

**Service Quality Task Team  
Reports on the President's Excellence Award Finalists  
2007**

**Kassem Abdel Nabi, Orderly, 10 North, Nursing Services**

Mr. Kassem Abdel Nabi was nominated by the Nursing Services Department. The portfolio of Mr. Abdel Nabi scored the highest in the five criteria among the three short listed with adequate supporting evidence.

Mr. Abdel Nabi has been in the institution for the last 30 years, throughout these years satisfaction is evident from his direct customers (patients) and his indirect customers (nurses and physicians and other health care professionals in their letters). "One of the patients describes him as "cheerful, efficient, and perceptive"; another patient recognized how Kassem's care and cheerful attitude made his period of illness easier. It is said that Kassem's "human touch could make the ill, needy and even those ready to go home, to feel already at home" on 10 North. He is always there "to add a smile to a lonely elderly, hold the hand of patient who is feeling homesick, wipe the tear of a patient in pain, and pat the back of a worried family member."

Taking into consideration Mr. Abdel Nabi's position and educational background, his involvement in projects and staff education is really remarkable reflecting his great interest and dedication to the job he performs

During the interview Mr. Abdel Nabi revealed more how much he is dedicated, caring, and respectful for patients, families, and his colleagues and coworkers. He always makes sure that his job is well done. Mr. Abdel Nabi believes himself to be a frontliner representing the hospital to the patient. As such, he would treat the patient as if the patient is one of his own household. He expressed that he is ready to go beyond the call of duty whenever the necessity arises and it was demonstrated in his portfolio that "during the war in July 2006 and at the first opportunity when the roads opened, he left his family and risked his life by spending more than five hours from Sidon to Beirut just to be with his patients because as he says "patients need me"."

Patients and staff ask for Kassem in preference to other orderlies because Kassem provides wholeheartedly that extra effort during treatment which distinguishes him from the others. Mr. Abdel Nabi concluded the interview by saying that Nursing is "a caring Profession and he tries his best to make the patients feel at home"