

Remarks made by
Dr. John Waterbury
President

Samer Zabad

Mr. Zabad is a biomedical engineer working at AUBMC for the last 11 years. He is an extremely dedicated employee who has responded beyond the call of duty to the needs of his customers, such as *the Laboratory Medicine area, the Epilepsy Monitoring Unit, the Kidney Dialysis Unit, Anesthesia, Intensive Care units, and other units that rely on equipment for patient care*. He is always available to assist at any time, 24 hours a day, and 7 days a week with a pleasant smile and positive attitude even during his vacations and days off.

Samer distinguishes himself as an extremely reliable, creative person with analytical skills, positive suggestions, ever-pleasant character and continuously going beyond his duties to facilitate work and keep the hospital services running smoothly.

For example, he came up with the idea to extend the life of a defective water purification system by using alternative resins and using it to continuously monitor the quality of the water generated. In another instance, he replaced a defective pump for the main Chemistry analyzer with one from a different instrument, after performing some modifications, in order to keep the system functioning until the arrival of the needed part.

Below are few quotes from clinicians and administrators that illustrate the opinion of the various customers served by Samer:

- "His extraordinary competencies and innovation is witnessed on several occasions by other engineers from companies that sell and maintain the equipments in my unit."
- "Amazing resourcefulness that is not encountered even with Harvard biomedical engineers."
- "In spite of the understaffing that exists in the Medical engineering department at AUBMC he manages to respond to all customers in a very fast and efficient manner."
- "Maintains and fixes the equipment himself instead of sending it to

- the company, sometimes local but most of the time abroad, keeping in mind that the equipment in these units are highly sensitive with high utilization and tends to have problems almost on monthly basis. Hence he saves money and time and consequently enables the unit to serve the patients without interruption."
- "In the USA it is very common to replace equipment much faster than we do here: Samer is able to maintain them for a much longer period."

In a nutshell, Samer embodies very well the following criteria of the President's Service Excellence Award:

- On-going and outstanding performance in delivering the department's services to its customers
- Significant contribution to increased customer satisfaction
- Extraordinary creativity, innovation that have a positive impact on the department's Service Quality

Congratulations and best wished for continued success.

