

Be'Shaarenu

עלון מידע
לעובדי
שערי צדק

December 2019
- January 2020



Dear Friends,

As we enter 2020, we look back on another year of growth and innovation for Shaare Zedek. We dedicated new departments and clinics, partnered in the birth of more than 22,000 babies, treated hundreds of thousands of patients and continued to build and improve.

Last month we celebrated Chanukah, the holiday commemorating many miracles for the Jewish people. We often see miracles here at Shaare Zedek: saving lives, improving quality of life, restoring someone's ability to move, enhancing the function of a heart, a brain, and more. All of these transform lives and it is always so moving to be part of this and to see people returning to their homes and families so much healthier than they were before they came to us. But to make miracles, one needs research, experience, advanced equipment and skilled support teams. I am pleased to say that we have been blessed with all of this and we will continue to develop and promote professional, innovative and humane medicine into the next decade and beyond.

I wish us all that in the new civil year we will continue to grow and flourish, both personally and professionally.

Enjoy!

Yours,



Prof. Ofer Merin

Changing Perceptions and Lighting Up the World

The children from our Multi-Disciplinary Clinic for Juvenile Diabetes recycled medical disposables from their treatments to create a magnificent Chanukiah, on which they lit Chanukah candles. They named this special project, "The Light from Within."

The Chanukiah was created with the help of Ms. Tal Dagan, the nutritionist for this unit, along with art therapists from our Lincoln David Abraham Pediatric Educational Institute. The Chanukiah was over a meter tall and made out of syringes, sensory boxes and other medical disposables from the medications these children use every day.

Dr. Floris Levy-Khademi, Head of our Multi-Disciplinary Clinic for Juvenile Diabetes, the Director of our Shimon & Alice Chetrit Pediatric Day Hospital and Director of the Faygie & Phil Schwartz Family Pediatric Endocrinology Unit, said, "Our Juvenile Diabetes Clinic treats over 300 children from Jerusalem and the surrounding area. Our goal is to accompany these children over time and to provide multidisciplinary, professional care, all in one place. In addition to medical care, we provide our young patients with guidance and support from nutritionists, nurses, social workers, psychologists, as well as special art and animal therapy tailored to the needs of children with diabetes. We closely monitor our patients and we view these activities as a critical part of empowering them and helping them cope.

It is very challenging to have a disease that impacts you every day. These children need to think about everything they eat and everything they do. Syringes, injections, sensors, etc. are constant reminders of their limitations. We wanted them to use these items to create something beautiful, to help shine their powerful light on the world around them."

Milk Bank

Our Lactation Nurse Coordinators and Lactation Advisors were part of a seminar in the new National Breast Milk Bank that opened a couple of months ago at Magen David Adom in Jerusalem. The main purpose of the breast milk bank is to supply breast milk for babies born prematurely and those born with medical issues when the mother cannot provide all of the breast milk they need.

Milka Hess, a midwife and lactation advisor, explained: "Medical studies clearly show that mother's milk has significant benefits for babies. It is better for their nutrition, immune system, development and more... that's why, as Lactation Nurse Coordinators, it was very important for us to get to know this breast milk bank."





What Happens when You Combine Advanced Technology, Top-level Specialists and the Broadest Professional Experience?

Watch the item broadcast on Channel 13's main newscast, in which Prof. Michael Glikson and Dr. Yoav Michowitz, from the Integrated Heart Center, present the next generation of heartbeat irregularity treatment.



Catheterization on Air

Our Marketing Department and Channel 7 online produced a special broadcast showing the heart catheterization performed by Dr. Yaron Almagor, who added explanations for the filming. After the procedure, a panel – Prof. Glikson, Dr. Arik Wolak and Dr. Almagor – answered viewers' questions. More than 3,000 people watched the broadcast, and approximately another 40,000 have seen it since (it can be seen on Channel 7, YouTube and on our own website.)



Dr. Yaron Almagor

First in Israel, at Shaare Zedek: Heart Catheterization Performed Using Sound Waves to Treat an Accumulation of Calcium in the Heart's Arteries

The new catheterization will allow treatment in complex cases for which the only treatment to date has been a bypass operation.

Dr. Yaron Almagor, Director of the Catheterizations Unit at Shaare Zedek, performed the new catheterization using special machinery (from the Shockwave company), on a female 66-year-old patient with an accumulation of calcium for whom a previous catheterization had not addressed the problem.

During the catheterization with the Shockwave device, a small balloon filled with fluid and small spheres is placed at the point at which there is an accumulation of scale in the artery. After placing the balloon, sound waves create a rapid movement among the spheres, which causes cracks to appear in the scale along the artery. These cracks enable flexibility of the arterial area full of scale and allow for the insertion of a stent without damaging or injuring the artery.

To date, it has not been possible to conduct catheterizations in complex cases of this nature, since any intervention would have caused damage or tearing in the artery. Hence patients suffering from an accumulation of scale had to undergo complicated bypass surgery to overcome the problem.

Dr. Yaron Almagor, Director of the Catheterizations Unit at Shaare Zedek: "For years, the Catheterizations Unit at Shaare Zedek has been one of the pioneers in introducing advanced treatment methods in Israel. The new catheterization method we used today at Shaare Zedek is very significant news for many patients who until now have had to undergo difficult treatments and surgery. Using this new technology adds another level to the range of advanced treatments available at Shaare Zedek."



Dr. Yaron Almagor and Dr. Rami Jubeh performing the innovative catheterization



Shaare Zedek Medical Center Mourns the Tragic Death of 19-Year-Old Tamar Fenigstein, a National Service Volunteer in the Kuppermann Department of Gynecology at Shaare Zedek

Tamar regarded her volunteering and her help, support and giving to patients as a mission, and she did everything with a huge smile on her face.

Director-General, Prof. Ofer Merin: "On behalf of our family of employees and volunteers at Shaare Zedek, we send our condolences to the Fenigstein family, (who lost Tamar in a tragic accident in Jerusalem.). Through her personality, Tamar touched everyone she met and treated, and she will be sorely missed by the staff and patients in the Gynecology Department. Since hearing about the calamity, professional and therapy teams from Shaare Zedek have been providing support and treatment for all the young National Service volunteers and we will continue to support them in any way we can."

Ayelet Cohen, Director of Volunteer Services and National Service at Shaare Zedek, talks about Tamar: "Tamar was a smiling young woman, full of joie de vivre. From our very first meeting, I understood her to be a very intelligent and special girl. Tamar was ready to carry out any task and really loved her service at Shaare Zedek. She did whatever was needed, over and above what was required, while creating excellent relationships with staff, patients and her fellow National Service volunteers. Tamar often came to the department even after her shift to lend a hand and she was very popular among the girls. This is a huge loss for us and an inexplicable tragedy."

Eight of our National Service girls – who witnessed the tragic accident – received professional help that same night and continue to receive treatment as needed. We also accompanied the family after the shiva, when they came to say an emotional goodbye to the staff of the Gynecology Department, who had prepared a set of letters and memories of Tamar to give to her parents. The circles of support – overseen by the department social workers – operate all year round to provide support for the girls, in coping with bereavement and other issues related to their routine work in the hospital. The girls themselves have launched a number of social initiatives in Tamar's memory.

May her memory be a blessing.

Our Nurses Relate...



Nursing Shift Managers Workshop

Twice a year, we run a three-day seminar for nurses taking upon themselves the position of Shift Manager.

The workshops are conducted in an atmosphere of cooperation and with an understanding of what actually happens in the hospital, focusing on topics connected to the world of management content. These include the acquisition of management skills and problem solving, coping with conflicts, communication between different administrative interfaces, effective time management in pressurized shifts and refreshing the regulations concerning the nurse's role at Shaare Zedek – risk management, infection prevention, fire drills, violence prevention, etc.

At the end of the seminar, a panel of experienced nursing shift managers spoke to their new peers about the role and answered questions. Nurses Tali Slotki (Pain Coordinator) and Sari Shapira (Professional Development and Patient Welfare Coordinator) ran the seminar. This month another workshop took place for nurses from all the hospitalization departments.

Professional Enrichment Program for Nursing Auxiliary Staff

Learning to Express Empathy

The auxiliary staff participated in a workshop on the topic of "Empathetic Communication," as part of a periodical series of workshops on communication topics, led by Zion Tzohar, who is responsible for the auxiliary staff. The workshop was facilitated by a team of social workers under the leadership of Ravit Zamir, Director of the Social Work Department, and Anat Meller, Social Worker in the Pediatric Day Hospitalization Department and Workshop Coordinator.

Promoting Employees' Health

The auxiliary staff learned and practiced "transferring a patient" in the correct manner, with the emphasis on the patient's balance and with a concern for his or her welfare and safety, in workshops with the physiotherapy team – led by Vered Huber-Machlin, Director of the Lax Department of Physiotherapy



We're on the Map!



Dr. Shani Paluch-Shimon, Director of the Oncological Center at Shaare Zedek Medical Center, and a member of the specialists' committee determining international guidelines for metastatic breast cancer treatment, participated in the team's recent discussions within the framework of the European Society for Medical Oncology's International Conference in Lisbon. The guidelines are expected to be published soon and will serve experts around the globe in treating this type of cancer.

Photo: Dr. Paluch-Shimon presenting at the conference – the work she led together with the Chairperson of the International Committee for Metastatic Breast Cancer, Prof. Fatima Cardoso, and Prof. Nathan Cherny (Shaare Zedek), who also presented a project which he developed for the European Society for Medical Oncology.

One of the Outstanding NICUs in the Country

A new report released by the Israel Ministry of Health has recognized our Huberfeld Family Neonatal Intensive Care Complex (NICU) as being among the best NICUs in the country. In addition, our NICU was ranked among the top two NICUs in Israel showing the most significant improvement in infection prevention during the past year.

Shaare Zedek scored 95, a 12% improvement over the NICU's performance last year. One of the most important criteria for measuring NICU performance is infection prevention. As a result of the significant investment by the medical, nursing, auxiliary staff (dietitians, physical and occupational therapists, lactation consultants, etc.) in the quality of care and the purchase of advanced equipment, Shaare Zedek's NICU is proud of its near-zero infection rate.

The Ministry of Health reviewed all of the NICUs in hospitals and medical centers in Israel based on the quality of the medical team, nursing staff, auxiliary team, staff training and qualifications, state-of-the-art medical equipment, assistance for parents as well as other criteria.

Shaare Zedek's NICU is the largest in the country with skilled and dedicated staff utilizing advanced medical equipment to care for 70 of the youngest patients. Our NICU is the only NICU in Israel (one of two in the world) to have a unique MRI device which can be used for neonates. In addition, our NICU is outfitted with new generation respirators, monitoring devices and advanced incubators (which provide heat and protect the baby even when they are opened for neonate care). The incubators are equipped with ventilators and monitoring equipment and can be transported to the delivery room to provide the baby with optimal conditions from the moment of birth. This equipment allows staff to offer the newborn baby the highest levels of continuous care and treatment until he or she is discharged.

Director-General of Shaare Zedek, Prof. Ofer Merin: "Shaare Zedek is the largest and most experienced birthing center in the country with over 22,000 births a year and the largest and most professional NICU, which has now been recognized for its outstanding performance. We are proud of the medical, nursing, auxiliary and logistical teams who, thanks to their dedication and investment, have brought our NICU to the highest levels."

Dr. Alona Bin-Nun, Head of our NICU: "We are very proud of our NICU and are delighted with the high ranking we have achieved as a result of our teamwork, tremendous dedication and strong sense of mission. We are constantly striving to move forward and incorporate more advanced technologies and treatment methods that will enable us to provide higher quality and more accurate care. And of course, all we want is to help the baby and the family cope during this challenging period, which we hope will culminate in that joyous moment when the baby goes home healthy and ready to start his or her life."



New Automated Wheelchair Lending System



Shaare Zedek Medical Center has installed an automated wheelchair lending system for patients coming in to the Weinstock Department of Emergency Medicine or for other departments.

The new system is on Level 2, near the entrance to the ER, and currently holds 12 wheelchairs. A similar

system – also with 12 chairs – will soon be installed on Level 4, near the Main Entrance. This will allow patients to borrow a chair free of charge for 8 hours, after registering their credit card details. The system encourages people to return the chairs after use, in order to enable others to benefit from the service, with the time allowed being sufficient for the majority of patients to use and return on time.

There are currently about 40 wheelchairs in Shaare Zedek but since there is no obligation to return chairs after use, most of them disappear, or are left in the various parking lots, meaning that new patients are not able to find a much-needed wheelchair.

The new system was installed by the Logistics Department, in partnership with Bank Hapoalim, and enforces users to return the chairs after use if they want to avoid payment.

Gadi Ilan, Director of Logistics: "Our patients' needs are our top priority and the new system comes to ensure that, at any given time, a wheelchair will be available for those that need it. The 24 new chairs are in addition to the 40 wheelchairs already in use at Shaare Zedek so a chair should be available whenever it's needed."

New Clinic for Movement Disorders

As part of the development of the David & Ann Kuppermann Department of Neurology, we have opened a clinic for movement disorders. The Director of the new facility is Dr. Gilad Yahalom, an expert in movement disorder treatment. Dr. Yahalom, a graduate of the Faculty of Medicine at the University of Amsterdam, served until recently as a Senior Doctor in the Neurological Department and in the Movement Disorders Institute at the Sheba Medical Center as Deputy Director for Movement Disorders at Sheba and Researcher and Senior Lecturer in the Neurology Department at Tel Aviv University.

The new clinic's services include a clinic for brain pacemakers and day hospitalization. Some of the botulinum injection treatments are performed with ultrasound, ensuring high

accuracy and effectiveness of the injections, with side effects being extremely rare.

Dr. Gilad Yahalom is a pioneer in the field of Movement Disorders and has since acquired a very high level of skill and much experience in this treatment.

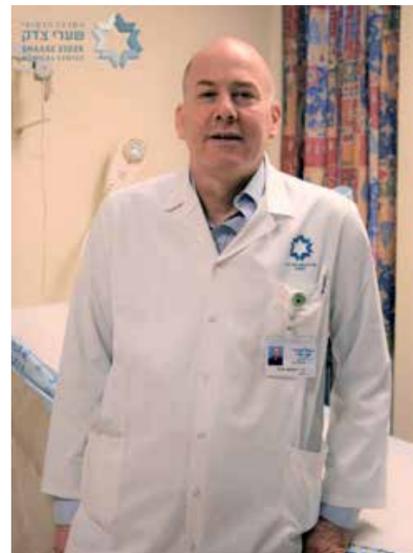


Photo:
Dr. Gilad Yahalom

A Conversation with Sarah Shoshani, Principal of the Lincoln David Abraham Pediatric Educational Institute, in Honor of Education Week



Photo: Sarah Shoshani, School Principal

The school in Shaare Zedek Medical Center was established in the 1970's as an attempt by the Education Ministry to integrate teachers in the pediatric departments in general hospitals, following the suggestion of Prof. Firer, then Director of the Children's Wing, who made sure that a preschool teacher was on hand to engage the hospitalized children - because they had so much 'leisure' time - during their stay in hospital.

In 2001, the "Sick- Child Law" was passed in the Knesset, which ruled that any child is entitled to education even if he or she is in hospital.

Sarah Shoshani: "Hospitalization upsets the child's overall balance and surroundings due to the anxiety aroused by the illness and the hospitalization. Within this crisis, the school serves as a source of light, enabling the preservation of the healthy part of the sick child's world by employing normative content and patterns familiar to the child and the family."

"... The school works with children aged 3-18, providing educational services, enrichment activities and emotional support and treatment. The team comprises 21 teachers who, as well as

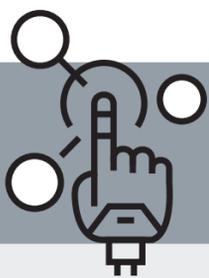
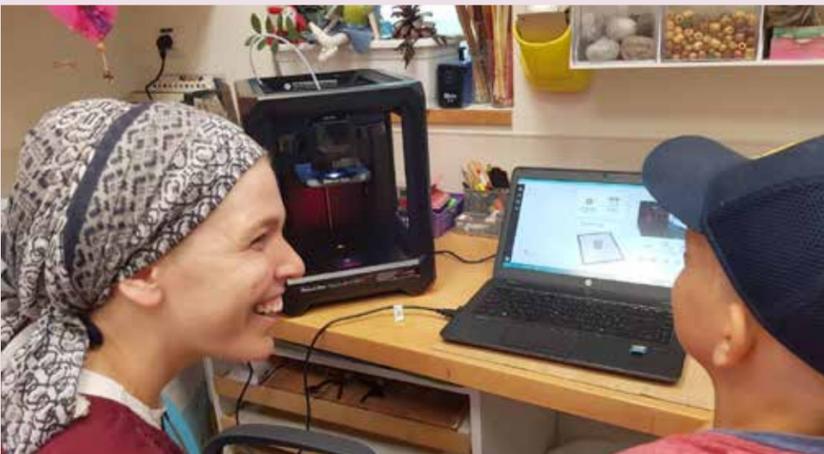


teaching the Education Ministry's curriculum, also act as music therapists, animal therapists, art therapists, photography therapists and bibliotherapists. There is also a counselor, National Service volunteers, assistant teachers and volunteer students from the PERACH project. The school is associated with the Special Education Division because of the definition that a hospitalized child is a child with special needs. The educational-treatment team simultaneously addresses the individual child's educational, academic, social and emotional needs."

"... The school believes in a holistic approach attentive to the child's physical-medical needs as well as their mental and emotional ones. The staff work in full cooperation with the medical/nursing team in the pediatric departments, uphold the connection with the child's regular school, and also help sick children at home with their studies. The school is equipped with some of the most up-to-date tools and facilities in its classrooms and treatment areas."

"... Sometimes we also use medical clowns, who work with the children and accompany them during their medical procedures, trying to lighten their stay in hospital and generally bringing a cheerful, fun-filled atmosphere into the departments."

"... In recent years, seven children from our school sat their matriculation exams while they were still in hospital, and all of them passed! We really do our best to make sure the child can overcome all the obstacles along the way and help them get back to their regular lives as fast and as smoothly as possible."



IT Wing - Introducing the Future

Good News for the Hematology-Oncology Department - No More Paperwork and Handwritten Protocols!

Everything has been computerized!

In the second half of December, we launched the OncoPro system from DSIT. This marks the end of a very long period of paperwork and handwritten protocols.

The new system will contribute to greater patient safety and the avoidance of human error.

The system is totally compatible with the hospital's AZMA system and interfaces with the pharmacy's order system as well.

The ability to manage full oncological treatment on a computer - including complete oncological diagnosis determination processes, structured protocols, treatment cycle management, making treatment



Photo: Dr. Ruth Izakson, Director of the Oncology Day Hospital

conditional on blood tests and other prerequisite conditions - significantly upgrades the quality of treatment, monitoring the patient's data and patient safety.

Many thanks to all of the doctors and nurses in the Oncology and Hema-Oncology departments, particularly to Dr. Ruth Izakson, who invested many hours of her time so that this system could finally come to realization; to

Dr. Chezi Genzel, who gave of his time to spearhead the hematological aspects; to the Head Nurses - Hila Dahan and Reut Nevenzahl, who spent a lot of time adapting the system to nursing needs; Neta Nir, from Nursing Management, the Pharmacy team, Estelle Bukatman and Tzurit Eynot who assisted to define basic data in the system, and to the DSIT team who were supportive throughout.

At the beginning of last month, the medical department directors held their quarterly meeting, in which they discussed mutual managerial challenges, as well as the Medical Center's readiness for a cyber-attack and war drills.



Building Momentum



On Level 4, nine new clinic rooms serving the hospital's outpatients clinics have been completed

On Level 9, four new delivery rooms have been constructed and fitted out with the very latest equipment.



Dr. Osnat Erez Bar-Chaim
hospital's Service
Accessibility Counselor

Pleased to Meet You - New Appointments, November 2019

As part of our efforts to make Shaare Zedek Medical Center completely accessible to all visitors, we are pleased to announce the appointment of Dr. Osnat Erez Bar-Chaim as the hospital's Service Accessibility Counselor. We thank Mrs. Shelley Marcus, who has promoted the issue for the last eight years, raised awareness to the importance of hospital accessibility, advanced employee training on the subject, and who created a working infrastructure and a tangible change in the field of accessibility in our hospital.

Osnat is a member of the Occupational Therapy team and qualified in Service Accessibility since 2010. Her advisory role involves providing equal services for people with disabilities, with the same quality, comfort and safety as is provided for the general public. This includes identifying and removing accessibility obstacles during the service process, creating service regulations in keeping with the law and standards, adapting accessories and aids (furniture, signage, etc.), making information more accessible (appropriate language, simplifying language, etc.), and more.

For more information, contact 02-6666012, negishut@szmc.org.il

Dear Employees,

I was very pleased to see the great success of the "Employee Appreciation" evening at the Jerusalem Theater in November. It was a very enjoyable evening of unstoppable laughter, in a festive atmosphere of joy and bonding. Definitely an evening of inspiration for the future.



We also had another bonding day on a trip to the north, which included sailing on the Kinneret and a visit to interesting sites. Everyone enjoyed the company, the tour and the opportunity to "get away from it all" for a few hours.

Etti Gabbai, Chairperson of the Medical and Paramedical Employees Committee

