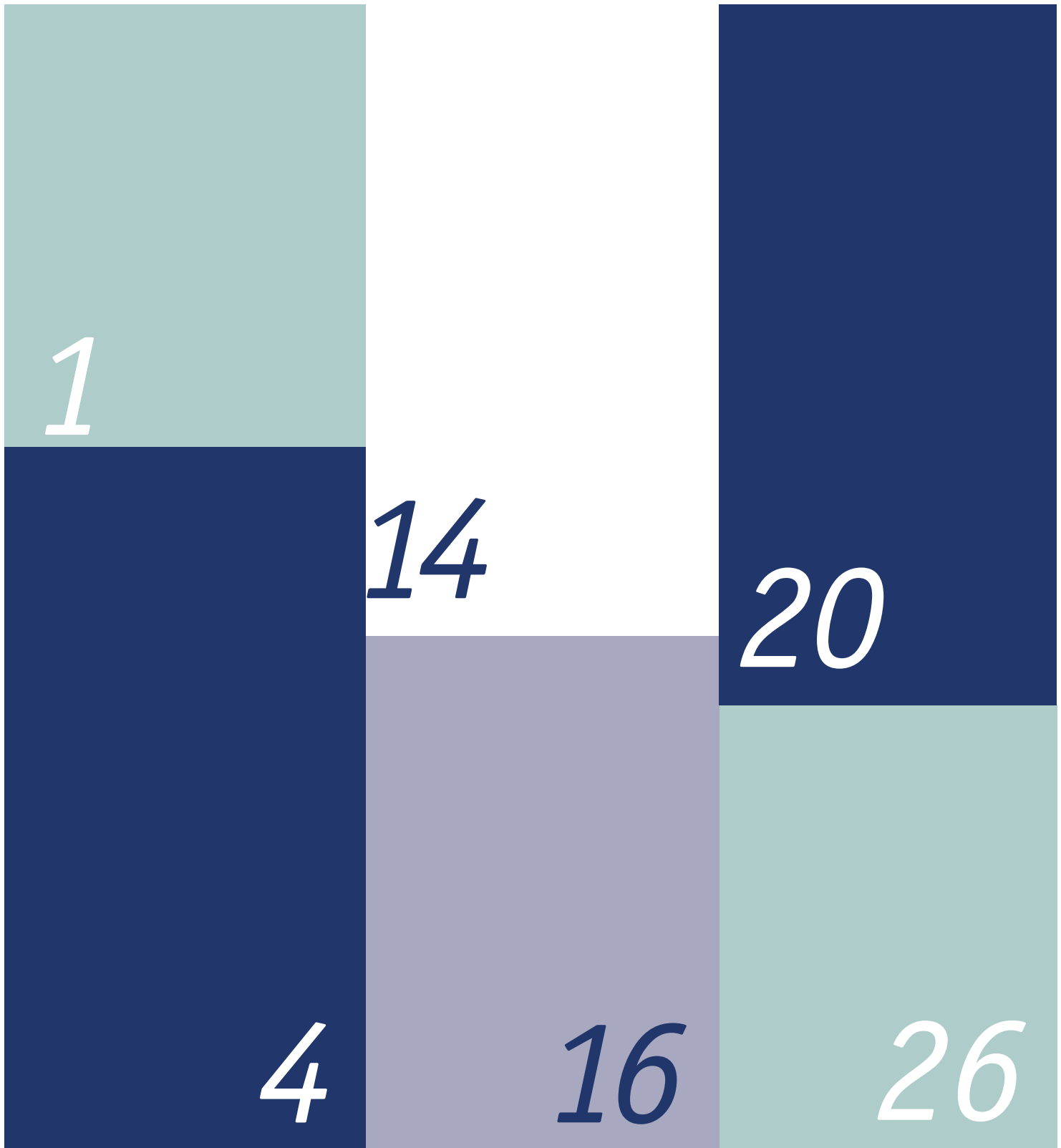
April 2023

'Id Saeed

عيد سعيد



# INSIDE THIS ISSUE



Legal Disclaimer: All health and health-related information contained in this Johns Hopkins Aramco Healthcare Company material is intended to be general in nature and should not be used as a substitute for a visit with a healthcare professional. The advice is intended to offer only a general basis for individuals to discuss their health and medical conditions with their healthcare provider. Your healthcare provider should be consulted regarding matters concerning the medical condition, treatment and needs of you and your family.

# JHAH Celebrates International Women's Day



***"Women are the source of progress in any society. Without empowered women, it isn't easy to reform society. Over the ages, women have proven themselves to be leaders of change,"*** said King Salman Bin Abdulaziz.

On March 8, 2023, JHAH Celebrated International Women's Day by hosting the "Women in Healthcare Leadership" event in the presence of many Healthcare leaders in the Eastern Province to recognize the exceptional aspiring women leaders of JHAH.

Throughout history, women have represented the overwhelming majority of those working in healthcare worldwide but this is often still not reflected in leadership positions despite the huge impact women can have, leveraging traits such as compassion, transparency, and the ability to foster teamwork. Supporting more women to take on leadership role and only lead to helping organizations deliver on the next phase of contemporary healthcare delivery.

This is even more so in Saudi Arabia under the aims and ambitions of Vision 2030 which places emphasis on supporting and empower Saudi women. Saudi women have proven their willpower and resilience in countless critical moments and their contribution in healthcare transformation is showcasing the value of this new focus on women in leadership.

Here at JHAH, we also have so many incredible women who have created major impact on our ability

to continue to deliver excellence and excel across all departments and functions. Recognizing that like many organizations, JHAH too needs a renewed focus on supporting women to achieve their potential, JHAH hosted the Women In Healthcare Leadership event to start the conversation about how JHAH and others in healthcare can better support women to aspire to, and develop as leaders.

***"It's wonderful to see so many people turn up, it's been really a good and positive event where we've been able to hear about opportunities for women in healthcare leadership, and I hope to promote women's role in leadership and management within JHAH."*** – Dr Michael Walsh, Chief Executive

***"It is time to invest in women to lead healthcare, as women are an integral part of Saudi Arabia's health transformation in vision 2030,"*** Said Dr. Hanan Alshaikh – Chair of the Women and Children's Health Department.



# In Kingdom Total Value Added (IKTVA) Mega Event Medical Coverage



Under the patronage of His Royal Highness Prince Saud bin Nayef bin Abdulaziz Al-Saud, Governor of the Eastern Province, IKTVA is an annual event sponsored by Saudi Aramco with the aim to create additional domestic value to support a rapidly changing economic environment and diversification through promoting local companies and suppliers while also driving investment opportunities to foster long-term growth & prosperity.

JHAH was proud to provide the medical coverage for Saudi Aramco IKTVA event from Jan 30th to February 2nd, 2023 at Dhahran Expo for over 65000 visitors, including VIPs & guests from overseas, senior local and international government officials, Aramco P&CEO and senior management, influential industry figures, strategic suppliers and partners, and media and opinion leaders.

**Provide comprehensive medical coverage within reach for all attendees & participants**

The coverage was provided by an experienced team of multi-disciplinary personnel from different JHAH departments under the guidance & leadership of Dr. Abdullah Al Hadhira, Chair of Operational Medicine Department & Ali Al Hajri, Director of the Prehospital Care Division.

In addition to three teams from Red Crescent, the six teams from JHAH were deployed in different sites within the event venue to provide comprehensive medical coverage within reach for all attendees & participants. The teams responded to a few emergency cases, delivered first aid to several minor injuries and transfer few patients for further observation.



## Planning Phase

**1. Manpower:** Twenty personnel from different districts & four ambulances deployed for the four days of the event; Jan 30th to Feb 2nd, 2023. Personnel consisted of paramedics, physician, nurses & medical drivers

**2. Resources:** equipment, supplies & medications collected from different districts

**3. Coverage Plan:** additional support arranged from Red Crescent to provide three ambulances & teams

**4. Disposition of illness or injury:** agreement with four medical facilities through Saudi Aramco government affairs to accept and facilitate cases transfers based on needs & acuity

- Dhahran Johns Hopkins Aramco Healthcare (VIPs & Saudi Aramco Management)
- National Guard Hospital
- Khobar Mouasat Hospital
- Gama Hospital



## Execution Phase

**1. Coverage:** personnel & resources deployed for four days from 6 am-7 pm; Jan 30th to Feb 2nd.

- a. Around 20023 attendees & visitors in Jan 30th, including VIPs & guests
- b. Around 22004 attendees & visitors in Jan 31st, including VIPs & guests
- c. Around 21796 attendees & visitors in Feb 1st, including VIPs & guests
- d. Around 220134 attendees & visitors in Feb 2nd, including VIPs & guests

## 2. Deployment & assignment:

**a. JHAH:** ambulances & personnel reported to the event at 7am from Jan 30th,

- i. Pre-Hospital Care Division Director, stationed in command & control center
- ii. Five teams covering exhibit halls; two paramedics & one medical driver in each team (Zone B, C, D)
- iii. One team covering the clinic at the site (One physician & one nurse and two paramedics)

## Post Event Phase

**1. Response:** Two emergency cases reported through command & control center & responded to:

- a. shoulder and back injury (Jan 31th)
- b. Near syncope (Feb 1st)

## 2. Patient transfers:

- a. Three patients' transfers: one to JHAH and two to King Fahad teaching hospital

## 3. Activities:

- a. First aid provided to several minor injuries.
- b. Band aids & kerlix for minor soft tissue injuries (event organizers & volunteers)

## 4. Wellness checks:

- a. Blood pressure & glucose check (event organizers, volunteers & visitors)

## 5. Over the counter medications dispensing:

- a. Over 130 cases; including headaches, abdominal pain, nausea & minor allergic reactions (event organizers, volunteers & visitors)





## Tips for a Healthy and Safe Nutritional Transition from Ramadan to 'Id

**Prepared by: Ghada Al-Habib**  
Manager of Clinical Nutrition Services



The Holy Month of Ramadan was an incredible journey toward health, serving many purposes. The people were hungry and thirsty, which reminded them of the suffering of the poor. They also benefited from practicing self-control, cleansing their bodies and minds, and achieving many health benefits. It was a real opportunity to make many healthcare decisions and adapt to a healthier lifestyle that should continue even after Ramadan.

During the Holy Month of Ramadan, our bodies get used to a routine and a schedule for eating and sleeping

that was difficult to adjust during the first few days. Eventually, our bodies usually adapt after the first week. Returning to pre-Ramadan schedules, dietary patterns, food habits, sleep and wake times, etc., may be difficult. After Ramadan, when people change their dietary and sleep habits, some may encounter health issues such as indigestion, heartburn, constipation or diarrhea, vomiting, and weight gain.

Nutrition experts advise a need to make a gradual transition between Ramadan days to after Ramadan days by following these tips for safe and healthy 'Id:

On the morning of the 'Id day, take a few pieces of dates to keep your blood sugar within the standard level and to get some energy before you go to 'Id prayer. Avoid chocolate or coconut-coated dates as they contain fat, which may disturb your digestive system.

- Avoid consuming fatty and large breakfast meals, which may cause indigestion and heartburn. It's better to have a light breakfast such as low-fat or nonfat milk, unsweetened whole grain cereal or whole-wheat bread, low-fat cheese, or labneh with fresh fruit.
- During mid-day of 'Id, take a light snack and include vegetables, grains, fruits, and low fat laban or yogurt.
- Try to take your lunch times towards the afternoon, as close to Ramadan Iftar time as possible. Doing so will avoid any shock to your system. Make the meals low-fat and avoid consuming many meat and fatty dishes.
- Make your desserts light, add fruits, and use whole-wheat flour.
- Consume your desserts in moderation by controlling the portions.
- Include dates in your healthy desserts, mix them with nonfat yogurt, or consume low-fat or nonfat laban.
- Limit your intake of sodas, sweetened drinks, salty nuts, and fried foods.
- Drink plenty of water. Stay hydrated throughout the day.
- Consult your doctor for medication adjustments, as you may get the exact pre-Ramadan medication timing and dosages.
- Enjoy Arabic coffee, which is rich in antioxidants and low in caffeine. You may consume a few pieces of dates with your coffee as they are healthy, rich in fiber, and easily absorbed and digested. Dates are heart-friendly, rich in potassium, magnesium, iron, and other vitamins and minerals, and do not contain any cholesterol or fat.
- Return to your pre-Ramadan meal patterns of consuming three healthy and light meals with two to three snacks.
- Watch out for your caloric intake to avoid weight gain.
- Practice hand washing more often with soap and

water and avoid consuming unsafe foods. Make sure you wash your vegetables and fruits well.

- Keep your activity and enjoy your daily exercise with friends and family.
- Enjoy your social activities and visits with friends and relatives. Share these blessings with the elderly and children in their care centers.

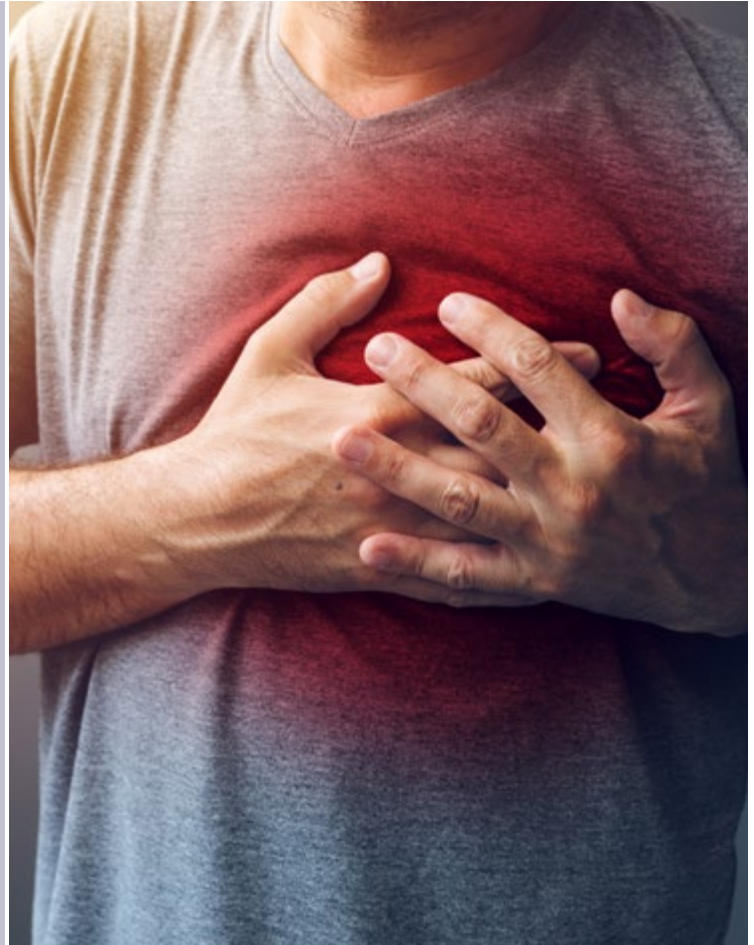


# Fasting and Heartburn

Stomach acid, which digests food, is usually reduced during fasting. However, the smell of food can incite the brain to signal the stomach to produce more acid which in turn can lead to heartburn.

## How should you deal with heartburn during Ramadan?

- If you are re on antacids, continue taking them, preferably with the Sahoor meal.
- After fasting, eat in moderation.
- Avoid oily, deep-fried and very spicy foods.
- Reduce your caffeine intake.



# Fasting and Headaches

Headaches while fasting can be triggered by hunger, dehydration, poor sleep, or withdrawal symptoms caused by not smoking or an absence of caffeine in your system. Do not miss the Sahoor meal, make sure that you drink enough water, gradually and consistently. Ensure that you get enough rest and finally, take the opportunity given to you during the Holy Month of Ramadan to quit smoking.





# Food in Ramadan

## What Can Help or Harm You

As with any kind of food, a balanced diet during Ramadan is key. Another key is self-control. It is so tempting to keep on reaching for all that delicious food, so beautifully displayed. Without a balanced diet and self-control, almost all foods have the potential to harm you.

The first thing you need to consider is to ensure that your Ramadan food contains portions from all the essential food groups:

- Vegetables
- Fruit
- Grains (cereals), mostly wholegrains and/or high fiber cereal varieties
- Lean meats and poultry, fish, eggs, tofu, nuts and seeds
- Dairy products like milk, yoghurt and/or alternatives (preferably reduced fat)

### Food that Helps

Complex carbohydrates are found in barley, wheat, oats, millet, semolina, beans, etc. This type of food releases energy slowly during the long hours of fasting. Food rich in fiber is also digested slowly. You can find these fibers in bran, cereals,

whole wheat, grains, seeds, potatoes (with the skin on), vegetables and almost all fruit.

### Food that Harms

Deep-fried, fat-rich, and sugary dishes are the biggest culprits in health issues that directly result from food. Anything that needs an excessive use of oil to cook should be avoided.

Try to avoid consuming a big Sahoor, and make sure that it includes slow digestive foods.

### Cooking tips

- Avoid frying and deep frying
- Shallow-fry (the difference in taste is minimal)
- Grill or bake

### Final thoughts

Food is a pleasure. It becomes even more of a pleasure during Ramadan. But too much food can turn into a silent killer. Always keep your weight (short-term impact) and your arteries (long-term impact) in mind while buying, cooking, and consuming food.

# How to lose weight during Ramadan?



The Holy Month of Ramadan can provide a very good opportunity to lose weight, if one can exercise self-control and not overeat when breaking the fast. However, like everything else, too much of anything can turn against you. What does this suggest?

## The Good

Although fasting starts at dawn, the body actually enters a state of fasting eight hours after the last meal. By that time, the body has already finished absorbing nutrients from the food consumed earlier. Now the fun part starts: the body starts to burn glucose to create energy and when that runs out, it starts to burn fat. This is how we begin to lose weight.

## The Bad

Do not extend your fast longer than necessary in the hopes of burning more fat, because if you fast for too long, your body will actually start to breakdown muscle protein for energy. The more times that you unnecessarily extend your fast, the more protein that will be burned in order to fuel your body. Essentially, you will be starving yourself. No one typically reaches the starvation stage during the Holy Month of Ramadan since the fast is broken at sunset every day, but you can do more harm than good by fasting for longer periods or by not eating enough after the fasting time (daylight hours) is complete.

## The Healthy

- Remember that you will not lose weight and then keep the weight off simply by fasting. You will have to tie that together with establishing health habits, such as:
- Meat should be lean and if poultry, should be skinless.

- Vegetable soups/grain soups are recommended rather than cream soups in order to reduce the intake of fat, cholesterol and calories. Vegetable soups/grain soups are rich in fiber, antioxidants and low in calories and fat.

- Dates should be consumed in moderation. Three individual pieces are equivalent to one serving of fresh fruit or 1/2 cup of unsweetened fruit juice.

- Milk products are recommended to be low fat or non-fat in order to reduce the intake of fat, cholesterol and calories.

- Eat raw or cooked vegetables, in addition to fresh fruits. These are rich in fiber, minerals, vitamins and antioxidants and low in salt, fat and cholesterol.

- Limit consumption of creamy and sweetened desserts and sugary drinks. Fresh fruits are recommended instead.

- Carbohydrates should be consumed as per your prescribed diet plan. Carbohydrates should be complex, as these are rich in fiber, in addition to their reduced impact on blood sugar. One cup of cooked Hareese (crushed wheat) may replace one cup of cooked rice. The recommended daily allowance of lean meat or skinless chicken may be cooked with the Hareese.

- Baked Samboosa is better than fried. Three pieces of Samboosa may replace the combined servings of lean meat and bread.

- Avoid keeping food at or above room temperature for more than 2 hours.

- Consult your dietitian to discuss your plans for meals during the Holy Month of Ramadan.

# Nutritional Facts: Holy Month of Ramadan

**Prepared by: Ghada Al-Habib**  
Manager of Clinical Nutrition Services

As your partner in care, JHAH is here to support you and your family to remain healthy during the sacred month of Ramadan. The following information can support you to manage your fast. If you have any further questions or medical concerns, please talk to your doctor or arrange an appointment with our experts in care in our Primary Care Centers.

## What is the best way to break my fast?

It is best to start your Iftar meal with 3 dates and a cup of warm low fat soup (such as, vegetable or grain soup) before going to prayer. You may also have a cup of low fat buttermilk, but make sure it is not chilled (chilled drinks do not promote digestion). After prayer continue with your main Iftar meal. This helps your body adjust after the fast.

## Can I delay Iftar until after Maghrib prayer?

It is best to break your fast as soon as it is permissible. You should break your fast by eating three dates with a cup of low fat laban (not very cold) or a cup of warm low fat soup.

After Maghrib prayer you can enjoy the rest of your Iftar meal.

## Why do I feel sleepy after eating my Iftar meal?

This is not uncommon. The best way to avoid this is to:

- Begin your Iftar meal with three dates and a cup of warm low fat soup
- Limit your food consumption
- Chew your food well
- Minimize your consumption of fats and oils
- Regularly consume small quantities of fluids between Iftar and Sahoor
- Walk regularly - this is a great exercise but wait for 2-3 hours before any exercise.

## Can I drink lemon juice at Iftar?

Lemon juice is very acidic; therefore, it is not recommended for Iftar. But, you can drink lemon juice between the Iftar and Sahoor.

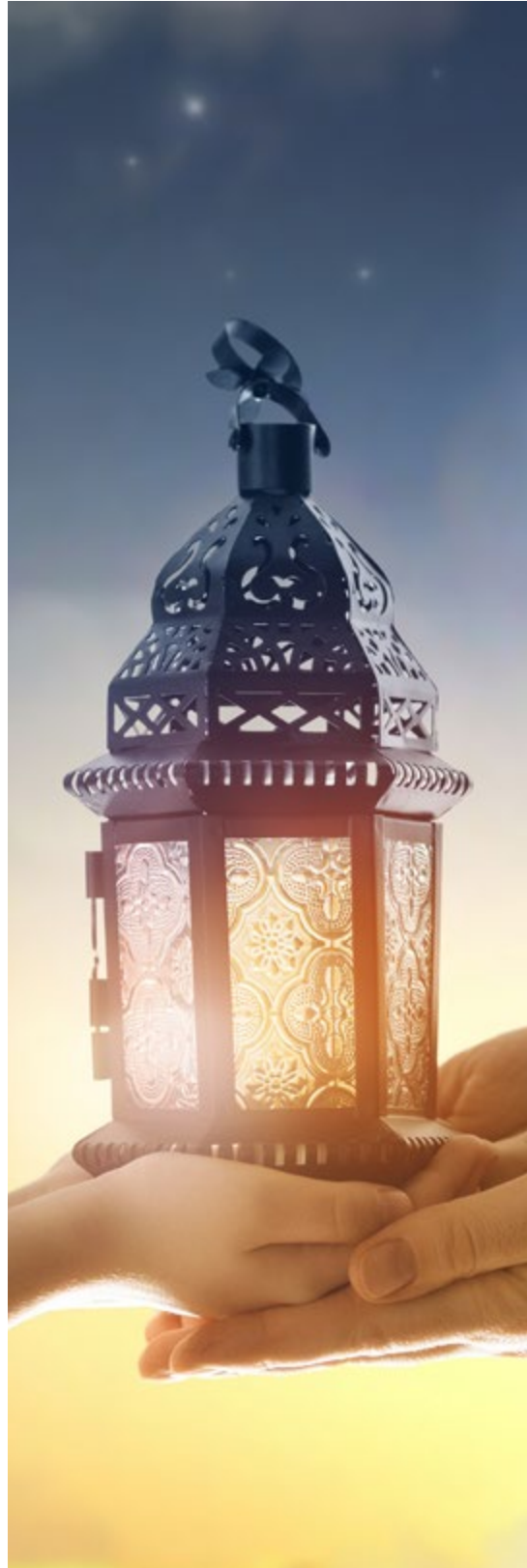
## How many calories in one piece of samboosa?

There are 250 calories in one piece of fried samboosa and 125 in a baked samboosa

- Use lean meat or choose vegetable, lentil or low fat cheese samboosa
- Bake, do not fry
- Limit consumption to 1 or 2 pieces

## What is the best time for Sahoor and what should I eat?

The best time for Sahoor is as close to Fajr as possible. Sahoor should include more slow digesting foods that last for many hours and reduce hunger. Sahoor should not be heavy.



The best food for Sahoor meal is:

- A cup of low fat milk, laban or yogurt
- 2 slices of whole wheat bread or 1 cup of oatmeal
- Low fat labnah, low fat cheese or peanut butter
- Fresh fruit, unsweetened fruit juice or dried fruit
- A cup of cooked lentils or beans

### What is the best time for and type of exercise during Ramadan?

The best time for exercise is in the evening (2 hours after Iftar).

- 30-45 minutes of brisk walking or swimming are good options
- You also can go to the exercise room
- Make exercise a fun and daily habit. Do it with a friend or a family member.

### What should I eat at Iftar?

Your Iftar meal should be well-balanced, nutritious and low in fat.

A well balanced menu would include:

- 3 dates
- 1 cup of low fat soup (vegetable on grain) or 1 cup of low fat laban
- One cup of steamed rice or pasta
- One cup of salad
- One cup of cooked vegetables
- One portion of lean meat (150 gram cooked), ¼ chicken without skin or baked fish (150 gram cooked)
- 1-2 baked samboosa
- As a snack try fruits, vegetables and low fat yogurt or laban



- Remember to drink adequate fluids (especially water) between Iftar and Sahoor

### How do I reduce my body weight during Ramadan?

To reduce body weight, you should exercise regularly (such as 30-45 min of brisk walking or swimming) and follow a healthy low fat meal plan.

### I have high cholesterol level. What food should I avoid?

Avoid commercial samboosa. You can prepare them at home (choose vegetable samboosa, lentil, low fat cheese or labnah samboosa) and bake them using a little nonstick spray.

- Do not add butter or ghee to harees, jareesh or any food
- Use lean meat or skinless chicken to prepare harees
- Use skimmed milk, butter milk or yogurt in your meals
- Limit your intake of egg yolk and organ meat (liver, kidney, heart, brain)
- Replace sweets with fresh fruits
- Replace heavy cream (Gishda) with non-fat labnah
- Increase your intake of salads, vegetables and fresh fruit
- Avoid pancakes and dishes containing eggs
- Do not use palm oil, coconut oil, ghee, butter or animal fat in food preparation. Use olive oil, canola oil or corn oil in moderation.
- Lose excess weight if obese and exercise regularly

### How much water I should drink?

It is recommended to drink 8-10 cups between Iftar & Sahoor meals.

- Do not drink more than 1-2 cups every 2-3 hours between Iftar and Sahoor
- Other good fluids for the body are unsweetened juices, low fat or non-fat milk or butter milk, and low fat soup: but limit to one cup/day, as they add additional calories.

### How many dates can I eat?

You should consume 3-5 dates a day. Each date provides 20 kcal and contains one teaspoon of sugar

### What should I eat as a snack during the night?

You can eat the following:

- One cup of non-fat, low fat milk, yogurt or buttermilk
- One fresh fruit or 1 cup of unsweetened fruit juice
- 2 slices of low fat cheese or 2 tablespoons of low fat labnah
- 2 slices of whole wheat bread or one cup of oatmeal
- One cup of salad or vegetables

### I have diabetes and I want to fast, what should I do?

First you should speak to your doctor, as he/she may adjust your medication. Some diabetic patients can fast safely; however, some are advised not to fast.

If your doctor clears you to fast, you should do the following:

- Divide your meals into three timings: Iftar, Midnight and Sahoor
- Eat a healthy Iftar meal
- 3 dates



- 1 cup of low fat soup (such as vegetable)
- 1 cup of low fat laban, yogurt or low fat milk
- 2 choices of carbohydrates (one cup cooked rice or pasta, 2 pieces of boiled or baked potatoes or 2 slices of whole wheat bread)
- One cup of cooked vegetables
- One cup of salad without salad dressing. You can use lemon juice.
- One portion of lean meat (4 ounces cooked), chicken without skin or baked fish

### Remember:

- Drink water regularly between Iftar & Sahoor
- Check your blood sugar before Iftar and 2 hours after Iftar and again before Sahoor
- Report the blood sugar results to your doctor

### Can children fast?

It is not recommended for small children to fast. Older children can fast for a few hours (from morning to noon time) to train them and to share the fasting values with their families. It is best for them to eat their Iftar and Sahoor meals with their families to enjoy the social and spiritual values of the month.

### Can pregnant or lactating women fast?

It is not recommended that pregnant and lactating woman fast. If a pregnant or lactating woman wants to fast, she **MUST** speak first to her doctor.

If they do fast, they should:

- Consume adequate water and fluids between Iftar and Sahoor
- Have adequate rest throughout the day and take a walk in the evening.
- Divide their meals into three timings: Iftar, Midnight and Sahoor
- Ensure adequate nutrition and consume 4 cups of low fat milk, laban or yogurt each day to ensure adequate calcium levels.

### What is the best soup for Ramadan?

Whatever your favorite soup is as long as it is low fat.

- Vegetable (onion, spinach, mixed vegetable, celery, tomatoes, asparagus, cauliflower, broccoli, peas and green beans).
- Grains (wheat, rice, oat, barley and corn)
- Legumes (lentils and beans)
- Noodles or macaroni
- Cream (made with skimmed milk)
- Broth
- Minestrone

**Note:** You can mix a little chicken, beef or lamb with the soup, and you can combine ingredients.

### What can I do to avoid constipation?

Many fasting people may suffer from constipation during Ramadan. To avoid constipation:

- Consume adequate fluids (especially water 8-10 cups) between Iftar and Sahoor



- Include low fat soup in your meals
- Drink decaffeinated drinks (coffee, tea, diet drinks) between meals
- Increase your fiber intake by:
  - Using whole wheat bread rather than white bread
  - Increasing your vegetable and salad consumption
  - Use dried legumes or vegetables in your soup
  - Dates are a natural laxative. Eat three dates at Ifta
- Consume fresh fruit (with edible skin) between Iftar and Sahoor. This includes apples, grapes and pears.
- Walk regularly. Exercise helps regulate the bowels
- Do not consume bananas or baked/boiled potatoes
- Replace yogurt with milk
- Do not delay bowel movements. Try to have a bowel movement each morning or evening.

### Why does the color of my urine become dark when I fast?

Dark colored urine is an indication of dehydration. To avoid dehydration:

- Drink 8-10 cups of water between Iftar and Sahoor
- Increase your intake of fluids such as low fat soup, milk, and unsweetened fruit juice
- Replace dried sweets (such as baklava or Lugaimat) with custard, jello or puddings
- Replace caffeinated drinks (tea, cola, coffee) with decaffeinated refreshments

- Reduce your salt intake
- Limit your consumption of meat
- Do not exercise in the heat of the day. Regularly exercise in the evening

### How do I reduce thirst during Ramadan?

- Drink 8-10 cups of water between Iftar and Sahoor
- Increase your intake of fluids such as low fat soup, milk, and unsweetened fruit juice
- Replace dried sweets (such as baklava or Lugaimat) with custard, jello or puddings
- •Replace caffeinated drinks (tea, cola, coffee) with decaffeinated refreshments
- Reduce your salt intake.
- Limit your consumption of meat
- Do not exercise in the heat of the day. Regularly exercise in the evening
- Reduce your consumption of fried, spicy and salty food, i.e., pickles, olives, canned food, zaatar, salted cheeses, and salty sauces

### How do I reduce hunger during Ramadan?

- Eat your Iftar meal at sunset as permitted
- Divide your meals into three timings: Iftar, Midnight and Sahoor
- Delay your Sahoor to just before Fajr comes in (as close to sunrise as permitted)
- Consume more protein at Sahoor. This includes:
  - Low fat cheese, labnah, peanut butter, low fat yogurt, laban or milk

- Consume more slow-digesting foods at Sahoor including cheese, labnah, yogurt, lentils, beans, oatmeal, peanut butter, dried fruits and lean meat
- Increase your fiber intake at Sahoor including whole wheat bread, legumes, salads, vegetables and dried fruit
- Reduce your intake of sweets.
- Avoid smelling or seeing food. That only increases appetite and hunger
- Do not exercise during the day. Regular exercise at evening is important.
- Your body should adapt, and your hunger should subside as Ramadan progresses.
- Try not to think of food while fasting. Pray, read or visit a friend to take your mind off food.

### Is it good to sleep after Iftar or Sahoor?

It is not recommended to sleep after Iftar or Sahoor due to the following:

- After consuming a meal, the digestive system needs to digest the food and then absorb the nutrients. The digestive system slows down during sleep.
- Sleeping after consuming meals leads to improper digestion, and may cause problems with constipation and gas.

### I have a gastric ulcer and plan to fast. What foods should I avoid?



First speak to your doctor. He or she may adjust your medications (in particular antacids). If the doctor permits you to fast, do the following:

- •Avoid consuming large meals and avoid overeating.
- Divide your meals into three timings: Iftar, Midnight and Sahoor
- Take antacids if advised by your doctor
- Consume Iftar at sunset (as permitted) and Sahoor as close to Fajr as possible
- Chew meals properly and avoid eating too fast
- Reduce fat intake, consume low fat products (milk and milk products) and choose lean meat or skinless poultry or fish. Bake rather than fry.
- Do not smoke.
- Do not consume food that is either too hot or too cold.
- Avoid stressful situations and practice relaxation techniques.
- Get enough sleep and rest.
- Avoid: Fried and fatty foods. (Samboosa, falafel, fried pastries and fatty meats).
- Spicy food, hot sauces, highly seasoned foods that use chili, mustard, black pepper, nutmeg or paprika.
- Caffeine containing beverages and food (tea, coffee, cola and chocolate).
- Salty foods (pickles, olives, ketchup and zattar).
  - Gas forming foods (garlic, onion, lentils, cabbage, dried beans, dried peas, soft drinks, nuts and popcorn).

# JHAH Healthy Recipes

## Stuffed Cabbage Rolls



Stuffed Cabbage Rolls are popular in the Middle East and are known for their unique taste and flavor. They are rich in fiber, antioxidants and many vitamins and minerals.

### Ingredients (9 Servings, 2 stuffed cabbage rolls per person)

- 1 medium size cabbage
- 1 1/2 cups of rice
- 500 grams lean beef or lamb, minced
- 2 Tablespoons of olive oil
- 2 cloves of garlic, crushed
- 1 teaspoon pepper
- 2 teaspoons mixed spices, powdered
- 2 teaspoons cumin, powdered
- 4 cups chicken stock
- 1 cup of fresh tomato, chopped
- 2 teaspoons dill, chopped
- 2 tablespoons fresh coriander, chopped
- ½ cup onion, chopped

### Preparation

- In a large pot sauté the onions.
- Wash rice and drain it
- Trim the head of cabbage and discard damaged leaves
- In a pot of boiling water add the cabbage and let it cook for 10 minutes
- Take the boiled cabbage out of the pot and let it cool
- Peel 18 large leaves from the head of cabbage and set aside to be stuffed.
- Add the meat to the rice, olive oil, pepper, onion, fresh tomato, cumin, mixed spices, fresh coriander, dill and mix together to create the stuffing
- Fill the cabbage leaves with the stuffing
- In a pot, heat the chicken stock
- Arrange the stuffed cabbage leaves in a pot, pour the chicken stock on top and cook on medium heat for 20 minutes
- When done take the stuffed cabbage rolls out of the pot and place them on a platter
- Serve rolls warm with low fat yogurt or laban served on the side to enhance the nutritional value of the dish

### Fat and Calories

- Calories per serving: 150
- Fat per serving: 5 grams

### Health Profile:

Stuffed Cabbage Rolls are appropriate for children, adults and seniors and are rich in the nutrients that support heart and mental health. People with diabetes should consult their dietitians on portion size as each serving (consisting of 2 stuffed rolls) contains 15 grams of carbohydrates.



## JHAH Healthy Recipes

# Apple Milkshake



Apple Milkshake is a refreshing drink rich in flavor, taste and aroma. It supports mental and heart health and immunity. It is rich in fiber, antioxidants, calcium and vitamin D and suitable to be served as a snack between meals

### Ingredients (6 servings)

- 4 cups of low fat milk (1%)
- ½ cup ice cubes
- 2 fresh and ripe apples (peeled, cored, sliced and chopped)
- 2 tablespoons honey
- 1 teaspoon cinnamon (powdered)
- 2 tablespoons of almonds or walnuts (chopped or flaked)

### Preparation

- Blend the sections of apples with low fat milk and honey until the texture becomes smooth
- Serve it in glass cups with 2 cubes of ice each and

top it with cinnamon powder and chopped almonds or walnuts as a garnish.

### Fat and Calories

- Calories per serving: 125
- Fat per serving: 3 grams

### Health Profile:

Apple Milkshake is appropriate for children, adults, pregnant and lactating women, seniors and people with heart disease. Diabetic people should consult their dietitians on the appropriate portions for them as one serving includes 18 grams carbohydrates.

# Helmets Save Lives and Reduce Head Injuries



In a recent fact sheet, the World Health Organization stated that correct helmet use when riding a motorcycle can reduce the risk of death by 42% and the risk of head injury by 69%. The fact is that defensive driving and wearing proper safety gear are key to motorcycle safety.

Dr. Basem AlBahrani, a motorcycle rider with more than 20 years of experience and emergency medicine consultant at JHAH, shares his expert advice on safe motorcycle riding.

**They say that for safety, all bikers should be in all the gear all the time. What does that mean?**

I believe that it means more than just clothing. The first thing is that a rider should be well rested and in a good mood to ride. If you aren't, then don't get on your bike. When you are ready to ride, be sure to wear proper riding gear, including a helmet, riding glasses or goggles, riding gloves, a riding jacket and riding boots or shoes. Some riders include elbow and knee protection, which can prevent serious injury to these very important joints. The helmet can have a full, three-quarter or half-face shield, but most important is that the helmet you wear is certified

by a safety organization such as DOT, ECE and others. As for the jacket, it is best if it has built-in protection, and riding boots or shoes need a hard surface to protect your feet.

**Does the gear change for riding during the day or night?**

The key for both safe day and night riding is to maintain visibility. When riding at night, you should not wear helmets that have dark visors, dark glasses or dark goggles.

**Some people blame not wearing full safety gear on hot days; how do you dress for the weather?**

The temperature does not change the fact that you need to wear protective gear. If it is hot, you can wear a half helmet instead of a full one and a light mesh jacket. In the cooler weather, you should wear heavy gear, including thermal clothing to keep you warm, a full-face helmet, heavier jacket, winter riding gloves and rain gear on rainy days.

**What is the pre-ride safety check?**

Before you get on your motorcycle, you should consider three things:

**1. Yourself:** You should be well rested, both physically and mentally, not preoccupied with other things, and of course you should be wearing full safety gear.

**2. The bike:** Like an automobile, you should ensure your bike is in safe riding condition. You should check all liquids to ensure they are full; the tires to make sure they are at the proper pressure; the lights, including the headlight, turn signals and brake lights, to make sure they are working properly; and finally the bike itself to make sure it is safe to ride.

**3. The road:** As best you can, chose the time you ride to avoid busy, crowded roads; consider the best way to get to your destination that avoids dangerous and poorly paved roads; and always drive safely by using defensive riding techniques and whenever possible ride with others in a safe riding formation.

### Why is stretching recommended before rides?

This is important, especially before a long ride, as you will be sitting in the same position for a long time. If you are uncomfortable, you may be distracted. It is best to take regular rest breaks, about every hour or two, so you can stretch, stay properly hydrated and remain alert.

### Why is it important to receive training if you know how to ride a motorcycle and have already been issued a driving license?

Riding a motorcycle is a continuous process to maintain and acquire new skills and techniques that help keep you and your passenger safe.

### How do you communicate with other bikers on the road?

There are universal hand gestures that riders use to communicate between bikes during a ride; you need to learn those. They are used to communicate such things as lane changes, dangers ahead, bad road conditions and so on. We also use communication devices that are built into the helmet.

### Can riding between lanes be done safely?

No, just as vehicles you should always stay in your lane: however, sometimes you need to change lanes. When that happens, you need to be careful and extremely vigilant.

Always use your signal and move into the other lane slowly and carefully. Generally, I try my best to avoid changing lanes, but sometimes it's necessary.

### When planning a long group ride, should someone in the group be trained in CPR and first aid?

I advise carrying a first aid kit at all times; you never know when you might need it. But this becomes very important when taking a long trip with a group of bikers. Most bike groups have a safety officer who makes sure the bikes and



bikers are good for the ride and ensures a first aid kit is available. Biker communities encourage everyone to take first aid and CPR (Cardiopulmonary Resuscitation) training so you can be prepared should someone need medical attention.

### What are the most common wrong-riding behaviors you have observed in Saudi?

Not wearing the proper safety gear, speeding and reckless driving.

### What would you tell car and truck drivers about sharing the road with bikers?

Respect is the most important thing; simply share the road with them. They need to remember that bikers have families and loved ones. Just like you, they want to get home safely.

Dr. AlBahrani does what he says. Each year, he sharpens his riding skills with training courses like Smart Riding, Road Captain and Top Gun. Such courses are offered by motorcycle agencies, private trainers and some local bike teams.

**Remember,** be well rested, wear safety gear, keep the bike maintained and in good condition, always work on sharpening your riding skills, respect all road users and be vigilant and safe! Also, ride in style and enjoy the ride

# Speech Language Pathology



If left untreated, speech-language problems can affect your confidence and hinder your progression. Whether you or your loved one has been diagnosed with autism, a cleft lip/palate, a swallowing disorder or a stutter, our experts will work with you – either one-on-one or via friendly group-therapy sessions – to help you overcome any difficulties. Therapy is always based on current research and driven by the needs and interests of our patients.

## Speech therapy for network registered (MDF) patients

Did you know that Saudi Aramco employees and their dependents, who are registered with a JHAH network provider (MDF), can request to have speech therapy at JHAH?

Do you want to know more? You can request a call-back from our team and we will walk you through the process and eligibility criteria.

## What to expect from Speech Therapy at JHAH

### Before treatment

Once you receive a speech-language pathology referral from your physician, please arrange an evaluation appointment by calling 013 870 6094. A parent or caregiver should attend the initial evaluation meeting at the Speech Language Pathology (SLP) clinic.

### During treatment

You will work closely with your speech therapist in achieving your or your child's therapy goals as identified in the initial evaluation appointment. Your speech therapist will establish an individualized care plan as needed. Therapy may include both direct and indirect approaches. You will also receive feedback throughout the therapy program and home program exercises to enhance your or your child's therapy progress and outcomes.

### Post-treatment

After completing the therapy program, you will be re-evaluated to monitor your progress and identify a plan moving forward. Your speech therapist may refer you to any other professional and share speech therapy resources per the provided care plan.

||

The speech therapist is a great asset to JHAH. Within a few minutes of therapy she had gained a huge amount of insight into my son's needs. She's approachable and I every time I meet with her she inspires in me more confidence in my son's speech potential. I'm grateful for the opportunity to work with her

||

# JHAH Wins the 2022 Ada'a Health Program Award



The best Healthcare Performance Improvement Project in the Early Detection and Prevention



Improvin  
Critical  
Care



Delivering  
Specialized  
Care



JHAH won the first place Ada'a Health Program Award in the Best Healthcare Performance Improvement Project in Early Detection and Prevention category, second place in the Improving Critical Care category and third place in the Specialized Care category. As a result, JHAH received the most Ada'a awards in 2022.

The Ada'a Health Program was launched in 2017 by the Kingdom's Ministry of Health as part of its effort to achieve the health goals of Vision 2030 and meet the objectives of the Health Sector Transformation Program.



In 2022, private and government healthcare organizations across the Kingdom submitted more than 600 projects to compete in five different categories. The award ceremony, held under the auspices of His Excellency the Minister of Health, Fahd bin Abdul Rahman Al-Jalajel, was held

February 5 in Riyadh. Dr. Saeed Al-Yami, JHAH Chief Quality and Patient Safety Officer, accepted the awards on behalf of JHAH.

## Details First Place Winner: Healthcare Performance Improvement Project in the Early Detection and Prevention Category

The JHAH STAT OB project Improve the Decision-to-Delivery Interval Time by Implementation of the "STAT OB" Response Team: A Comprehensive Unit-based Safety Program Project took first place. The project aims to improve the response to emergency caesarian section delivery to save the lives of the mother and the baby.

## Details Second Place Winner: Improving Critical Care

This award was granted to the JHAH Comprehensive Unit-based Safety Program (CUSP) that was introduced in 2015 by the Process Improvement Division/Quality and Patient Safety Department. CUSP is a structured five-step patient safety model that is implemented at the unit level, taking advantage of the wisdom of frontline staff.

## Third Place Winner: Specialized Care

The winner was the Tawazon Program. Tawazon is a diabetes prevention program launched in 2018 by the Population Health Department. Tawazon is a lifestyle modification program that employs early detection and educational and behavioral interventions to help prevent or delay the onset of Type 2 Diabetes Mellitus.

# How to prepare for your next JHAH appointment and receive the care that you deserve



By Habib Nemr, Clinical Pharmacy Services

## PRE-APPOINTMENT PREPARATION

### Do your homework:

Once you book your appointment, ensure that you are up-to-date on your current provided care and how your current treatments are affecting your condition. Have a list of your current medications, herbals and over-the-counter treatments. Prepare your questions ahead and ensure you have access to copies of your recent labs or diagnostic images. The JHAH MyChart application is an excellent and convenient way to readily obtain all information.

Arming yourself with specific knowledge can improve the quality of your healthcare discussion and can assist your JHAH clinician in determining if your symptoms are related to a disease or are side effects of a current treatment you are taking.

### Prepare a short verbal or written summary:

Write down or verbalize the reason for your appointment, your symptoms, when they started and lifestyle changes that you have experienced recently. Include specific information on how your symptoms affect your daily life. For example, instead of mentioning "pain" to your clinician, try to score your pain from 1 to 10 and whether it prevents you from performing any daily tasks such as driving. Having your thoughts organized optimizes the accuracy of your diagnosis.

### Ask a family member or friend to accompany you:

This is important if you might hear bad news or are dealing with a serious health issue. It is easier for your family member or friend to stay focused and listen to the next steps.

## DURING YOUR VISIT

### Refer to your notes:

Your notes will assist you to clearly provide the required information so as to save time.

### Have a dialogue:

Pause to ensure that your clinician fully understands what you are saying. Voice your concerns; for example, "I'm concerned my symptoms mean I have .... What do you think?"

### Take time to recap before leaving:

At the end of the appointment, review what you have heard from your clinician. Ensure you understand all the follow-ups and that you have access to all of the information you need.

## AFTER YOUR VISIT

### Follow-up:

Review the visit notes on MyChart. Collect your medications in a timely manner and ensure you follow all instructions. Be sure to book a future follow-up appointment if necessary. Use the MyChart application or the JHAH contact number to communicate with your healthcare provider for required follow-ups and/or updates.

### Take time to complete a JHAH patient survey:

The JHAH patient experience team reviews surveys to optimize processes and explore areas for improvement. Ensure that you respond to the JHAH survey link that will be sent to your registered mobile number. This helps JHAH in its process of continuing excellence.

# World Autism Awareness Day

April 2nd 2023



“At JHAH, we continuously strive to provide an environment that prioritizes inclusion, acceptance for neurodiversity, and quality of life for families of children with Autism,” Said Maryam Hussain - Speech Language Pathologist at JHAH.

## What is Autism?

Autism Spectrum Disorder (ASD) is a neurological and developmental disorder characterized by difficulties in speech, early communication, social skills, and repetitive behaviors. Children as early as 18 months of age can be diagnosed with ASD.

## Red flags that can be seen as early as 18 months of age:

- Lack of a social smile with others
- Lack of joint attention with others
- Limited response to name when called
- Little shared enjoyment and interaction with others
- Delayed language development (receptive & expressive)
- Limited or restricted interests
- Lack of pointing to show things or request items
- Presence of echolalia or repetitive behaviors

## Assessment for Autism:

The gold standard tool to diagnose Autism is the

Autism Diagnostic Observer Scale - 2nd edition (ADOS), a semi-structured, play-based assessment.

## Interventions for Autism:

- Behavior therapy (Applied Behavior Analysis)
- Speech therapy
- Occupational therapy
- Early intervention centers & schools specialized in providing Individualized Education Plans (IEP)
- And management by other professionals as needed (e.g., Neurology, Genetics, Physical therapy, Nutrition, ENT, Audiology, Psychiatry & Psychology, Pharmacological intervention)

## Who should I see if I suspect my child may have signs of Autism?

Seek help from your pediatrician. If there are risk factors, such as repetitive behaviors, delayed language, and difficulties with early social communication skills, then ask for a referral to Clinical Psychology, Developmental Pediatrician, or a Speech Language Pathologist for further assessment.

## What does JHAH offer:

Mental Health Services & Rehabilitation services at JHAH provide assessments, consultations, interventions, and parent training programs for families of children diagnosed with Autism.

# Want to Thank a Nurse at JHAH?

Honor the compassion and care nurses provide their patients everyday

## *NOMINATE A NURSE FOR THE DAISY AWARD!*

The DAISY Award for Extraordinary Nurses was created in memory of J. Patrick Barnes who died at 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.



*Scan to  
nominate*



**The DAISY  
Award<sup>®</sup>**

**FOR EXTRAORDINARY NURSES  
HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES**

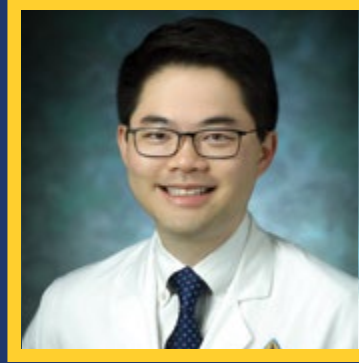






Find out more

*The Johns Hopkins Medicine (JHM) On-site Program has expert physicians from a wide range of specialties share with us their expertise at JHAH*



## World Cancer Day 2023

In recognition of World Cancer Day, JHAH conducted a World Cancer Day Awareness Campaign on February 2 at Saudi Aramco's Al Midra Tower. The event, a collaborative effort by Oncology Services, Rehabilitation Services, Nutrition Services, the Outpatient Nursing Department and the Public Relations Unit, aimed to raise awareness of the following:

- Early detection and the treatment journey at the JHAH Oncology Treatment Center
- Cancer prevention and correcting misconceptions related to nutrition management for cancer
- Causes, complications and treatment options for lymphedema



## Successful CBAHI Essential Safety Requirements Survey



We are pleased to announce that Dhahran has successfully passed the CBAHI Essential Safety Requirements survey with a near perfect score of 98.6%.

In recognition of this outstanding achievement and our organization's dedication to enhancing patient safety and improving the quality of our care at every level, JHAH management thanks everyone at JHAH for their valuable contributions.

## CLABSI and CAUTI



JHAH's Infection Control and Quality and Patient Safety departments have achieved two major patient care milestones. Over the last two years, there have been no Central Line Associated Blood Stream Infection (CLABSI) incidences in the Pediatric ICU. There has also been no Catheter-Associated Urinary Tract Infection (CAUTI) incidences in the Surgical ICU over the past year.

All of the involved staff received appreciation for their commitment and dedication to patient safety and infection prevention from Dr. Michael Walsh, Chief Executive; Dr. Saeed Yami, Chief Quality and Patient Safety Officer; Dr. Jean Jacques De Gorte, Chief of Staff; Hani Ayyad, Chief Nursing Officer; and Dr. Jaffar Al-Tawfiq, Director of Accreditation and Infection Control.

## Cardiac Cath Lab Center of Excellence

We are pleased to announce that the JHAH Cardiac Cath Lab has achieved full accreditation by the American College of Cardiology as a center of excellence. This international accreditation confirms that the JHAH Cardiac Cath Lab fully integrates the latest science and process improvements across its pre-, peri- and post-procedures. This approach is key to the safe, effective care and efficient scheduling of patients.

**Congratulations to our Cath Lab team and interventional cardiologists on this achievement that clearly reflects their commitment and dedication to patient care and clinical excellence.**



## Leap 2023

One might think that women working in health technology are more common than women working in the STEM fields of science, technology, engineering and math. Unfortunately, you would be wrong. Figures show that women in health technology represent only one in five people working in the sector.

Fortunately for JHAH, we have numerous women who serve as leaders in information technology. One of them, Dr. Tamara Sunbul, Manager of Health Informatics, was recently a powerful force in the 2023 Leap event held in Riyadh.

As part of her contribution, Dr. Sunbul participated in a panel that discussed the challenges as well as the solutions for empowering women in health technology. They also discussed the emerging sector of FemTech.



In addition, Dr. Sunbul delivered a presentation titled, "A New Era for Medicine, Digital Diagnostics and Therapeutics," in which she discussed gene editing and breakthroughs in medicine and biotechnology, in particular the newer technique of base editing/CRISPR that may lead to new cures for cancer and chronic diseases.

# Bringing World-Class Care, Close to Home

## Southern Area Update

### Opening of Women & Children's Clinic in Al-Hasa



JHAH Southern Area opened a dedicated Women's and Children's clinic on the Al Hasa Hospital campus. The W&C clinic was developed through the JHAH person-centered approach of "Design with You in Mind" taking feedback from patients, physicians, nurses and staff from the region.

During the space renovation the teams designed a new entrance at Gate 11, close and convenient dedicated parking, children's waiting area, two private feeding rooms and expanded clinic space to accommodate families. Pediatric patients are surrounded by a highly skilled team of clinical professionals that coordinate the patient's care. The team works across at all the Southern Area locations with 4 Pediatricians, dedicated nursing staff, physiotherapists, respiratory therapists, clinical nutritionists, speech pathologists and social workers.

Women's health services provide OB/GYN care to patients of all ages. Our female physician staff provide care and support in a dedicated environment for privacy and comfort. The Al Hasa hospital has state of the art imaging equipment for bone dexta, ultrasound, mammography and CT/MRI. The laboratory support routine and emergent collection and analysis including complex testing.

#### Pediatric Services

- Well Child Visits & Immunizations
- Complex Care Clinic & Support
- Asthma Pulmonary Clinic
- STAR Clinic – early dental intervention
- Pediatric Nutrition clinic
- Pediatric Speech Therapy
- Physiotherapy & Rehabilitation Medicine
- Mental Health Services

#### Women's Services

- Family Planning counseling
- Antenatal Care
- Postnatal Care
- Breast Feeding Consultation
- Pre & Post menopause management
- Cervical / Endometrial Screening
- Infertility management
- Uterine prolapse management

JHAH eligible patients can access the clinic through MyChart booking or the Call Center 800-305-4444.

If you are interested in changing your provider please contact our Southern Area Customer Care team through [patientrelations@jhah.com](mailto:patientrelations@jhah.com) for a tour and more information.

To learn more about our Southern Area physicians go to: [www.jhah.com](http://www.jhah.com)

# Save time, Refill Online



JHAH Southern Area & Saudi Aramco Southern Area Community Services are partnering to provide patients and families with the highest level of customer service for medications.

Through the “Save time, Refill online” the organizations have taken on a communication campaign leveraging technology to improve service and communicating across the Southern Area.

No matter where Southern Area employees, & their dependents are working or traveling they have 24/7 access to order medications online, schedule a home delivery or a convenient pick-up location in the MyChart App or on the JHAH.com website.

## Save time, Refill online:

- use the JHAH MyChart App to order medications online.
- sponsors with proxy access can order refills for dependent family members.
- no myChart? no problem contact the Pharmacy Call Center to reorder
- connect with a pharmacist in the Southern Area Medication Management Clinics
- message your provider through MyChart Messaging inquiries.

Patients then have the option to select home delivery or a convenient pick-up location by selecting the HOME DELIVERY option in MyChart or with the call center operator.

## Medication Management Clinic

### Need a refill? Have a question about medications?

Our team of clinical pharmacists in the southern area locations of AB Al Hasa and UD are 100% trained & certified as practitioners in the Medication Management Clinic (MMC) and able to review your medications, answer questions, assist with refill requests and offer alternative medications.

Working remotely? You can access our clinic through telephone or video visits.

The clinic is supported by on-call physician staff and can resolve simple medication inquiries and refills. No need to book an appointment with your doctor our pharmacists will contact them for you.

Book an appointment to the Medication Management Clinic in ABQ, Al Hasa or UD through the call center 800-305-4444 for a telephone, video or in-person consultation and we are happy to receive you as a drop-in at the counter.

**Save time, Refill online**

Order your medication refill through **JHAH MyChart** Or Call: **800-305-4444**

Scan to find out more

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AramcoHealthcare

800-305-4444 | www.jhah.com

## JHAH Success Story

# Partners in Care: A dialysis journey



In healthcare, there are some long-term and intense treatments. At JHAH Al Hasa we provide dialysis care, on-going treatment for kidney failure. Many of our patients arrive at the center three to four times a week they must be cautious about their interactions with others to avoid infection, they are called complex by medical standards and need high levels of care and coordination.

Dialysis patients also take many medications to control different blood levels and must be reviewed on a frequent basis to ensure the right result. These patients require a high compliance with taking their medication on time and in the right dosage.

Being exhausted and on long-term therapy many patients are subjected to many tests, must travel from their home, find time to pick up medications and supplies, move from one place to another to see doctors and specialists patients can quickly become overwhelmed.

The dialysis team at JHAH Al Hasa recognized these challenges and with the coordination of the dialysis nursing team, social work, nephrologist doctor and the pharmacy worked to bring more services to the bedside.

The team conducts rounds daily with the patients to check on their current health, ask questions and engage them in conversation during the treatment ,check on how they are coping and the current management of their critical values (Potassium , Phosphorous, Calcium, Hemoglobin, Parathyroid hormone and Iron profile).

The Al Hasa Pharmacy began internship clinical rotations to bring interns to the bedside and experience first hand highly fragile patients on active treatment. As part of the mentoring program they accompany the Clinical Pharmacist to round and review medications.

Starting in mid-2022 the intervention improved patient outcomes by 80 % showing an overall improvement in 29 patients out of 33 and in 101 controlled lab results out of 126 . This means that patients are more controlled and able to manage their symptoms and energy better while avoiding potential harmful escalation of their disease.

Identifying that the best interventions are real time the pharmacists partnered with nurses, doctors and the patients to review bedside the lab results and medications making recommendations and adjustments to prescriptions and delivering them directly to the patient before they went home.

Going to another level the pharmacy monitors all the patients in the program for their refill medications proactively working to send them via home delivery to avoid unnecessary visits and extra travel for the patient to the hospital.

The dialysis team at JHAH Al Hasa continues to partner with the patients and families for excellence in medical quality and service.

If you or a loved one are interested in a nephrology consultation contact your Southern Area Primary Care Provider to discuss your options by booking an appointment online [www.jhah.com](http://www.jhah.com) , with myChart or the call center 800-305-4444

## Partners in Care

Al Hasa moves to 7 to 7 Primary Care, More options, More Access

JHAH Southern Area is committed to being Partners in Care with our patients, families, clinicians and staff.



Recent efforts focused on improving Access to Care. The management team reach out for feedback through the Patient Family Partnership Council (PFPC), Saudi Aramco 2002 Healthcare Satisfaction Survey and JHAH Press Ganey Patient Surveys.

As a long standing topic in the PFPC the dedicated community volunteers and clinicians raised several points related to hours of operation, patient behaviors, unique southern area work patterns and the needs of dependent family members. After much work and analysis Al Hasa Health Center (AHHC) shifted operations in Primary Care and Pediatrics to a 7am to 7pm schedule platform. Patients now have the ability to prebook their appointments Sunday to Thursday from 7am to 7pm via myChart or JHAH Call Center 800-305-4444.

Recognizing that patients prefer to see their own doctor patients have the first option with their own physician

and for your convenience an option to be seen by their dedicated team which will coordinate your care.

By scheduling ahead patients avoid long waiting times and delays improving access and service. In the current model AHHC has provided more options and availability for booking with Adult Primary Care and Pediatrics.

Booking a telemedicine visit (telephone or video) patients can avoid a visit to the campus. You can speak with the a doctor and receive consultation. This is ideal for employees in remote areas and families that prefer online support.

Patients at the Al Hasa Health Center can book appointments with their primary care physician (PCP) or pediatrician as regular or telemedicine visit Sunday through Thursday 7am to 7pm through MyChart and the JHAH Call Center 800-305-4444

## JHAH Success Story

# Industrial Healthcare at JHAH saved the life of 25-year-old Hassan



On October 22, 2022, 25-year-old Hassan Alabdulghani had an accident at work resulting in a severe head injury. Due to his critical life-threatening condition, he was transferred by air from his remote workplace in Tanajib to Johns Hopkins Aramco Healthcare (JHAH) hospital in Dhahran for admission into JHAH's world-class Surgical Intensive Care Unit (SICU).

Upon arrival in the Emergency Department, a CT scan showed an isolated crushed head and facial injury. An emergent craniotomy for evacuation of hematomas was performed, and an Intracranial Pressure (ICP) monitor was inserted. He continued to have a severe elevation of his ICP due to significant brain swelling.

Multiple CT scans of the brain after his surgery showed worsening edema, midline shift and transtentorial herniation. His ICP was critically elevated and was not responding to conventional measures. Despite the poor prognosis, maximal measures were instituted to decrease his ICP and stabilize his condition. Hassan remained in the Surgical ICU, where the multidisciplinary team continued to treat and monitor his condition.

Further investigations, including a Magnetic Resonance Angiography (MRA), concluded that Hassan's brain was showing significant improvement. Hassan began to respond to treatment with supportive care and intense rehabilitation.

With the goal to wean Hassan off the ventilator and return him home safely, a physician-led team, including nurses and therapists, created a plan that resulted in Hassan recovering well and going home. He has gone

from unconscious to awake, and was referred later for intensive rehabilitation.

On February 27, 2023, Hassan fully recovered, and his father visited the SICU unit to show their gratitude to the multidisciplinary team stating, "Because of your help, I would not have been here and alive."

"When we received Hassan, he was in very critical condition. During the first week in the ICU, he had all the signs of severe brain injury that could have progressed to death. His intracranial pressure reached some of the highest levels I've ever seen. He was not responding to conventional treatments. Despite that, the team persisted, even resorting to more unconventional methods to manage his ICP. With extraordinary multi-disciplinary team efforts, Hassan made a remarkable recovery that is a testament to the world-class care we take pride in providing at JHAH". Said Dr. Mujtaba Al Khalaf, ICU consultant:

Johns Hopkins Aramco Healthcare takes a comprehensive, collaborative approach to patient care, putting the patient at the center of any treatment plan.

As Hassan's partner in care, JHAH helped him gain back his life, and recover from such a life-threatening and debilitating injury.

If you are an Aramco employee and wish to learn more about how JHAH can be your healthcare partner, visit [jhah.com](http://jhah.com), or book an appointment with our Primary Care experts for a check-up to keep you and your family as healthy as possible.





# Become a patient at Johns Hopkins Aramco Healthcare



Eligible Saudi Aramco employees and their dependents are invited to register for healthcare at JHAH.

## How to register

1. On the Saudi Aramco corporate portal, go to **myhome**
2. Click on **My Information**
3. Select **My Family**
4. Select the individual to be registered, then click on **Change Medical Provider**
6. Once you click on Change Medical Provider, you can select **Johns Hopkins Aramco Healthcare, (Dhahran or Al-Hasa)**
7. You will receive an confirmation in your Saudi Aramco email Inbox.

For more information on how to change your registration, contact your local HR Service Center or visit HR Online.

## Visit JHAH.com

Visit our website

**JHAH.com**

- Find a Doctor
- Our Care Services
- Hours of Service and Contact Information



800-305-4444 | [www.jhah.com](http://www.jhah.com)

# JHAH Bulletin Board

## Emergency Numbers: Save these Numbers to your Mobile Phone

**Dhahran and all areas:** From a landline inside Saudi Aramco or from outside Saudi Aramco, dial 911.

**Abqaiq:** From your mobile phone inside Abqaiq, dial +966-13-572-0911

**al-Hasa:** Dial 911

**Ras Tanura:** From your mobile phone inside Ras Tanura, dial +966-13-673-0911

**'Udhailiyah:** From your mobile phone inside 'Udhailiyah, dial +966-13-576-7911

**Help with your healthcare:**  
Contact Patient Relations at PatientRelations@JHAH.com or call 800-305-4444 In Kingdom or +966-13-870-3888 out of Kingdom

**Urgent healthcare 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 Contact Center  
800-305-4444  
Out of Kingdom +966-13-870-3888

**Feeling Stressed?** Have psychological, emotional or social problems? Call Community Counseling Clinic for an appointment +966-13-870-8400

**Quit Smoking:** JHAH help for employees, dependents, contractors and retirees to quit smoking, email SmokingCessation@JHAH.com

**Pregnant?** Attend the Pregnancy Wellness Program in Arabic or English. To register, go to [jhah.com/pregnancy-wellness](http://jhah.com/pregnancy-wellness). 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 first and third Tuesday of the month. To register, email [Eman.Mutairi@JHAH.com](mailto:Eman.Mutairi@JHAH.com) (you must be 30 weeks or more into your pregnancy.)

### Register for MyChart today

Visit [www.JHAH.com/en/about-mychart](http://www.JHAH.com/en/about-mychart)

Find FAQs

How-To Guides

If you need help signing up for MyChart, or would like to ask a question, call: 800-305-4444 (013-870-3888 from out-of-Kingdom) and select Option 8 (hours of service 7 a.m. to 4 p.m.)

**Community Counseling Clinic:** Call +966-13 870- 8400, +966-13 870-8306

**Patient Relations:**  
PatientRelations@JHAH.com

Patient Relations is available to help with issues that you are unable to resolve with specific clinical areas.

**Al-Midra Wellness Center** offers consultations, lifestyle wellness coaching and health screenings (Mon. to Wed. 1- 3:30 p.m.) Pharmacy (Sun. to Thurs. 12-4 p.m.)

# Patient Relations



Our multilingual Patient Relations team is here to talk with you about:

- Any concerns you may have with your care at JHAH
- Choosing or changing your Primary Care Physician
- Talk with you about a staff member who has “gone the extra mile” in caring for you or something you feel we could have done better

## Visit the Patient Relations office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

### Dhahran:

- Emergency Services
- Surgicare, behind reception
- Gastrointestinal clinic area
- Building 61, in front of OB /GYN clinic
- Primary Care

### Al-Hasa Health Center:

Outpatient Clinics reception area

### Abqaiq Health Center

Administration Office

### Ras Tanura Health Center

building 2, ground floor

# Medical Liaison Office



Our Medical Liaison Office team is here to assist you with:

- Requests for medical reports/summaries
- Copies of medical records, diagnostic imaging and lab reports
- Issuing off-duty certificates
- Issuing escort certificates, Hospital Attendance, and disabled parking stickers

## Visit the Medical Liaison Office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

### Dhahran Main Hospital

Building 60, main lobby

### Dhahran Primary Care

### Al-Hasa Health Center

Outpatient Clinics reception area

### Abqaiq Health Center

near the Primary Care waiting area

### Ras Tanura Health Center

Near the Emergency room reception

# Digital Health Most Wired Survey

We are pleased to announce that JHAH has achieved a Level 8 rating by the College of Healthcare Information Management Executives (CHIME) for both Acute and Ambulatory Services in its 2022 Digital Health Most Wired Survey.

The CHIME survey was distributed to more than 38,000 organizations, and the rating places JHAH's IT team above most of its peers in categories such as analytics and data management, population health, infrastructure and patient engagement. The survey serves as a comprehensive "digital health check-up" for healthcare providers.

As success in digital health increasingly determines the quality of patient care, the scope of the CHIME survey reflects the progress of leading healthcare providers as they reinvent healthcare for a new century.



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We are proud to honor your team's exceptional dedication to excellence in digital health," said CHIME President and CEO Russell P. Branzell. "Your pioneering performance in the industry inspires other organizations by example. Patients worldwide receive better care when you drive change through digital transformation, as you have proven through your success in this rigorous program

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said CHIME President and CEO Russell P. Branzell