



# What We Do

## Enhance Patient Experience at AWH – Mother & Child Division

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### Introduction

The mother & child team aim to achieving patient & customer satisfaction through providing excellent services at mother & child service at Al Wakra hospital that will exceed our patients’ expectations within safety requirements. Also to promote health and well-being of patient and families in safe and friendly environment that meets patient’s satisfaction. The project duration was between Dec 12 - March 14 and expected outcomes were achieved.

### Brief Outline of Problem

Introducing new healthcare service in short time with 50% in place resources (manpower & capital equipment) that effectively provides high standards of patient care.

### Assessment of Problem and Analysis of its Causes

At mother & child division, our aim is to promote the health and well-being of mother and babies by providing comfort and reducing stress in a safe and pleasant environment that meets safety requirements and accreditation standards. We work together to achieve mother & child division goals and objectives which are:

1. To provide safe, timely, appropriate and continuum of care to all antenatal, gynecological, postnatal, pediatric and newborn patients resulting in quality patient outcomes.
2. To be cost effective in the use of supplies, utilities and manpower.
3. To maintain and deliver inter professional, evidence-based patient care, by continuing education and competency validation of the staff.
4. To uphold the Patient’s Bill of Rights with the focus on patient and family education, personal and record privacy and confidentiality.
5. To Prevent Infections by following the standards of Infection Control Protocol.
6. To attain high patient, staff and physician satisfaction rate.

### Strategy for Change

At mother & child division, the management is unique. Means the nursing leaders are working side by side with managing senior consultant in leading effectively this new service. This is the true core of success. Huge managerial and administrative efforts were collaborative together with full support by HMC top administration.

- Commissioning team formulated for this purpose. It was a multidisciplinary team.
- AWH -project team members works within the mission of HMC to meet the accredited standards of high quality of patient care in line with HMC related policies and procedures.
- Forward step was made by top administrative leaders for commissioning mother & child service on December 12. During that time, huge managerial and administrative efforts were collaborative together to participate in this success. We plan to be a model for other hospitals in our corporate.
- During 2013, the plan was modified to meet patient’s needs. So AWH - mother & child expanded its services to manage patient’s needs as follow:

1. Inpatient Obs/Gyn: Eight (8) new beds were opened in addition to 24 beds at in 3-South Obs/Gyn Inpatient to accommodate the increase of patient’s census.
2. Pediatric Intensive Care Unit: Four (4) new beds were opened in PICU in September 2013 as a vital department to support PED and Inpatient pediatric unit.
3. Obstetric Day Care Unit: eight (8) new beds were opened for 12 slots appointment to decrease the admission to the Inpatient units.

### Team Members

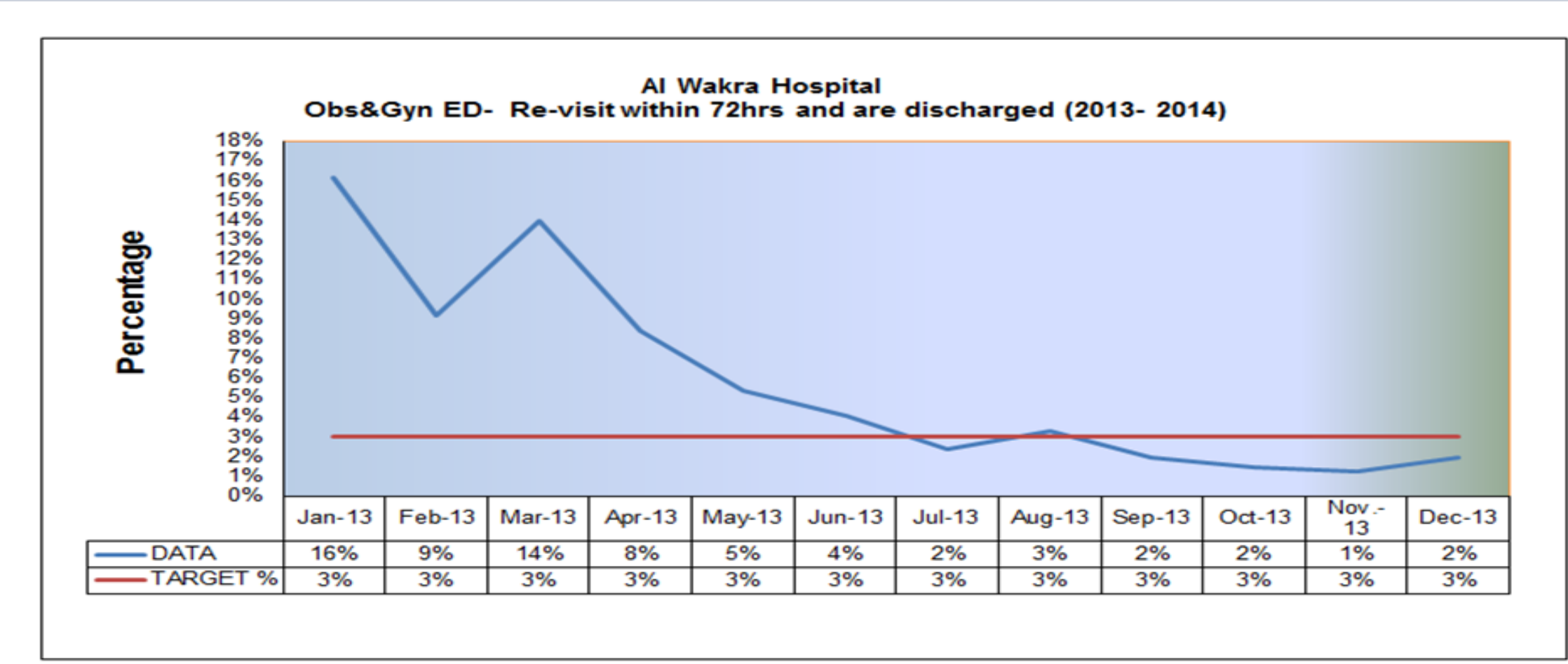
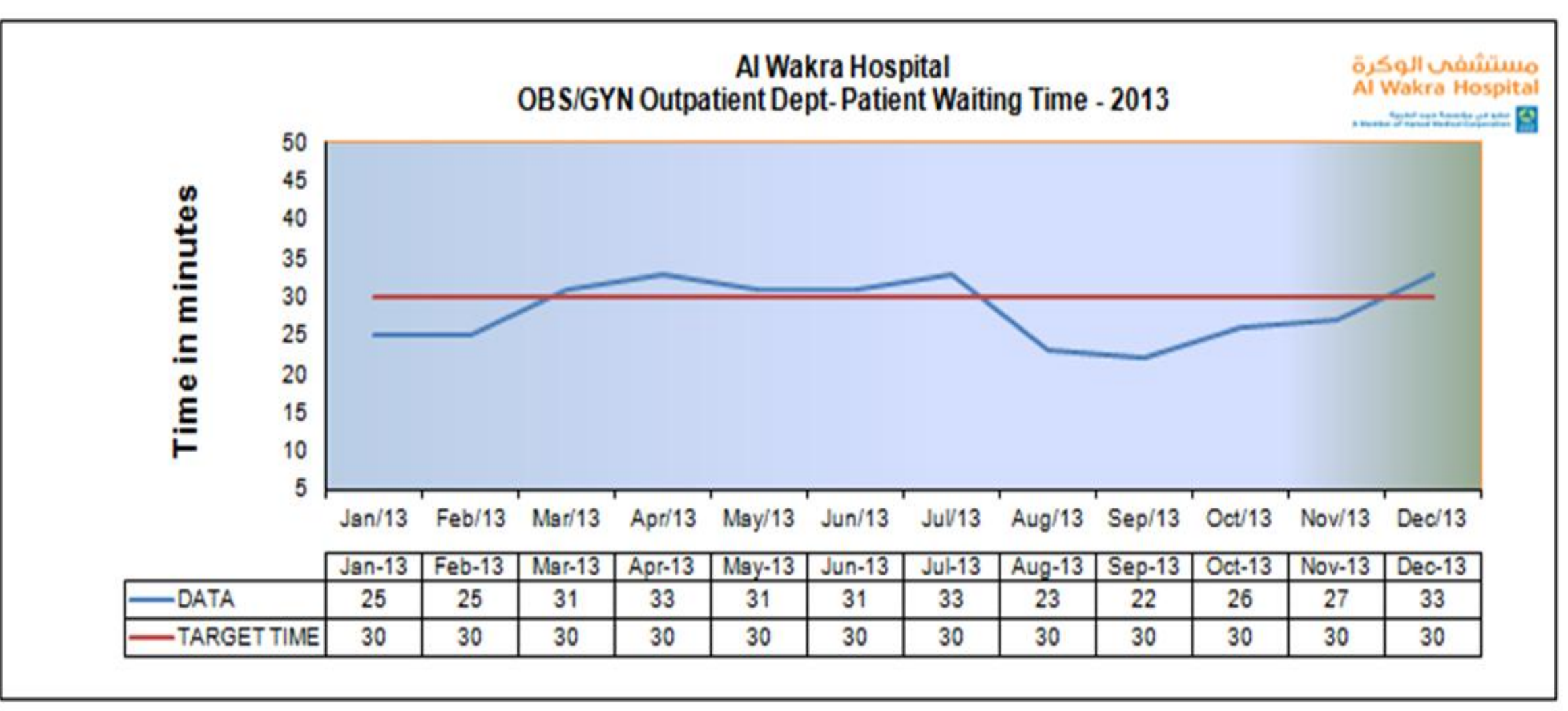


### Measurement of Improvement

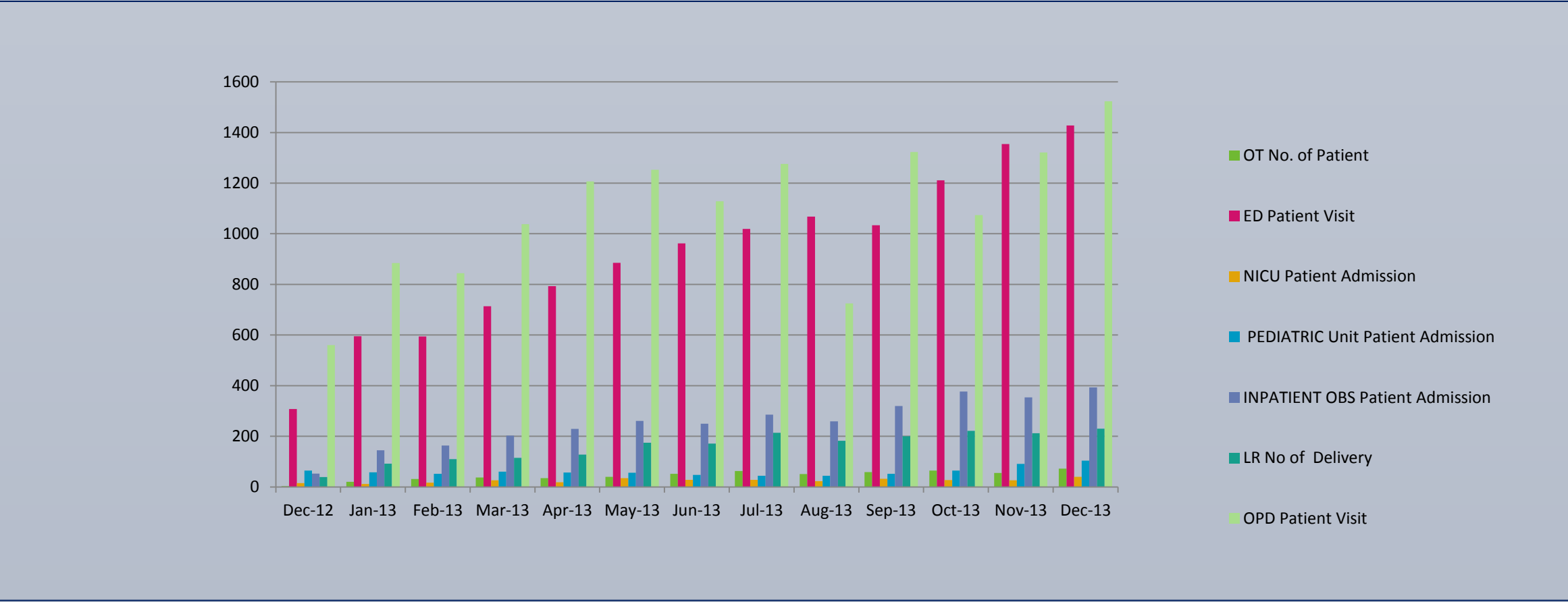
We do successfully achieve our success through:

- Monitoring our quality indicators of each unit on monthly basis.
- HMC Annual patient’s satisfaction survey.
- Monthly patient’s visit statistics: Division statistics shows increase in patient’s activity over the last year after the soft opening of AWH on Dec 12.
- Quarterly reports of infection control that showed all units met the standard target.
- Quarterly report of Surgical Site Infections among Cesarean Section Procedures showed excellent results.

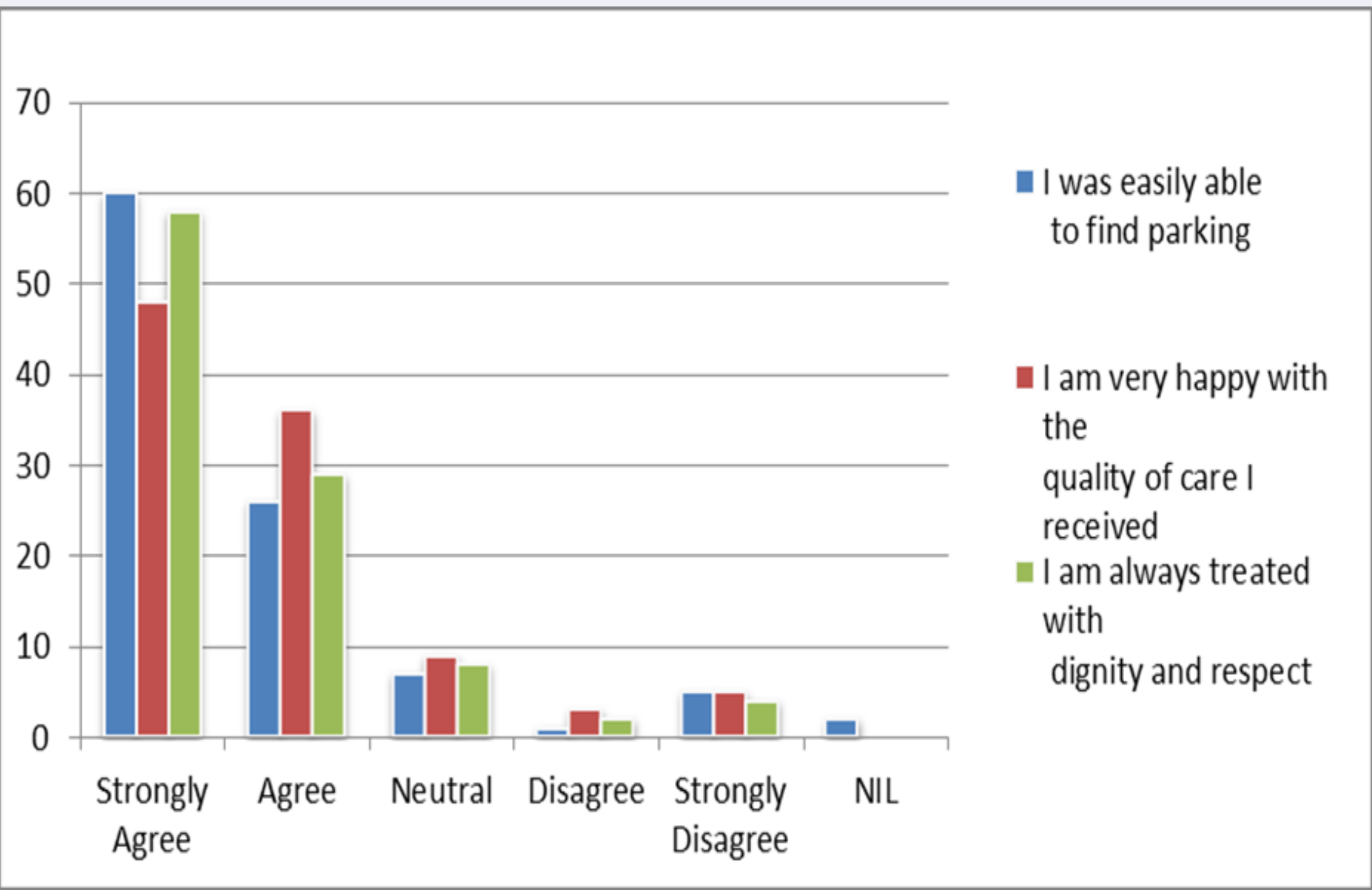
### QM Indicators



### Patient’s Statistics – 2013



### AWH- Patient Survey Result -OBG- OPD March 2014



### Effects of Changes

- Achieving excellent waiting time in all outpatient clinics that proved the delivery of excellent services to patients and their families.
- Division statistics shows increase in patient’s activity over the last year after the soft opening of AWH.
- Quarterly reports from infection control showed that all units met the standard target.
- National Health Insurance (NHI) phase 1 go live at AWH Obs/Gyn units on September 2013.
- During 2013, new appointment systems for outpatient clinic go live after an intensive efforts and training between the division and CHI corporate team which aim to improve patients experience in OPD, decrease waiting times and improve other quality measures.
- A corporate women and newborn network was developed to streamline the patient care in maternity and NICU units across the hospitals implementing the principle of “one system, multiple sites”.
- Nurses reported more positive job experiences and fewer concerns with patient care quality.
- Patients had significantly lower risks of death.

### Discussion/Lesson Learned

“Working together allows us to accomplish more than we could individually do”. Each of us is responsible for doing our best, keeping our commitments and sharing our knowledge to advance the mission of HMC. AWH is transforming knowledge and innovation into improved patient care in our community and is sharing best practices throughout the country.

As part of its ongoing efforts to improve access to health care in Qatar, we are dedicated to provide services that will exceed the expectations of our patients, resulting in a successful and profitable business.