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Mesa Hospital: A patient-friendly hospital equipped with latest technology

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Hospitals and doctors ... usually going to hospital is everyone's nightmare. The first thing that hits you as you go into a Turkish hospital is the strong smell of ether and, of course, the sulky faces that are there to welcome you and do nothing to boost your morale and, in fact, make you want to turn tail and leave the hospital right away.

From a psychological point of view, people going to hospital because of health problems deserve a friendly welcome, doctors who listen attentively to their problems and an ether-free atmosphere where they feel comfortable and secure.

Mesa Hospital, in this respect, meets all of patients expectations from A to Z. This private hospital was opened last December in Ankara's Söğütözü district. Mesa is a well-established company that has been in the construction business for 35 years now. The company believes in providing the best quality service possible which is reflected in every business venture they've been involved in to date, including the hospital.

Best hospital design

The 25,000-square-meter, five-story hospital building was designed by a San Francisco-based company, Anshen & Allen. The design won the best hospital design award in 1999, given by the American Institute of Architects and Modern Healthcare Journal. It was the first hospital design of its kind in Turkey, thus making the hospital unique in Turkey.

The building was designed and built in line with standards and guidelines of the Joint Commission



The managing director of Mesa Hospital, Oğuz Engiz, explains the Labor Delivery Post-partum Rooms (LDPR) to The New Anatolian Features Editor Nazli K. Demiröz.



Mesa Hospital's General Director Şevket Ruacan.

International (JCI), American Institute of Architects, National Fire Protection Agency (NFPA) and Infection Control Risk Assessment (ICRA).

Mesa hospital — first IFC-financed healthcare project

A total of \$45 million in investment went into this hospital, spent on acquiring the site, construction of the building, and buying medical equipment. Around \$11 million came from the International Finance Cooperation (IFC), part of the World bank, as part of a long-term financing arrangement, and is also the first healthcare project to be financed by the IFC in Turkey. "It didn't take long for the IFC to make a decision on the loan. I think this is a joint success for both Turkey and Mesa," said Oğuz Engiz, the managing director of Mesa hospital.

High standards

"Originally, Mesa Hospital was to specialize in gynecological-related health problems but then a general health hospital was built instead. It has a 100-bed capacity with 63 doctors on staff. It's equipped with the latest in medical technology and has U.S. medical standards," said Professor Şevket Ruacan, Mesa's general director, in an interview with The New Anatolian.

He added, "The hospital aims to be a reliable, minimum-risk hospital and a medical institution that treats patients with respect and listens to them attentively. We aim to be the hospital that people want to come to 24 hours a day. We aim to diagnose people's health problems, and help our patients no matter what the problem is."

Patients treated with great care

"The management team is made up of healthcare professionals and their philosophy is that this is a patient-centered hospital with everything revolving around the patient. This means that medical staff listen to patients more, actively involve their patients in their treatment, and give their relatives a role to play in the patient's treatment," Engiz explained. "This is, in fact, the best way to a speedy recovery. Patients need to be prepared for discharge, which means not only letting them go home but also having regular outpatient follow ups."

Accreditation track hospital

The hospital is an accreditation track hospital. "This means that we aim to acquire accreditation from the

JCI, based in the U.S., which accredits all its hospitals worldwide. Mesa Hospital aims to be accredited by JCI by the end of this year. Accreditation brings with it a lot of responsibilities and prestige. People prefer you to other hospitals which aren't accredited," Engiz continued.

Serving in all areas of medicine

The hospital provides care in all areas of medicine ranging from pediatrics, internal medicine, cardiology, neurology, dental care, orthopedics, traumatology, plastic surgery, urology, endocrinology, dermatology, and pathology. It has 25 medical departments.

It has a comprehensive radiology unit with Magnetic Resonance Imaging (MRI), and multi-slice tomography. It also has a full line of medical laboratories including hematology, bio-chemistry and micro-biology. Engiz went on to say, "It's different from all other private hospitals in that it has a pathology laboratory. This also makes it unique as we can perform frozen lab tests straight from the operating room. The laboratory makes rapid diagnosis possible, while the patient is still on the operating table."

OR-1 — First in Turkey

"We believe that technology is our strength. We have a very special operating room, OR-1. In OR-1 surgeons use equipment with touchpad screens. It's mostly used for endoscopic surgery, and operations can also be watched outside the room. This operating room is the first of its kind in Turkey," he said.

Special LDPR rooms and PACS technology

The hospital has special rooms where women can give birth instead of in operating rooms, Labor Delivery Post-partum Rooms (LDPR). "This is also new in Ankara," Engiz commented.

"We also have a different kind of radiology technology, the Picture Archiving System (PACS). The radiologist takes the x-rays or MRI, without having to make a hard copy of the results as they come up on monitors which in turn are then sent directly to doctors' own monitors. The results are recorded electronically. Not a lot of private hospitals have this technology," he continued.

The hospital has signed agreements with all private Turkish insurance companies. They also accept patients with international insurance from companies such as Blue Shield, Blue Cross, Bupa, PPP Healthcare, Tricare Europe, and SOS International, with whom they have direct billing arrangements. They also have an agreement with the UN.

International Patient Relations department

The hospital has created a special department that caters for the needs of foreign patients, the International Patients Relations department, where patients are welcomed, helped with their health problems and their discharge formalities. The department's coordinator, Seza Imamoğlu MD, had similar prior experience at the Mayo Clinic in the U.S. The English-speaking staff can be reached 24 hours a day.



Multi-slice tomography



Dental care unit



Picture Archiving System (PACS).



Special operating room, OR-1.