

Elevating patient experience

# TAJRUBA

NEWSLETTER 2024 | EDITION 01

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# Tajruba Newsletter

Tajruba marks a pivotal step in enhancing the patient experience at Sheikh Shakhbout Medical City (SSMC), guided by our primary value of putting patients' needs first.

In this inaugural edition and the others to follow, we aim to keep you informed of our latest updates and keep you involved in our ongoing commitment to patient-centric care.

At SSMC, patient well-being is paramount, driving our mission to elevate the hospital journey through empathy and personalized attention. We are dedicated to humanizing care, ensuring every patient feels heard, valued and validated.



## HEARTFELT CONNECTIONS



# Patient Story



Meet Sahana – A6 Playroom



## Meet Sahana: SSMC's "Joy Ambassador"

In February 2023, three-year-old Sahana, who suffers from Hirschsprung disease and Waardenburg syndrome type 4, joined the Joy Initiatives.

Joy initiatives provide patients and families with a much-needed break to enjoy moments of pure fun and laughter through various activities.

Despite her health challenges, Sahana eagerly participates in every 'Joy Activity,' which aims to bring happiness, new energy and inspiration to kids through each moment on their treatment journey.

# SSMC's Wildlife Sanctuary for Pediatric Patients

Excitement fills the Emergency Department as new wall art featuring wildlife and sea creatures transforms the space.

This captivating addition not only enriches the environment but also serves as a distraction therapy for young patients.

Positive feedback received from parents and staff reinforces its impact on the overall patient experience.



# SSMC CELEBRATES EMIRATI CHILDREN'S DAY 2024



To celebrate Emirati's Children's Day, SSMC hosted engaging activities led by acting CEO, Dr. Marwan Al Kaabi.

Children enjoyed a reading session on Sheikh Zayed bin Sultan Al Nahyan's legacy and participated in sustainability workshops.

These heartwarming celebrations brought joy and fostered a sense of community within our SSMC family.

# Leadership Commends Two Nurses for Outstanding Patient Care

Aradhana Tripathi and Hussain Edakkandan's dedication and compassion are truly inspiring.

Both recently volunteered their personal time to escort two patients back to their home country, showing willingness to go above and beyond for their patients.

Serving as shining examples of excellence in nursing, their commitment to providing exceptional care sets a high standard for all health care professionals to aspire to and follow.





## PATIENT JOURNEY

# Our Latest Ventures

### ✓ Adding dialysis ports into Tower D for the Surgical Intensive Care Unit (SICU)

Providing dialysis ports for patients allows the physician to connect the equipment to the patient's bloodstream, a crucial service for dialysis patients.

### ✓ Patients in the SICU

With the number of patients for this clinic increasing by 40% over the last year, renovations to the existing area allowed SSMC to accommodate more physicians and nurses, successively serving more patients.

### 🕒 Converting the waiting area to ophthalmology assessment rooms

Now providing more assessment rooms to serve more patients.



# Beyond Medicine: Exciting New Retail Additions

## The opening of two retail shops, an Italian restaurant and a barber shop:

- WHSmith - Level 1, Tower B, Hospital Building
- Allday - Level B1, Clinic Building
- La Capitale (Italian Restaurant) - Level B1, Food Court, Hospital Building
- Molto Bello (Barber Shop) - Level 1, Tower C, Hospital Building





**COMMUNITY  
CARE**

# Celebrating International Healthcare Volunteer Week

Our SSMC Experience Volunteers create personalized journeys and enrich relationships.

We are deeply grateful for their steadfast resolve as they tirelessly transform simple greetings and welcomes into profound and meaningful experiences.

In line with our core values, SSMC Experience has established a mission to foster connections between our hospital and the local humanitarian and charitable community, giving rise to the SSMC Experience Volunteer Program.



I'm grateful for the opportunity to support patients and appreciate their heartfelt prayers. Their sincerity fills my heart, bringing me happiness.

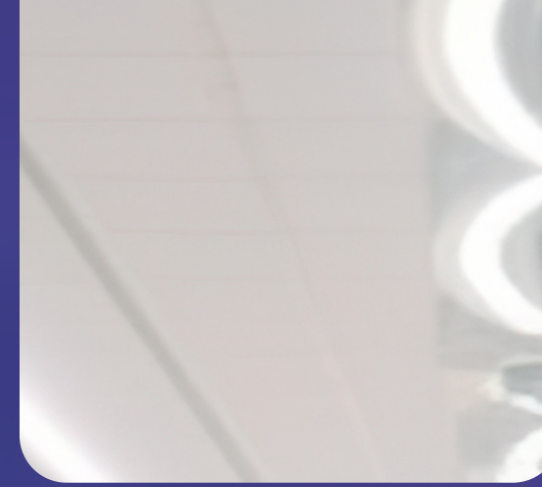


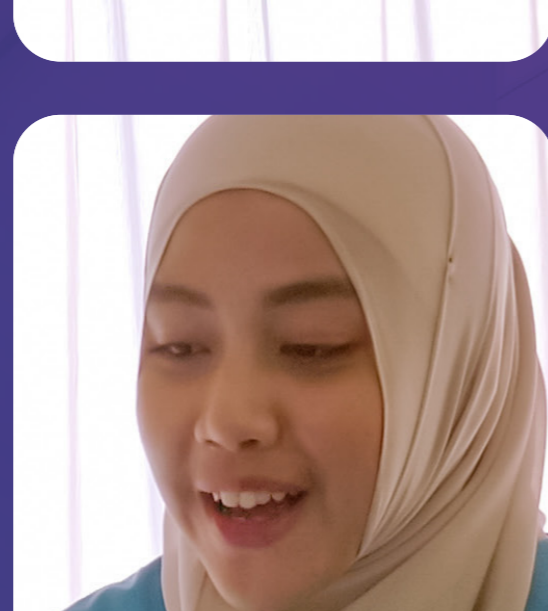
**Our Rising Star: Suada Alhashimi**

# Spreading Joy and Compassion: Heartwarming Hospital Visits For our Elderly Patients

SSMC was privileged to welcome a delegation from the Al Ferya Team, whose mission was to bring joy and compassion to our elderly patients, spreading warmth throughout our wards.

Each moment spent with our patients reaffirms our belief that genuine care stems from the heart. We extend our deepest gratitude to the delegation for their meaningful visit and for their dedication to compassionate care.





**COMMUNICATION  
IS CARE**

# Enhancing our Patient Connection

In our ongoing commitment to excellence, empathy is central to our SSMC Experience education and training programs.

We prioritize personal connections with patients to build trust and deliver compassionate care.

Designed to further improve communication and the patient experience, our recent "Connecting with Empathy" workshops, have shown remarkable results, emphasizing our commitment to patient-centric care.



YOUR OPINION MATTERS.



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