

SIH'HEE UDHARES

AEH NEWSLETTER | MONTHLY EDITION

STAFF SPOTLIGHT

Patient Pulse

A Shared Responsibility, A Shared Success
Customer Care

**A STEP TOWARDS
HEALTHY AGEING**
Physiotherapy

Ensuring Safety for Every Patient
Patient Identification Bands at AEH

A MESSAGE FROM THE CEO: CULTIVATING GROWTH FOR A THRIVING FUTURE

It is with great pleasure that I welcome you to the fourteenth issue of our newsletter Sih'hee Udhares—a reflection of the dedication, compassion, and innovation that define our hospital community. Each edition brings to light the remarkable work being done across departments, and this issue is especially rich with stories that inspire, inform, and unite us.

We begin by celebrating one of our own: Mohaned Ali Faraj Alkanone, Medical Officer at Maradhoo Health Center. His unwavering commitment to patient care and his role in strengthening community health services exemplify the values we hold dear. The Departmental Spotlight on Maradhoo Health Center further highlights the collaborative spirit and excellence that drive our healthcare delivery forward.

As usual this issue also brings us closer to the voices that matter most—our patients. The feedback from the Pediatric Ward and our Physiotherapy Interns offers valuable insights into the patient experience. These reflections remind us that every interaction, no matter how small, contributes to the healing journey. Listening to our patients helps us grow, adapt, and continuously improve the care we provide.

We are proud to feature two informative articles that address critical aspects of health and wellbeing. The first, **"A Step Towards Healthy Ageing: Our Role in the Community,"** written by our Physiotherapy Interns, emphasizes the importance of physical activity, fall prevention, and community education in promoting independence and quality of life as we age. It's a powerful reminder of physiotherapy's essential role in supporting healthy ageing and empowering individuals to live fuller lives.



DR. IBRAHIM YASIR AHMED
CEO, ADDU EQUATORIAL HOSPITAL

The second article, **"Caring for the Mind While Healing the Body,"** by Aishath Shaun Shamoona from our Customer Service, explores the emotional dimensions of healing. Stress management for both patients and caregivers is often overlooked, yet it is vital to holistic recovery. This piece offers practical strategies to support mental wellbeing, reinforcing our commitment to treating the whole person—not just the illness.

We also feature a thought-provoking article by Abdulla Waheed, Head of the Customer Care Department, titled **"Customer Care: A Shared Responsibility, A Shared Success."** His message is clear: exceptional patient care is not the responsibility of one department alone, it is a collective effort. Every staff member, regardless of role, contributes to the patient experience. Empathy, teamwork, and respect are the cornerstones of our shared success.

In our continued pursuit of safety and excellence, we are proud to announce the implementation of inpatient identification bands across all wards, as detailed in the article by Nizna Hussain, Clinical Nurse and Chief of Patient Safety. This initiative marks a significant step forward in ensuring accurate patient identification and minimizing risk, reinforcing our commitment to patient safety at every level.

Finally, we celebrate the highlights of the month, including World Patient Safety Day and Attendants Day. These events not only recognize the importance of safety and support in healthcare but also honor the individuals who make our hospital a place of healing and hope.

As we reflect on the stories and achievements shared in this issue, I am reminded of the strength of our community. It is built on compassion, driven by purpose, and sustained by the tireless efforts of each and every one of you. Thank you for your dedication, your resilience, and your unwavering commitment to excellence.

Let this newsletter serve as a source of inspiration and a reminder of the impact we make—together.

Warm regards,

Staff Spotlight

DR. MOHANED ALI FARAJ ALKANONE

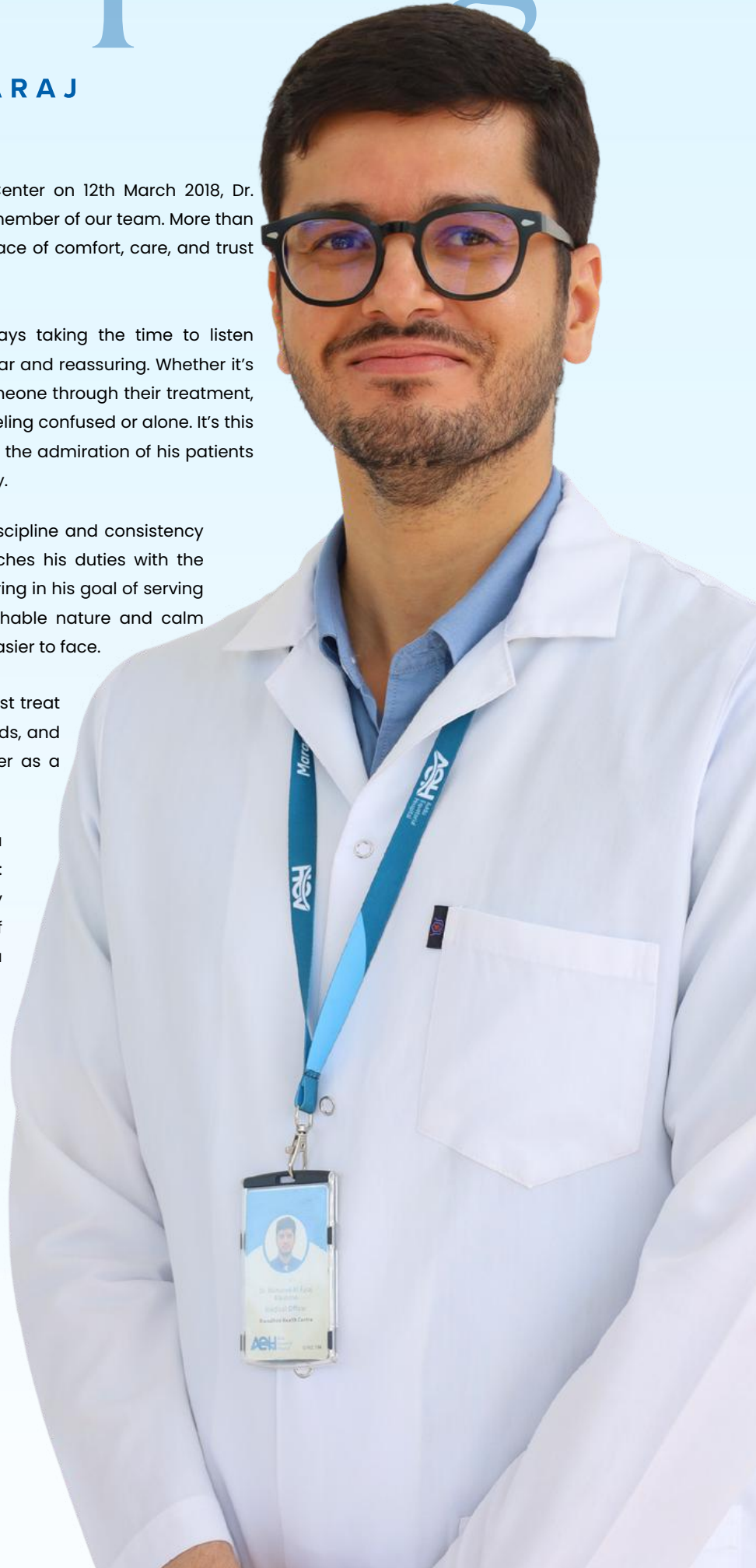
From the moment he joined Maradhoo Health Center on 12th March 2018, Dr. Mohaned Ali Faraj Alkanone has been a standout member of our team. More than just a Medical Officer, he has become a familiar face of comfort, care, and trust for the people of Maradhoo.

Patients describe him as kind and patient, always taking the time to listen carefully and explain things in a way that feels clear and reassuring. Whether it's easing a worried parent's concerns or guiding someone through their treatment, Dr. Mohaned makes sure no one leaves his care feeling confused or alone. It's this warmth and dedication that has won him not only the admiration of his patients but also the deep affection of the entire community.

What makes him even more remarkable is the discipline and consistency he brings to his work. Day after day, he approaches his duties with the same level of focus and commitment, never wavering in his goal of serving others. Many in the community say his approachable nature and calm presence make even the most difficult situations easier to face.

Over the years, his efforts have done more than just treat illnesses – they have built trust, strengthened bonds, and uplifted the reputation of Maradhoo Health Center as a place where care truly meets compassion.

In every way, Dr. Mohaned Ali Faraj Alkanone is a shining example of what it means to be a doctor: hardworking, disciplined, kind, and wholeheartedly devoted to his patients. For the people of Maradhoo, he is not just a medical officer, he is a source of hope, comfort, and pride.



Patient Pulse:

Voices from the Heart of Our Hospital



We are writing to express our sincere gratitude for the care and treatment provided to our daughter, Aanya Jestin, who was admitted on 9th July 2025 at your hospital.

As parents, it was a very difficult time for us, but we were deeply touched by the compassion and professionalism shown by your entire team. The doctors, nurses, and staff were considerate of all our requests and ensured our daughter received the best possible care. What stood out most was the personal touch the doctors provided, which gave us immense strength and comfort during this challenging phase.

We would especially like to mention Dr. Mazhar Ali, whose kindness, patience, and support made a huge difference for us. His considerate approach and constant guidance reassured us throughout the treatment. Also we personally thank the team of nurses/support staff on watch in the pediatric ward on 09,10 and 11th of July 25.

We truly appreciate the efforts of everyone at the hospital. Please convey our heartfelt thanks to the entire team for their dedication and empathy. Do let all of them know that their efforts have not gone unnoticed.

With gratitude,

-Jestin Francis & Anuja Varghese



Big Thanks to the amazing Doctors, Dr. Waqas, Dr. Than, Dr. Shani, Dr. Thant and nurses who took care of me during my days in the hospital. They not only made me feel better but also made me smile even when i was in pain. They were so kind, caring, and attentive.

Thank you so much for everything!

Special thanks to: Nausha, Niha, Hasika and Sofwath, Suna and Hadija.

-Stacia C. Wagiu





Maradhoo Health Center, under Addu Equatorial Hospital, is where compassion meets care. With dedicated staff and reliable services, we bring quality healthcare closer to the people of Maradhoo, ensuring every patient feels supported, valued, and cared for.

-MARADHOO HEALTH CENTER-



Customer Care: A Shared Responsibility, A Shared Success

By: Abdulla Waheed (Customer Relation Officer of AEH)

“We may forget an interaction with a patient, but a patient will never forget how we made them feel.”

Every patient who walks through our doors carries hopes, concerns, and expectations. They may arrive anxious, tired, or in pain. But what is certain is that they look to us not only for treatment, but also for kindness, reassurance, and care.

That care cannot come from one person or one department alone. True customer satisfaction and an exceptional patient experience are only possible when every one of us works as a team. Whether we wear the uniform of a nurse, doctor, cleaner, receptionist, call-center staff, technician, or administrative staff, we all play a part in shaping the journey of those we serve.

A smile at reception, a timely response in the call center, a clean and safe environment, clear explanations from medical staff in each interaction adds up. Patients don't see “departments.” They see one hospital, one family, one team. When we collaborate, support each other, and go the extra mile, patients feel it. Their confidence grows, their stress eases, and their trust in us strengthens.

Holistic customer care means we don't just do our jobs. It means we care. It means noticing when a visitor looks lost and guiding them. It means offering a word of comfort to an anxious family. It means treating every patient with the same respect and empathy we would want for our loved ones.

Customer care is not someone else's business. It is everyone's business. Each one of us holds the power to make a patient's experience smoother, kinder, and more memorable. When we act with unity, we turn small actions into big impacts.

Let us remember: we may forget an interaction with a patient, but a patient will never forget how we made them feel. And when they leave with gratitude in their hearts, that is a victory for all of us.

TOGETHER, WE CREATE THE EXPERIENCE. TOGETHER, WE BUILD TRUST. TOGETHER, WE ARE CUSTOMER CARE.



CARING FOR THE MIND WHILE HEALING THE BODY: STRESS MANAGEMENT FOR PATIENTS AND CAREGIVERS

By: Aishath Shaun Shamoon (Assistant Customer Service Officer of AEH)

Navigating a health condition, whether as a patient or a caregiver, can be an overwhelmingly challenging experience. Stress often arises from emotional exhaustion and the day-to-day responsibilities of care. While these feelings are entirely natural, effectively managing stress is essential to maintaining both emotional well-being and physical health.

Stress is the body's natural response to change or challenge. For caregivers, prolonged stress increases the risk of burnout, and for patients, it can hinder the process of recovery.

Managing the Emotional Demands of Illness and Caregiving

Focus on what you can control

It is very common to dwell on what is uncertain, but small and manageable steps such as sticking to a treatment plan, organizing appointments beforehand, or preparing meals ahead can help restore a sense of stability and provide a foundation for coping more effectively with the daily challenges that come with managing a health condition.

Set realistic expectations

It is not necessary to accomplish everything all at once. Prioritizing tasks and not hesitating to accept support from family and friends can help reduce stress and make challenges more manageable. Seeking help is a demonstration of strength rather than weakness.

Establish a healthy routine

Consistent sleep, balanced nutrition, and light physical activity, when approved by a healthcare provider, are important components of managing stress and maintaining overall well-being. Going on brief walks or doing gentle stretches can help reduce tension and enhance mood, which contributes to better emotional resilience during challenging times.

Take time for emotional breaks

Finding time each day for hobbies, such as listening to music, reading, or catching up with a friend, provides valuable mental rest and rejuvenation. Indulging in these simple pleasures can ease stress and promote a more grounded mindset.

Caring for both the body and mind is an essential part of the healing journey for patients and caregivers alike. When caregivers are well-rested and emotionally supported, they are better able to provide compassionate and effective care. Likewise, for patients, managing stress can make a significant difference in recovery and quality of life. It is extremely important to remember that prioritizing self-care is vital, not only for healing but for sustaining the ability to care for others.



PATIENT IDENTIFICATION BANDS AT AEH: ENSURING SAFETY FOR EVERY PATIENT

By: Nizna Hussain (Clinical Nurse | Chief of Patient Safety of AEH)

At Addu Equatorial Hospital (AEH), the safety of our patients is our highest priority. To make sure every patient receives the right care at the right time, AEH has introduced a new inpatient identification band system across all wards.

Why Identification Bands Matter

Patient misidentification is a leading cause of errors in hospitals worldwide—such as giving the wrong medicine, carrying out the wrong procedure, or mixing up test results. The new AEH identification bands greatly reduce this risk, ensuring safe, accurate, and trusted care.

What Do the New Bands Look Like?

- White – Adult patients
- Yellow – Children
- Pink – Baby girls
- Blue – Baby boys

Each band clearly displays:

- ✓ The patient's full name (in capital letters)
- ✓ The patient's AEH hospital number

How Are They Used?

- Applied on admission by the admitting nurse
- Checked before every medication, procedure, test, or transfer
- Immediately replaced if lost, damaged, or removed

What Can Patients & Families Do?

- ✓ Double-check the details on the band at admission
- ✓ Remind staff to check the band before care is given
- ✓ Inform a nurse if the band is missing, damaged, or uncomfortable

Our Commitment to Safety

This system is aligned with World Health Organization (WHO) and Joint Commission International (JCI) safety standards. It reflects our mission at AEH:

Safe care for every patient, every time.

Together—with patients, families, and staff—we can build a safer hospital environment for everyone.

A simple wristband can save lives!

ADULTS- WHITE BANDS



PEADS- YELLOW BANDS



FEMALE NEONATES-PINK BANDS



MALE NEONATES-BLUE BANDS



A STEP TOWARDS HEALTHY AGEING: OUR ROLE IN THE COMMUNITY

By: *Physiotherapy Interns*

We, the Physiotherapy Batch 3 interns from Maldives National University, are currently engaged in our community postings with a unique opportunity to bring physiotherapy knowledge out of the clinic and into the community. Every year, we celebrate World Physiotherapy Day, with each year highlighting a specific theme. This year's theme focuses on healthy ageing, frailty, and fall prevention which are the three interconnected topics essential to maintaining independence, safety, and quality of life as we grow older. In line with this theme, we conducted an educational session at the hospital, sharing knowledge and engaging with participants to help them stay safe, active, and independent as they age.

The Global Ageing Trend

The world is ageing faster than ever before. In 2019, there were 1 billion people aged 60 years and older. By 2030, that number is expected to rise to 1.4 billion, and by 2050, it will reach 2.1 billion. The population aged 80 years and older is projected to triple by 2050 to an estimated 426 million.

With this rapid demographic shift, the importance of healthy ageing has never been greater. Longer life expectancy should mean more years of good health, but achieving this requires awareness, prevention, and active lifestyle choices.

What is Healthy Ageing?

Healthy ageing means staying active, maintaining relationships, and continuing to do the things you value as you grow older. It's not just about avoiding disease but, it's about living in supportive environments that promote physical and mental wellbeing.

Key habits that promote healthy ageing include:

- Staying as active as possible
- Challenging your balance regularly
- Keeping socially connected
- Maintaining joint and muscle movement
- Eating a balanced, nutritious diet

The Life Course Approach

Healthy ageing is shaped throughout life and prevention doesn't start at 60, it starts in childhood. Preventing age-related health condition involves addressing risk factors at different stage of life. Such as:

- **Early life:** Regular physical activity builds strong bones, muscles, and heart health, reducing future risk of chronic diseases.
- **Young adulthood:** Engaging in sports and exercise protects long-term health, lowering the risk of obesity, diabetes, and cardiovascular diseases.
- **Midlife:** Staying active maintains bone density, supports mental health, and lowers dementia risk.

Physiotherapists can guide people at every life stage with **tailored exercise plans**, injury recovery support, pain management, and strategies for managing long-term conditions.

Frailty: Understanding the Risks

Frailty is not an inevitable part of ageing, it's a long-term condition caused by inactivity, disease, trauma, or persistent pain. While it's more common in older adults, it can affect anyone. Around 12% of people globally aged 50 years and over are diagnosed as having frailty and around 46% as being pre-frail, however the prevalence of frailty varies throughout the world.

Symptoms of frailty include:

- Feeling exhausted
- Weakness
- Slow movement
- Balance difficulties
- Unintentional weight loss



How Physiotherapy Helps in Frailty

Physiotherapy can help you be as active as possible. People who are more active are up to 41% less likely to have frailty. A physiotherapist can develop an exercise programme for you and show you how to gradually increase the resistance and intensity to prevent and treat frailty. This will help to prevent loss of strength and muscle (sarcopenia) and make you fitter by increasing your aerobic and lung capacity. A physiotherapist can help you

- Improving mobility, balance, and strength
- Find an aerobic exercise you enjoy and recommend the length of time you should be doing it
- Managing acute and chronic pain and addressing fear of exercising
- Return to the activities you enjoy doing
- Encouraging safe and enjoyable aerobic exercise

Why Fall Prevention Matters

Falls are the **second leading cause of unintentional injury deaths worldwide**, with older adults over the age of 60 at the greatest risk. Each year, an estimated **37.3 million falls** are severe enough to require medical attention. Beyond the statistics, falls can have life-changing consequences like fractures, reduced mobility, loss of independence, and in some cases, a decline in overall health and wellbeing. Not all individuals face the same level of risk.

- **Lower risk:** Involves older adults with no history of falls or only one minor fall and no balance issues.
- **Medium risk:** Involves those who have had a single fall and experience some balance or walking difficulties.
- **Higher risk:** Involves those with multiple falls, injuries, frailty, or difficulty getting up without help

A physiotherapist can assess your muscle strength, mobility, balance, and even cognitive function to determine your risk level and guide you towards effective prevention strategies.

Final Words:

During our postings, we conducted an awareness session, and the response was truly inspiring and many participants shared how simple changes had already improved their confidence and mobility. Healthy ageing is a journey that starts now, no matter your age. Preventing frailty and falls isn't just about avoiding injury but it's about living fully, independently, and joyfully. Fall prevention is not just a health message, it's an empowerment message. By taking proactive steps now, you can safeguard your independence, enjoy an active lifestyle, and continue doing the things that matter most. As future physiotherapists, we are proud to contribute to a healthier, more resilient community. Stay safe. Stay active. And remember, it's never too late to start moving towards a healthier you!

The Role of Physiotherapy in Fall Prevention

As physiotherapists, we focus on **movement, strength, and safety**. Exercise is the cornerstone of fall prevention.

Our programs often include:

- Sit-to-stand drills
- Squats and step exercises
- Walking at varied speeds
- Balance training, including activities like **tai chi**
- Safe techniques for getting up from the floor

But it doesn't stop there, we also teach safe daily movements, recommend supportive footwear, and suggest home modifications like installing grab bars and improving lighting.

Healthy Ageing: A Lifelong Commitment

Healthy ageing isn't just about avoiding illness. It's about staying active, socially connected, and continuing to do the things you love. Regular physical activity reduces the risk of cardiovascular disease, diabetes, osteoporosis, dementia, and of course, falls.

Our advice is to:

- Aim for **150 to 300 minutes** of moderate intensity aerobic activity per week.
- Include **strength training** at least twice weekly.
- Engage in **balance focused activities** three or more days a week.
- Reduce sitting time such as move during TV ads, take the stairs, and enjoy active hobbies.

Myth Busting:

One of our key goals is to challenge misconceptions. Such as:

- "I'm too old to start exercising" to It's **never too late** to start.
- "Lifting weights will harm my joints" to Strength training can actually **protect** your joints.
- "If I exercise, I might fall" to the right exercises **improve balance** and **reduce fall risk**.



ATTENDANTS' DAY CELEBRATION





ATTENDANTS' DAY CELEBRATION





ATTENDANTS' DAY CELEBRATION





WORLD PATIENT SAFETY DAY CELEBRATION





WORLD PATIENT SAFETY DAY CELEBRATION





WORLD PATIENT SAFETY DAY CELEBRATION



CONTENT

Physiotherapy Interns

Abdulla Waheed

Aishath Shaun Shamoon

Rifaza Rasheed

Nizna Hussain

EDITOR

Fathimath Abdulla Rasheed

PHOTOGRAPHY

Nishaaza Abdulla

DESIGN & ART DIRECTION

Nishaaza Abdulla



FOLLOW OUR JOURNEY!