

MedLabs



PULSE

Living
the Caring
Company





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Pulse Flow:

A Call to Integration.....	9
A Lifelong Focus on Social and Corporate Integration.....	11
A Caring Kind of Science.....	13
MedLabs' LIFE JOURNEY: Many Beats, One Pulse	14
MedLabs' Milestones	16
MedLabs' Guiding Principles.....	18
• <i>Our Inspiration</i>	
• <i>Our Path</i>	
• <i>Our Core Beliefs</i>	
MedLabs Journey towards an <i>Integral Enterprise</i>	20
1 - From Marketing & CSR to Community Building.....	22
2 - From Human Resources to Awakening Conscious Evolution.....	24
3 - From Operations to Knowledge Creation.....	26
4 - From Finance to Sustainable Development.....	28
Towards a Healthy Society.....	30
Quotes from some of MedLabs family members.....	32



MedLabs Pulse
Living the Caring Company

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View of MedLabs Head Office building overlooking the city of Amman



It is only when we look deep beneath the surface and find our inner calling that we work effortlessly and joyously. By identifying our calling, we find our purpose and come to realise our interrelatedness as humans

Dr. Manar "Agha" Al-Nimer



A Call to Integration

Our story began with a dream, a grand dream that soon became my life's quest and greatest endeavour. I wanted to create an enterprise based on 'group practice' with a network of premium medical diagnostic laboratories and a united team of laboratory consultants serving communities across the region with exemplary patient care and quality diagnostic testing.

The dream birthed MedLabs Consultancy Group, or as it would be known by most, 'MedLabs Laboratories', and the journey we took saw us grow through phases of pioneering, systemisation and ultimately integration whereby MedLabs became a role model in the region for group practice in medicine and an institution committed to knowledge creation and knowledge sharing.

MedLabs' journey spanned many years. During the pioneering phase, MedLabs developed its own corporate culture based on team work, quality, and service to the community in an environment of trust and transparency. Next came the systemisation or 'differentiation' phase whereby MedLabs became an institution, solidifying its commitment to its patients and the medical communities it serves through the achievement of the highest international accreditations for the quality of its results while also investing in patient-centric technology and services. Within the MedLabs family we pledged continuous medical education and worked to instil 'care' in all that we do, recognising that when team members share the same values, they deliver outstanding performance and drive long term sustainability. Ultimately, our journey led us to the integration phase, where our horizon opened and the initial dream expanded, allowing MedLabs to evolve into a holistic, integral enterprise devoted to community building, knowledge sharing, conscious evolution, and sustainable development.

Our journey to integration is ongoing. We believe it is foremost a humane and caring one that is proudly rooted in Arab culture and is ultimately aimed at nurturing healthy societies by living a 'Caring' company.

Sincerely,
Dr. Hassib Sahyoun
Founder, Chairman & CEO



“

At MedLabs, care is acknowledging that behind every sample is a human life

Dr. Nashat Dahabreh

”



The Integration of the Personal & Professional MedLabs Experience

Throughout our lives, we are constantly learning, growing, gaining exposure to new challenges and experiencing life in all its colours. At MedLabs, we recognize that the life journey we each take has both an outer purpose and an inner purpose. The outer purpose is to arrive at the goal or destination we have set out to reach, while the inner purpose is connected to our life's calling. When the destination we aim to reach in the future takes up so much of our attention that it becomes more important than the journey taken to get there, then we completely miss the journey itself which is where the inner purpose lies. When we become conscious of our journey we are conscious of being. We become present and our purpose becomes clear.

As we journey towards an Integral enterprise at MedLabs, we make a conscious effort to help one another identify our inner purpose. We give space for growth – emotional, intellectual and spiritual, to identify both our inner calling and outer purpose. We then take steps to ensure that we may live out our calling within MedLabs being aligned with the organization's path, values, its rich history and its outlook to the future. Our aim is to create and maintain a healthy and happy internal community that is completely integrated, working together with shared beliefs in an all-embracing circle of care.

Sincerely,
Dr. Manar "Agha" Al-Nimer
Vice CEO - Management



“Embrace leadership practices that send people home each day healthy, fulfilled and inspired.”

Dr. Hassib Sahyoun





A Caring Kind of Science

The journey we embarked on in creating MedLabs, was paved with challenges and learning opportunities as well as with milestones at various stages that crowned our achievements and gave us momentum to move forward. Much like other organizations, we looked to the Vision, Mission and Values we began with as beacons on our voyage. As we grew and journeyed towards the 'Integral Enterprise' we jointly evolved our Vision, Mission and Values to become our Inspiration, Path and Core Beliefs – transcending more traditional corporate aims to objectives that have a higher purpose. Together we have experienced holistic growth as a 'caring company' through community engagement, awakening our collective consciousness and sharing the vast knowledge we possess as a group. As scientists at MedLabs, we are driven by knowledge, recognizing that knowledge-creating companies in today's world are more innovative and sustainable.

The scientific advancements we undertake at MedLabs develop in conjunction with the progress of international medical research and technological advancements in our field. Since MedLabs' establishment in 1993, our institution has progressed steadily to become a trend-setter in laboratory medicine in the Middle East and our strict adherence to the highest quality standards has enabled us to release accurate results in an atmosphere of responsibility, accountability and transparency.

At the end of the day, MedLabs' greatest asset is the trust of our patients and their referring physicians who require dependable results to diagnose and treat diseases. There is nothing more rewarding in our field than a respectable reputation among the medical community brought about by an aligned and experienced team that is guided by the shared values of dedication, passion, integrity and care for our patients.

Sincerely,
Dr. Nashat Dahabreh
Vice CEO - Scientific



MedLabs' LIFE JOURNEY

Before 1993 in Amman, Jordan, there were about 200 privately owned and individually run medical diagnostic laboratories. Each functioned separately from the next, with a licensed lab director at the helm bringing his or her individual expertise to the lab. Out of this traditional one lab, one owner model, emerged MedLabs Consultancy Group in July 1993, the first group practice medical laboratories in the Middle East, pioneering the fusion of several labs and more importantly several lab specialists each with a different laboratory medicine sub-specialty into one institution based on integrity, teamwork, medical excellence and exemplary patient care. MedLabs laboratories became a beacon of success in the Jordanian medical field. The vision and drive of MedLabs' founding team was to serve the communities they work in with trusted medical laboratory results delivered with the highest standards of ethics and empathy. To engage with people of all backgrounds, to create safe havens of care in the laboratory locations, to promote continuous learning and to spread health awareness as widely as possible to promote healthy societies.

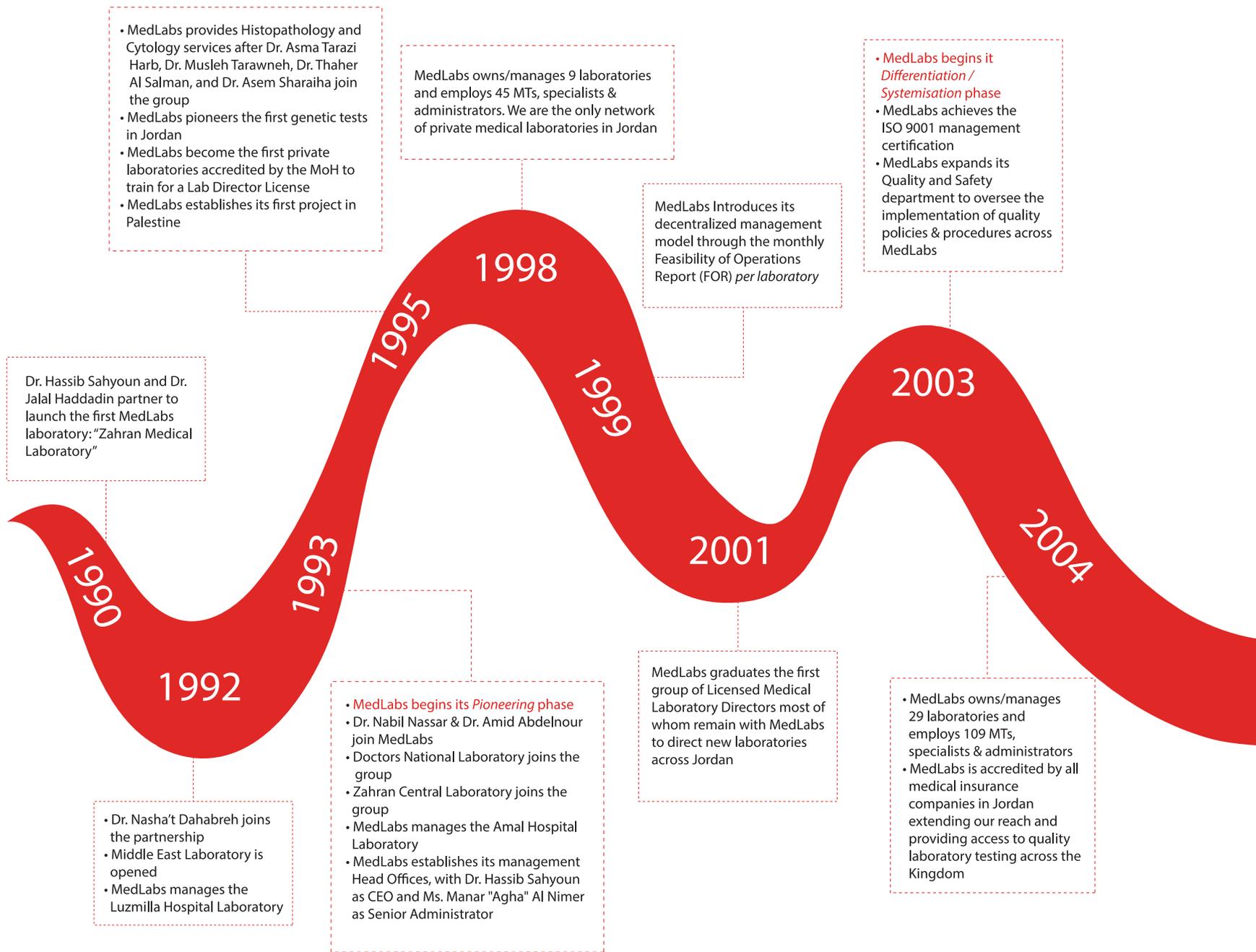
Coming together from various backgrounds, birth places and religions, the founders brought three common goals; a sense of duty to serve society, an obligation to build and share knowledge, and a determination to overcome the limitations of a one-man-show culture opening endless possibilities of expansion and sustainability. Simultaneously, they each brought unique talents to MedLabs as leaders, communicators, facilitators and researchers, so that the organization emerged as a magnet for laboratory medicine specialists who also believe in group practice, high quality of service and continuous education.

Bringing together a team of medical laboratory consultants under one roof placed MedLabs as a reliable laboratory medicine reference for physicians and patients alike. Believing in the importance of accurate results to help physicians make informed decisions for their patients, MedLabs invested in attaining all the most important national and international quality accreditations. This not only solidified MedLabs' culture of 'living quality', but also resulted in the respect of their peers across the region and the trust of the medical communities they serve.

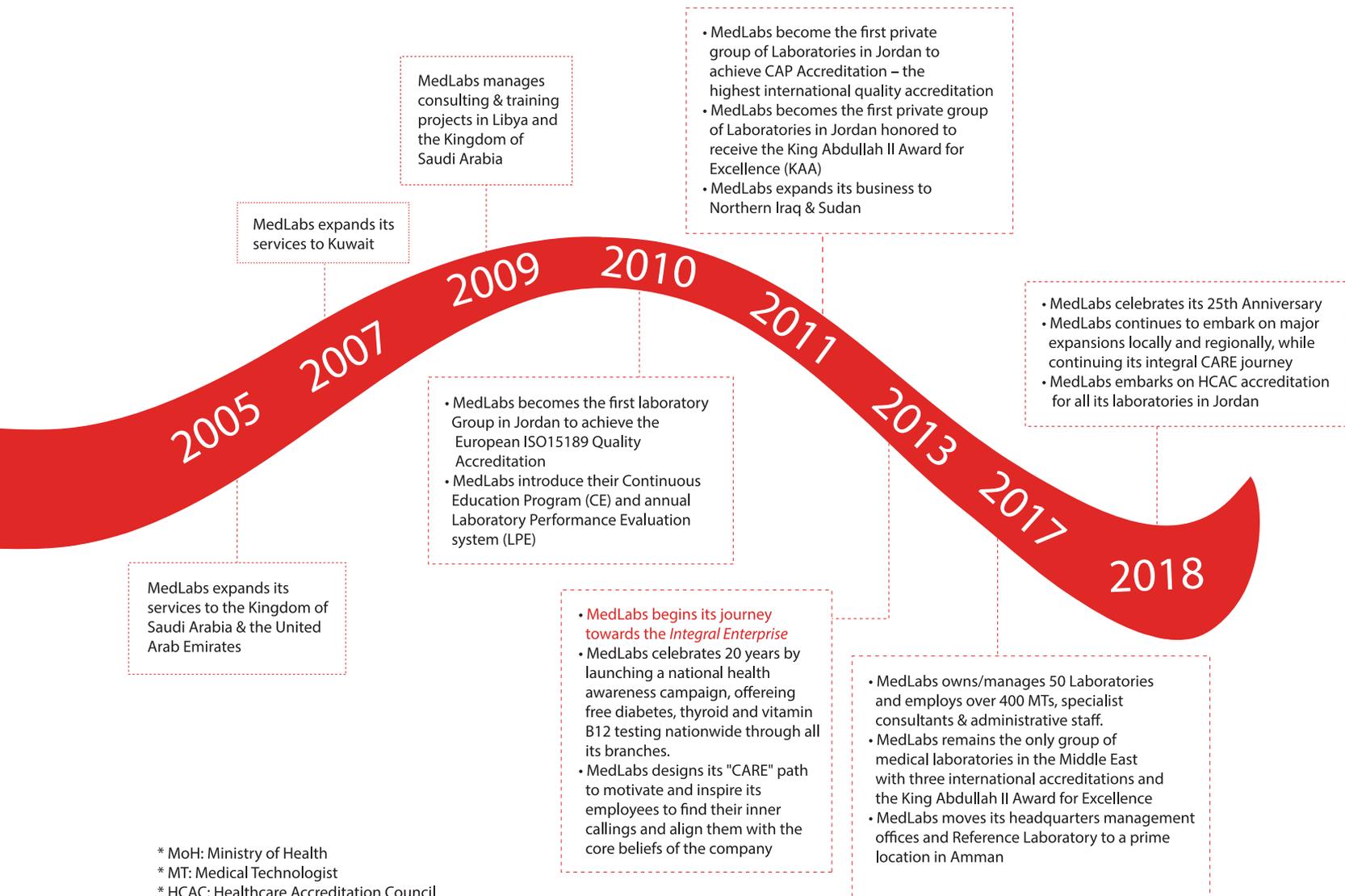
The safe and stable environment created for staff – known as MedLabs family members, ensures compassionate relationships are built within MedLabs branches, between these branches across the region, with patients and with medical and non-medical communities at large. The different nationalities, backgrounds and traditions of MedLabs family members throughout the countries it operates in also nurtures and culture of cooperation and creativity.

MedLabs functions as a 'Caring' company by nurturing dialogue, critical thinking, knowledge sharing, community building and overall trust and harmony. The aim is to instill a sense of pride in the work we do and services we offer and a sense of shared endeavor to grow both as individuals and as an institution physically and spiritually. It is important at MedLabs to know one's self. To recognize one's purpose in life and to find alignment between one's journey and that of MedLabs.





MedLabs' Journey



* MoH: Ministry of Health
 * MT: Medical Technologist
 * HCAC: Healthcare Accreditation Council



Our Guiding Principles

Our Inspiration

To nurture healthy societies across the MENA region and beyond by providing exemplary medical laboratory service while integrating internally with our team members and externally with the communities we serve through purpose, commitment and care.

Our Path

To be a caring company rooted in group practice that provides outstanding medical laboratory services, set to the highest international quality standards. To be a knowledge creating and innovation-driven organization that keeps up with the latest technological advancements in the field of laboratory medicine while advancing organizational and societal development. To create positive and safe environments by embodying empathy towards our patients, communities and colleagues, aligning our personal inner callings with those of the organization.

Our Core Beliefs

Care: We treat our employees, partners and patients with honesty, empathy and respect to build positive caring relationships that nurture trust, sustainability and growth. We are proud of the professionalism of our multi-talented and multi-cultural team of men and women whose traditions embrace generosity and dependability and the belief that *"Behind every sample is a human life"*.

Knowledge Sharing: We encourage open interactive dialogue that leads to a positive culture of communication and stimulates learning, knowledge sharing, technological innovation and community building.

Community and Consciousness: We passionately meet the needs of the communities we serve by aligning the individual inner calling of our employees with the inspiration of the organization.

Group Practice and Integration: We work as one team to achieve common goals while also recognizing and interconnecting with the diversity of the cultures we are and the cultures we serve.



MedLabs' Journey Towards an Integral Enterprise

A fine orchestra is a collection of musicians playing an array of instruments each with its own sound, that together work in harmony with one another to create the perfect symphony. With this metaphor in mind, MedLabs as an “Integral Enterprise” is dependent on the level of connectivity, communication and harmony between individuals, organizational functions and the broader communities they serve. MedLabs' journey towards an integral enterprise has seen the evolution of traditional management functions to higher calling, more intuitive roles. These include evolving from Marketing to Community Building, Human Resource Management to Awakening Conscious Evolution, Science and Operations to Knowledge Creation and Finance to Sustainable Development. This transformation is the basis for MedLabs' C.A.R.E model and supports MedLabs' role as a CAREing company.

The C.A.R.E model of the Integral Enterprise characterises 'C' as Community Building, 'A' as Awakening Conscious Evolution, 'R' as Research Driven Innovation and knowledge creation and 'E' as the Sustainable Enterprise. (Figure 1).

Figure 2 demonstrates the MedLabs Integral Enterprise model with MedLabs' Guiding Principles at the CORE. These principles are propagated through the C.A.R.E functions and facilitated to the operations level through powerful tools that include Care Circles, MedLabs Story and the organisation's rich orientation program. When implemented through the laboratories, we serve one another, our patients, our stakeholders and our communities collectively as one pulse, emanating from the same guiding principles, moving us towards nurturing healthy societies. Each laboratory, with its team of laboratory director and medical technologists serve patients, stakeholders, hospitals, NGOs and referring laboratories, while promoting social health awareness. Each laboratory is in turn connected to the other group laboratories to provide a harmonious service and image. In support of the laboratories the management and reference laboratory practice two-way communication to facilitate, direct and provide feedback to complete the comprehensive cycle of harmony that moves MedLabs towards the Integral Enterprise.

MedLabs Care Circles - Enabling the Integral Enterprise:

Care Circles - weekly cross functional team meetings practiced in integral enterprises around the world - are a means to nurture communication, education, harmony & innovation in a safe and balanced environment void of hierarchies and titles. These informal meetings held across the institution within and between laboratories and management functions are a purposeful tool for implementing integration and living the caring company. The aim of these care circles is to share interests, reveal character and charisma, foster an aligned sense of responsibility, empathy and understanding and nurture a safe environment for creativity and imagination to flourish (Figure 3).



Figure 1



The C.A.R.E model of the Integral Enterprise characterised by human figures with 'C' as Community Building, 'A' as Awakening Conscious Evolution, 'R' as Research Driven Innovation and knowledge creation and 'E' as the Sustainable Enterprise.

Figure 2

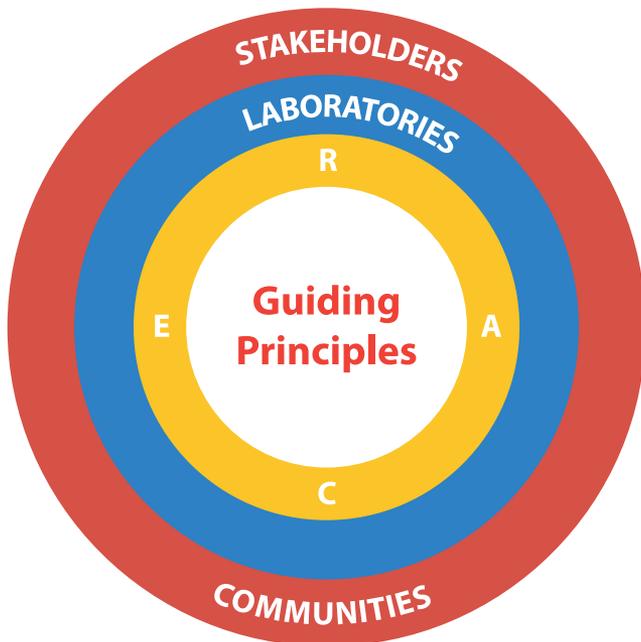
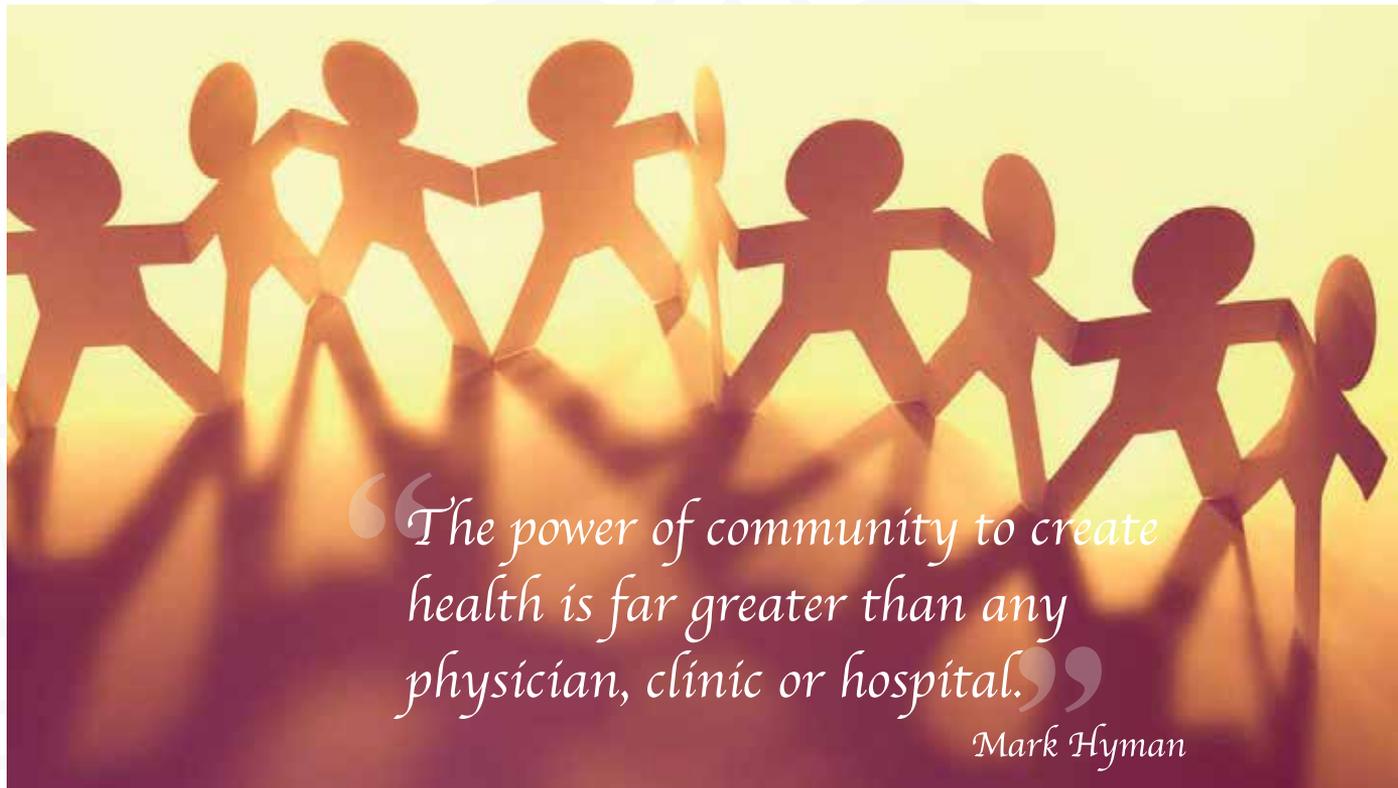


Figure 3





“The power of community to create health is far greater than any physician, clinic or hospital.”

Mark Hyman

From Marketing & CSR to Community Building

From a traditional Marketing and Communications function, MedLabs has evolved to become a builder of bridges bringing together MedLabs family members in a culture of empathy and care that in turn supports the well-being of patients and the health of the societies we serve. There is great joy in participating in community engagement and in nurturing strong relationships in the workplace.

While producing accurate results is the most important aspect of our work at MedLabs, the customer ‘experience’ is equally important and is a vital part of building relationships with all our stakeholders that are based on respect, trust, empathy & care. At MedLabs we address local issues based on the needs and expectations of our communities and leverage our partnerships with governmental and nongovernmental stakeholders who share our values and objectives to serve these communities. We encourage all our laboratory branches to reach out to the community in which they operate and engage with them through various community-building activities. On a corporate level, MedLabs’ Corporate Social Responsibility projects rely on the conjunction between MedLabs, government entities, and civil society organizations to make a genuine difference. This commitment to community service initiatives has become a cornerstone of our community building efforts and a commitment we make to play our part in nurturing healthy societies where we can.

“There is a community of the spirit. Join it, and feel the delight of walking in the noisy street and being the noise.”

Rumi

Examples of MedLabs' Corporate Social Responsibility and community building activities in Jordan:

MedLabs National Campaign 2013: On the occasion of MedLabs' 20th anniversary and as part of MedLabs belief in the importance of preventive medicine, MedLabs opened all its branches (33 at the time) for one day of free testing to the general public. The initiative was carried out under the patronage of the Ministry of Health and on that day MedLabs tested over 9000 individuals for diabetes (HbA1c), Vitamin B12 and Thyroid Function (TSH). The results obtained yielded valuable statistics per gender and demography and were shared with the Ministry of Health.

MedLabs and the Royal Health Awareness Society (RHAS): in 2013 MedLabs adopted four public schools for a period of 5 years through RHAS' "Healthy Schools Program". This CSR initiative helps schools achieve the minimum safety and hygiene levels as stipulated by the World Health Organization (WHO).

MedLabs and Save the Children: As part of a Save the Children Foundation initiative to protect women and children in refugee camps and poverty pockets across Jordan from anemia, malnutrition and illness, MedLabs tested 40,000 women and young children for iron deficiency anemia free of charge.

MedLabs Mother's Day Campaign 2017: In March 2017 on the occasion of Mother's Day, MedLabs offered free Ferritin testing to mothers across the Kingdom at all its branches (40 at the time) for three days. The initiative was launched on social media and MedLabs tested over 9000 women, helping many identify iron deficiency.

MedLabs supports University Education 2017: In September 2017, MedLabs partnered with the Elia Nuqul Foundation to offer full scholarships to 5 students studying biomedical technology in local universities. The agreement includes offering the students internships, mentoring and the possibility of a position at MedLabs post-graduation.

MedLabs 'Free Medical Days': MedLabs continuously participates in 'Free Medical Days' organized by various societies, schools and/or governmental health facilities to offer free testing, medical awareness and advice to citizens across many parts of Jordan. This is an effective strategy in integrating MedLabs laboratories with the communities in which it operates as staff from the laboratories volunteer to participate personally at these events.





'At MedLabs we visualize ourselves together as many separate beats producing one pulse'



From Human Resources to Awakening Conscious Evolution

At MedLabs our staff play a vital role in the sustainability and growth of the organization and carry the responsibility of ensuring that our patients enjoy the best customer experience. Because they care, they are motivated to deliver the most accurate and timely lab results in an atmosphere of professionalism and empathy. MedLabs employees are empowered to co-evolve and grow with MedLabs: from engaging with shared values to co-creating an inclusive culture; from conceiving new ways to improve work efficiency, performance, systems, processes to advancing the 'care' organization as a whole. We strive to ensure that all our employees are motivated and treated fairly by fostering an environment of gender equality, non-discrimination, transparency, trust and respect while celebrating our cultural diversity. Continuous education, knowledge sharing and skills training means MedLabs employees have opportunities to be engaged and involved in the MedLabs journey and to grow and to develop vertically along career paths as well as horizontally in different professions across the organization, should they be interested to do so.

MedLabs, through its evolving corporate culture, encourages the generation of individual viewpoints amongst each member of the MedLabs family. As such, the organization becomes inherently and continuously creative, thereby consciously and continually evolving to enhance the development of the individual, the enterprise and the community. Cultivating sustainability in this model involves individual acts of creativity on the one hand and organizational plans, designs, policies and programs on the other working in harmony.

Recognising that our teams are the “Pulse” of MedLabs, the Human Resources function is committed to making every individual feel valued and to enhance their wellbeing by promoting healthy working conditions where we can make a meaningful difference in their lives. Just as MedLabs as an institution passes through phases on its journey, so too does each family member. We hope to foster an environment that gives room for self-discovery to identify individual inner callings and purpose and to find alignment with MedLabs values.

“The Awakening of Consciousness is the Next Evolutionary Step for Mankind”.
Eckhart Tolle



From Operations to Knowledge Creation

As we venture into the 21st century, a new society is emerging. Management consultant, educator, and author Peter Drucker calls it the "knowledge society," one that is drastically different from the "industrial society," and one in which acquiring and applying knowledge, in a way that leads to innovation, will become a key competitive factor. Nonaka and Takeuchi – the Japanese gurus of 'Knowledge Creating' companies, argue that creating knowledge will become the key to sustaining a competitive advantage in the future. Because the competitive environment and customer preferences changes constantly, knowledge perishes quickly. In a Knowledge-Creating company, managers have at their fingertips years of knowledge they can use to make successful new products, services, and systems. Thus, knowledge creation is the cornerstone of what makes any business successful.

The process of knowledge creation and innovation based research at MedLabs depends on nurturing an organizational structure that is flexible and adaptable while celebrating the depth and breadth of the cumulative experience MedLabs family members bring to the company's table. The combined backgrounds, years of experience and expertise at MedLabs make our institution a 'knowledge base' in the field of laboratory medicine. However, this alone is not enough. Establishing guidelines for knowledge sharing, MedLabs employs sensitive and aware managers who encourage a setting in which good social relationships emerge and as a result, knowledge continues to flow and grow and knowledge creation, knowledge sharing and resulting innovation is continuously facilitated. MedLabs creates a learning environment in which we develop our talents and share the knowledge, build capacity and raise the competency of our staff to enable the realization of our shared vision for MedLabs.

One of the methods in our knowledge creating process is standardized work, an especially important procedure of having our staff define, describe, graphically depict, and document the steps they perform in the work they do. It is part and parcel of the various international accreditation requirements we adhere to but more importantly, standardised work makes it possible to pace work at the lab or within management functions at the rate at which customer orders are fulfilled. Such pacing leads to establishing, as much as is possible, a uniform pulse rate, like the rate at which a heart's beat sends blood pulsing through us, that is the same for every lab and function in the entire organisation. This 'pulse' beats throughout the working system, and underlies the overall, harmonic pulse of the organization.

This pulse also results in work that moves in a continuous flow that greatly strengthens the relationships that connect employees to each other, and to the final customer. It also facilitates the feedback necessary to insure the integrity of the system's unique identity. In effect, a continuous flow helps to insure that the work itself, at no additional cost, provides all the information that is required to meet each customer's needs and is perhaps the most potent practice MedLabs has introduced over the years.

Moving from traditional *Operations* (in MedLabs this includes Science, Quality and Safety, Information Technology & Materials Management) to Research-Based Innovation and Knowledge Creation, it is worth expanding on the role each function plays: The Science team at MedLabs, both technologically and socially oriented are the primary knowledge creators. They carry the responsibility of activating MedLabs unique group practice model by calling on MedLabs vast number of consultants, each specialized in a specific area of laboratory medicine to continuously expand their horizons by keeping abreast of international developments in laboratory medicine. They then help expand MedLabs' areas of expertise and test offerings and share their knowledge with the entire organization as well as with the medical community at large. In this way knowledge sharing becomes beneficial to all and a source that ultimately helps nurture healthy societies.

Supporting Science is the Materials and Purchasing team that assists in researching, acquiring and putting into practice the latest laboratory medicine technologies to keep pace with modern techniques and to meet client expectations. They also foster deep relationships of trust with suppliers and partners across the MENA region and beyond that are vital to the work at MedLabs.

The Quality and Safety Department ensure the implementation of all organisational policies and procedures to the highest international standards safeguarding that this implementation is constantly moving from outer directed compliance to inner directed self-initiative rather than simply following the rules. Quality at MedLabs is about connecting with staff to inspire them to see the link between everything we do and better patient care. The Quality and Safety Department instil a sense of *living quality* in all MedLabs family members.

Our Information Technology team has a proactive function as a facilitator, enabling effective communication between head office functions and all laboratories across all countries while activating e-learning and implementing a paperless culture. They also facilitate access by patients physicians and referring laboratories to online results, medical history and patient-centric e-services.

Together all the technical functions within MedLabs support a learning enterprise that strengthens knowledge creation internally and communicates it externally with patients, physicians and our wider communities-including governmental as well as non-governmental bodies that contribute to national standards of quality and excellence in laboratory medicine. Being a knowledge creating company, we have a responsibility to take knowledge beyond organizational borders towards nurturing a healthy society.

*In an economy where the only certainty is uncertainty,
the one sure source of lasting competitive advantage is knowledge.*

Ikujiro Nonaka (1991)



From Finance to Sustainable Development

In their work on management by means in the book *Profit Beyond Measure*, Johnson & Broms demonstrate a way of work that mirrors that of MedLabs, where we nurture aspirations pursued because they matter to us, and we cultivate conditions that bond the company, talents and customer needs in a visible union, rather than drive work solely with financial targets. A company that manages by means will profit only by nurturing fundamental human relationships. In contrast to the conventionally managed company that drives people to meet profit targets by sacrificing human relationships.

At MedLabs, the finance function does perceive profit as necessary for the organisation's survival, but not the organisation's reason for being. To go from finance to sustainable development, we acknowledge that accounting information measures and keeps track of an organization's results at a system-wide level, but it offers little insight into the inner relationships that determine these results. Hence as we journey towards an integral enterprise and as we apply the highest standards of finance and accounting practices, we see the organization in terms of patterns and relationships that connect people in the organization with each other, with customers, with the community, and with our ecosystem.

In transforming finance to all round sustainable development, MedLabs takes simultaneously, account of financial, human, cultural, social and intellectual capital to build a long-term vision and strategy for the organization. The finance function in its CARE-ing role reflects on all functions, behaving as the 'oiling' mechanism of MedLabs – making sure all operational functions are able to sustain their development as part of the integral enterprise. As such, finance supports Human Resources evolve to Conscious Evolution to help maintain job satisfaction, consequently lowering staff turnover and fueling personal growth as well as financial growth.

Finance supports Marketing to Community Building by facilitating internal and external community building activities, service offerings and corporate social responsibility initiatives. Equally, finance sustains the delivery of quality testing at MedLabs through funding state-of-the-art proficiency testing subscriptions, international accreditations and scientific advancements. Finance also sustains technical developments in IT and supports the Materials and purchasing function to ensure supplies are always available and at the highest standards and specifications. This sustainability is also a two-way road – while finance is designed to sustain all operational functions, not focusing solely on the bottom line, so must all the functions build their plans in a way that give the organization sustainability. Building on the CARE aspects of the integral enterprise, all functions help finance transform to sustainable development, completing the CARE circle.

The below diagram demonstrates this two-way relationship between finance sustaining the development of operational functions and the functions contributing to the financial sustainability of the organization. It also shows that when mutually sustaining one another, the company experiences sustainable growth that in turn sustains the finance function and so on and so forth. In another sense, the whole sustainability model can be likened to a chain that forms a circle and where the strength of that chain is only as strong as its weakest link. All parts must support one another to be complete, or to function as a true integral enterprise.

Furthermore, to practice sustainability, and for the organization to contribute to a healthy society, Finance moves beyond traditional management accounting skillsets by recognizing that there is a great connection between a clean environment and sustainable businesses; therefore, we maintain our operations while taking into consideration the importance of the management of natural resources efficiently and we apply several water and electricity preservation methods and recycling projects, while ensuring we apply safe waste management methods.

1 Johnson H.T and Broms A (2000) Profit Beyond Measure. Extraordinary Results through Attention to Work and People. New York. Free Press



Towards a Healthy Society

The wellbeing of a society is mostly measured by its status in terms of access to health care. For this reason, it is fair to say that our health services in Jordan have improved greatly in our collective commitment to the universality of healthcare, to the benefit of patients and citizens. A crucial part of the plan to build a healthy society rests with better-integrated healthcare. We must focus more strongly on boosting the role and capacity of our primary health sector. This is a challenge that, if properly managed, can deliver great benefits and ensure both a high quality of life for the patient as well as for the sustainability of the health system as a whole. The health sector in Jordan is a powerful driver for economic growth whether in terms of development of tools and innovative solutions or in terms of developing medical tourism to offer the best that we can to patients from beyond our borders. It is important to ensure that it remains an integral part of our governance. We can and should be proud of what we have already achieved in the health sector. We can and must look forward to meeting the new challenges and creating new opportunities that this sector can offer.

Moving towards a healthy society built on a strong and sustainable health system requires organisations equally invested in this vision. The Integral Enterprise that practices a Caring Corporate Culture can itself become a movement towards a healthy society. In the MedLabs model of a CARE-ing company, this means focusing on employee wellbeing and happiness while increasing the ability of employees and the organization as a whole to “serve” community and society. In other words “we have to care, we do care, we *live* care”. An institution’s moral core is a manifestation of its core values or beliefs and distinct culture expressed through its day-to-day operations. MedLabs believes that a great part of its success is due to its strongly rooted values and beliefs. Over time and with its expansion and the addition of new staff at different organizational levels, MedLabs’ corporate culture has been the foundation and the driving force for its evolution into a caring integral enterprise.

MedLabs aims to be a corporate role model for a healthy society. We actively seek to increase community health awareness and literally build healthy communities through continuous health activities – particularly family health projects. We must remain focused on ensuring the universality and sustainability of a healthy society. This means moving beyond a society reliant solely on a traditional healthcare sector to a more holistic and integrated model. In practice, this translates into a stronger investment in prevention. We have become acutely more aware of the need to engage in living healthy lifestyles while scientifically we remain committed to setting standards for laboratory medical care. On another level of nurturing a healthy society, MedLabs is committed to establishing a MedLabs Academy as a catalyst for conscious evolution and knowledge creation, socially and technically, culturally and spiritually, economically and ecologically, transcending organizational borders to benefit society at large.



Quotes from some of MedLabs family members

I have witnessed the growth of MedLabs Group since its early beginnings. It has made outstanding contributions in improving and raising the importance of medical laboratory services through its commitment to quality control and assurance, continuous medical education of employees and professional and ethical behavior. I am eternally proud to belong to this group.

Musleh Tarawneh, MD
Consultant Pathologist



I began my journey with MedLabs in April 1994. I remember my first meeting with Dr. Hassib and how he shared with me his dream to make MedLabs the first group practice laboratory company in the region that would nurture healthy societies. As MedLabs grew, so did I, learning, communicating and sharing the knowledge I gained with others. As I witness fresh new talent entering the company I am excited to watch them blend into our culture of care, community building and knowledge sharing.

Doa "Agha" Al-Nimer
Accounts Manager
Joined MedLabs in 1994

I began my journey with MedLabs as a junior medical technologist. I learned directly from the founders and enjoyed their full support as mentors and teachers. From my early days as a medical technologist, I grew both in experience and positions but more importantly I grew as a person, finding my purpose and living it with joy. Throughout the past 24 years, MedLabs offered me nothing but support, education and love. We have worked hard, and are proud of MedLabs. It has been, and remains, a great experience and an inspiring journey.

Emad Khoury
Chief Materials & Purchasing Officer
Joined MedLabs in 1993



In the early days of MedLabs we were just 20 employees. We worked as pioneers with passion and dedication to our referring physicians, patients and one another. We worked as a team - often spending 12 hours a day at the lab, and supported one another fully. We were a community that shared the same values and aspirations and even when MedLabs went through hard times and asked us to stand by its side, we were content to help it succeed. Our loyalty, commitment and hard work remain to this day and we hope to instill these values in the new generation of medical technologists joining MedLabs

Mohammed Qar'een
Senior III Medical Technologist
Joined MedLabs in 1993

Quotes from some of MedLabs family members

At MedLabs, I worked in all the scientific departments and this helped me develop professionally as well as personally, especially when it came to dealing with people. MedLabs is one of the few places where the leadership team truly cares that I am mentally and emotionally content and that I feel a strong sense of belonging. I am always happy for MedLabs' success because when my company evolves, I evolve with it.

Rae'd Al Ahmad
Senior III Medical Technologist
Joined MedLabs in 1999



I began my journey with MedLabs in 1993 with Dr. Hassib who shared with us his great ambitions and assured us we would grow to become a leading medical laboratories company one day. My experience of witnessing MedLabs grow from its humble beginnings as a struggling 'group practice', going against the trend of the one-man-show business model that prevailed at the time, was unique. The fact that a group of laboratory consultants and specialists from different fields of laboratory medicine were willing to work together and cooperate to become a unified, systematized institution is something that deserves to be celebrated. I consider myself lucky to have worked with the founders of MedLabs from the start and to still be with MedLabs as a partner. Although I worked hard on myself, MedLabs through its' commitment to continuous education and guidance to find my inner and outer callings, helped me live out my ambitions and become who I am today

Mohammed Al Sheikh
Lab Director/ Partner
Joined MedLabs in 1993

MedLabs has a unique culture, spirit and atmosphere of group practice, where laboratory service providers do their best through knowledge sharing and excellence performance. I consider myself lucky to have had the opportunity to join MedLabs where I have gained excellent expertise and enjoyed a caring, healthy working environment. Always proud to be one of MedLabs knowledge builders and providers.

Thaher Al Salman, MD
Consultant Pathologist
Joined MedLabs in 1995



It was July 1st, 1999 and I didn't know then that this would be my journey of joy! At MedLabs, I received love and encouragement as I gained professional experience and confidence. I learned how to celebrate each patient that visited our laboratory because at MedLabs we learn that healing is as much about the spirit as it is about the physical body.

Wasan Fakhouri
Quality & Safety Manager
Joined MedLabs in 1999

When I first joined MedLabs I didn't know what MedLabs stood for. I discovered that what it stands for is true group practice and integrity. With time, MedLabs has become my family and no one can live without their family. I always had faith that this enterprise would become great, but it became greater than any of my expectations.

Dr. Majdi Abu Hantash
Chief Medical Information Officer
Joined MedLabs in 1997

