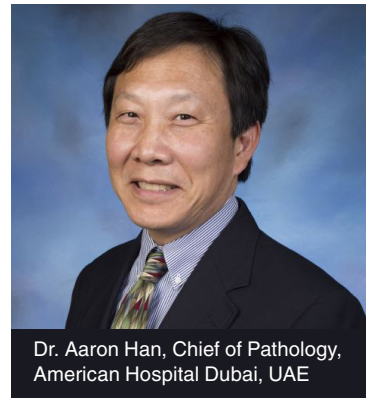


Pioneering Healthcare in the Middle East

Healthcare pioneer American Hospital Dubai, first Middle East member of the Mayo Clinic Care Network, and the first private lab to achieve College of American Pathologists accreditation in the region, emphasizes robust governance and ongoing clinical engagement to maximize return on IT investments.

HIMSS Middle East speaks with Dr. Aaron Han, Chief of Pathology at AHD since 2005. Dr. Han was also previously AHD's interim Chief Medical Officer and Acting Chief of Medical Imaging. Being a senior stakeholder on both clinical and leadership fronts, we ask him about his pet subject pathology and the clinical engagement that drives his hospital.



Dr. Aaron Han, Chief of Pathology, American Hospital Dubai, UAE

How do you ensure that the American Hospital Dubai Laboratory consistently achieves world-class standards over the years?

AH: Our goal is to be consistently delivering the best quality care and being a high reliability healthcare provider. There are many factors required to maintain this high standard 24/7. It starts with quality people who are committed first and foremost to patient care. **We are not just providing lab tests and results—we are clinical professionals making sure the right test is done in the right way for the patient.** A second factor is an attitude and environment that promotes ongoing learning and improvement. Thirdly, building a culture committed to patient safety and uncompromising quality.

Pathology and laboratory work is crucial in accurate diagnosis and effective treatment. Are these fields top of mind when it comes to IT investments?

AH: The role of pathology is critical. In many countries the cost of laboratory spending is less than 10%, yet about 70% of clinical decisions flow from lab testing. **IT investment is important to get the most value from lab data.** The emergence of expert systems and clinical decision support systems are areas in which there is promise for value and ROI.

Where do you see pathology in the next 10 years?

AH: Pathology is undergoing significant transformation. **One important technological advance is digital imaging and ongoing adoption into routine practice. Another is the genetic and “omics” revolution and what often is referred to as individualized medicine.** I am excited about the role of the laboratory as we continue to provide value through making sense of lab data for better patient care.

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Your presentation will touch upon clinical engagement. What is the top to-do to ensure high engagement and better outcomes?

AH: Physicians and clinical staff who are on the frontline of patient care need to be involved in the process. They need to be given a voice and their feedback needs to be incorporated into how the system is configured in each unique healthcare context. **As a clinical informaticist, I am always listening to find out how to take our technology platforms and make them user friendly and enable our clinical teams to work better and smarter.** Interestingly, as I talk to other CMIOs, the challenges in our settings are often similar, and we can benefit from forums like HIMSS to learn from one another.

Can you share an example of how physicians' and clinical staff members' feedback have been incorporated at the American Hospital Dubai?

AH: We will discuss some specific examples and case studies at the HIMSS UAE eHealth week. One will be the **impact of process redesign** to make the physician order entry experience user friendly. We will also talk about ways to **avoid common negative experiences** in physician IT usage.

How has productivity improved with increased engagement at the American Hospital Dubai?

AH: We have evolving reports and dashboards to measure productivity. Engagement of clinical staff **ensures ongoing buy-in** and is important to optimize the end-user experience, which is critical for the implementation success of any EHR.

Dr. Han will speak on **Ongoing Clinical Engagement and Productivity at American Hospital Dubai** on 12 November at the UAE eHealth Week.



About Dr. Aaron Han: Dr. Han is Chief of Pathology at American Hospital Dubai. He has been part of the hospital informatics program from its onset in 2006. His clinical expertise is in tumor pathology specifically breast cancer and lymphoma. He chairs the hospital Performance Improvement Committee. He speaks regularly on the topics of quality, accreditation and analytics. He is board certified in Clinical Informatics through the American Board of Pathology.

HIMSS and ASCP are **partnering** this year for Pathology Update 2017. Save the dates for both events!