

## **Mohammad Hajj-Hasan**

During his 28 years of service in the Radiology Department, Mr. Hajj-Hasan has been consistent in delivering high quality customer service to AUB patients, medical students, physicians and fellow employees alike. He facilitates and expedites services to these customers in a humanitarian spirit that overshadows the technicality of his work. He is also willing to take on any task as needed. When there is a shortage of manpower, he performs the tasks of a clerk, or technician, or orderly – always in addition to his regular duties of caretaking and ensuring the smooth operation of the Radiology reception area.

An Operating Room physician said about Mr. Hajj-Hasan: “He is the Marketing Niche of the Diagnostic Radiology Department.” Another surgeon said: “if rewarded, it’s an evidence of true recognition by AUB to one of its finest employees.” A physician from a different department said: “To Mohammad, work is a passion and a calling not a job.”

Mohammad Hajj-Hasan is also known for taking initiative to improve operations. When patients and nurses voiced concerns related to patient transportation to and from the Radiology Department, Mr. Hajj-Hasan suggested a change in the process by introducing a time-sheet for each orderly indicating the in/out time for patient service. The results were immediate! Orderlies’ performance increased and customer complaints reduced significantly. It was a win-win improvement to the process.

Mr. Hajj-Hasan has been employed at AUB since 1982. A veteran surgeon said “even since I was a med-student, I remember Mohammad. He has been consistently service oriented, never letting a customer go unsatisfied.”

An OR physician, who does not work directly with Mr. Mohammad Hajj-Hasan, gave a good example for his superior customer service. This doctor said: “My sister needed to do a panoramic x-rays for her children at AUH. It seems that there was a long queue for x-rays in the room where the panoramic x-ray machine is located. Mohammad Hajj-Hasan more than once approached my sister to explain the reason and to apologize for the delay. He was extremely courteous to her, without knowing that we were related. My sister took his name and told me about the exceptional service she received as she thought that I instigated it. This attitude illustrates that Mr. Hajj-Hasan is a patient focused and is an unbiased steward.”