

CLINICALnews®



Siloam Hospitals Launch SILOAM MEDIVAC

Urgent Medical Assistance to Overcome
Most Critical Situation

Roles and Progress of Invasive Heart Procedures in a Sophisticated Medical Era

Supporting Your Child's Growth

A Comprehensive 'One Stop Assessment' Program
for Your Children

Neuro Paediatric Clinic Launched in Surabaya

Specialized Care for Children with
Acute and Chronic Neurological Disorders

From CEO's Desk



dr. Gershu Paul
Chief Executive Officer
Siloam Hospitals Group

One Team One Dream - The Siloam Touch

First and foremost, both my wife Anila and I are thankful, humbled, and privileged for God's blessing and opportunity to come back and serve in Siloam Hospitals Group.

Each time I write this column, I reflect on what has happened in the past year, and every time I am amazed by what Siloam Hospitals Group has accomplished.

In 1996, we started with Siloam Hospitals Lippo Village to serve those in need of health services that were unmet. Today, thirteen years later, we are the largest hospitals network in Indonesia with five hospitals and more to come.

This year our motto for the management team is "One Team One Dream - The Siloam Touch." I believe it is important for us to not only understand the vision and mission of our organization, but to also believe and practice the values. This way we can achieve our dream together.

The Group's Senior Executives attended a meeting held in Surabaya on March 17 and 18. The purpose of the meeting was to strengthen our alignment as we hand in hand achieve the Siloam Dream. While we continue to strengthen the growth of our current hospitals, we will also explore other opportunities to grow.

Because of that, I believe it is vital for me to remind you of why we exist so that we all have a common understanding of where we are headed.

Our Vision

To be the leading national healthcare provider, recognized for Global professionalism and compassion for healing with faith in God.

Our Mission

The trusted destination of choice for holistic world class healthcare, health education and research.

Our Values

1. Love
2. Caring
3. Integrity
4. Honesty
5. Empathy
6. Compassion
7. Professionalism

MILESTONES



2010

Mochtar Riady
Comprehensive Cancer Centre
(MRCCC)
Siloam Hospitals Semanggi

2011

Siloam Hospitals Surabaya
Sea Master

Teaching Hospitals

2012

Siloam Hospitals Kemang

Siloam Hospitals Pluit

Siloam Hospitals M.

Platform for Siloam Growth

1. Providing holistic care to the Siloam fraternity:
 - Physical
 - Spiritual
 - Social
 - Psychological
2. Being the leader in the region recognized for its global excellence in service delivery, teaching and research
3. Value creation and growing to a Rp 5 Trillion enterprise the next 5 years – 5T5Y
 - Organic growth from existing hospitals
 - Greenfields growth from pipeline projects
 - Mergers and acquisition of feeder services & hospital
4. Innovation (Creative Destruction)
 - Human Resources Management (People Development)
 - JCIA
 - Differentiated products and services (Managed Care)
 - Centers of Excellence (COE)
 - Standardization of process and protocols (Operation Lines & Strategy Framework)
 - Technology
5. Asset Protection
 - CAPEX and OPEX budgeting processes
 - Cash management
 - Infrastructure consolidation
 - Sustainable business models

As we map out the Siloam Dream, we must unite to make it happen. It is not just the responsibility of the management, but that of everybody's in every department both clinical and non-clinical. Therefore, how we manage our organization is of utmost importance. I ask each department head to redefine the role of the department in line with the directions of the hospital unit and the group; create a vision and goal for the department; and clearly show what they are. I ask all managers to convert their targets into concrete action plans and display strong leadership in guiding their staff members.

I have had many opportunities to hear our patients say they highly evaluate and have high expectations of our services, which also convinces me that our potential is extremely high. Of course, we must not be overconfident, but I ask that we recognize our strengths and do our job with pride and confidence. With this understanding, I, myself, will do my utmost for Siloam Hospitals to develop.

Let us move forward confidently, step by step, with new hope in mind to achieve the Siloam Dream.

God bless,

dr. Gershu Paul
Chief Executive Officer
Siloam Hospitals Group



.....2014.....

Makassar

Siloam Hospitals Medan -
Crystal Square

Siloam Hospitals Pulomas

Siloam Hospitals Sunset Bali

Siloam Hospitals Salemba

Siloam Hospitals Bandung

From COMO's Desk



dr. Grace Frelita
Chief Operating Medical Officer
Siloam Hospitals Group

In accordance with Siloam Hospitals' vision to always provide international standard health care, we are committed to be independently evaluated by a recognized international quality agency - Joint Commission International (JCI). This effort is in addition to obtaining accreditation from Indonesian Health Department.

JCI is a not-for-profit institution from the United States with a mission to improve the safety and quality of health service worldwide through education, publication, consultation, evaluation, and accreditation. It was established in 1997 and has accredited more than 20,000 health organizations in the United States and 30 other countries.

Siloam Hospitals Lippo Village received the JCI accreditation in September 2007. This accreditation has to be reevaluated every 3 years. Therefore, from Feb. 15 to 19, mock survey was conducted to prepare us for reaccreditation in August.

Before and during the mock survey process, SHLV team truly showed dedication, commitment, and hard work to ensure the survey goes well. For the mock survey, JCI sent three consultants with more than 30 years of experience in health care: Mr. Thomas Kozlowski, dr. Derick Pasternak and Mr. Terence Shea. Their primary responsibilities were to examine our facility and provide feedback for quality improvements.

The official result from the mock survey was sent three weeks later. Currently, SHLV has started doing some steps to improve the quality of service based on the JCI recommendations. These improvements should be in place prior to the reaccreditation survey in August.

As we heard from the consultants, our teamwork's spirit and commitment from the leaders is one of the best they have experienced. I urge all of us to keep up this good work and remember that JCI accreditation is an ongoing process. Let us not get easily satisfied. We need to continue giving our best to take Siloam Hospitals to a higher level. I believe nothing is impossible if we are truly committed to give the best quality of service as part of our service to the Indonesian community.

Quoting dr. Andry's speech during the mock survey's closing, "five months is not a long period of time, but it is a good amount of time for the SHLV team to make some improvements recommended by the JCI consultants."

In 2011, SHKJ and SHSB are scheduled to undergo the JCI accreditation process. National and International accreditations will be done gradually in all the Siloam Hospitals Group, including Asia Medika Hospital Jambi. Therefore, we really need the support from all doctors and teams so that the accreditation process will be smooth and completed well.

I wish you all the best as we prepare and benchmark ourselves to be ahead of the curve. Please know that we are here to support you. Best wishes to all of us!

God bless,

dr. Grace Frelita
Chief Operating Medical Officer
Siloam Hospitals Group

SDPDP Update



DR. Mochtar Riady delivered his keynote address

Siloam Hospitals Group hosted a doctors gathering on Jan. 27 as an appreciation for their significant contribution, hardwork and commitment in 2009.

Lippo Group Chairman DR. Mochtar Riady delivered the keynote address focusing on Siloam Hospitals Group's direction in the upcoming years. Mr. Eddy Handoko, former CEO of Siloam Hospitals Group, opened the event, highlighted the Group's achievements in 2009 and thanked the doctors for their contribution.

SDPDP is a unique and comprehensive partnership program that not only aims to improve the welfare of our doctors, but also promote competency, professionalism and sound infrastructure development. Siloam Hospitals Group is confident that this partnership will support our doctors to maximize their social responsibility in the workplace and community. **CN**

For more information about SDPDP, please contact:
021-5460055 ext. 5221/5223 or 081807873737



SHLV



SHKJ



SHLC



“SILOAM MEDIVAC”

a Rapid Response for Your Most Critical Situation

On Feb. 24, 2010, Siloam Hospitals Lippo Village (SHLV) officially publicized SILOAM MEDIVAC (SILOAM Medical Evacuation) service as one of Siloam Hospitals' commitments to assist patients who require urgent and immediate medical treatment.

The groundwork of this program comes from worldwide research showing time of response and commencement of appropriate treatment are crucial factors in improving a positive clinical outcome of emergency patients. Understanding that every second counts when it comes to someone's health and life, Siloam Hospitals engaged an Emergency & Trauma expert from Johns Hopkins University and Hospital in the United States dr. Carole Vannier. Her role is to assess, improve and benchmark our Emergency and Trauma Center (ETC) to the U.S. standard.

“SILOAM MEDIVAC serves patients in both land and air evacuation by using ambulance and several options of air transportation such as helicopter, jet plane, and commercial plane. This service covers transportation inside Indonesia as well as from destinations overseas in Asia, Europe, Australia, and United States of America,” said dr. Andry, Chief Executive Officer of Siloam Hospitals Lippo Village.

Patients who would benefit from this service are those who require immediate emergency medical treatment at the hospital due to accident or medical emergencies such as a heart attack or stroke. Other patients include those who need close clinical monitoring on their land and air journey while returning to their home country or in areas more than 200 miles away.

As an international hospital, SILOAM MEDIVAC maintains a high standard in both clinical and service quality as the main thrust of the JCI accreditation is focused on patient safety. SILOAM MEDIVAC is supported by a very competent team and 24/7 facilities in Siloam Hospitals Lippo Village, such as Emergency & Trauma Center, Imaging, Cath. lab (catheterization laboratory), ICU/ ICCU, Operating Theatre, and etc.

“What makes our emergency evacuation service distinctive is that SILOAM MEDIVAC is supported by a team of doctors and nurses who are very competent in dealing with emergency situations, with up-to-date medical equipment that are audited regularly to meet the national and international quality standards,” explained dr. Gershu Paul, Chief Executive Officer of Siloam Hospitals Group.

Dr. Andry added, “As SILOAM MEDIVAC is supported by our 24/7 international standard facilities in Siloam Hospitals Lippo Village, patients can be assured of a faster and effective seamless continuity of care round the clock.”

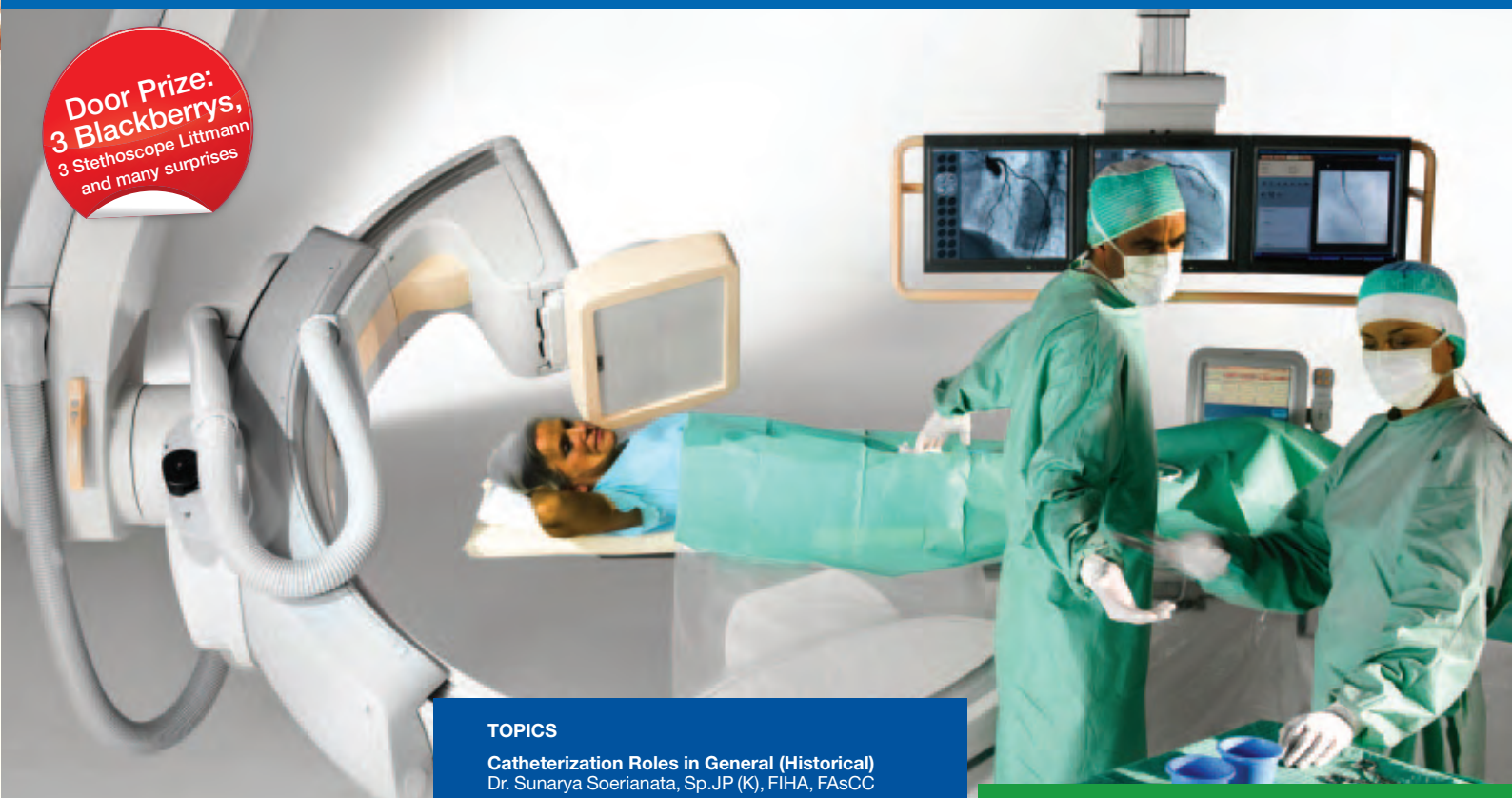
The ETC consists of U.S. standard ambulance service providing a fully equipped Rapid Response Mobile Hospital, certified paramedic team coming with the ambulance who are specially trained for emergency cases, 24 hour call center, and an easy to remember number **500 911**.

To date, SILOAM MEDIVAC has handled evacuations through land and air both from within and outside of Indonesia such as the Philippines, Singapore and Australia. **CN**



Roles and Progress of Invasive Heart Procedures in a Sophisticated Medical Era

Door Prize:
 3 Blackberrys,
 3 Stethoscope Littmann
 and many surprises



**Saturday,
 June 5, 2010
 1 to 6 p.m.**

Grand Ballroom - 5th Floor
 PX Pavillion @ The St. Moritz
 Puri Indah

TOPICS

Catheterization Roles in General (Historical)
 Dr. Sunarya Soerianata, Sp.JP (K), FIHA, FAsCC

Catheterization in Coronary Cases
 Dr. M. Hanafy, Sp.JP (K), FICA

Catheterization Roles in Pediatric Cases
 Prof. Dr. Ganesja Harimurti, Sp.JP (K)

Catheterization Roles in Arrhythmia Cases
 DR. Dr. Yoga Yuniadi, Sp.JP (K)

Catheterization Roles in Vascular Cases
 Dr. R.W.M. Kaligis, Sp.JP (K), FIHA, FICA

Catheterization Roles in Valvular Cases
 Dr. Otte J. Rahman, Sp.JP (K)

Moderators:

Dr. Pradana Tedjasukmana, Sp.JP
 Dr. Ermadji Prajitno, Sp.JP

Information & Registration

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Registration Fee: Rp 150.000,-

Transfer via Bank BNI

A/N PT Siloam International Hospital

A/C No. 1008918980

Obituary

dr. Tjokro Widjaja, SpOG, 66, passed away in Beijing at 3:15 a.m. on Saturday, Feb. 27, 2010. He had served as our Obstetric and Gynecologist at Siloam Hospitals Kebon Jeruk for many years.

Our deepest sympathy and heartfelt condolences due to the sudden demise of our great doctor.

Supporting Your Child's Growth



Rehabilitation program for children is now available at Siloam Hospitals Lippo Cikarang. Children can go on series of psychological and physical screening. If a disorder is detected, the child will get rehabilitation treatment immediately in a unique and creatively designed playroom along with a child therapist.

This program is suitable for children who are behind in the areas of speech, walking, eating, and those who have very short attention span. Others who would benefit from this program are children with Down Syndrome, Trisomy 21 and Toxoplasmosis.

"One Stop Assessment" child rehabilitation program involves help from a paediatrician, a medical rehabilitation specialist, and a psychologist.

Parents and children can experience many benefits. Regularly monitoring children from an early age usually enlarges the possibility for children to maintain an optimal quality of life. Since the golden period of childhood is from age 0 to 3, it is important to detect and treat any disorder early. Families can also benefit from an integrated and holistic treatment specialized to each child's needs.

The facility is equipped with a special room consisting of various games similar to a playground. This comfortable room is designed with bright and solid colors, music and pictures. Each wall is also coated with soft padding to ensure safety for specialist doctors and therapists do the diagnosis along the therapy through this program.

"This room is specially designed with a child's rehabilitation paradigm to stimulate the brain using more exercise, and naturally without drugs. Drugs will only be used if really necessary," explained dr. Endang Ernandini, Medical Rehabilitation Specialist from Siloam Hospitals Lippo Cikarang.

Parents are encouraged to take more roles in the therapy process. Besides giving good nutrition and enough rest, parents are advised to give a suitable exercise as trained by doctors. Creating a peaceful and loving atmosphere at home is also necessary.

For more information, please contact **021-89901088 ext 1036**. Get a special promotion for your child's mental and physical screening, including an examination by paediatrician, psychologist, and two examinations by Medical Rehabilitation Specialist, for Rp 250,000, valid until June 2010. **cn**

Neuro Paediatric Clinic Launched in Surabaya

Siloam Hospitals Group launched a Neuro Paediatric Clinic in Surabaya on Jan. 19, 2010. The service aims to improve the quality of care offered to children with acute and chronic neurological disorders affecting the brain, peripheral nerves and muscles.

According to the World Health Organization, 10% of children are living with some form of neuro-disability. Some of these disorders are very common and include headache, epilepsy, cerebral palsy, specific learning disorders and behavioral disorders, like autism, Attention-Deficit Hyperactivity Disorder (ADHD).

Less common disorders include brain tumors, neuromuscular disorders, acute non-traumatic encephalopathy and neurodegenerative disorders.

Children who come to this clinic will be handled by a professional and solid sub-specialist medical team. It is also supported by current and up-to-date diagnostic equipments such as EEG (Brain Mapping), MRI 1.5 Tesla, MSCT Scan-64 slice, laboratory, and other integrated medical rehabilitation services. Assessment and management of children with epilepsy and related difficulties are also available.

"Many children throughout the world have complex diseases, but with the new technology and development in the healthcare world, we know so much more about it than we used to, including its genetic roots and effective treatments," said Siloam Hospitals Group CEO dr. Gershu Paul.

"Our goal is to be the primary healthcare provider to identify potential health problems in children. With this new clinic, we hope to provide patients and their family members access to the best quality of care, incorporating new knowledge and tools for diagnosis and treatment."

The clinic is run by the team of Prof. dr. Darto Saharso Sp.A (K), dr. Erny Sp.A (K) and dr. Prastiya Indra Gunawan Sp. A and open on Mondays and Thursdays from 11 a.m. to 3 p.m. **cn**



Multi Slice CT



MRI 1,5 Tesla



Neuro Paediatric Clinic



Julie McCaughan
Clinical Improvement Consultant
Siloam Hospitals Group

QUALITY IMPROVEMENTS FOR BETTER PATIENT SAFETY

It has been a busy start to the year with national accreditation reviews occurring in SHKJ, SHLC and Asia Medika Hospital (Jambi). JCI mock survey was also conducted in SHLV by three American consultants in February. This effort has demonstrated quality patient care as the focus of all of our hospitals and staff.

As the Siloam family continues to grow it is even more important for us to work at sharing and standardizing our practices so that all hospitals will benefit from each other and we will achieve high quality standards in each of our hospitals whether they are large or small and regardless of where they are located.

There have been some key “lessons learned” from these accreditation processes that we hope to improve on into the future. Primarily these include:

Moving to a more continuous Quality Improvement Culture.

Too often we leave our preparation to the last minute before the surveys and this always causes extra stress for staff, and gaps in socialization and implementation. It isn't difficult for the surveyors to see where we have “patched” or “fixed” something quickly.

Taking responsibility for our role in Quality Patient Care.

Many staff sees Quality Improvement as an “extra” task. In many instances when preparing for accreditation, everyone seems to rely on a few persons to carry the burden. In fact, quality forms part of our everyday work. Regardless of our position or area (clinical and non-clinical) we each have a responsibility to our patients to seek quality initiatives and support their implementation to make our hospital better for the patients.

Include and collaborate more with our doctors to be true partners in our programs.

Our doctors are part of the team and we must work together to be successful. Areas for improvement can be achieved much quicker if we are willing to discuss issues more openly with each other.

We still have room for further improvements to keep our patients safe.

Quality Improvement will be ongoing forever. As patients' expectations rise, research demonstrates better ways to manage and treat patients and new and better skills and technology evolve we are continuously challenged to raise the bar to keep our standards high. We are very fortunate to have dedicated Quality Managers and capable staff in each of our hospitals who can guide us and who need your support and input. We urge you to see these valuable personnel as your resource to assist your efforts. As part of the Siloam family, help us keep our patients safe.



▶ Seminar on “Nurse-Making a Difference in Evidence Based Practice” at Asia Medika Hospital Jambi on Jan. 30, 2010



▶ Siloam Hospitals Group held an Insurance Gathering with Reliance Insurance Policy Holders at Siloam Hospitals Lippo Cikarang on Feb. 3, 2010



▶ Siloam Hospitals Kebon Jeruk held a Saturday Health Talk on Feb. 6, 2010. The theme was “When Chest Pain Attacks, Be Cautious With Your Heart”



▶ Appreciation Dinner for former Siloam Hospitals Group CEO, Eddy Handoko on Feb. 12, 2010



Siloam Hospitals Surabaya held Valentine's Day event at YPPI School, Surabaya on Feb. 12, 2010



A news conference, marking the launch of "Siloam Medical Evacuation" at Siloam Hospitals Lippo Village on Feb. 24, 2010



SHLV and SHKJ participated in free medication program for 1,500 low income residents held by Dian Mandiri foundation at Pamulang, on March 4, 2010



Siloam Hospitals Group Senior Executive Team's Workshop "One Team One Dream" held on March 17 and 18, 2010 in Surabaya