

## Message from the Founder

### The glow of improvement



*The glorious promise of anticipation always encourages the determined human spirit. Similarly I see the resolute spirit of Zulekha Hospital's extended family relish the pressure and persevere compassionately when expectations are set higher than ordinary.*

*As our medicos, paramedics and support staff rally together in preparation and anticipation of the final phase of our New Hospital structure, I wish to thank everyone who continues to bring your best every day to work. It is in this spirit that I have faith and sense the ever-growing assurance of achieving what we set out to accomplish together every day – the urge to continually improve and exceed expectations.*

*I humbly convey my good wishes to everyone through Spirit as we ready ourselves to maneuver the formidable final step that promises to shape our tomorrow.*

*Let us walk on and walk together.*

*Dr. Zulekha Daud  
Founder*

## A pioneer in UAE's healthcare sector



There is compassion or perhaps a mantra in Dr Zulekha's brand of care, which has been benefiting innumerable patrons since almost half a century and has had a lasting impact in the region.

In her own words, "Beyond the technology, besides the specialists, something more is there — the magic of a caring touch." Others fondly call her 'Mama Zulekha' and she leads the Zulekha healthcare group.

Dr Zulekha Daud, founder and managing director of Zulekha Healthcare Group, was awarded for the outstanding contribution of an individual to the Middle East Healthcare Industry at Arab Health this year.

The journey began in the early 1960's when Dr

Zulekha came to the UAE after completing her medical degree from the Government Medical College in Nagpur. It was her father, Sadiq Vali, who advised her to go to the Gulf.

She chose the UAE over a lucrative job opening in the UK to help people in the deep need of medical treatment. Then, in the 1960's, the UAE was a vast expanse of desert without any electricity and medical facilities were rudimentary to say the least. But despite all these unfavourable conditions, Dr Zulekha decided to stay on and serve the people.

Since there were no hospitals in those days, she had to travel door-to-door even to carry out a normal delivery. "What I did was nothing greater



## Editorial Note

As passes the first quarter of 2013, we are seeing so much extra curricular activities of Zulekha Hospital employees and it is very heartening and encouraging to see the participation.

This, added with new doctors joining in the Group has added to the busy schedule.

Zulekha spirit forms a via media to exhibit and expose the hidden talents of all employees, which shows "Unity in Diversity."

I would like to thank all the employees who have given varied articles for this and would expect more people to take interest in sending their experiences, articles, etc. to project their skills.

God Bless All.

**Dr. Vineet Luthra**  
Director - Administration  
Zulekha Hospital, Sharjah

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The Japanese have always loved fresh fish. But the water close to Japan has not held many fish for decades. So to feed the Japanese population, fishing boats got bigger and went farther than ever. The farther the fishermen went, the longer it took to bring the fish. If the return trip took more time, the fish were not fresh.

To solve this problem, fish companies installed freezers on their boats. They would catch the fish and freeze them at sea. Freezers allowed the boats to go farther and stay longer. However, the Japanese could taste the difference between fresh and frozen fish. And they did not like the taste of frozen fish. The frozen fish brought a lower price.

So, fishing companies installed fish tanks. They would catch the fish and stuff them in the tanks, fin to fin. After a little thrashing around, they were tired, dull, and lost their fresh-fish taste. The fishing industry faced an impending crisis!

But today, they get fresh-tasting fish to Japan.

How did they manage? To keep the fish tasting fresh, the Japanese fishing companies still put the fish in the tanks but with a small shark. The fish are challenged and hence are constantly on the move. The challenge they face keeps them alive and fresh!

**By Mr. Subash Lakshminarayanan  
Zulekha Medical Centre**

*Source: Citehr*



## Donkey in the well - *Motivating story*

he quieted down.

A few shovel loads later, the farmer looked down the well, and was astonished at what he saw. As every shovel of dirt hit his back, the donkey did something amazing. He would shake it off and take a step up.

As the farmer's neighbors continued to shovel dirt on top of the animal, he would shake it off and take a step up. Pretty soon, everyone was amazed, as the donkey stepped up over the edge of the well and trotted off.

The Moral: Life is going to shovel dirt on you, all kinds of dirt. The trick to getting out of the well is to shake it off and take a step up.

Each of our troubles a stepping stone.

We can get out of the deepest wells just by not stopping, never giving up! Shake it off and take a step up!

**By Mr. Subash Lakshminarayanan  
Zulekha Medical Centre**

*Source: Citehr*



### **The child and his mother:**

A curious child asked his mother: "Mommy, why are some of your hairs turning grey?"

The mother tried to use this occasion to teach her child: "It is because of you, dear.

Every bad action of yours will turn one of my hairs grey!"

The child replied innocently: "Now I know why grandmother has only grey hairs on her head."

## My patient and I



Into the room did I stroll  
The face of a quivered soul  
Shattered my heart  
Out from his mouth  
Did I hear, "I am going to die"  
My ears became numb

The days that passed by  
The drugs that was given  
The care that was rendered  
The touch that was made  
The smile that was shown  
Turned out to be mirage

The inner spirit invoked me  
Putting on the smiling gesture  
Did I utter, "You will be alright"  
The calm assurance  
Glowed the darkened face  
Out of the room did I tiptoed

The physician on his evening rounds  
Stepped into the room  
The cheerful face, did he see  
"You look blissful", muttered the doctor  
The investigations popped out of his mouth  
Into the notes did he scribble

The diagnostic tests reached normalization  
This made me thunderbolt  
The physician noted, "Impossible"  
My eyes and ears were dancing

The smile that I gave  
The gentle words that I spoke  
The assurance that I gave  
The touch that I made  
Escalated the downcast soul  
To heights of regaining hope and recovery

**Composed By:- Ms Betsy Mary Thomas**  
Nurse Educator  
Zulekha Hospital, Sharjah

## BEHIND THE CONCEPT

**Dr. Vineet Luthra**

Chief Editor

**Dr. Sushant Shetty**

Sub Editor

**Mr. Subash Lakshminarayanan**

Sub Editor

**Ms. Betsy Thomas**

**Dr. Kishan Pakkal**

**Mr. Lejpathroy**

**Ms. Naureen Wajid**

**Mr. Sravan Kumar**

**Mr. Suresh A Nair**

*Continued from Page 1*

than the need for medical attention. I borrowed strength from this overwhelming need of the people of this country," she says.

Even though today her involvement is largely administrative, the 75-year-old woman never feels tired or consumed by her work. About women she says, "A mother is a feeling. It is an emotion of care. As a thumb rule, women tend to nurture and love more than others. They empathize, they give, they feel thus they are motherly. Even as a little girl I knew I wanted to care and give comfort to society so I grew to become a doctor and with it came my identity."

In 1991 she met with a horrific accident and was battling for her life in the ICU for several days with 18 bones fractured. With sheer determination she took to heavy exercises as she recuperated and began to walk again. Today, at her age, her health can be the envy of people much younger.

Dr Zulekha started practising from her clinic in Sharjah as early as 1964. With just a bag and a few basic amenities (there were no nurses or assistants), she dedicated herself to the women who needed her service. Some cases came from faraway places and she treated one and all. In fact, she has attended to more than 10,000

deliveries till date.

Dr Zulekha has also been voted as the Gulf's most powerful Indian woman by Arabian Business Power. She was also included in the top 10 of the most influential Indians in the Gulf by Arabian Business Power list.

The International Women's Day Excellence Award by 'Dhwani,' the New Global Indian Excellence Award and the Lifetime Achievement – Healthcare Award for her Iconic Leadership and outstanding contribution to the industry at the Power Brands Hall of Fame 2012, Gr8 women award are a few tributes.

She established a charitable trust under the name of Zed vocational and training centre in 2004, mainly providing education to the needy and poor segment of the society in Nagpur.

"I think the biggest success comes when we allow ourselves to be large enough to accept when we have been wrong. To move forward with learning is better than only moving forward and not understanding the lessons along the way. Times change, circumstances change, people change – how you change with these changes is what makes or breaks you."

## Outstanding Contribution to Middle East Healthcare Industry



## 20th year Celebration of ZH Sharjah



## Dr. Zulekha's Great Indian's Achiever's Award



Dr. Zulekha was honored during Women's day celebration which was recently concluded at JYK Fashion House, Dubai. The event was organized by JYK fashion group and 15 'Great Indian Woman achievers' attended, who shared their achievements and views about women empowerment.

## Honour



Mr. Aliasgar Bohari ,  
Director IT of Zulekha Hospital honored among  
the regions and Forum event at The Address  
Hotel, Marina, in Dubai.

The CIO award ceremony hosted by CNME (Computer New Middle East) recognize the head decision maker of 50 organizations who have shown innovation, intelligence and intuition in the Technology domain.

Mr. Aliasgar Bohari Director IT of Zulekha Hospitals was honored in the event for being instrumental in revolutionary management of design, development, implementation, and support of information systems in Zulekha Healthcare Group

## ZH Events

### Health Check up camp @ Sharjah Islamic Bank



### Health Check up @ Bohra Community Camp



### Medical Service Provider - During SEWA's Energy Consumption



### Medical Camp @ Alec



### Medical Camp @ Du



# ZH Events

## Diabetic Awareness Campaign @ Petrofac - Sharjah



## Dental Camp @ Sharjah Central Jail



## Insurance Camp @ Axa



## Heart Care Campaign



## Health Camp @ Indian Association - Ajman



## Diabetes Awareness @ Indian Association - Sharjah



## Oasis Centre Walkathon



## Dubai Care Walk



## ZH Events

### Fire Drill @ Zulekha Hospitals in Sharjah & Dubai



Dubai

Sharjah

### Pink Caravan



## ZH Sports

### Zulekha Healthcare Group's TABLE TENNIS MASTER 2012



### Bubbles of joy

### Entertainment Show @ Zulekha Hospital



### How a first child in the Emirati family was saved

I had a patient (name is undisclosed for privacy reasons), a married college-going girl hailed from an affluent Emirati family, who was 24 weeks pregnant visited Zulekha Medical Centre at Al Qusais on the first week of November 2012.

The girl was referred by one of my patients from Abu Dhabi who is working in the Government organisation. According to our conversation, the girl went for a check-up in a hospital in another part of UAE (hospital name undisclosed) and she was advised to terminate the pregnancy as foetal abnormality was diagnosed in their hospital Ultrasound report. She was prescribed medicines to terminate the pregnancy.

Later on, after discussion with her family and my patient from Abu Dhabi, the girl took a second opinion from me over phone during which she told me about the Ultrasound diagnosis. Same day late in night around 10.58 pm, I attended the girl who was last patient of the day. I examined the girl and found that the heart beat of foetus was 150 beats

per minute which is normal.

I saw no reason at all to terminate the pregnancy. As luck would have it, I recollected that Dr. Suryashree Palkar, a good friend of mine, was visiting Dubai the same day evening. Since it was already late I requested the girl to come next day morning for an early appointment with Dr. Palkar. I personally made sure to receive the girl next day in the hospital and be seen by Dr. Palkar.

After diagnosis, Dr. Palkar came out of the Ultrasound room and hugged me, and said "Doctor you have saved the life of this child." All is normal and the child is safe. I was so happy for the girl and her family and my patient from Abu Dhabi for entrusting upon me for re-consultation. And I was grateful to my friend Dr. Palkar for confirming the Diagnosis.

The Family has got a health Baby Boy delivered in American Hospital

**Dr. Tahira G Sadigova**

Specialist Obstetrician And Gynaecologist



## Story



### A Peep Into Wretchedness Segment Two

My second visit was to THE DELHI CHESHIRE HOME. An organization started by a gentleman called Mr. Cheshire, whose historical records are now more or less scarce. Moved by the plight of Hiroshima and Nagasaki victims, who till date are suffering from the nuclear bombing and resultant radiation poisoning, he set out to do his bit for humanity. The result is an international chain of homes for the disabled, which is now spread throughout many countries.

This particular home that I visited was established just before he died in 1956. It houses 150 residents, all of whom are mentally ill. There is a section each for the men, women and children. You will find the healthier ones roaming in the lawns, but they are just a few. When you look inside the wards, you find most of them lying on their cots, staring at you, with the occasional toothy smile. These people cannot feed themselves, as they simply don't know how to. And if they happen to eat without supervision, there is a big chance they might

choke on their food. Most of them have to put in a lot of effort just to string a sentence together. And those who can don't talk much sense. But all this didn't prevent me from realizing something that really moved me. Even if it is evident that their brains don't work the right way, it is amply clear that their hearts can be touched by small gestures of genuine love, something they really crave for. I can prove this by the fact that most of the 'mentally retarded' inmates of this home recognize me by sight, and respond when I tell them something, and that some actually remember my name.

These two experiences brought home the sad reality of the existence of a totally different world- of emotions, of attitudes, of lifestyles and...people. After my interaction, I realized that it's so wrong to term them as disabled. No, they are not. They are just differently-abled. That's how I see them.

I think it would be no wrong if I say that it's not them

who are ill but us. We usually are disgustingly conceited, constantly cribbing about things that we consider to be our birthright. We never think how blessed we are, just to be able to talk, to walk, to see. Is it due to any capability of ours that we are born healthy? I think we are completely missing out on why it is that God made us the way we are. Being perfectly healthy, we owe it to the rest of the race who are not likewise. If monetary help is not possible, we can at least pray for them, take time out, sit with them, and help them see and feel this beautiful world through our eyes and senses. And when we do, perhaps one day we will understand the value of everything that we have been taking for granted all our lives.

Let's make our lives worthwhile.

**Mr Mathew Cherumala**

Executive General Purchase

## Time Management- Nurses

Nursing is a demanding job and it can often feel as though there are not enough hours in the day to complete all of your tasks. Unlike other jobs, priorities can change rapidly - when a patient is in urgent need of your attention, your to-do list can change rapidly. The hectic pace of the job is one of the reasons that many nurses get burned out and stressed out. Using time management techniques designed with nurses in mind is one way to make your life a little easier, as well as getting more done! Time management strategies can be broken down into five strategies:

1. Plan your day out in advance. Many nurses say that while planning is a good idea, their days are too unpredictable to plan. However, nurses who do plan their day will find that they get more done with less stress. It is difficult to plan your day because your environment can change rapidly, and much of your day is spent responding to the needs of patients. However, if you plan out the tasks you have to get done in a day they can become more manageable. Make a list of everything you must get done today. Then, make a note of how long it will take and rank the jobs in order of importance. Start looking at tasks and seeing when you will have time in your day to get one or two items done, and when you have a few minutes, complete a task that you can get done in that time. You will also feel better knowing that you are not forgetting anything!

1. Focus on the most important activities first. When you make the list above, also focus on the items with the highest priority. Remember, you may not be able to get everything done but by completing the most important tasks, you will be less stressed. Also, keep in mind that

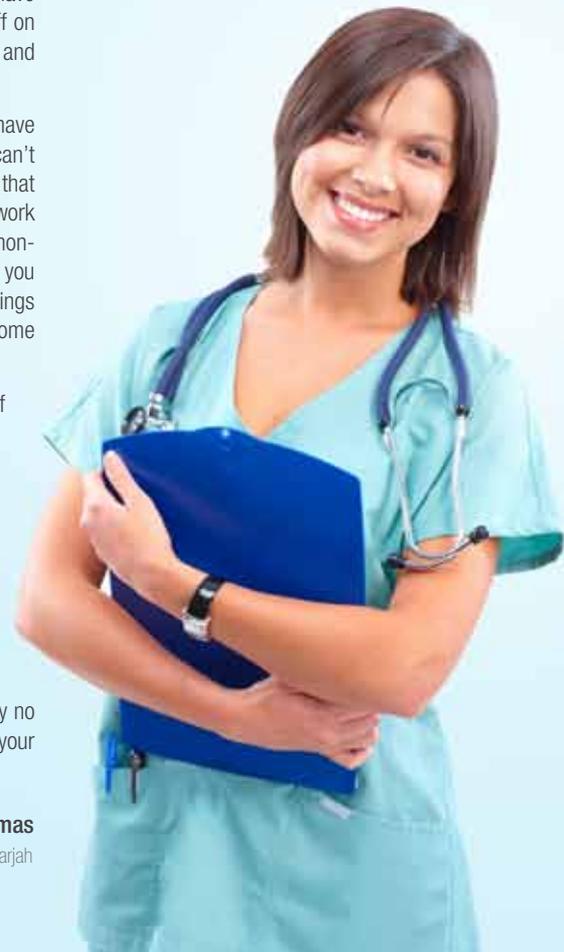
if nothing is going on right now, you should be working on one of your tasks because due to the unpredictable nature of your job, you can't be sure that you will have time later. As you complete tasks, check them off on your list. It will give you a sense of accomplishment and make your stress level drop.

2. Don't let interruptions disrupt your day. Nurses have to deal with many interruptions, many of which can't be helped. However, there are many interruptions that are not so important. Interruptions like long non-work related chats with other staff members, checking non-work email, or other non-essential tasks can get you off track quickly. Make time to relax, visit and do things to lower your stress, but don't let those things become more important than your work.

3. Keep yourself and your workspace organized. If you have a desk, spend a few minutes at the end of the day to put papers where they belong so that you can find them when you need them. At the beginning of the day, make sure all equipment is clean and ready for use. This will lower your stress level and make your day easier.

4. Learn to delegate tasks. Remember that you can't do it all, nor should you have to. When you need help, ask. If someone asks you to do something that you don't have time, it's OK to say no. Remember, time management is about making your day easier and more productive!

**Compiled By: - Ms Betsy Mary Thomas**  
Nurse Educator - Zulekha Hospital, Sharjah



## The important things in life



A philosophy professor stood before his class with some items on the table in front of him. When the class began, wordlessly he picked up a very large and empty mayonnaise jar and proceeded to fill it with rocks, about 2 inches in diameter.

He then asked the students if the jar was full. They agreed that it was.

So the professor then picked up a box of pebbles and poured them into the jar. He shook the jar lightly. The pebbles, of course, rolled into the open areas between the rocks.

He then asked the students again if the jar was full. They agreed it was.

The professor picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else.

He then asked once more if the jar was full. The students responded with a unanimous "Yes."

"Now," said the professor, "I want you to recognize that this jar represents your life. The rocks are the important

things – your family, your partner, your health, your children – things that if everything else was lost and only they remained, your life would still be full.

The pebbles are the other things that matter – like your job, your house, your car.

The sand is everything else. The small stuff."

"If you put the sand into the jar first," he continued "there is no room for the pebbles or the rocks. The same goes for your life.

If you spend all your time and energy on the small stuff, you will never have room for the things that are important to you. Pay attention to the things that are critical to your happiness. Play with your children. Take your partner out dancing. There will always be time to go to work, clean the house, give a dinner party and fix the disposal.

Take care of the rocks first – the things that really matter. Set your priorities. The rest is just sand."

**Author – Unknown**