

CLINICALnews®



Ground Breaking of SHLV Extension, the First International Standard Teaching Hospital

Catheterization Lab

Siloam Hospitals Kebon Jeruk has just opened a new facility to meet the increasing demand of our cardiac patients

Hope for Ibu Tinih

Ibu Tinih got a better treatment in Siloam Hospitals Lippo Cikarang

A Public Seminar in Siloam Hospitals Surabaya

Mochtar Riady Comprehensive Cancer Center Siloam Hospitals Semanggi Topping Off

"The Building of Hope" is finally completed and it is now on the finishing phase

From CEO's Desk

dr. Gershu Paul
Chief Executive Officer
Siloam Hospitals Group



We are delighted to inform you that our third mass marketing campaign, "Heart Attack: The Silent Killer!" - Heart CT Calcium Scan Score, has been a great success in creating awareness of the risk of "Heart Attack" and the response from the public has been wonderful. The campaign kicked off on July 5 and to date more than 4,000 patients have come for screening, of which 49% are new. Just two weeks after the launch, our appointments were filled until December 2010. In response to the high demand and the popularity of the service, the teams at all hospitals decided to extend the operational hours to serve our patients better. A truly commendable effort.

I am also pleased to report that we held the Mochtar Riady Comprehensive Cancer Center (MRCCC) Topping Off Ceremony and Doctors Gathering on July 17. The construction of the MRCCC - 'Building of Hope' - which began in 2007, has officially been completed, and is now in the commissioning phase. The ceremony was inaugurated by dr. Supriyanto, SpP (Director General of Medical Service Development of Indonesian Health Ministry) and DR. Mochtar Riady (Founder of Lippo Group). Among the many VIP guests were Hasan Wirajuda (former Indonesian Foreign Minister), and Indonesia senior celebrity and cancer survivor, Titiek Puspa. As we gear up for MRCCC opening at the end of this year, we are pleased to report that all major equipment (Linear Accelerator, Cyclotron, PET CT, 3T MRI, 256 Multislice CT, etc) have been installed and work is being done on commissioning. This hospital will be the first comprehensive private cancer center providing cancer education, screening, diagnosis, treatment, rehabilitation and palliative health services. In addition, it will partner University of Pelita Harapan (UPH) to provide undergraduate and specialist medical training; and with the Mochtar Riady Institute for Nanotechnology (MRIN) to lead both translational and transactional cancer research in Indonesia.

July 31, marked another momentous milestone on our journey to impact the lives of whole of Indonesia. We held the ground breaking ceremony for the Siloam Hospitals Lippo Village (SHLV) extension - 300 beds in the first phase - which will focus on teaching and research. This is a realization of Siloam Hospitals Group's (SHG) vision to create a quality, affordable and accessible healthcare for the Indonesian community regardless of their social status. The ceremony was inaugurated by the Indonesian Minister of Health, dr. Endang Rahayu Sedyaningsih, MPH, Dr. PH and DR. Mochtar Riady. Through this event, we hope to raise awareness to the public that SHG is committed and called to bring about a significant impact in Indonesia through healthcare.

I take this opportunity to commend SHLV staff's hard work, dedication and commitment on their preparation for the re-accreditation process with the Joint Commission International (JCI) from Aug 31 to Sep 3. Thank you very much for your support to ensure a smooth re-accreditation process. There is no doubt that this is a difficult journey, but your commitment and teamwork has motivated all of us to give our best for this institution. The JCI accreditation demonstrates our continued pursuit of excellence to uphold international health care quality standards.

A large, stylized yellow signature or logo that appears to be the letters 'We' in a cursive, flowing font. It is positioned in the bottom right corner of the page, overlapping the text and the map background.



Finally, starting Aug 14, we have kicked off our vision and mission roadshow "The Siloam Journey." This will be a one year journey where I, myself, have committed to be the ambassador for the Siloam Journey. I truly believe that we as SHG can only succeed when everyone, without exception, buys in to the Vision. I remind you that our Vision has not changed, but we felt the need to intensify it. With simple words, "International Quality, Reach, Scale and Godly Compassion," my hope and prayer is that it will not only be remembered as mere words, but will be engrained in our day to day actions. That's when we can achieve our mission to be the trusted destination of choice for Indonesians' health needs.

I am grateful for your partnership, contribution and commitment to Siloam Hospitals. Every day I am reminded that it is only by His grace that we are where we are now. Let's continue to embrace the calling He has given us in the role we have now and be the best at what we do. Carrying out the Vision of our group is truly a heavy task, but when we carry the weight together and surrender ourselves to God, nothing is impossible. See you at "The Siloam Journey" road show!

Blessings,

dr. Gershu Paul

Siloam Journey

Siloam\$ Hospitals Airlines			FIRST CLASS		Siloam\$ Hospitals Airlines	
Gate SHLV11	Boarding Time 7:55 am	Seat 9B			Passenger: Mr/Ms. Siloam Corporate	
Class First Class					Gate: SHLV Ballroom 11th Fl.	
Departure SHLV Ballroom 11th Fl.			Arrival INDONESIA		Boarding Time 7:55 am	
REF No. 009987 00564 12					Seat 9B	
					009987 00564 12 	

From COMO's Desk

dr. Grace Frelita
Chief Operating Medical Officer
Siloam Hospitals Group



I am thrilled to inform you that for the last few months, Siloam Hospitals Lippo Village (SHLV) has been preparing for the re-accreditation process of the Joint Commission International (JCI), which will be from Aug 30 to Sept 3. In this exciting preparation, SHLV has a great motto which includes dedication, hard work, commitment and a good team work. We have a high expectation that this motto will lead to SHLV obtaining the JCI accreditation status for the second time. It will eventually bring the patients' trust on the health care service provided by Siloam Hospitals Group (SHG) to the next higher level, SHLV in particular. We recognize the importance of patient safety in gaining the public's trust. It is for this very reason, that we commit our institution to this rigorous and time consuming international gold standard of patient safety and care.

Since the JCI Mock survey held in February 2010, SHLV has been making improvements in many aspects, through a weekly JCI meeting to assess and monitor the progress of all preparations prior to the JCI re-accreditation process. We made progress in improving the time out practice of the Operating Theatre, improvement of the Read Back implementation, socialization and implementation of the FMEA (Risk Management) by developing the Risk Register, preparation of the Drug Interactions System, earthquake evacuation drill in collaboration with the local Tangerang health department and Banten PERSI (hospital association) held on July 8, just to name a few. Meanwhile, Siloam Hospitals Kebon Jeruk (SHKJ) and Siloam Hospitals Surabaya (SHSB) are preparing for the JCI Mock Survey planned in June 2011, and Siloam Hospitals Lippo Cikarang (SHLC) and Siloam Hospitals Jambi (SHJB) in November 2011.

As part of the preparation, I led a team consisting of SHLC CEO, SHKJ Ancillary Service and Medical Affair (AMA), SHKJ Quality and Research (Q&R) Manager, and a SHKJ Pediatrician to participate in JCI practicum in Singapore for five days in April 2010. The team also visited several hospitals in Singapore which have successfully obtained the JCI accreditation/ re-accreditation as well as several hospitals who have failed to obtain it. From these visits, the team has learned both success and failure factors to better prepare for our re-accreditation.

We trust that these preparations would bring our vision of "International Quality, Scale, Reach, Godly Compassion" to fruition.

We seek your support and prayer as we undergo the JCI re-accreditation process at SHLV this week.

Best regards,

dr. Grace Frelita





DR. Mochtar Riady - Founder of Lippo Group,
dr. Endang Rahayu Sedyaningsih - Minister of Health,
Drs. H.M. Masduki, M.Si - Vice Governor of Banten

Ground Breaking of SHLV Extension, the First International Standard Teaching Hospital

The construction of Siloam Hospitals Lippo Village (SHLV) Extension, the first international standard private teaching hospital has officially begun. The expansion is designed as Siloam Hospitals Group's commitment and dedication to help create a healthy Indonesian society by providing quality, accessible and affordable healthcare services.

This inauguration was marked with the groundbreaking ceremony by Indonesian Minister of Health dr. Endang Rahayu Sedyaningsih, MPH, Dr. PH, Vice Governor of Banten Drs. H.M. Masduki, M.Si, Director General of Medical Service Development of Indonesian Health Ministry dr. Supriyantoro, SpP, Chief of Health Department of Banten province drg. Hj. Naniek Isnaini L, M.Kes., Founder of Lippo Group DR. Mochtar Riady and CEO of Lippo Group DR. James T. Riady.

The Indonesian Minister of Health also extended her appreciation and acknowledgement to the founders and management team of SHLV for the commitment shown to provide internationally accredited quality health care services for the lower income society. She also mentioned that she hoped there would be at least five internationally accredited hospitals by 2014 and even many more so that every province could have an international quality standard complied hospital.

Like the existing hospital, the teaching hospital extension will also be in collaboration with the Medical School and the School of Nursing (SoN) of Universitas Pelita Harapan (UPH) and Mochtar Riady Institute for Nanotechnology (MRIN).

Being a teaching hospital shows the Siloam Hospitals' commitment and support to produce qualified and capable medical personnel for the increasing community's healthcare need in the country. Being internationally accredited, this hospital also has to meet several conditions and standards to function as a teaching hospital.

Located in a comfortable area in Lippo Village, an exclusive independent city in Tangerang, Banten, SHLV currently has 250 beds supported by 202 doctors and 370 qualified nurses. SHLV is also equipped with state-of-the-art medical equipments, such as a DSCT, CathLab, MRI 3 Tesla and other technologies. The expansion with a total development area of 4,625 m² is expected to be in operation by second quarter of 2011. It will have 300 beds and 10 outpatient consultation rooms in the first phase.





CATHETERIZATION LAB

An Advancement of Invasive Cardiac Action with High Level of Success

Siloam Hospitals Kebon Jeruk (SHKJ) has just opened a new facility to meet the increasing demand of our cardiac patients. Leading up to the opening, SHKJ held a medical symposium with the topic “Roles and Progress of Invasive Heart Procedure in a Sophisticated Medical Era.”

The Medical Symposium Siloam Update 2010 was held at PX. Pavillion St. Moritz, West Jakarta, June 5 and presented several catheterization experts in different disciplines of heart and blood vessels. The symposium was attended by more than 300 general practitioners and specialists.



Hope for Ibu Tinih



Ibu Tinih, a very poor woman who lives at South Cikarang, Bekasi, has been suffering from malignant cervical tumor for the last 8 months. Ibu Tinih and her husband, who works as a scavenger, have not been able to afford a proper medical treatment.

Mayke Randa, a volunteer social worker, found Ibu Tinih when she and her coworkers were distributing meals to break the fast on Saturday, Aug 14. She was lying down helpless and in pain at her rotten shack, built from plastic, bamboo, and zinc. When found, she had a bad condition, big stomach and breathing difficulty.

With the support from Mayke Randa and her team, Ibu Tinih was then arranged to get a better treatment in Siloam Hospitals Lippo Cikarang (SHLC). An ambulance was sent right away to pick up Ibu Tinih to SHLC where she underwent several tests and observations by dr. Adhitya Indrapraja, Sp. OG, M.Kes and a special team.

The full story was covered by TVOne and TransTV as fund raising effort for Ibu Tinih to get a full and thorough treatment. This is part of Siloam Hospitals' commitment to work hard on the new intensified vision that every Indonesian should have access to health care, irrespective of their social class.



Public Seminar

Siloam Hospitals Surabaya (SHSB) in collaboration with PT. Wyeth Indonesia held a public seminar "Protect Your Child from Pneumonia and Brain Membrane Inflammation with IPD Vaccine or Pneumococcus" on July 4, with dr. Gede Utomo, SpA as the speaker. The seminar that was held at SHSB out-patient department also included a toddler expression photo competition, which was very well responded by the participants.

Just like other Siloam Hospitals, SHSB holds regular public seminars as a way to increase general public health awareness and to get closer to the community. Siloam Hospitals Group (SHG) is committed to promote health education and encourage individuals to take responsibility for their own health, be proactive in regular medical check ups and appropriate vaccination for children in the family.



MRCCC

Building of Hope

Topping Off Ceremony

The building of Mochtar Riady Comprehensive Cancer Center (MRCCC) Siloam Hospitals Semanggi, also known as “The Building of Hope” is now into the finishing phase. The Topping Off ceremony was held on Saturday, July 17, followed by a Doctors’ Gathering. The MRCCC will be operational by the end of 2010.

Founder of Lippo Group DR. Mochtar Riady and MRCCC, Director General of Medical Service Development of Indonesian Health Ministry dr. Supriyantoro, SpP and CEO of MRCCC Hanny Moniaga arrived by helicopter and were greeted by Director of MRCCC dr. Tunggul D. Situmorang, SpPD, KGH at the helipad as a symbol of Building Topping Off.

The rest of the ceremony took place on the ground floor which was packed with many guests, signatories and dr. Supriyantoro commended Siloam Hospitals Group (SHG) in this initiative for a private one stop comprehensive cancer center to help the Indonesian government in managing the growing number of cancer patients.

*S*ILOAM NURSES ARE *P*ASSIONATE, INNOVATIVE & AMAZING



Julie McCaughan
Clinical Improvement Consultant
Siloam Hospitals Group

There are many daily examples of how nurses care for their patients needs and make a difference to a patient's experience at Siloam Hospitals. Often, when nurses are busy in their daily work, going from patient to patient, appreciation for their work and their efforts often go unacknowledged.

This year we decided it was time to start recognizing our nurses who had demonstrated innovation, passion and an amazing spirit in their work at our first Siloam Hospitals Group (SHG) Nurse Gathering on May 22 and 23.

Directors of Nursing from each hospital chose staff who had clearly demonstrated these characteristics over the past 12 months. It was a difficult as there are many nurses who deserved to be chosen. Finally, 66 nurses from the five hospitals were chosen.

The day was full of laughter, sharing, team spirit, leadership and reflection of how far the nursing profession at Siloam Hospitals has progressed in the past 5 years. Nurses shared time together in team building games, relaxing together, eating together and singing together.

Five posters competition will also be placed in each of the hospitals.

A banner, signed by each of the nurses present will be travelling to all hospitals to continue the celebration of nursing. So watch out for the Travelling Banner!

This event will be held annually to encourage and recognize innovation and research in 2011.





Asian Medical Students' Conference
visited SHLV and SHKJ
from July 25 to Aug. 1, 2010



Siloam Hospitals nurses participated
as volunteers in HOPE Worldwide and
the USNS Mercy Ship program
to Maluku from July 6 to Aug. 5, 2010



HOPE USNS Mercy Mission
Appreciation Lunch
at Siloam Hospitals Lippo Village Ballroom
on Aug. 21, 2010



Siloam Hospitals participated in
International Cycling Tour along
Jl. Sudirman - Thamrin held by
Ikatan Penggiat Olahraga Sepeda Jakarta (IPSJ)
on June 13, 2010