

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

Zouheir Khalili, Clinical Biomedical Engineer, Medical Engineering Department

Since Joining the AUBMC in June 1989, Zouheir has been showing higher and higher professional standards and has contributed a lot to AUBMC, the Faculty of Medicine, and AUB. He has been giving his best and much more than what is required from him to AUB since deep down he looks at his work as a mission

According to Nabil Bukhalid (Director of CNS) Zouheir is a work bulldozer. He is not afraid of tough technical problems and the quality of his final product is high. On many occasions Zouheir has put long hours (even during Ramadan) stretching till early morning in the hospital laboratories while repairing problems. He has been very instrumental installing the Epilepsy Monitoring Unit, the Environmental Core Laboratory and in maintaining them as well as other departments. Without the daily support and backup for the Laboratory Medicine and other areas AUBMC will be in trouble.

On more than one occasion Dr. Zaatari & Dr. Habbal (Pathology & Laboratory Medicine), and Dr. Mikati (Pediatric Department) jointly called the Director of Medical Engineering to express appreciation for the services of Zouheir, especially when Zouheir succeeded in repairing equipment (ICP-MS) saving AUB U\$ 13,000 (thirteen thousand) excluding the money lost in work not being done on the machine. Dr. Mikati testified "they (Zouheir and another colleague) are the best biomedical engineers by far including Europe and North America, and AUB should know that they are lucky to have them. They have been able to extend the life of epilepsy machines far beyond its expected useful life as testified by visiting biomedical engineers from Harvard."

Mr. Bassam Tabshouri, Director of Medical Engineering stated:

Zouheir has been very creative in Research & Development. He designed a special pump for Anesthesia almost a year ago and published a paper about it together with Chakib Dr. Ayyoub. He also helped Mr. Sami Cortas develop the Laboratory Information System at AUBMC. More recently, Zouheir has been instrumental in working with AUBMC Administration preparing for the JCI visit. Dr. Ayoub reported high satisfaction with the performance of Zouheir as they both published scientific papers. Drs. Najwa Cortas and Rose Daher of Clinical Chemistry Department have been, for years, praising the professionalism, the response beyond the call of duty and the resourcefulness of Zouheir in terms of repairs and writing software to send patients' results directly to PCs for export to different floors

Dr. Assaad Soweid (Division of Gastroenterology) stated:

One time, we were in need for a manometry machine (a device to measure the esophageal pressure which is essential to our patient care). The individual pieces were purchased, but there could not be fitted together to work. Mr. Khalili designed a special apparatus enabling the manometry device to be functional. In addition, he is ALWAYS available to provide help although his job definition does not include working in the endoscopy unit. The level of patient care is higher thanks to him. The most important is that all the work performed by Zouheir is always with a smile! Mr. Khalili is a true asset to AUB and to AUH.