

Rhayim Abdel-Rahman

Rhayim Abdel Rahman has been working at AUBMC Emergency Department (ED) as a registered nurse for 18 years. He serves patients and their families as well as the medical team and his fellow nurses. He is a model nurse: professional, knowledgeable and experienced. He has a great sense of belonging and dedication to the department, even reporting for duty when roads were not very safe. He always helps his peers and the medical team to achieve the best patient care in the Emergency Department, especially during the evening, when he generally assumes the role of ‘care coordinator’. He also acts as a mentor to new nurses and as a mediator whenever a conflict arises. He oversees the plan of care for patients in the Emergency Department and proactively allocates resources to deliver the fastest and safest care. As one member of the medical team said: “Rhayim is the problem solver! We do not know what he says to patients but he is always able to control their anger and resolve problems.” His nurse manager added that he once paid the taxi fare of an elderly patient who came to the Emergency Department and did not have the money to go back home.

Rhayim shows his creativity and excellent interpersonal skills through conflict resolution and crises management in the Emergency Department. As a care coordinator during evening hours, Rhayim is exposed to a variety of problems and conflicts. He constantly has to find appropriate solutions to new and difficult situations. As per all members of the medical team and the nurses who are interviewed, Rhayim has exceptional abilities to calm people down and to control their anger.

Rhayim has sustained his positive attitude towards his job since he started working as a Registered Nurse at AUBMC 18 years ago. A member of the medical team said about Mr. Abdel-Rahman: “Rhayim has the ability to consistently control his mood and maintains his composition.”

Members of the award selection committee interviewed several “customers” of Rhayim. Without any exception, all provided positive feedback and hoped that he would get the 2010 President’s Service Excellence Award.