

# The LAU Medical Center - Rizk Hospital Pursues its Mission to Heal With Compassion



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Center - Rizk Hospital (LAUMC-RH) stands as a pillar of healing, embodying the ethos of “Heal with Compassion.” Through dedication to continual development, particularly in enhancing patient experiences, the medical center has proven its resilience and adaptability, especially during

In its unwavering commitment to the Lebanese community, the LAU Medical

moments of crisis. The crucible of the COVID-19 pandemic showcased LAUMC-RH’s proactive approach. Swift action was taken to implement a rapid response plan, positioning the medical center among the first to receive and treat patients. Beyond its immediate vicinity, the center extended its mission nationwide, launching an awareness campaign through the LAU Mobile PCR Unit.

The resilience of LAUMC-RH was further demonstrated in the aftermath of the devastating August 4<sup>th</sup>, 2020 explosion. Despite sustaining damage, the medical center treated over 500 casualties within hours, underscoring its dedication to community service. A rapid renovation plan was swiftly executed, ensuring continuity in serving the community.

LAUMC-RH has consistently taken a leading role in healthcare initiatives. This includes spearheading a national healthcare strategy for crisis management and restructuring public health. Collaborative efforts with other medical centers resulted in negotiations with Third-Party Administrators (TPAs) for innovative insurance models, notably based on “Fresh Cash” schemes and new deals.



A significant milestone occurred on November 4, 2023, when LAUMC-RH organized a live drill to reinforce its Emergency Preparedness Plan. The drill aimed to train a dedicated team of physicians, nurses, staff, and stakeholders to execute the plan efficiently in potential war or disaster scenarios. Approximately 100 mock casualties were involved, testing the coordination and integration among various teams, including the Command Center Team, Incident Command Team, and Casualties Coordinators Team.

In the realm of surgical advancements, LAUMC-RH invested in an ultramodern Hybrid Operating Room (OR). This technological upgrade, supported by highly trained personnel and state-of-the-art equipment, enables the surgical team to perform more complex procedures with improved outcomes and shorter patient recovery times. Moreover, the medical center prioritized safety and efficiency by adopting “best practices” recommended by the American College of Surgeons (ACS). A partnership with US-AID facilitated the doubling of the capacity to sterilize surgical utensils, effectively reducing sterilization time by half.

In the realm of Information Technology (IT), LAUMC-RH implemented a new IT strategy, incorporating a comprehensive ERP/EMR system (SAP/CERNER). This system, inclusive of Telemedicine functionality, Remote Patient monitoring solutions, Chronic Illness Management, and Virtual Examination Rooms, proved especially efficient during the COVID-19 pandemic. A novel addition to the medical center’s infrastructure is the Automated Dispensing System of drugs and medication, integrated with SAP/CERNER and using “Pyxis by



Becton-Dickinson.” This system aims to enhance patient safety by minimizing errors in medication dispensing.

On a patient-centric level, LAUMC-RH has consistently shown compassion toward patients and their families. The center places a strong emphasis on improving the patient’s experience at different levels, including healthcare delivery, service excellence, and value for money. Its commitment extends to universal coverage, private-to-public partnerships with other medical centers, and reshaping the public healthcare sector, focusing on Primary Healthcare Centers (PHCs).

Quality assurance measures have been a priority for LAUMC-RH. Working towards accreditation by the US Joint Commission (JCI) and maintaining the “ISO 9001 Certification” and Lebanese Ministry of Public Health (MOPH) Accreditation demonstrate the medical center’s commitment to high standards.

Internally, recognizing the vital role of the medical staff, the School of Medicine at LAUMC-RH implemented a retention and motivation plan. This plan included relief financial packages to support the medical staff by adjusting their income and benefits. A parallel effort has been made to retain nursing staff, contributing to a holistic approach to employee retention.

The expansion and launch of LAUMC – SJH in Jounieh - Keserwan have not only extended the medical center’s reach but also created numerous job opportunities within the medical field, making a meaningful contribution to reducing unemployment.

As LAU Medical Center - Rizk Hospital continues its mission; it remains steadfast in healing with compassion and strives to further develop its services, positioning Lebanon’s healthcare system on the global stage once again.

