



# Storyboard NICU ALWAKRA

NICU at AWH is following the state of art and family centered care

مستشفى الوكرة  
Al Wakra Hospital

عضو في مؤسسة حمد الطبية  
A Member of Hamad Medical Corporation

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## INTRODUCTION

- Neonatology refers to the care of newborn infants due to premature birth or mature birth with variety of health problems. AlWakra Hospital (AWH) is the home to level 2 Neonatal unit intensive care unit (NICU) where we look after premature babies from 30 wks and older &/or > 1300 grams. If an imminent delivery doesn't fulfil this NICU scope of service criteria, the infant will be stabilized and promptly transferred by a specialized team to the tertiary unit in the women's hospital.
- NICU at AWH is following the state of art and family centred care of our babies. It has followed "the baby friendly hospital" initiative aiming at encouragement and support of breast feeding. Since the opening of the unit on 12 Dec 2012, the collaborative hard work of the clinical, managerial and administrative teams has led to this success. We are committed as a NICU team; whether medical, Nursing and allied services to ensure that the unit continually performs as a first class neonatal unit in AlWakra area and in the whole of Qatar.
- Since our start, the number of deliveries has been steadily rising and the hospital's target is to reach 4000 deliveries /year in the next few months.

## Team Member



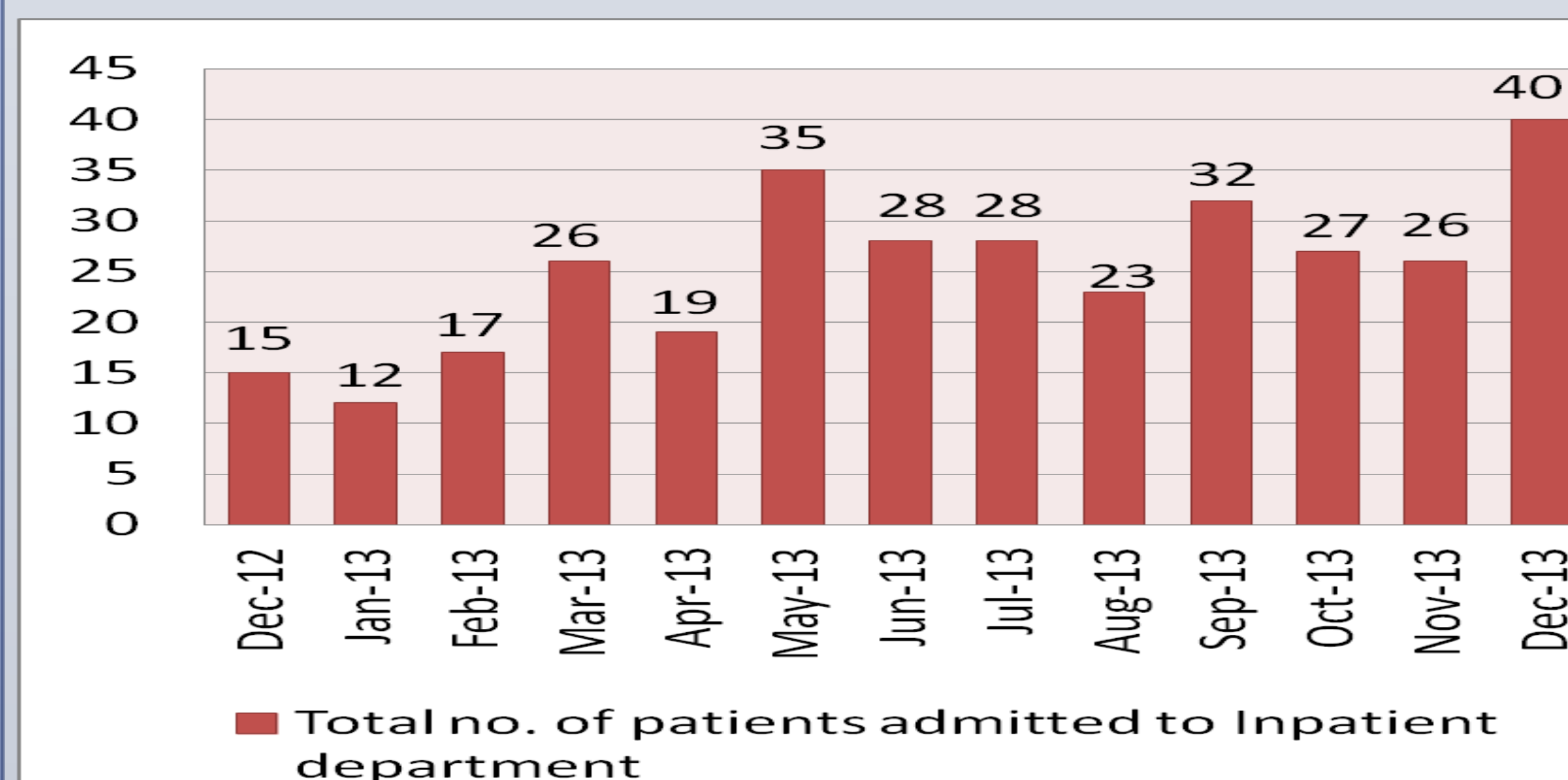
## NICU Goals/Objectives and services

- To provide the highest quality multidisciplinary healthcare service and to be efficient and safe to our newborns and their parents within the community we serve from the time of admission until discharge resulting in the best quality patient outcome.
- To create an environment of continuing improvement and developing evidence base world class practice to ensure our service is at the leading edge.
- The Neonatology department at AWH provides neonatal and family care 24/7 by highly specialized team before, during and after delivery of the babies as well as after discharge.
- For any possible high risk outcome, we counsel the parents about any encountered problems before or after delivery.
- Managing any neonatal problems needing resuscitation in LR operative theatre or emergency department for all low or high risk cases.
- Management of premature infant, low birth weight, or variety of other medical problems as infections, jaundice and feeding difficulties.
- High risk babies who are discharged from post-natal unit or NICU are followed up in a baby clinic run by highly specialized neonatal doctors.
- Following up the international patient safety goals and promoting the infection control strategies in the NICU, with special emphasis on strict hand hygiene .
- Focusing on family education respecting patients' dignity and confidentiality.
- Creating an atmosphere of staff motivation, encouragement, high performance and competency.

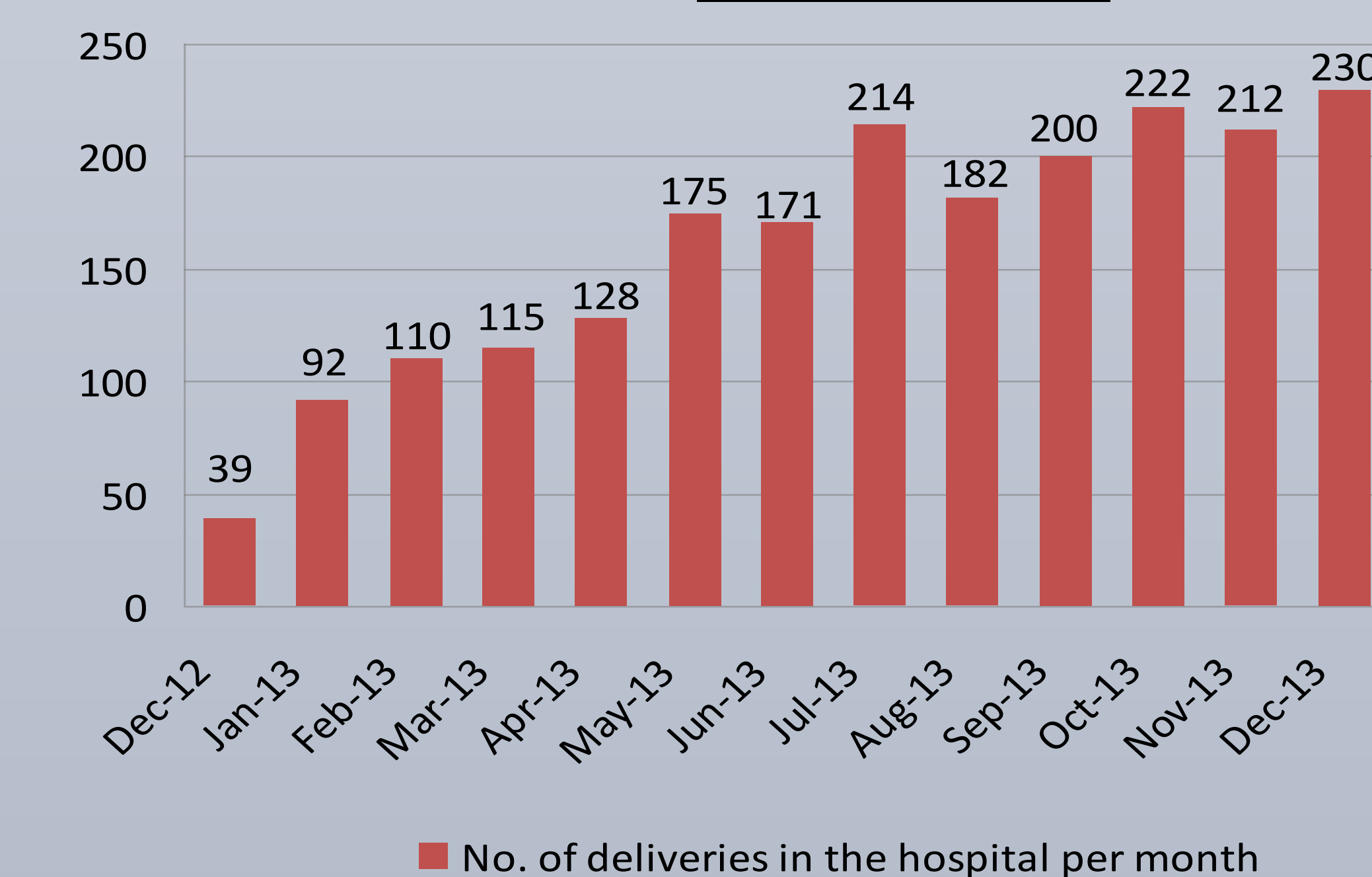
## Multidisciplinary Team

- NICU staff composes of neonatal consultants and specialists, neonatal nursing staff, dietician, social service, pharmacists, respiratory therapists, laboratory, radiology and physiotherapy, ophthalmologist who are all committed to give a variety of care in a timely fashion. Other supporting services e.g. cardiology, surgeons and occupational therapy can be involved when needed through written referral. Circumcision is done for baby boys by the local obstetric surgeons. A new born who needs more than AWH
- scope of service will be transferred to the women's hospital facility for further care.

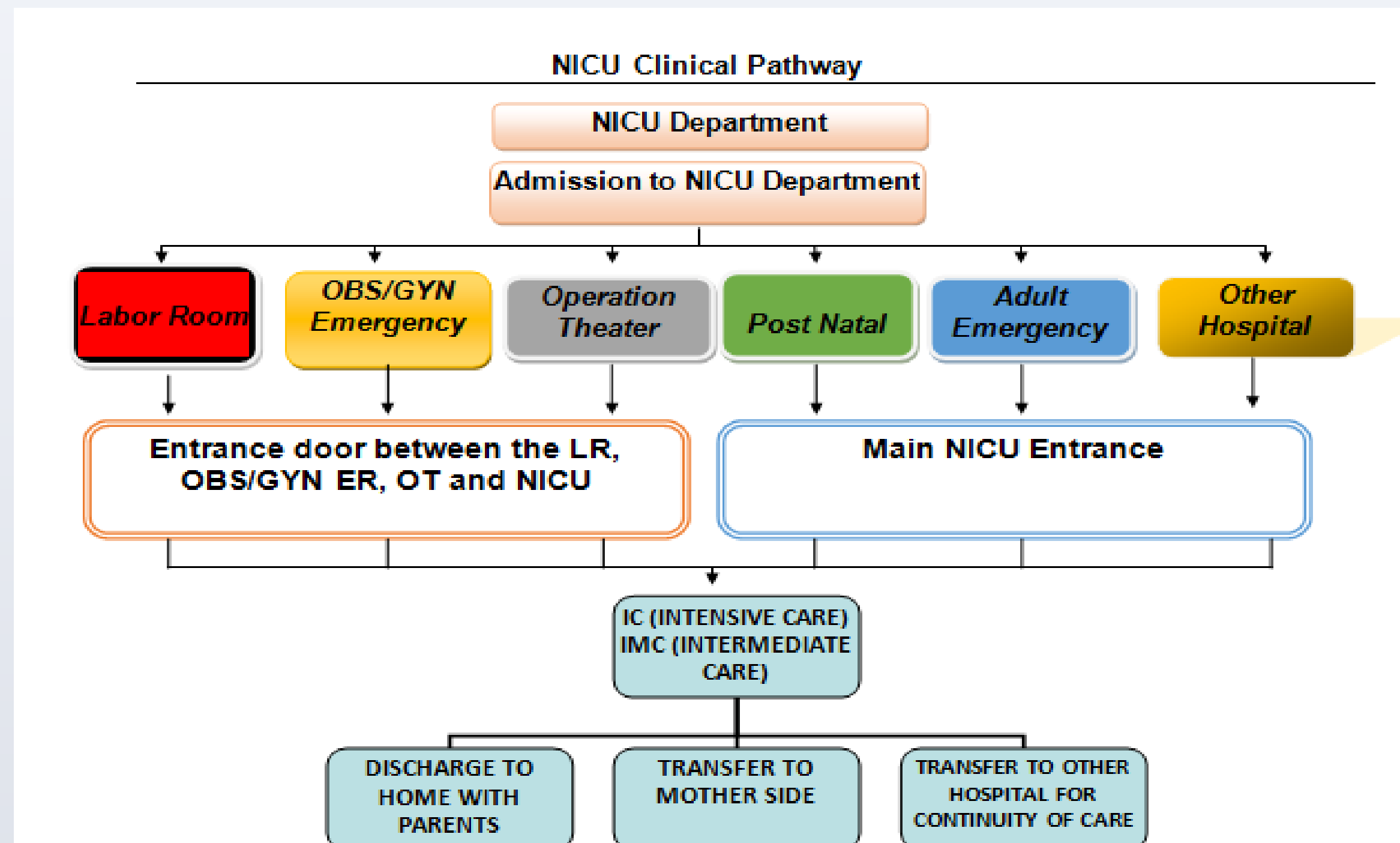
## Statistical chart of the rise in Neonatal admissions since December 2012



## Statistical chart of the rise in number of deliveries since December 2012



## Patient care Journey from admission to discharge



## Measurements

- Patient outcome: number of babies that achieved the recommended target weight and feeding volume on discharge approached 100%.
- We have one of the highest rates of compliance with the internationally recommended patient safety measures e.g. hand hygiene and lowest infection rates and medication errors.
- Mortality rates: Since we opened we had only 2 cases of deaths. They fall under the category of "medically highly expected death". Out of the current average
- 2000 deliveries per year this far below the internationally recognised average mortality rates in NICUs.

## Discussion/Lesson Learned

- The increment in the number of deliveries achieved so far means that the target of AWH deliveries/year will be reached during 2014 which be also increasing the number of admission to the NICU with rate of 10-15% of total deliveries.
- NICU will continue to follow the state of art, family centered care services.
- Patient safety goals will be maintained at the highest standards with less hospital acquired infections as well as maintaining the patients confidentially and dignity.
- The NICU will continue to maintain the multidisciplinary team environment.