

SIH'HEE UDHARES

AEH NEWSLETTER | ANNIVERSARY EDITION

Patient
Pulse

AEH
Seen Through Little Eyes

**STAYING HUMAN,
ALWAYS.**

THE SPIRIT OF NURSING CARE:

Year of Progress and Pride

How May We Help:

First Step in Healing

ADDU EQUATORIAL HOSPITAL: A COMMITMENT TO EXCELLENCE AND COMPASSION

It is with immense pride and gratitude that I welcome you to this special annual edition of *Sihh'ee Udhares*. This newsletter reflects our shared journey, one marked by compassion, resilience, and a deep commitment to excellence in healthcare.

"Staying Human, Always," an article by our Medical Director, resonates deeply with the spirit of AEH. In the fast-paced world of medicine, where protocols and precision guide our actions, it is our humanity that truly defines us. The small, everyday gestures, listening with empathy, showing patience, offering comfort are what transform clinical care into healing. These acts are the foundation of trust, and they are what make AEH not just a hospital, but a community.

As we celebrate the many milestones of the past year, I am especially proud to highlight a transformative moment in our journey: the launch of the AEH Medical Internship Program, scheduled for tomorrow, 16th July.



DR. IBRAHIM YASIR AHMED
CEO, ADDU EQUATORIAL HOSPITAL

This marks a new chapter in our commitment to nurturing future healthcare professionals. By opening our doors to young doctors stepping into clinical practice, we are investing in the future of medicine in the Maldives. This program will not only strengthen our workforce but also foster a culture of mentorship, learning, and innovation.

In this edition, you'll find a rich collection of stories that showcase the heart and soul of AEH. From the ***"Faces of AEH"*** photo feature that honors our diverse and dedicated staff, to the departmental articles that highlight achievements in Nursing, Administration, Procurement and Customer Care, each piece reflects the teamwork and dedication that drive our success.

We also share insights from our pediatric patient's feedback. These voices remind us why we do what we do, and why staying human matters.

I encourage you to read the fictional case study, ***"The Budget That Never Balanced,"*** which offers valuable lessons in leadership, communication, and collaboration. It's a reminder that our challenges are opportunities to grow stronger together.

As we move forward, let us continue to build a culture rooted in empathy, excellence, and shared purpose. Let us welcome our interns with open arms, support one another through every challenge, and celebrate every success—big or small.

Thank you for being part of this journey. Thank you to all those who contributed to make this Anniversary issue a reality. Together, we are shaping a future where care is not just clinical, but deeply human.

Warm regards,

A YEAR OF STORIES: CELEBRATING OUR FIRST YEAR OF CONNECTION

As we mark one full year of our hospital newsletter, we want to take a moment to pause, reflect, and most importantly, say thank you. To every single one of you who's been part of this journey. This milestone belongs to you.

When we started this newsletter, our goal was simple: to keep everyone connected and informed. But what it has become over the past year has far exceeded our expectations. It's grown into a vibrant platform filled with voices, stories, and insights from across every corner of our hospital.

Throughout the year, we've had the privilege of shining a light on the amazing work happening in so many departments. From the various staff spotlights to behind-the-scenes features (and yes, the many, *many* photoshoots we've made everyone pose for), each issue has been a true team effort. And what a joy it's been!

We've been incredibly lucky to receive contributions from so many departments, and *every single piece has helped us better understand the incredible work being done here* every single day. Each article, photo, and spotlight has been a window into a part of the hospital we may not have known much about before. And that discovery has been something truly special.

Over the past 12 months, we've also learned so much about the amazing personalities that make up our hospital family. We've discovered just how fun, thoughtful, and creative everyone is. We've also come to appreciate how endearingly shy many of you are when a camera appears. But what's truly stood out is how willing everyone has been to jump in and help us bring stories to life, whether by sharing ideas, posing for photos, or helping us stage the perfect scene.

Together, these stories have transformed this newsletter into something more than just updates on a page. It's become a celebration of the people, passion, and personality that make our hospital what it is. Through every shared story, every candid photo, and every moment of behind-the-scenes magic, we've felt a growing sense of connection and pride. It's reminded us that behind every role is a real person, with quirks, talents, and a story worth sharing. And somehow, *through all the laughs, teamwork, and photo bribery, we've created something that genuinely brings us closer together.*

We've also learned a lot along the way. *We've learned how important it is to celebrate each other's work, to listen, to collaborate, and to find joy in the small stories that often go unnoticed.* And above all, we've witnessed the deep sense of purpose, care, and pride that runs through every team. That spirit (quietly powerful and endlessly inspiring) is what truly deserves to be seen, shared, and celebrated.

So, to everyone who shared their time, their stories, their photos and ideas: **thank you.** You've helped create something truly meaningful, something that reflects the heart and soul of our hospital community. This newsletter belongs to all of us, and it's your openness, creativity, and generosity that have brought it to life.

Here's to another year of sharing, learning, connecting and celebrating the truly amazing people who make this hospital what it is.

With heartfelt thanks,

The Newsletter Team

“The Many Faces “We Are



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ABOUHASHEM MADY**
Consultant Anesthesiologist



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Medical Officer (IPD)



DR. NYEIN SU WAI
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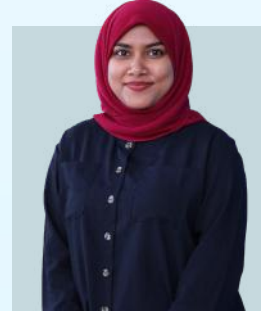
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Senior Registered Nurse (Dialysis)

ces of Care”, AEH”,



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SHAMMA MAHIR
Clinical Assistant



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Registered Nurse (BTU)



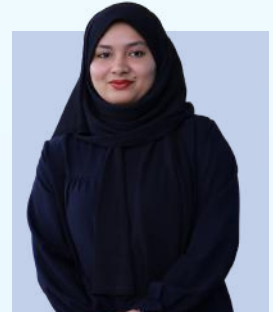
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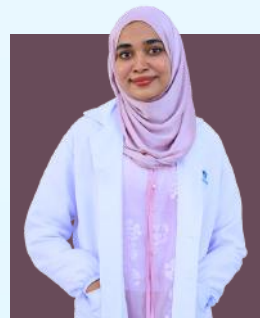
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Assistant Customer Service Officer (MHC)



AISHATH SHARUMEELA ALI DIDI
Attendant



AISHATH AMAL
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SHAHAMA ABDUL MAUSHOOG
Registered Nurse (FHC)



FATHIMATH RASHEEDHA
Laundry Assistant



MARIYAM MARKHA MUFEED
Procurement Officer



AMINATH LUBA LIRAAR
Assistant Customer Service Officer (MHC)



SIYANA IBRAHIM DIDI
Store Keeper

Patient Pulse:

Voices from the Heart of Our Hospital

Doctors and nurses – very kind and very thorough with their work.
We are truly grateful to you all.
You will always be in our hearts.
Such a lovely, clean hospital with wonderful staff – all so kind.
You should be proud of yourselves and the service you provide.
Thank you.
– Nicky & Lynne, Wales, United Kingdom



I'm writing as the son of a recent patient to express my sincere appreciation for the care my father received during his stay. From the moment he was admitted to the time he was discharged, everything was handled smoothly and professionally. The medical staff were not only skilled but also compassionate and attentive. They kept us well-informed and were always available to answer questions or offer reassurance, which meant a great deal to our family. Please pass on our heartfelt gratitude to everyone involved in his treatment. We truly appreciate the effort and dedication of your team.
Warm regards,



Patient Pulse:

Voices from the Heart of Our Hospital

From the moment I arrived, the nurses made me feel safe and cared for. Every nurse I met was professional, compassionate, and attentive to my needs—no matter how small.

They explained procedures clearly, responded promptly to any concerns, and always had a kind word or a warm smile to offer. The hospital was clean, well-organized, and had a calming atmosphere.

-Mariyam Ibadhath



Happy lab week to the real life wizards in lab coats.

we see you, we appreciate you and think that you are absolutely fantastic.



My husband was recently admitted in AEH. I was really impressed with the level of customer service.

the staff was professional, throughout our admission. It was a positive experience, and i appreciate the excellent service we received.

Thank you,



Patient Pulse:

Voices from the Heart of Our Hospital

To the amazing Gynea team

Thank you for walking beside me through every stage of this journey with care, compassion, and professionalism. Your support during my recovery meant so much and made those early days easier and more comforting. You not only cared for me as a patient, but as a person—and that made all the difference.



Have done dialysis in 03 different countries 5 different centers. Best of all, staffs are very helpful, caring. Most important thing is complaints or feedbacks of the patients are taken very positively.
-Abdulla Nazim



The best dialysis centre in the Maldives. Thank you to all the nurses who have proven they are true heroes. I greatly appreciate your care and kindness.

-Ibrahim Anees



Patient Pulse:

Voices from the Heart of Our Hospital



We want to express our heartfelt gratitude for the exceptional care you provided to our mother during her final days. Your compassion, kindness, and dedication made a difficult time more bearable for our family.

We deeply appreciate the way you listened to her needs and comforted her with your presence. Your professionalism and warmth truly made a difference, and we will always remember your kindness.

Special thanks to the doctors and nurses for your unwavering support and for treating our mother with such dignity and respect.

With sincere appreciation,



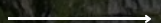
I don't have the perfect words, but I need to say thank you.

Having my father admitted to your ICU was something I never imagined. It was one of the most painful times of my life—but through it all, you stood by me. Not just as colleagues, but as family.

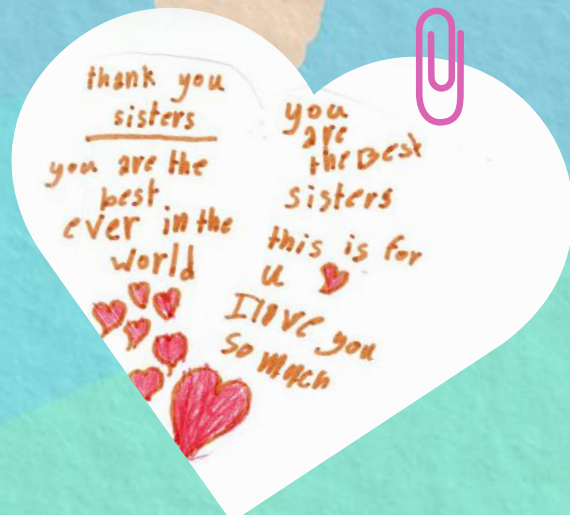
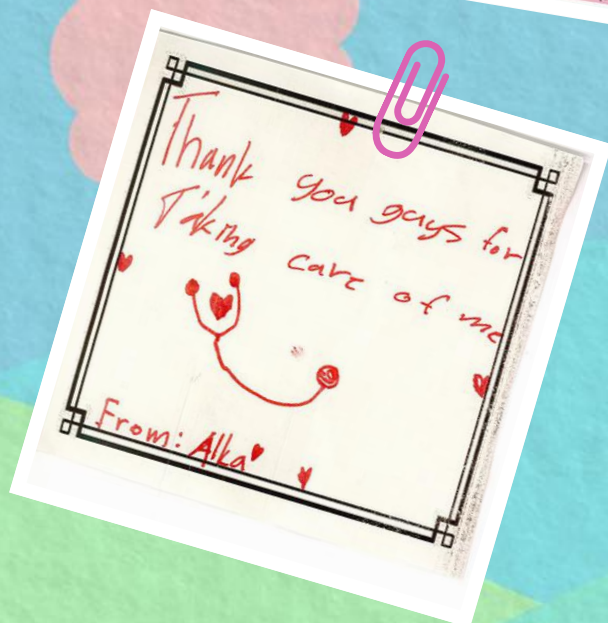
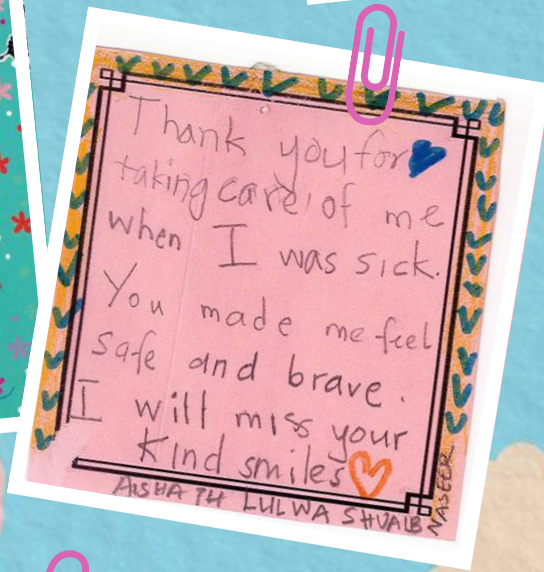
You cared for him with such compassion and dignity. Even though we lost him, I'm comforted knowing he was surrounded by people who truly cared.

Your quiet support held me together. I'll never forget that.

From the bottom of my heart, thank you for being there for him, and for me. I'm forever grateful.



Tiny Tales: Voices from the Pediatric Ward



DIGITAL AMNESIA IN HEALTH PROFESSIONALS: ARE WE FORGETTING TOO MUCH?

By: Dr. Ibrahim Yasir Ahmed (Chief Executive Officer of AEH)

In today's tech-driven healthcare environment, digital tools are essential to our daily workflows. From electronic medical records (EMRs) to clinical decision support systems, we rely on devices for accuracy, speed, and convenience. However, this digital transformation comes with a growing cognitive concern: digital amnesia.

Digital amnesia refers to the tendency to forget information that we consistently delegate to digital devices. In healthcare, this might mean reduced recall of drug dosages, emergency protocols, or diagnostic criteria. While this may seem harmless in the age of instant access, it can pose real risks in high-stakes or time-sensitive clinical situations.

Health professionals today face the paradox of being more informed, yet less likely to retain that information long-term. This over-reliance on technology may erode foundational knowledge and clinical reasoning. Moreover, excessive screen time during patient interactions can compromise the therapeutic relationship, reducing eye contact and patient confidence.

So, what can we do about it?

We don't need to reject digital tools—far from it. Instead, we should use them mindfully, as supplements rather than substitutes. Here are a few practical steps:

- Reinforce core knowledge through regular case reviews and bedside teaching.
- Practice recall using memory techniques such as spaced repetition.
- Simulate real-life scenarios without digital assistance to train instinctive decision-making.
- Stay present with patients—a human connection can't be downloaded.

As we continue embracing innovation at AEH, let's remember: our greatest tools are not only in our pockets or at our desks, but within our trained minds. By maintaining a balance between digital convenience and clinical competence, we stay ready for every patient, every time — with or without Wi-Fi.



STAYING HUMAN, ALWAYS.

By: Dr. Fathimath Amaany Naseer (Medical Director of AEH)

In the pace and pressure of hospital life, it's easy to slip into survival mode. Task after task. Crisis after crisis. But in all of it, what truly holds us together is how we show up for one another, not just as professionals but as people.

We see it every day. A nurse staying beyond duty hours to comfort a grieving family. A cleaner checking in on a colleague. A doctor staying by a patient's bedside throughout the night. An attendant speaking up when something isn't right. These are not small things. They are the foundation of how we care for patients and for each other.

There are five habits that carry us through. They cannot be found in policies. They show up in practice.

Patience helps us pause. It lets us listen fully, respond with care, and gives space for people to grow. It is not a weakness. It is strength under pressure.

Kindness keeps us connected. A quick thank you, a helping hand, or just noticing when someone is not okay can shift the tone of an entire shift. Small gestures shape culture.

Humility reminds us we are all still learning. No one has every answer. Staying open and curious makes us better at what we do and closer as a team.

Advocacy means speaking up. Whether it is raising concern, offering a better way, or standing with someone who needs support, caring takes action.

Trust holds it all together. It is built through honesty, follow-through, and consistency. Once it is there, it strengthens everything around it.

These are not dramatic gestures. They are quiet choices made a hundred times a day. But they define who we are.

Some days are hard. Some days stretch us thin. But every time we move with patience, kindness, humility, advocacy, and trust, we choose to stay human. That choice matters more than we know.

Staying human is not always easy. But it's what makes the difference, every time. **Thank you for making that choice**, and for the care you give to your patients, to your colleagues, and to this entire community.



CELEBRATING THE SPIRIT OF CARE: AEH NURSING DEPARTMENT'S YEAR OF PROGRESS AND PRIDE

By: Sofiya Abdulla (Director of Nursing)

At Addu Equatorial Hospital(AEH), the Nursing Department stands as the heart of compassionate care, defined by a unique culture built on trust, empathy, and unwavering teamwork. Here, every nurse knows that patientcare is not just a task but a calling, and together, we support each other to answer that call every single day.

A Culture of Unity and Teamwork

Our department's culture thrives on collaboration. Whether it's assisting a colleague during a complex procedure or stepping in for one another during unexpected surges in patient volume, teamwork is the lifeline that keeps us strong. Regular huddles, open communication, and shared problem-solving create an environment where every nurse feels valued and heard.

"We are more than colleagues; we are a family. When one of us struggles, all of us step in to help."

This spirit not only strengthens our bonds but ensures safe, high-quality patient care.

Memorable Milestones

The past year has been marked by significant milestones that reflect the dedication and resilience of our nursing team. One of the most notable achievements was the successful publication of the Nursing Procedure Manual, Edition 1, a major step forward in standardizing nursing practices and enhancing the quality and consistency of care across all units. This initiative has played a key role in improving patient satisfaction and overall care delivery.

We also took great pride in celebrating the outstanding service of five of our nurses who were honored with the National Award for Public Service, a proud and inspiring moment for the entire department.

Additionally, we conducted a series of workshops and training sessions throughout the year, focused on upskilling our nurses and preparing them to meet the evolving demands of healthcare with confidence and competence.

Innovation and Achievements

Innovation has become a hallmark of AEH Nursing. This year, we introduced hands-on training workshops that combine practical scenarios with theory-based learning, enabling nurses to build confidence and competence in real-life situations.

Moreover, our team actively participated in various workshops and professional development sessions across different units, contributing to continuous learning and improvement. These efforts not only enhance our clinical skills but also empower us to deliver the highest standards of patient care.

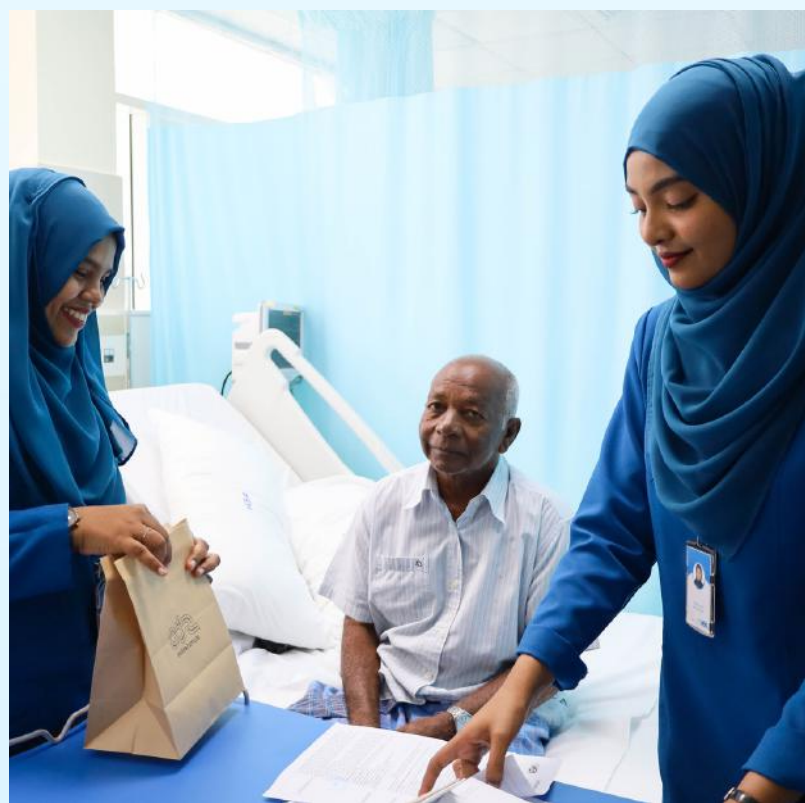
A Story that Defines Us

One story that beautifully captures the essence of our team occurred during a food poisoning incident involving a group of police training students. Despite the overwhelming influx of patients, our nurses worked seamlessly across units, volunteering extra hours, triaging swiftly, and comforting anxious families. A patient's family member later shared:

"The nurses at AEH didn't just care for our loved one medically, but they gave us hope when we were afraid. They treated us like their own family."

Moments like these remind us why we chose nursing; to serve, to heal, and to bring comfort in times of need.

As we look ahead, the AEH Nursing Department remains committed to growth, innovation, and the relentless pursuit of excellence. Together, we will continue to uphold the values that define us, ensuring that every patient who walks through our doors receives not only skilled care but also the compassion that lies at the heart of who we are.



How May We Help: The First Step in Healing

By: Abdulla Waheed (HOD of Customer Care Department)

At the heart of Addu Equatorial Hospital, the Customer Care Department plays a key role in shaping the patient journey. Our department operates across multiple service areas, including the OPD main reception, emergency reception, laboratory and radiology receptions, coordination desks, call center, SCDC, and various health centers. We are driven by a shared purpose: to ensure every patient is heard, guided, and cared for with compassion and efficiency.

Our team's identity is shaped by our consistent teamwork and adaptability. Despite operating with limited staff and resources, the team manages to uphold high standards through determination, discipline, and deep commitment. Whether it's the bustle of morning clinics, coordinating between departments, or managing the ever-ringing call center, we operate under one unifying motto:

"How may we help?"

One of our proudest milestones was the successful launch of the call center, which revolutionized communication across the hospital by setting a new standard for responsiveness and accessibility. Building on this progress, our appointment booking system, a key function of the department, has seen continuous improvements aimed at ensuring fairness and ease for all patients. Today, it stands as our most efficient system yet, with ongoing efforts to refine and enhance it further.

To support patient-centered care, we have implemented a proper complaint management system and actively collect patient feedback, which we use as a key tool for ongoing improvement. We also introduced scripted communication, ensuring clarity and consistency in patient interactions. Fixed staff have been assigned to OPDs to improve continuity of care, and regular trainings and refreshers have strengthened our team's professionalism and confidence.

A truly memorable highlight of the past year was our first-ever Customer Care Week; a time of celebration, reflection, and gratitude. The week featured staff and patient surveys, information sessions, and recreational events, all focused on recognizing the importance of service excellence. We concluded the celebrations with a special dinner night that included awards, resort stays, and even an Umrah trip, bringing well-deserved recognition and renewed pride to our hardworking team. Adding to the sense of unity and professionalism, Customer Care staff officially wore their uniforms for the first time on the 6th of this month, marking the beginning of a new chapter of unity, professionalism, and identity.

As we mark this special anniversary edition, we celebrate not just systems or milestones, but the people behind them. It is the resilience, empathy, and consistent commitment of our staff that truly define the culture of service excellence at AEH.

AEH Administrative Department: The Backbone of Hospital Operations and Coordination

By: Azeem Latheef (HOD of Administration Department)

Core Roles and Responsibilities

The AEH Administrative Department is responsible for overseeing the entire operational framework of the hospital. This includes direct supervision of several critical support service units, including Hospital Store, Laundry and Housekeeping, Biomedical Services and all Outsourced Support Services (Security, Cleaning, Landscaping).

In addition to service management, the department is also a key facilitator of stakeholder communication, particularly with government agencies, regulatory authorities, and external partners, supporting the hospital's compliance, development, and coordination with national policies

Administrative Section Structure

The Administrative Section consists of nine staff members and is divided into several functional administrative units, each managing essential internal operations. These units include:

- 1. Entry Unit:** Manages the flow of incoming documents and service requests.
- 2. General Administrative Unit:** Handles day-to-day operations, clerical coordination, and internal communications.
- 3. Asset Management Unit:** Responsible for managing and tracking hospital physical assets.
- 4. Service Unit:** Oversees maintenance issues, facility repairs, and support requests.
- 5. Pre-approvals and Request Management Unit:** Manages internal service and procurement requests requiring administrative approval.
- 6. Controlled Document Unit (CDU):** Maintains standardized documentation procedures and compliance with records management protocols.
- 7. Media Unit:** Supports visual documentation, digital content creation, and event coverage for hospital activities.
- 8. CEO Bureau:** Provides executive administrative support to the CEO's office, including scheduling, reports, and correspondence.

While no dedicated staff are assigned to each unit, tasks are divided based on unit responsibilities, and the team works collaboratively to fulfill all duties effectively.

Support Services Under Administrative Oversight

Hospital Store: AEH's store unit, consisting of six staff, operates both as a general and medical store. It is responsible for ensuring the continuous availability of consumables, medical items, and general supplies necessary for uninterrupted service delivery across the hospital.

Laundry and Housekeeping: This team include 6 laundry staff, 4 general laborers and 1 housekeeper. They work together to maintain hospital hygiene and cleanliness across all patient and service areas.

Biomedical Services: A dedicated unit consisting of two highly skilled biomedical engineers, the Biomedical Services Unit works around the clock -24 hours a day- to ensure that all medical equipment is functional, safe, and ready for use. Their role is essential to the delivery of high-quality clinical services and emergency readiness. This unit operates independently under the supervision of the Administrative Department.

Outsourced Services: The Administrative Department is also responsible for managing and monitoring third-party service providers that delivers security Services, hospital cleaning and landscaping. The department ensures that these services are provided thoroughly, safely, and according to set standards.



Challenges Faced

Despite its achievements, the Administrative Department faces several operational challenges:

1. **Lack of Adequate Software Systems:** The department currently lacks important digital systems such as a store inventory platform and an automated pre-approval software. The good news is that the pre-approval software has already been approved, and its implementation is expected to improve transparency and workflow efficiency.
2. **Staffing Limitations:** Although structured into functional units, no staff are permanently assigned to each. Tasks are shared based on availability and priority, requiring strong teamwork and multitasking.

Achievements and Progress

Since the transition from Hithadhoo Regional Hospital (HRH) to AEH, the Administrative Department has played a pivotal role in developing internal systems, establishing procedures, and building capacity across support functions. Starting with only two staff, the department has grown into a structured team that provides strong support to all hospital services.

Noteworthy accomplishments include:

- Establishing administrative frameworks and unit-based responsibilities
- Implementing clear procedures for internal coordination
- Facilitating critical hospital functions such as biomedical support and facility upkeep

Looking Ahead

The AEH Administrative Department is committed to continued improvement, with the following priorities:

- Implement digital solutions to automate tasks and improve transparency
- Strengthen staff capacity through training and clearer role assignments
- Ensure quality assurance in outsourced and in-house support services
- Enhance engagement with external stakeholders and government bodies

Conclusion

The Administrative Department of AEH stands as the operational backbone of the hospital. From ensuring medical equipment is functioning 24/7 to overseeing daily cleaning and security, its reach touches every corner of hospital operations. Through a blend of structure, teamwork, and dedication, the department continues to support AEH's mission to provide safe, efficient, and high-quality healthcare to the community. As AEH evolves, so too will its Administrative Department—rising to meet new challenges and lead by example in hospital operations.



Small Team, Big Impact: Procurement's MVR 100 million Mission

By: Mr. Mohamed Saain Ahmed (HOD of Procurement Department)

Three People. Three Sections. One Hundred Million Reasons to Celebrate.

In healthcare, the most powerful teams aren't always the largest, they're the most dedicated. As we celebrate our hospital's newsletter anniversary, the Procurement Department is proud to share how our compact team of three specialists manages an annual portfolio of MVR 100 million, ensuring every department has what they need to save lives and serve our community.

The Power of Three: Meet Our Specialized Team

General Procurement | Medical Procurement | Tender Management
One expert per section. Minimal room for error. Infinite dedication.

Each day, our three-person team processes 10-15 requests, from urgent medical supplies to long-term service agreements. Behind these numbers is a story of precision, partnership, and purpose.

Our Daily Reality: Where Every Decision Counts

A Typical Day in Procurement:

- 8:00 AM** - Begin processing new requisition forms
- 9:00 AM** - Phone calls and emails to vendors
- 10:00 AM** - Process requests manually, create POs in SAP
- 11:00 AM** - Documentation and filing (both paper and digital)
- 12:00 PM** - Tender paperwork and evaluation
- 13:00 PM** - Follow-ups on pending orders
- 14:00 PM** - Official hours end, but our work continues...
- 14:00-17:00** - Catching up on the day's workload
- Evening hours** - Emergency requests when they arise
- Always** - On-call for critical hospital requirements

“Our official hours are 8:00-14:00, but healthcare doesn't stop at 2 PM. Neither do we.”

MVR 100 million: Breaking Down Our Impact

Our annual procurement portfolio of MVR 100 million directly supports our mission of delivering quality care. This investment translates into:

- Essential medical supplies** keeping our wards operational
- Critical services** maintaining 24/7 hospital operations
- Life-saving medications** for thousands of patients
- Advanced equipment** enhancing diagnostic and treatment capabilities

That's approximately MVR 274,000 managed daily by each team member. A responsibility we carry with pride.

The Reality of Manual Processing

In an increasingly digital world, we balance manual processes with limited digital tools:

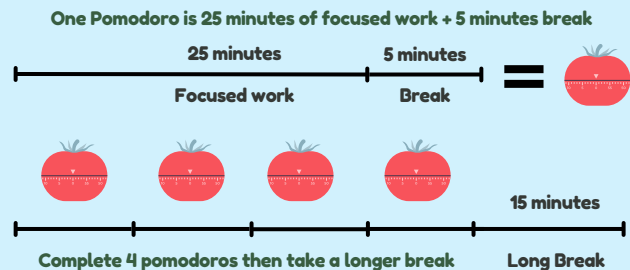
Paper Trails & Digital Files: We manage a hybrid system - physical forms alongside digital documents. While we may not know the exact location of every paper, we maintain organized systems to track down what's needed.

Vendor Communications: Most negotiations happen via phone and email, building relationships efficiently without constant face-to-face meetings.

The Challenge of Manual Tracking: Let's be honest - without proper software, some requests do get misplaced in the manual handling process. When this happens, we work quickly to trace and resolve.

Overtime Recognition: Thankfully, our extended hours are recognized through overtime compensation, acknowledging the extra effort required to keep procurement running smoothly.

Our Secret Weapon: The Pomodoro Technique



How do we manage MVR 100 million manually while working extended hours? We've discovered the power of strategic breaks.

- **25 minutes** of focused work (processing requisitions, vendor calls, documentation)
- **5 minutes** to stretch, breathe, and reset
- **Every 4 cycles** - a longer 15-minute break to recharge

When you're manually processing thousands of documents and working 9+ hour days, the Pomodoro Technique isn't just helpful—it's essential. Those 5-minute breaks keep us sharp, motivated, and error-free.

This simple technique helps us: Maintain concentration during detailed manual work, prevent burnout despite extended hours, stay energized throughout our long days and keeps our accuracy at 100%.

Excellence Through Dedication

Despite managing everything manually (except POs through SAP), we've developed time-tested systems:

- **Meticulous Documentation** - Every request tracked by hand with minimal errors
- **Personal Vendor Relations** - Direct phone calls and emails build strong partnerships
- **Priority System** - Manual tracking ensures urgent needs never wait
- **Cross-Training**- Each member can cover critical tasks across all sections

Looking Forward: Simple Steps, Big Impact

As we plan for the future, we're realistic about our needs:

- **Digital Transformation** - Even basic digitization would multiply our efficiency
- **Process Documentation** - Capturing our manual expertise for continuity
- **Team Expansion**- Additional support to manage growing demands
- **Basic Automation** - Simple tools to reduce repetitive manual tasks

But until then, we'll continue delivering excellence with dedication, determination, and thousands of carefully handwritten forms

Fun Facts

- **10-15** daily requests × **250** working days = **3,125+** annual transactions
- **MVR 100 million** ÷ **3** team members = **MVR 33.3 million** per person managed annually
- **Actual working hours:** 8+ hours daily (with overtime compensation)
- **Document system:** Hybrid paper and digital filing
- **Stockout response time:** Rapid action to minimize any impact
- **Our commitment:** Prompt resolution of all procurement challenges

How Can You Help Us Help You

- **Plan ahead when possible**- advance notice helps us negotiate better rates
- **Provide clear specifications** - detailed requests prevent delays
- **Consolidate orders** - combining requests saves time and money
- **Share feedback** - your input helps us improve

Connect With Us

General Procurement | Medical Procurement | Tender Management

Email: procurement@aeh.gov.mv

Location: Admin Building

"Every purchase order we process, every agreement we negotiate, and every tender we manage has one purpose: supporting you in caring for our patients. We may be small in number, but we're committed to serving your needs. Thank you for trusting us with your needs"

Small team. Big heart. Infinite commitment to your success.

The AEH Procurement Team

Three professionals.

One hundred million reasons to be proud.

- Rubeen | Shifza | Markha





By: Siyaadha Salim (Computer Technician of AEH)

TECH TIPS

Avoid Phishing Emails

Always double-check the sender's email. Be cautious of unexpected links or attachments. When in doubt, **don't click** and Never share your password through email.

Use Two-Factor Authentication (2FA)

Whenever possible (especially for email, social media accounts, and local applications (Banking, etc.)), enable **2FA**. This adds an extra layer of security by requiring a second code (usually from your phone) after entering your password. Use apps like **Google Authenticator** or **Microsoft Authenticator** instead of SMS when possible; they're more secure.

Clear Your Cache (Occasionally)

Websites acting weird? Clear your browser cache in

Settings → Privacy → Clear browsing data

It can fix many loading issues.

Declutter Your Digital Workspace

Delete old downloads you don't need, Use folders to organize your desktop and Close browser tabs you're not using, each one uses memory!

Use Strong Passwords

Mix uppercase + lowercase letters, numbers, and symbols. Avoid common words. Example: K3ep\$afe2025!

Use a password manager if you can't remember them all.

Did You Know? (Fun Fact)

Rebooting your computer doesn't just fix bugs, it can speed up your system, free up memory, and solve 70% of common performance issues!

Useful Keyboard Shortcuts You'll Love

Shortcut	Function
Ctrl + C / V / X	Copy / Paste / Cut
Ctrl + Z / Y	Undo / Redo
Ctrl + P	Print
Ctrl + F	Find text in a document/webpage
Alt + Tab	Switch between open windows
Ctrl + Shift + Esc	Open Task Manager
Windows + D	Show desktop
Windows + E	Open File Explorer
Ctrl + T	Open new browser tab
Ctrl + Shift + T	Reopen last closed tab



WHEN CARING HURTS

Facing burnout and Compassion Fatigue in Healthcare



We show up every day. sometimes on little sleep, sometimes with heavy hearts and often with no time to pause, but we still show up. For our patients, colleagues and our community.

Amid the vital signs, the quiet comfort, the difficult conversations and the non-stop urgency, how often do we pause and check in with ourselves?

At AEH, compassion runs through everything we do. It is in the nurse's steady presence during long shifts, the doctor's careful attention when making tough decisions, and the support staff's quiet dedication behind the scenes. Even when the workload feels overwhelming. However, when we give so much without taking time to recharge and care for ourselves, the risk of burnout and compassion fatigue can slowly grow beneath the surface, often unnoticed.



Burnout and compassion fatigue are not just buzzwords. They are real, emotional and physical experiences that happen when we care deeply, constantly, and without pause. Compassion fatigue is what happens when the heart starts to feel heavy from absorbing others' pain. It can show up as numbness, irritability or even guilt for needing a break. Burnout, its close companion, creeps in when constant stress and exhaustion make us feel detached, unmotivated or when the job that we once loved slowly starts to drain us.

Sometimes we catch ourselves getting annoyed for no clear reason. We start feeling worried about shifts we used to enjoy, and no matter how much we try, it can feel like it's never enough. These are not signs of failure. They are signs that we have been giving too much without receiving enough care ourselves.

So, what can we do?

By: Aminath Naja Abdul Maushoog
(Counsellor at AEH)



We can start small. Take a breath. Step outside, even for a few minutes. Have honest conversations with our colleagues. Rest when we can. Most importantly, ask for support when we need it because needing help does not make us any less strong.

Let's talk about burnout. Let's name it when we feel it. Let's be the kind of team that checks in, not just with our patients, but with each other. Caring for others should never come at the cost of losing ourselves.

Now let's take a quick breather together:

Inhale slowly through nose

for four seconds...

Hold the breath gently

for four seconds...

Exhale slowly through mouth

for six seconds...

Repeat these two more times.

This simple pause can help ground us when we feel overwhelmed.

Remember, taking care of ourselves is part of caring for others.



Respiratory allergies in Maldives

By: Dr. Ahmed Abdelhamid Elsayed, Consultant in Pediatrics

During my brief stay in this beautiful country, I observed that respiratory allergies are quite common among its residents. These allergies range from nasal congestion to more severe conditions like respiratory asthma, affecting individuals across all age groups, from infants to the elderly. In this discussion, we will explore the probable causes and triggers of these allergies, as I have noticed several factors that may contribute to their initiation:

Probable Causes and Triggers of Respiratory Allergies

- **Proximity to the Sea:** Living near the coast exposes individuals to air droplets that often carry dust, pollen, and even microorganisms such as viruses, bacteria, and fungi. These environmental factors can significantly contribute to the development of respiratory allergies.
- **Poor Air Circulation in Homes:** Many homes in this country suffer from inadequate ventilation. With windows often closed, and a heavy reliance on air conditioners for cooling, the lack of fresh air circulation exacerbates the problem. Furthermore, air conditioners typically lack antibacterial and anti-dust filters, which could otherwise help improve indoor air quality.
- **Family History of Allergies:** The relatively small population in the Maldives sometimes result in marriages occurring among relatives, whether close or distant. This limited genetic diversity can increase the likelihood of genetic predisposition to allergies, making individuals more susceptible to developing respiratory issues.
- **Unhealthy Habits:** Smoking and other forms of addiction can worsen respiratory allergies. These habits damage the lungs and make them more sensitive, increasing the likelihood of allergic reactions.
- **Unhealthy Diet:** Many people in this country consume highly spicy foods. Some studies have suggested a correlation between the consumption of spicy food and the exacerbation of asthma symptoms, either directly through food-induced asthma or indirectly by promoting gastroesophageal reflux disease (GERD). GERD can lead to coughing and trigger protective reflexes in the body, which further aggravates respiratory issues.

Symptoms of Respiratory Allergies

Common symptoms of respiratory allergies include:

- Frequent sneezing, nasal congestion, and nasal discharge.
- Persistent coughing, especially at night or in the morning, sometimes with vomiting of sputum.
- Difficulty breathing at night due to nasal congestion.
- Wheezing sounds in more severe cases.
- Poor response to antihistamines, possibly due to ongoing exposure to triggers.
- Frequent recurrence of symptoms in short periods.
- The development of other allergic reactions, such as dermatitis or autoimmune diseases, as the immune system's response to allergens may affect other parts of the body.
- Reduced ability to work or perform daily activities due to discomfort.
- Mood disturbances, dizziness, and general fatigue.

How to Address the Problem

To reduce the prevalence and impact of respiratory allergies, several measures can be taken:

- **Improve Ventilation:** Ensure that homes are well-ventilated, and consider installing mesh screens on windows to keep out insects and mosquitoes while allowing fresh air to circulate.
- **Use Air Conditioners with Anti-Dust and Antibacterial Filters:** Air conditioners equipped with these filters can help reduce airborne allergens inside homes.
- **Avoid Harmful Habits:** Refrain from smoking and other detrimental behaviors that can worsen lung health.
- **Adopt a Healthier Diet:** Limit the consumption of spicy foods and focus on a balanced diet rich in vegetables and fruits to strengthen the immune system and reduce allergic reactions.
- **Reduce Consanguinity in Marriages:** Encourage genetic diversity by avoiding marriage between close relatives to reduce genetic predisposition to allergies.
- **Promote Health Education:** Raise awareness about the importance of vaccines, such as the influenza vaccine, to reduce the risk of respiratory infections.
- **Encourage Regular Exercise:** Engaging in regular physical activity helps to increase lung capacity and improve overall respiratory function.

The Budget That Never Balanced

By: Finance Department of AEH

The following is a fictional scenario used to illustrate a real-world issue.

The Finance Department at Tako Municipality was known for its efficiency. Headed by Ms. Lee, a seasoned Chief Financial Officer, it was a team that worked with precision—forecasts accurate, reports timely, and audits clean. But even the most well-oiled machine can stall—especially when one cog refuses to turn.

In early January, the Planning Department requested budget data for an infrastructure proposal to upgrade the city's drainage system. It was a collaborative effort that involved multiple departments—Planning, Engineering, Environment, and of course, Finance. The funds were available. The need was urgent. All that was required was timely input from Engineering, led by Department In charge – Chief Engineering Officer, Mr. Ma.

He was responsible for submitting revised project estimates and technical justifications—numbers that would feed directly into the Finance Department's funding model. But weeks passed, and no data came.

Finance followed up. So did Planning. The Governor's Office even sent a formal reminder. Mr. Ma's replies were vague at best: *"We're working on it,"* or *"Let's revisit next week."* His team was just as frustrated—many wanted to cooperate, but no one could override their supervisor.

By March, without the updated figures, Finance was unable to finalize the budget report. Planning couldn't submit the proposal. The Environment Department had already mobilized community feedback, only to see their efforts stall. The entire project was now delayed indefinitely.

Then came the monsoon.

Unprepared and underfunded, the city's outdated drainage system collapsed under pressure. Streets flooded. Schools had to be closed. Businesses suffered. Public outrage erupted. Local media blamed the administration: *"Years of mismanagement!"* *"What happened to the budget for infrastructure?"*

Inside the Finance Department, the frustration was palpable. *"We had the money,"* Lee told her team. *"We had the will. What we didn't have was the support."*

Eventually, an internal audit traced the root cause: delayed action from Engineering. When questioned, Mr. Ma cited workload and shifting priorities. But the damage was done. Not just financially—but reputationally.

The fallout forced Tako Municipality to change its approach. A cross-functional performance review system was introduced, tying supervisory level evaluations not just to departmental metrics, but also to **how well they supported cross-departmental goals (Shared KPI's)**. The Finance Department was empowered to escalate delays earlier. Transparency was no longer optional—it was embedded.

The story of the drainage failure became a case study within the Tako Municipality, not in financial mismanagement, but in **how leadership silence can bankrupt collaboration**. Though it's based on a fictional scenario, there are many lessons that can be learnt from this. What lessons do we learn from this scenario that we can also adopt in our own work environment.

Lessons in Accountability

Proactive Communication saves time and trust – silence and vague replies without clear expectations timelines are costly to any organization. In this case Finance had the money. The plan was ready. What lacked was timely information support. To address this, we need to escalate issues early at an executive level, without waiting for a crisis. Make policy level reviews based on lessons learnt and reduce repetition of same mistakes.

Leadership Inaction is a red flag! Performance must be measured based on real results. Supervisors – Leaders, must find ways to actively solve bottlenecks and not create them. Delays in executive level decision making have grave consequences– budget delays in project implementations, delays the whole projects, which then escalates to organization and public failures. Need to **train all staff on the downstream impact of their actions (or inactions)**—make cause-effect chains clear in internal workshops and within department meetings more common. Empower staffs with the skills and expertise within departments who can support other departments when leaders/supervisor are unavailable.

Create a positive culture where accountability can be taken without fear. And everyone feels safe to raise issues when the success of a project impacts the whole organization.

Conclusion

In finance, delays cost money. In governance, they cost trust. And in leadership, failure to support others doesn't just slow progress—it bring it to a halt. Because at the end of the day, a budget only works when every part of the system works with it—not against it.

LEADING WITH CARE: CEO'S REMARKS AT THE ANNUAL PATIENT SAFETY COMMITTEE MEETING

Bismillahi Rahmaani Raheem.

Respected Quality Commissioner, Members of the Patient Safety Committee, Assalaamu Alaikum and a very good morning to you all.

It is with great pride and sincere appreciation that I welcome you to the annual meeting of the Patient Safety Committee at Addu Equatorial Hospital. I am especially honored by the presence of the Quality Commissioner here today. Your continued support has not only encouraged but enabled AEH to grow as a center of safety and excellence.

Over the past year, our commitment to patient safety has evolved from policy to practice, from vision to visible impact. And I cannot begin without highlighting one of our proudest milestones – the National Patient Safety Conference held last year, which was graced by the presence of the First Lady of the Maldives. Her participation signaled a powerful national endorsement of the importance of patient safety, and it put AEH on the map as a leading institution in this space.

With that momentum, I am proud to announce that AEH was selected as one of the centers for the JCI Pathway for Patient Safety; a prestigious international initiative aimed at embedding global best practices in healthcare quality and safety. This is a remarkable opportunity, not just for our institution, but for the southern region and the Maldives as a whole. And I would like to express my heartfelt gratitude to the Quality Commissioner for both actively participating in the conference and for your instrumental role in making AEH's involvement in the JCI pathway a reality. Your vision and partnership have opened new doors for us.

Since the formal establishment of our Patient Safety Committee on the 9th of July 2024, we have made real progress: from strengthening our incident reporting culture to enhancing interdepartmental collaboration, learning how to conduct clinical audit by an external expert, and raising staff awareness. This includes fall prevention initiatives, improving documentation process and hands on training activities. Most importantly we are investing in a patient safety incident reporting and learning software.

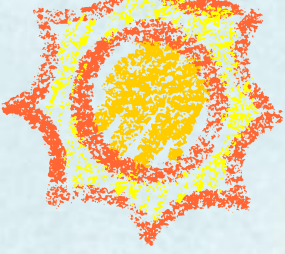
These are not small achievements, they are building blocks of a safer, more reliable system. But as we all know, patient safety is never “complete.” It is a continuous journey, one that demands vigilance, humility, and relentless commitment from all our staff. As we look ahead, our priorities this year include:

- Expanding the non-punitive incident reporting system that encourages transparency and learning.
- Delivering comprehensive patient safety training programs for all our staff especially in communication and documentation.
- Working with national stakeholders and international partners to benchmark ourselves against world-class safety standards.
- From the clinical aspect we will focus on pediatrics and neonatology care with the aim of setting the targets for safe care for every newborn and every child.
- And most importantly, we will as much as possible involve our patients and their families as true partners in care.

To every member of this committee, I thank you for your time, your insights, and your persistence. You are the quiet force behind every safer discharge, every prevented error, every staff member who speaks up for safety and fill the incident report form knowing that it is a duty fulfilled to improve our system.

And to the Quality Commissioner once again, thank you. For your trust, for your guidance, and for standing with us as we push boundaries in patient safety. Let us continue with clarity, compassion, and courage, knowing that every improvement we make is a step toward a healthier, safer Maldives.

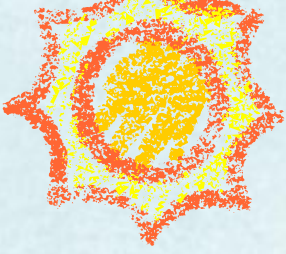
May Allah (SWT) bless our work and protect all those under our care. Thank you all.



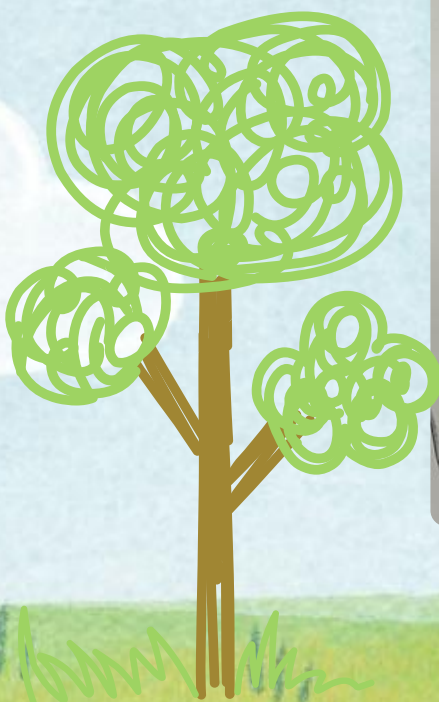
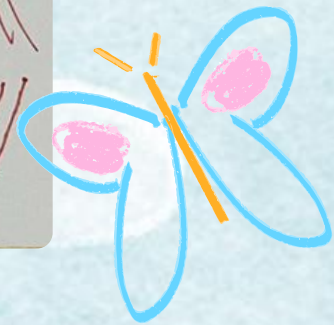
AEH: Seen Through Little Eyes



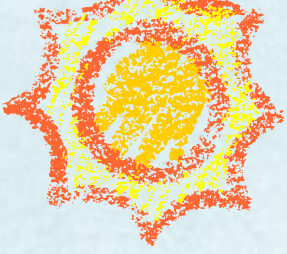
Here's how our staff's kids and young relatives imagine their grown-ups spend their workdays: through their eyes and a whole lot of creativity!



AEH: Seen Through Little Eyes



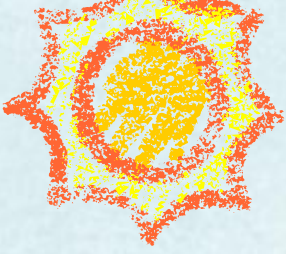
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AEH: Seen Through Little Eyes



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AEH: Seen Through Little Eyes



Here's how our staff's kids and young relatives imagine their grown-ups spend their workdays: through their eyes and a whole lot of creativity!



FIRE AWARENESS TRAINING FOR STAFF BY MNDF





FIRE AWARENESS TRAINING FOR STAFF BY MNDP





PATIENT SAFETY COMMITTEE ANNUAL MEETING





MISSION

TO BE THE BEST HEALTH SYSTEM IN THE MALDIVES
TRANSFORM MEDICAL CARE IN PARTNERSHIP WITH PATIENTS & CO

OUR VALUES

- ACCOUNTABILITY
- RESPECT
- WORK
- INNOVATION
- SERVICE
- EXCELLENCE

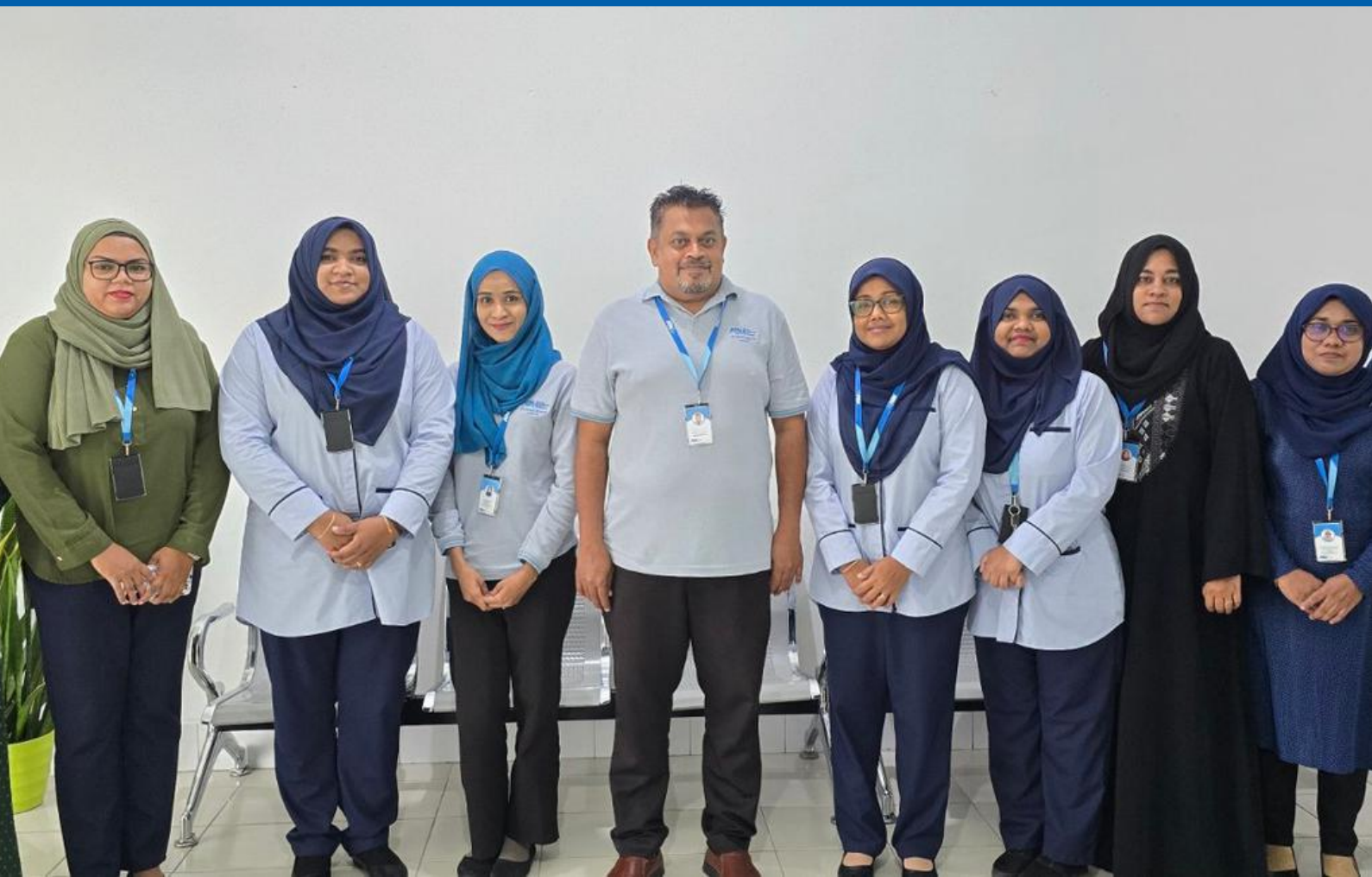


PATIENT SAFETY COMMITTEE ANNUAL MEETING





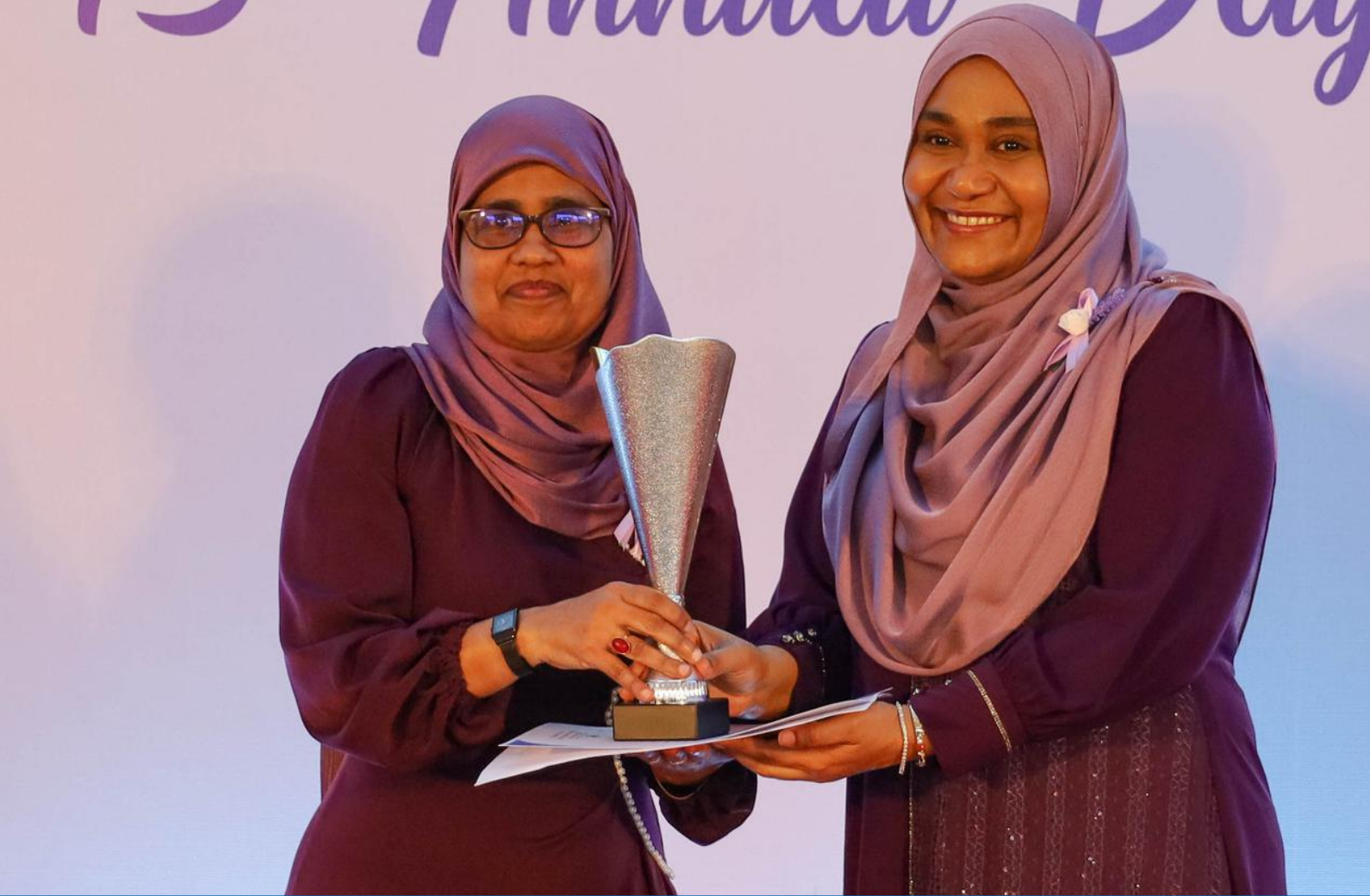
LAUNCHING OF CUSTOMER CARE DEPARTMENT UNIFORMS





FEYDHOO HEALTH CENTER ANNUAL DAY





FEYDHOO HEALTH CENTER ANNUAL DAY



UPCOMING EVENTS

Launching of Medical Internship



FOR AMBULANCE

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FOLLOW OUR JOURNEY!