



# Holy Family Hospital

An Institution of the Order of Malta

*"Where there is always a place in the inn for all"*



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## FAREWELL WORDS FROM DR. JACQUES KEUTGEN

### CEO HOLY FAMILY HOSPITAL

*There is a time to come and a time to go. The last one will be happening soon.*

*I am leaving this country and the Holy Land, feeling a twinge of sorrow, leaving behind me wonderful and sad memories. This venture in Bethlehem will remain a very important milestone in my life and a tremendous learning period.*

*Since the year 2003, marking the end of the Second Intifada, when I accepted being the CEO of Holy Family Hospital for six months....I have witnessed deep upheavals in Palestinian society and degradations of the political situation, nipping in the bud the peace process resulting from the Oslo Agreement in 1993. However I never lost hope for a better time.*

*I agree with Stephan Hessel saying: "One of the essential components which makes a truly human being is the faculty of indignation and the commitment which is the consequence."*

*Very often I was witness to how the Palestinians were plunged into a world of frustrations and humiliations, often comprehensively reflected in their human behavior, in both verbal and sometimes physical violence. In contrast to this atmosphere never did I lose hope in a better future.*



#### TO MAKE A DONATION:

BANK ACCOUNT:

**HOLY FAMILY HOSPITAL**

ACCOUNT No : 3890000/0

WITH

**BANK OF PALESTINE PLC**

P.O.BOX 765 - BETHLEHEM WEST BANK VIA ISRAEL

SWIFT CODE: PALSPS 22

BANK No 89 /BANK BRANCH No



*“One would like life, if one has the possibility to live” (Mahmud Darwish)*

*This statement remains a topical event and also reminds us in another way to feel one’s humility and powerlessness to change the events. Nevertheless in spite of all difficulties and sometimes feeling justifiably resentful at this situation, I always remained a witness and servant of hope, because hope is a powerful motivation for charity. In spite of the facts that during the last ten years I have been living with an always newly disappointed hope for a better future, I never gave up my fight and my prayers for more peace and more justice although it seemed sometimes that I didn’t have enough strength. It was always been my belief in my daily work and my faith in God which has pushed me forward to reach the goal of the Sovereign Order of Malta: “Tuitio Fidei and Obsequium Pauperum”. (Deeping our faith and helping the Poor).*

*For many years I have been feeling with the Palestinians their daily frustrations and humiliations, but to the contrary of the Palestinians I always had the possibility to escape from this environment of oppression.*

*Nevertheless it has been an extraordinary adventure, trying to play a little part in the completion of the plan of God: “Peace on earth to people of goodwill”! In the last ten years Holy Family Hospital has becoming the most advanced maternity hospital in the West Bank, a symbol of life, a haven of peace and concord between Christians and Moslems, a place where Christian charity revealed itself every day. This would not have been possible without the help of the Sovereign Order of Malta, their members and benefactors around the world, as well as the important financial contributions of USAID, the Holy Family Foundation in Washington and the Belgian, Austrian, French and Irish Governments. I would like to particularly mention here the excellent relations with the Belgian Consul General H.E.Mr.Geert Cockx and with Mr. Michael, Harvey director of USAID.*

*The past ten years of my work as CEO and medical director have not been easy. The challenges encountered by improving patient care have always been a concern for our International Medical Committee whose members are Professors from different Universities in the Western World. Recently the Peres Center helped us in the recruitment of Visiting Professors from Hadassah Mount Scopus Hospital. Without their commitment and their judicious advice our hospital would never have reached the professional level that it is today. Thank you all for your precious support.*





*The daily challenges have required concentrating all our efforts on the target of serving our patients, who are seeking a peaceful, human and high-performance maternity hospital where they can give birth in security far away from all daily worries. This is the contribution of Holy Family Hospital , the Sovereign Order of Malta, and the Sisters of Charity to the “peace process “,providing quality care for women and infants without regard to religion or national origins.*

*This would never have been possible without the dedication of all the employees of Holy Family Hospital who have worked here, past and present.*

*I thank heartily my wife and my children who allowed me to leave my home for so many years in order to follow the call of my conscience. Their agreement and support have been essential to the accomplishment of my mission.*

*Before leaving, I just wanted to say that I have enjoyed my time here, and I appreciate having had the opportunity to work with Palestinians and with Sisters of Charity especially with Sister Maha .I will miss the team of the hospital. I appreciate all the support, insights and help you have provided me over the past years and I want to thank you for it.*

*I will always remember “my brothers “from the community of Benedictines in Abu Gosh and Father Peter Du Brul S.J., who during good and bad times provided me with support, guidance and encouragement. In Abu Gosh, there was always” an open door in the inn” for me.... It isn’t easy to go our separate ways, a separation beginning soon.*

*Finally, as for myself, I always had in mind the sentence of our Pope Benedict XVI: “The one, who is in the position to help others, acknowledges that he also is helped and that it is not out of his own merit and greatness to be able to help. This is a mission of God....” and...a grace!*

*After all these years this is a very difficult time to say goodbye to friends. I have enjoyed every moment here with its ups and downs. You have been very important to me. I will never forget you and your non-violent struggle for more freedom, peace and justice.*

*Last but not least, I wish Mr. Dominique Jacqmin, the new CEO, all the best in his new position and ask you all to support him.*

*Thank you*

*Dr.Jacques Keutgen*

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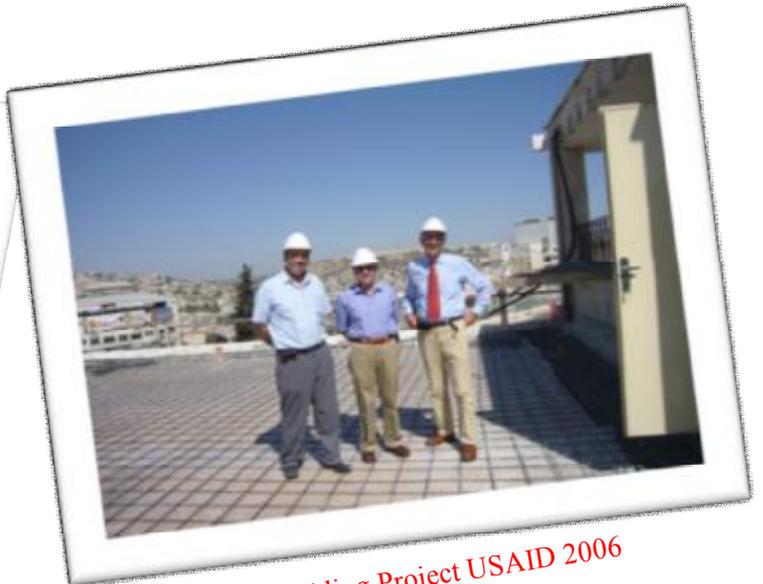




*Dr. Jacques Keutgen Journey in pictures for the past 9 and half years*



CEO with Mr. Michael Harvey from USAID



Building Project USAID 2006



50000th delivery since 1990



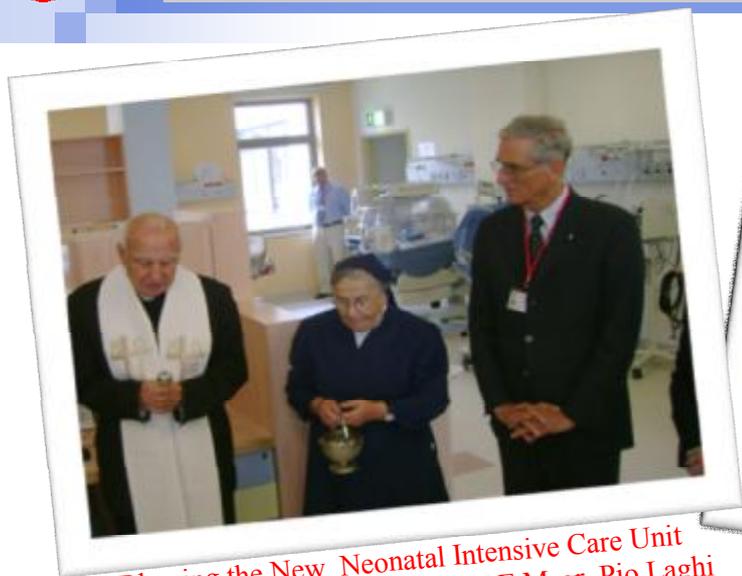
2012 Inauguration Post Natal department CEO with H.E Daniel Rubenstein, previous US Council General



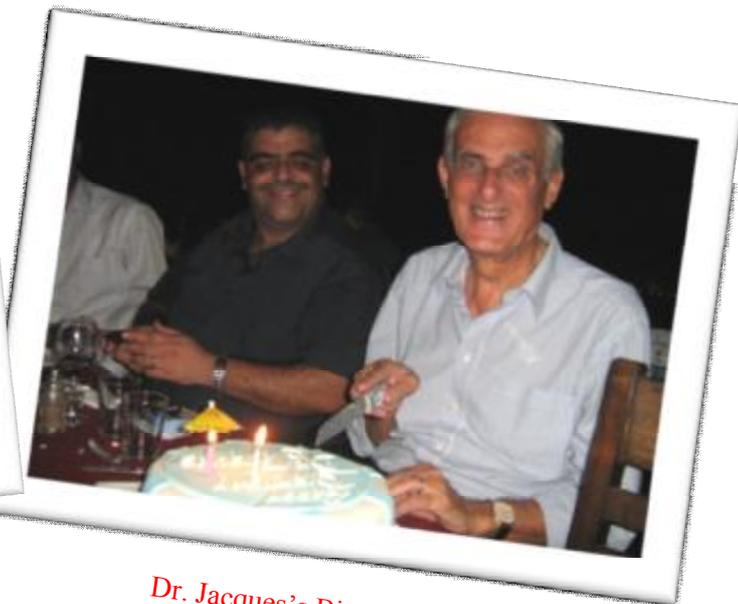
Mass in Abu Gosh with Father Abbot, Chaplain of Order of Malta



CEO with the Matron and a Midwife visiting Al Rachaidah



Blessing the New Neonatal Intensive Care Unit 2007, CEO with Sr. Sophie and H.E Msgr. Pio Laghi



Dr. Jacques's Birthday



CEO greeting a lady in Al-Rachaideh



Dr. Jacques with Cardinal Schoenborn



CEO with H.E Mr. Kouchner, French Minister of Foreign Affairs



Holy Family Hospital team With CEO in Jericho



## *Dr. Jacques Keutgen Farewell Ceremony*



*CEO , Prince Dominique de La Rochefoucauld de Montbel, Mr. Hussam & Sr. Maha*



*CEO receiving a gift from the staff of Holy Family Hospital*



*Dr. Jacques dedicating his farewell letter to HFH's employees*



*CEO with Rev. Father Abbot Dom Charles Galichet ,Rev. Father Guy Tardivy, H.E Geert Cockx Consul General of Belgium , Mr. Karel Van Hecke Consul of Belgium & Prince Dominique de La Rochefoucauld de Montbel,*



*Holy Family Hospital Staff with CEO*





# ACTIVITY REPORT

## Monthly Deliveries

The number of monthly deliveries 1990 - 2012 is as follows:

	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
JAN	0	93	128	143	146	148	181	205	217	162	250	158	180	159	238	224	240	230	248	221	258	249	274
FEB	4	69	97	150	157	130	183	180	192	165	239	155	152	165	220	221	218	228	217	239	221	228	227
MAR	46	93	133	184	149	168	164	220	194	217	231	160	142	179	224	231	217	313	259	236	265	260	278
APR	68	87	116	181	135	180	180	207	185	213	274	146	82	195	222	240	216	322	270	280	298	286	265
MAY	85	92	124	170	153	188	224	233	221	246	288	195	129	214	196	238	237	366	340	284	304	285	229
JUN	85	106	145	177	145	202	212	222	227	276	294	156	132	239	252	258	219	277	291	275	333	292	261
JUL	84	101	151	165	172	188	209	261	234	302	329	148	136	249	232	235	243	276	294	328	307	286	306
AUG	71	90	151	173	163	199	226	219	244	299	309	161	122	227	246	235	256	264	279	280	286	292	296
SEP	109	103	154	171	172	167	192	241	199	276	275	146	143	220	224	234	280	233	260	261	295	263	291
OCT	116	109	154	166	172	193	198	255	211	273	223	134	138	240	243	257	295	255	277	297	270	251	281
NOV	97	87	150	146	149	203	196	205	161	282	165	145	121	191	221	213	257	224	241	247	237	224	249
DEC	104	105	153	127	163	198	194	240	180	266	175	135	140	203	227	207	268	238	248	265	236	243	
<b>TOTAL</b>	<b>869</b>	<b>1135</b>	<b>1656</b>	<b>1953</b>	<b>1876</b>	<b>2164</b>	<b>2359</b>	<b>2688</b>	<b>2465</b>	<b>2977</b>	<b>3052</b>	<b>1839</b>	<b>1617</b>	<b>2481</b>	<b>2745</b>	<b>2793</b>	<b>2946</b>	<b>3226</b>	<b>3224</b>	<b>3213</b>	<b>3310</b>	<b>3159</b>	<b>2957</b>

## *Holy Family Hospital*



TOTAL DELIVEREIS SINCE 1990

**56, 704**



# DETAILED STATISTICS

By Ms. Tamara Banoura



“Because the poorest deserve the best”



2012	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
ob/gyn consult. HFH	777	839	922	792	817	823	1005	884	815	782	712	0	9168
ob/gyn cons. villages	167	149	138	134	126	141	150	163	160	157	123	0	1608
Ped. Consultations	133	129	154	119	157	188	175	207	186	201	159	0	1808
Diabetic Consultation	60	70	70	72	86	85	111	97	71	83	52	0	857
Mammography	6	0	7	1	7	5	8	6	6	10	7	0	63
Detailed scan-Echo doppler	49	47	40	32	83	68	75	59	56	105	91	0	705
private cons. o/g	155	151	191	207	197	190	159	169	150	144	198	0	1911
private cons. ped	1	0	0	0	4	190	7	17	18	14	5	0	265
<b>T.Consultations</b>	<b>1348</b>	<b>1385</b>	<b>1522</b>	<b>1357</b>	<b>1477</b>	<b>1500</b>	<b>1690</b>	<b>1602</b>	<b>1462</b>	<b>1496</b>	<b>1347</b>	<b>0</b>	<b>16186</b>
<b>TTL.Op.Del.File</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>65</b>
Deliveries 3rd cl	240	193	233	217	187	221	250	244	257	291	209	0	2542
Deliveries 2nd cl	6	10	12	12	7	9	17	16	12	12	7	0	120
Deliveries 1st cl	0	4	7	3	5	3	6	4	3	4	4	0	43
Del..2nd cl.private	14	9	13	21	17	16	19	17	13	20	18	0	177
Del..1st cl.private	14	11	13	12	13	12	14	15	6	15	9	0	134
<b>TTL Deliveries</b>	<b>274</b>	<b>227</b>	<b>278</b>	<b>265</b>	<b>229</b>	<b>261</b>	<b>306</b>	<b>296</b>	<b>291</b>	<b>281</b>	<b>249</b>	<b>0</b>	<b>2957</b>
<i>incl. C/S sections</i>	64	47	68	59	50	49	67	65	57	59	57	0	642
<i>incl. Del..UNRWA</i>	123	98	127	123	134	107	133	137	139	149	135	0	1405
<i>dont acc. P.N.A</i>	0	4	4	0	0	12	13	3	8	1	0	0	45
gyn.oper. 3rd class	26	22	25	25	23	19	40	18	24	43	48	0	313
gyn.oper. 2nd class	1	0	0	0	1	1	0	0	1	2	0	0	6
gyn.oper. 1st class	0	0	0	0	0	0	0	0	0	0	0	0	0
g.op.2nd cl.private	19	14	14	24	11	19	9	21	9	4	6	0	150
g.op.1st cl.private	0	0	0	2	0	0	0	1	0	0	0	0	3
<b>TTL Gyn.Oper.</b>	<b>46</b>	<b>36</b>	<b>39</b>	<b>51</b>	<b>35</b>	<b>39</b>	<b>49</b>	<b>40</b>	<b>34</b>	<b>49</b>	<b>54</b>	<b>0</b>	<b>472</b>
<i>incl.op.UNRWA</i>	29	19	22	19	18	21	21	17	13	23	23	0	225
<i>incl.minor g.oper.</i>	32	26	30	28	21	27	33	22	21	29	35	0	304
<i>incl.major g.oper.</i>	14	10	9	23	14	12	16	18	10	13	26	0	165
days ob/gn 3rd cl	495	451	572	541	489	466	550	566	541	459	478	0	5608
days ob/gn 2nd cl	51	44	52	59	50	54	72	96	54	51	43	0	626
days ob/gn 1st cl	21	29	49	41	46	26	43	34	15	32	21	0	357
<b>TOTAL days ob/gn</b>	<b>567</b>	<b>524</b>	<b>673</b>	<b>641</b>	<b>585</b>	<b>546</b>	<b>665</b>	<b>696</b>	<b>610</b>	<b>542</b>	<b>542</b>	<b>0</b>	<b>6591</b>
Admissions Obst.	90	88	99	99	108	110	108	109	141	121	127	0	1200
Admissions Gyn.	274	227	277	265	229	261	306	296	291	281	249	0	2956
<b>TTL Admiss. Ob/gn</b>	<b>364</b>	<b>315</b>	<b>376</b>	<b>364</b>	<b>337</b>	<b>371</b>	<b>414</b>	<b>405</b>	<b>432</b>	<b>402</b>	<b>376</b>	<b>0</b>	<b>4156</b>
<i>incl. Ad.UNRWA</i>	179	161	188	162	167	181	201	198	187	170	185	0	1979
days neo level 1	161	106	148	45	103	137	96	77	103	116	73	0	1165
days neo level 2	127	95	118	87	119	94	84	63	90	89	119	0	1085
days neo level 3	173	179	194	126	209	193	270	115	272	211	230	0	2172
<b>TTL days Neonatal</b>	<b>461</b>	<b>380</b>	<b>460</b>	<b>258</b>	<b>431</b>	<b>424</b>	<b>450</b>	<b>255</b>	<b>465</b>	<b>416</b>	<b>422</b>	<b>0</b>	<b>4422</b>
Adm.Neo.level 1	10	4	12	7	3	6	8	8	3	4	67	0	67
Adm.Neo.level 2	6	19	20	13	10	19	16	7	9	15	5	0	139
Adm.Neo.level 3	22	18	24	20	18	10	24	21	19	12	23	0	211
<b>TTL Admiss. Neon.</b>	<b>38</b>	<b>41</b>	<b>56</b>	<b>40</b>	<b>31</b>	<b>35</b>	<b>48</b>	<b>36</b>	<b>30</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>417</b>
<i>incl. Ad.UNRWA</i>	10	9	19	11	8	16	15	18	9	8	12	0	135
<i>dont Ad.P.N.A</i>	12	45	12	14	6	28	19	20	24	23	36	0	239
<b>T.OCCUP.%O/G</b>	<b>43.55</b>	<b>43.02</b>	<b>51.69</b>	<b>50.87</b>	<b>44.93</b>	<b>43.33</b>	<b>51.08</b>	<b>53.46</b>	<b>48.41</b>	<b>43.02</b>	<b>43.02</b>	<b>0.00</b>	<b>51.62</b>
<b>T.OCCUP.% Neo.L1+L2+L3</b>	<b>82.62</b>	<b>72.80</b>	<b>82.44</b>	<b>47.78</b>	<b>77.24</b>	<b>78.52</b>	<b>80.65</b>	<b>45.70</b>	<b>86.11</b>	<b>77.04</b>	<b>78.15</b>	<b>0.00</b>	<b>80.81</b>