

**Service Quality Task Team**  
**Reports on the President's Excellence Award Finalists**  
**2008**

**Alhan Shamseddine, Administrative Officer, Pediatric Department, Epilepsy Program**

Alhan's performance has been consistently exemplary in the various aspects of her job, extremely caring to patients, always enthusiastic and available to deal with unexpected situations. This is evidenced by the continuous positive feedback through letters from those patients cared for in the Epilepsy unit, and by staying after hours, working during her vacation days and giving her personal phone number to patients to call her any time they need assistance.

One of the patients stated "Whenever I think of going to AUBMC, Alhan immediately comes to mind, for I once was one of those wary young patients, have had epilepsy for nearly 14 years and while my family did their best to mask their worries, Alhan recognized that and spoke to us about what would happen. Not only did I let go of my initial reluctance to undergo yet another EEG, but she ended making me laugh. I had never thought of EEG conductor as a "COOL FORM OF GEL" before. I thought of it as a strange form of glue that took ages to remove in the shower. After that conversation, for every EEG I take, even until today I bring a brush and hair clips and found that Alhan was quite right: the resulting hair design always interesting!"

Alhan's creativity is well demonstrated through engineering a smooth implementation, expansion, transition and coordination of the department's residency training program, to allow its application for accreditation by the Accreditation Council for Graduate Medical Education. She fostered an unusually exceptional attitude of collegial, cooperative and discipline in the Epilepsy Monitoring Unit with other departments and services at AUBMC that is a model for multidisciplinary program cooperation that is strongly needed in a hospital environment. In addition Alhan devised a database allowing for an error free process of filing, tracking and retrieving patient's and resident's data, which led to harvesting critical knowledge and increased productivity of the Unit.

Alhan is described by her Chairman: "as a role model, a play maker, and team player. Any task that Ms. Shamseddine undertakes is performed in consistency reminiscent of a computerized information system with human touch. Her work is always commensurate with quality. Her notion of being outstanding is but the point of entry. The degree of dedication to work, creativity, "going beyond the call of duty", and customer satisfaction whether patients, physicians, technicians or co-workers is unequalled in any of the employees I have worked with previously."