



**ORDRE DE MALTE**  
Holy Family Hospital

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

**Volume 21, issue 9**

Contact us:

**HOLY FAMILY HOSPITAL**

322-326 Paul VI Street  
P. O. Box 8 – Bethlehem  
Palestinian Authority

Tel: +970 2 274 1151  
Fax: +970 2 2741154

**E-mail:**

[info@holyfamilyhospital-  
bethlehem.org](mailto:info@holyfamilyhospital-bethlehem.org)

**Website:**

[www.holyfamilyhospital-  
bethlehem.org](http://www.holyfamilyhospital-<br/>bethlehem.org)

*Inside this issue:*

*Editorial*

*Role of medical  
director*

*Team work*

*Baby Eliana*

*Hospital staff giving  
birth*

*Monthly deliveries*

*HFH in Figures*

This is month number seven since the WHO declared this as a Public Health Emergency of International concern, we are experiencing more and more difficult times inside Holy Family Hospital; more COVID19 patients coming to delivery, staff members infected or quarantined due to being exposed to a family member who is sick.

Infection rate is increasing day after day mainly after opening back the schools at the beginning of September 2020; risk is higher outside and inside the hospital. The staff worked all the month on long shifts (12hrs) to cover the absence of the other staff. This has increased the burden on them, especially that most of our staff are females (71%) and are mothers that are obliged to stay away from their families for long hours. But finally by the end of September all the staff who were infected in August were back to the work and this allowed for the other staff to rest a bit, hoping that we will be able to reduce the long shifts to shorter ones in October.

On September 9<sup>th</sup>, 2020, two pregnant women arrived to the hospital and both of them were diagnosed with COVID19. A bigger team was needed to join the Isolation area in order to provide medical care to them mainly that one of these patients needed an urgent Cesarean section.

On September 29<sup>th</sup>, 2020 a total of 22 woman gave birth within the 24hrs. A total of 386 deliveries and 389 babies were born in September

The great work always continues with the support of our generous donors despite the difficulties we face every day



# Role of the Medical Director



**Dr. Saba Abu farha**

**Medical Director**

During the Covid-19 pandemic, my role as a Medical Director has been changed, starting from March 2020, many things were unclear to me since the Covid-19 was something new and not everyone understood the things as it should be in the community, part of the community considered that the Covid-19 is just like a flu, and other part did not recognize its existence. It was very important to be updated by the Ministry of Health about the protocols applicable to us, so to spread the information properly to the designated employees in the Hospital.

It is very important and considered the key of success, to work in a real comprehensive management team 24/7 so to be able to manage this tough time during the pandemic, and supported by the board members who were in regular contact with the management committee of the hospital. It was very difficult to manage this period especially that there was always something new regarding the protocols of management of the covid-19 pandemic.

My role as medical director is to assure the continuity of the high level of care to the mothers and newborns despite the Covid-19 status of the mother. On the other hand, we need to assure that the risk of transmission / infectivity is minimal to the staff and other patients, for which a triage system, separated delivery room, isolation room in the admission ward, postnatal ward were created in addition to all the PPE according to the international protocols were provided to every member of the staff under the supervision of the infection control nurse, multiple short videos were made inside the hospital to provide needed information to the staff, creating a special groups on the social networks between staff to provide needed information about Covid-19 patients and employees.

I took on my own with the approval of the MOH, to perform the swabs for our staff suspected / infected inside the hospital with full precautions together with the infection control nurse. My main goal was to support the staff psychologically and mainly make them feel that we are supporting



them during their work with COVID patients. Moreover, this also accelerated having the test results which assured the continuity of the work in the hospital and assisted us in taking the decisions quicker.

One of the major obstacles we faced during the pandemic, is actually the denial of the covid-19 patients of the presence of the disease, explaining that if they declare that they are infected, no hospital will accept them to have birth there. For that reason, denying the presence of virus by the woman lead to transmit the virus to 7 of our medical staff. Since this incident, we were able to receive on daily basis a list of the patients infected with COVID 19 from the Ministry of Health. Accordingly, at the triage room the nurse checks the list to make sure that the patient is infected or not.

We also worked on increasing awareness among woman explaining to everyone that our door is always open for everyone even for those infected but it is mandatory to tell us the truth to allow us to provide them with the right medical care while protecting them, their babies, and the staff. Currently, our staff are more and more comfortable in dealing with the covid-19 patients compared to the previous months, thanks to the support, information and assurance given by management team.

None of these problems and obstacles were to be solved without the teamwork in the management of the hospital including the CEO, DAF, Department coordinators, infection control nurse and all the staff exclusively.

*Our Success  
and accomplishments are results of your generous and endless donations*

## *Team Work*

Mariam Qumsieh, Practical Nurse at the Outpatient Department, joined the team on September 9<sup>th</sup>, 2020 to help providing care to one of the COVID19 patients and stayed with the patient until discharged home. The patient was diagnosed with COVID 19 since more than 10 days and was depressed due to the reason that all the people around her are afraid from her.



“My role was so important in providing back confidence to the patient, to show her that we are not afraid of her. Accordingly, I held her hand while entering the operating theater to help her relax which was highly appreciated by her and made her relax”

“The patient after delivery was so tired and was unable to help herself which obliged me to assist her in showering, dressing up.... etc. Of course I was afraid to catch up the virus and bring it back with me home,

but was sure that I am wearing the right PPE's to protect me and my goal was only to help the patient and support her psychologically”



“It was seven pm and it was time for me to go home and a replacement nurse was supposed to take my place but the patient refused that I leave her and asked me to stay next to her until she leaves home. I couldn't say no to her and I stayed with her until she left home”

“I am so grateful for the medical care I received from all the medical staff and mainly from the nurse Mariam. My son and I are back home in good health”



*Thank you  
COVID19 front line Heroes & anyone who is putting their Health at risk  
during these uncertain times*

## *Baby Eliana*



“My family is growing bigger quicker than we planned for, I gave birth to my first baby in September 2019 and on January 2020, I discovered that I am pregnant again”

Mohammad was working as a cooker at a hotel in Bethlehem and unfortunately, as all other employees of the tourism sector, lost his work since the beginning of the pandemic. Marwa has a diploma in Nursing but stopped working since she gave birth to her first baby back in 2019 and unfortunately, she is unable to find a job now.

“I am thankful for the financial support and grateful for the medical care my baby and I received at Holy Family Hospital especially during this hard time that no one has expected or planned for. I delivered during the hard times where no one is allowed to visit me or stay with me in the hospital as a preventative measures to reduce the risk of spreading COVID inside the hospital, but I haven't felt alone, the team made me feel as if I am home between my family”

“I wish continuity to such an amazing hospital, and wish that this place will remain a home for every mother”



*“Constant attention by a good nurse may be just as important as a major operation by a surgeon”*

*-Dag Hammarskjold*

# *Our Dreams are Big*

“Our dreams are big and are so many, we got married in 2019 dreaming of having our own family, having our own business especially that I am a Nutritionist and my dream is to have my own clinic, unfortunately, this pandemic obliged us to forget all our dreams. My Husband is now unemployed since March 2020, he was working in a hotel in Bethlehem and all hotels are closed, we are depending on the extended family to help us cover our daily needs”

Mustafa, has a BA degree in Business administration and was working in a hotel that close due to the pandemic. Now, he is working in any opportunity he finds as a laborer on daily contracts.



“I am thankful for this hospital that gave my baby the right to start life in a healthy condition, all needed medical care was provided to him during these hard times and financial support was also provided”



*No words can describe the endless happiness of a mother leaving the hospital in good health condition carrying her baby in her arms, ready and independent to give him the best care*

# *Hospital Staff Giving Birth at HFH*

Khulood Al Zeer, Midwife at the Labour Department gave birth to her third baby girl on Sept 6<sup>th</sup>, 2020 at Holy Family Hospital.



Kareem Sbeih, Staff Nurse at the Neonatal Department, his wife gave birth to their baby girl on August 27<sup>th</sup>, 2020 at Holy Family Hospital.



Dr Abd al aziz , General Doctor NICU, his wife gave birth to his baby boy on Aug 23<sup>rd</sup>, 2020 at Holy Family Hospital

*Heavily father,*

*We thank you for the gift of life and for bringing these babies safely into this world. May you bless them and keep them, helping them to grow loving, strong and heavenly in Your love.*



**ORDRE DE MALTE**  
Holy Family Hospital

## *TO MAKE A DONATION*

Beneficiary Name:  
**HOLY FAMILY HOSPITAL**

**ACCOUNT № : 3890000/0**

Bank Name:  
**BANK OF PALESTINE PLC**



**SWIFT CODE: PALSPS 22**

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

**BANK № 89 /BANK BRANCH № 450**

**IBAN: PS52PALS045003890000333000000 (EUR)**

**IBAN:PS47PALS045003890000013000000 (USD)**

**IBAN:PS32PALS0450038900000993000000 (NIS)**

**IBAN:PS32PALS045003890000023000000 (GBP)**

### **OUR CORRESPONDENT:**

**USD:**

**CITI BANK N.A . - SWIFT CODE: CITIUS33**

**GBP:**

**COMMERZ BANK - SWIFT CODE: COBADEFF**

**EUR:**

**BANCO BILBAO VIZCAYA ARGENTARIA S.A - SWIFT CODE: BBVAESMM**

**EUR:**

**ABN AMRO BANK N.A., AMSTERDAM- SWIFT CODE:ABNANL2A**

# Monthly Deliveries

*“Hope is a powerful motivation for Charity”*

	1990	1995	2000	2005	2006	2007	2009	2010	2012	2013	2014	2015	2016	2017	2018	2019	2020
JAN	0	148	250	224	240	230	221	258	274	249	271	313	278	306	357	369	387
FEB	4	130	239	221	218	228	239	221	227	224	257	264	271	296	309	309	313
MAR	46	168	231	231	217	313	236	265	278	260	287	286	277	318	333	389	278
APR	68	180	274	240	216	322	280	298	265	301	267	277	268	295	344	389	275
MAY	85	188	288	238	237	366	284	304	229	250	240	297	304	365	373	400	323
JUN	85	202	294	258	219	277	275	333	261	278	302	311	313	362	380	399	390
JUL	84	188	329	235	243	276	328	307	306	279	314	379	379	427	450	439	402
AUG	71	199	309	235	256	264	280	286	296	289	319	351	340	403	476	448	446
SEP	109	167	275	234	280	233	261	295	291	267	281	327	329	386	409	398	387
OCT	116	193	223	257	295	255	297	270	281	274	258	286	309	365	369	378	
NOV	97	203	165	213	257	224	247	237	249	271	251	224	278	371	369	347	
DEC	104	198	175	207	268	238	265	236	209	242	265	253	307	326	340	361	
<b>TOTAL</b>	<b>869</b>	<b>2164</b>	<b>3052</b>	<b>2793</b>	<b>2946</b>	<b>3226</b>	<b>3213</b>	<b>3310</b>	<b>3166</b>	<b>3184</b>	<b>3312</b>	<b>3568</b>	<b>3653</b>	<b>4220</b>	<b>4509</b>	<b>4626</b>	<b>3201</b>

**TOTAL DELIVERIES SINCE 1990**

**89,152**

# Statistics 2020

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>Consultations</b>													
<b>HFH</b>													
Ob/gyn	1188	1105	739	757	930	1089	982	1079	955				8824
Pédiatric	285	159	101	108	189	238	157	204	204				1645
Diabetic	60	66	23	30	43	37	32	40	57				388
Nurtition	14	27	3	0	16	14	8	16	22				120
Over 45	94	117	13	1	7	72	5	60	79				448
<b>Outreach</b>													
Ob/gyn	162	236	33	0	0	210	0	101	0				742
Pédiatric	67	125	16	0	0	78	0	28	0				314
<b>Private</b>													
Ob/gyn	903	851	409	479	613	757	662	618	758				6050
Pédiatric	55	64	17	3	9	35	1	3	3				190
<b>TOTAL Consultations</b>	<b>2828</b>	<b>2750</b>	<b>1354</b>	<b>1378</b>	<b>1807</b>	<b>2530</b>	<b>1847</b>	<b>2149</b>	<b>2078</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18721</b>

<b>Obstetric</b>													
<b>Nb deliveries</b>													
3 class	328	269	239	236	282	336	367	393	335				2785
1 & 2 class	59	44	39	39	41	54	35	53	51				415
<b>TOTAL Deliveries</b>	<b>387</b>	<b>313</b>	<b>278</b>	<b>275</b>	<b>323</b>	<b>390</b>	<b>402</b>	<b>446</b>	<b>386</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3200</b>
<b>C sections</b>													
Total	75	64	64	60	81	88	78	125	108				743
<b>Babies</b>													
Total	390	322	286	281	329	399	413	460	398				3278

<b>Gynecologie</b>													
<b>Operations</b>													
Minor op	32	34	18	16	23	31	22	25	27				228
Major op	8	11	2	0	4	12	4	6	8				55
<b>TOTAL Operations</b>	<b>40</b>	<b>45</b>	<b>20</b>	<b>16</b>	<b>27</b>	<b>43</b>	<b>26</b>	<b>31</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>283</b>

<b>Ob / Gyn</b>													
Admissions ≥ 5 days	4	0	1	4	2	6	1	8	1				27
Admissions < 5 days	501	402	331	322	407	474	483	539	473				3932
Total admissions	505	402	332	326	409	480	484	547	474				3959
Total days	849	663	519	519	654	751	706	861	714				6236
<b>Ob / Gyn OCCUP %</b>	<b>65.21%</b>	<b>56.38%</b>	<b>39.86%</b>	<b>41.19%</b>	<b>50.23%</b>	<b>59.60%</b>	<b>54.22%</b>	<b>66.13%</b>	<b>56.67%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>40.68%</b>

<b>Lab activity</b>													
<b>TOTAL Activity</b>	<b>11222</b>	<b>12448</b>	<b>8117</b>	<b>8332</b>	<b>8263</b>	<b>8816</b>	<b>8248</b>	<b>10106</b>	<b>9276</b>				<b>84828</b>

<b>Anesthesy</b>													
A. Générale	6	4	3	4	6	2	1	3	3				32
épidurale	14	32	28	26	43	53	40	39	32				307
Spinal	70	55	59	56	72	83	76	115	104				690
<b>TOTAL Activity</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>86</b>	<b>121</b>	<b>138</b>	<b>117</b>	<b>157</b>	<b>139</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1029</b>

<b>Neonatal Intensive Unit</b>													
<b>Lenght</b>													
Total days L1	203	239	201	161	168	113	248	184	214				1731
Total days L2	63	69	55	104	72	106	81	67	83				700
Total days L3	174	184	178	238	149	135	121	163	109				1451
<b>Total days</b>	<b>440</b>	<b>492</b>	<b>434</b>	<b>503</b>	<b>389</b>	<b>354</b>	<b>450</b>	<b>414</b>	<b>406</b>	<b>0</b>	<b>0</b>		<b>3882</b>
Stay < 5 days	17	15	22	20	12	16	18	14	17				151
Stay ≥ 5 days	26	20	20	18	14	17	16	23	28				182
Stay ≥ 50 days	2	4	4	2	0	3	3	1	2				21
<b>Admission</b>													
adm L1	22	21	25	16	13	21	18	17	22				175
adm L2	5	0	7	3	1	0	4	5	6				31
adm L3	16	15	9	18	8	12	12	14	17				121
<b>Total Adm</b>	<b>43</b>	<b>36</b>	<b>41</b>	<b>37</b>	<b>22</b>	<b>33</b>	<b>34</b>	<b>36</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>327</b>
Nb Premature	8	6	4	13	5	9	5	13	8				71
<b>PED. OCCUP %</b>	<b>78.85%</b>	<b>97.62%</b>	<b>77.78%</b>	<b>93.15%</b>	<b>69.71%</b>	<b>65.56%</b>	<b>83.33%</b>	<b>74.19%</b>	<b>75.19%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>59.09%</b>

<b>TOTAL T. OCCUP %</b>	<b>69.30%</b>	<b>68.75%</b>	<b>51.24%</b>	<b>56.78%</b>	<b>56.08%</b>	<b>61.39%</b>	<b>62.15%</b>	<b>68.55%</b>	<b>62.22%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>46.20%</b>
-------------------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	--------------	--------------	--------------	---------------

<b>Poor Case Fund</b>													
Babies	35	51	47	67	53	53	81	72	42				501
Mothers	8	9	8	10	6	4	6	7	15				73
<b>Total cases Assisted</b>	<b>43</b>	<b>60</b>	<b>55</b>	<b>77</b>	<b>59</b>	<b>57</b>	<b>87</b>	<b>79</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>574</b>