

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

4th Anniversary Edition

April 2025 | Issue 48

HHQI LEARNING EVENTS

- High Performance Organizations Program – Cohort II
- Joy at Work Series for Medical Trainees

Check out
more on
page 7

ANNIVERSARY MESSAGE

Leadership Anniversary Message...
Together, we will continue to break boundaries, push ourselves beyond our limits, and support one another every step of the way. Let's turn the page to a new chapter, one filled with even greater accomplishments and more moments of inspiration.....read more on page 3

QUALITY INSIGHTS

We Learn, We Save...we aim to enhance food utilization, reduce unnecessary costs, and support a more sustainable approach ... read more on page 5



JOY AT WORK SERIES

Unity In Reflection: HHQI Iftar Gathering...Celebrating Iftar as the HHQI Family brought us closer, creating a stronger bond rooted in respect, appreciation, and shared traditions.....read more on page 6

Share your Inspiring True Stories!
For more details email us at
hhqi@hamad.qa

INSIGHTS AND MEMORIES



JOY AT WORK CORNER:

Draw A Square

Hurry! The first three (3) to submit the best answer will be published ... read more on page 7



Mr. Nasser Al Naimi

*Chief of Patient Experience
Officer and Director Hamad
Healthcare Quality Institute*

Dear INSIGHTS Readers,

As we mark the 4th anniversary of our *INSIGHTS* newsletter, we take a joyful moment to reflect on this incredible journey. What began with excitement, anticipation, and a bold vision has now grown into a vibrant, meaningful tradition that connects us with our community every month.

Launching the HHQI newsletter four years ago was both a thrilling idea and a challenge. We wanted something enjoyable to create and most importantly – an effective platform which is impactful in sharing our improvement efforts, initiatives, and successes.

Today, we are proud to say: mission accomplished—and the shared journey towards improvement continues....

Over these years, we've spotlighted the incredible work happening through our improvement collaboratives, showcased our full portfolio of training programs, and spread awareness of impactful quality improvement projects and programs through our collaboratives. We've celebrated the importance of *joy at work* and consistently aimed to *engage, inform, and connect with you*—our valued readers.

This anniversary isn't just about looking back, it's about *looking forward*. The journey toward improvement is ongoing, and we're excited to continue growing, learning, and sharing new insights with all of you. Thank you *for being an essential part* of this journey and for making it so meaningful. Here's to continued growth, shared learning, and an exciting future filled with fresh perspectives and opportunities.

Happy 4th Anniversary to *INSIGHTS*—and to all of us! Here's to many more years of success, connection, and progress!





Dr. Khawla Ahmed Athamneh

*A/AED, Hamad Healthcare
Quality Institute*

Dear INSIGHTS Readers,
Celebrating Our Journey Together.

As we celebrate another remarkable year of issuing the monthly newsletter "INSIGHTS", we stand at a pivotal moment—one that invites us to reflect on our achievements, appreciate the incredible journey we've undertaken, and boldly look ahead to the future. HHQI has not only grown but has transformed, overcoming challenges with unwavering resilience and an unyielding commitment to excellence. This anniversary isn't merely a marker of time passed; it's a powerful reminder of the profound progress we've made, both as a team and as individuals.

When we look back, the impact is undeniable. Every project completed, every obstacle faced, and every milestone reached is a testament to the collective strength, passion, and dedication each one of you brings to our mission. It is your creativity, your collaboration, and your relentless pursuit of excellence that makes HHQI truly exceptional. We are more than just an institution; we are a force of positive change, driven by the tireless spirit of the "Nojoom" team.

But what excites me most is not just the successes we've already achieved; it is the boundless potential of what lies ahead. The next year presents new opportunities, fresh challenges, and even greater possibilities for growth. Together, we will continue to break boundaries, push ourselves beyond our limits, and support one another every step of the way. Let's turn the page to a new chapter, one filled with even greater accomplishments and more moments of inspiration.

To our incredible "Nojoom" team: thank you. Your dedication, your hard work, and the unwavering support you offer to one another are the driving forces behind our success. It is because of you that we continue to rise higher.

And to our INSIGHTS readers: your continuous support and interest in our journey fuel our drive for ongoing improvement. Thank you for being a part of this transformative journey with us.
Looking forward to many more years of shared success, innovation, and growth.

Happy "INSIGHTS" Anniversary!



I'm **Cathy**, I started my career in psychology back in the Philippines, working in clinics, schools, and neurodevelopmental centers. Moving into healthcare quality felt like a natural shift—I love finding ways to make systems better for patients and teams. At HHQI, I get to work on projects that really matter to me—like helping teams grow through the training programs we deliver. I also pour a lot of heart into our Joy at Work program and HHQI INSIGHTS newsletter, because creating space for people to feel heard and supported is something I truly care about.



I'm **Mark**, and my path in healthcare began back home as a nurse and educator. Over time, I realized my passion wasn't just in providing care—it was in helping improve the way care is delivered across entire systems. Since moving to Qatar, I've been lucky to work on projects that truly make a difference, like leading quality improvement programs and supporting healthcare teams to create better, safer patient experiences. I've learned that real change takes collaboration, persistence, and heart. Every step I take in this field is fueled by a deep passion to help make healthcare better for everyone.



Dr. Raana. I'm passionate about improving healthcare, and over the past 15 years, I've had the privilege of working alongside amazing teams who share that same drive. I'm involved in programs that focus on building the skills and knowledge needed to create lasting change, not just in systems, but in the people behind them. For me, it's all about empowering others to make a difference—whether it's through coaching, guiding, or learning together. The best part of this journey has been seeing how small steps lead to meaningful progress and knowing that we're all contributing to better patient care, not just today, but for the future.



Khawla. Over the past 30 years, I've had the privilege of working in many parts of healthcare — each experience shaping who I am today. From patient care to teaching, my journey has been all about making a difference. I've had the chance to start programs that really matter, like improving patient safety and care, and creating opportunities for others to learn and grow.. Right now, as a leader, I'm focused on helping teams across Qatar build a better, safer healthcare system. What truly inspires me is seeing how we come together to make real, meaningful changes in people's lives.



Ana. My journey in healthcare improvement has been both challenging and fulfilling. At HHQI, I get to be part of programs that help people grow—not just professionally, but personally too. Coaching and mentoring others has been one of the most rewarding parts of my work; it is where real connections happen, and I get to witness people find their voice and confidence. I also help with our HHQI INSIGHTS newsletter, which feels like storytelling with a purpose—sharing the heart behind the work we do and reminding each other why we started this journey in the first place.



I'm **Smita**. With my years of experience, I've always been driven by the joy of taking on new challenges and doing my best to achieve great results. I'm passionate about supporting my team and making sure everything runs smoothly. What inspires me each day is the opportunity to contribute to a positive and collaborative environment where everyone works together toward a shared goal. Being part of a team that is focused on making things happen is what keeps me excited and driven every day.



Dr. Reham. For the past 20 years, I've been lucky enough to work alongside amazing people at HMC, starting as a front-line hematologist. Along the way, I discovered my love for improving healthcare and making a real difference in how we care for others. I'm passionate about helping teams grow, teaching, and sharing what I've learned with students and healthcare professionals. What drives me every day is knowing that the work we do, big or small, has the power to change lives and make healthcare better for everyone.



Maryanne. Throughout my career, I've been driven by the belief that real change in healthcare comes from empowering those who are closest to the work—leaders, teams, and individuals. It's been incredible to lead programs that inspire transformation and improve patient outcomes, especially at Hamad Medical Corporation with the Institute for Healthcare Improvement. What truly fuels me is seeing the spark in people when they realize they can make a difference — it's about giving them the confidence to believe in themselves and the work they do. I believe in the power of people to lead.



Thank You Message from the INSIGHTS Team

We would like to extend our heartfelt thanks to all the contributors, readers, and supporters who made this publication possible. Your time, talent, and trust have helped bring these pages to life. To our writers—thank you for sharing your stories, insights, and passions. To our readers—your continued engagement inspires us to keep creating with purpose.

With gratitude,
The Editors





by Cathy Jamias

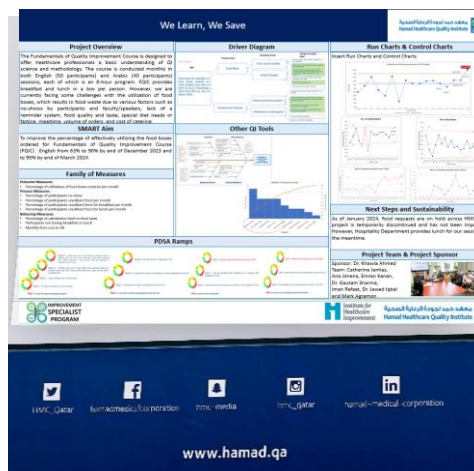
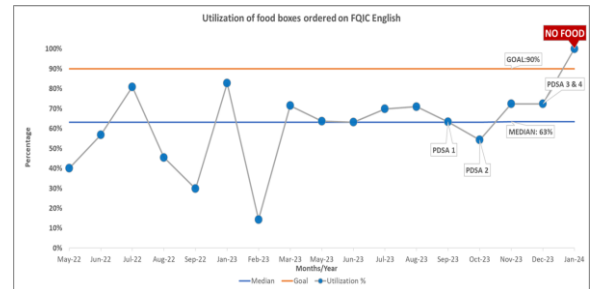
The "We Learn, We Save" initiative, part of the HHQI project, was launched to address a critical challenge—minimizing food waste and enhancing resource efficiency during training programs. This initiative underscores our commitment to operational excellence, sustainability, and the responsible use of resources, mirroring our belief that every learning experience and every resource must be maximized. By leveraging Quality Improvement (QI) methodologies, our goal is to improve food utilization, cut unnecessary costs, and adopt a more sustainable model for delivering education.

The Fundamentals of Quality Improvement Course (FQIC) is a cornerstone program designed to empower healthcare professionals with essential knowledge and skills in quality improvement. As part of enhancing the learning experience, FQIC provides food boxes to participants during the full-day training sessions conducted in both English and Arabic. However, over time, we observed a recurring issue—significant food waste. Despite careful planning, a considerable number of meals remained unutilized due to various reasons such as participant no-shows, lack of communication or reminders, dietary restrictions, and issues with food quality or timing. This not only led to financial inefficiencies but also conflicted with our values of resource stewardship and sustainability. We were able to identify significant food waste due to participant and faculty no-shows, absence of a reminder system, food quality or taste issues, dietary needs, fasting, or scheduling conflicts, overordering, high catering costs.

By identifying and addressing these root causes, "We Learn, We Save" has become more than just a waste reduction project—it is a quality improvement effort that reflects our dedication to continuous learning, responsible resource management, and delivering value in every aspect of our programs.

Moreover, the project was put on hold due to a pause in food requests across HMC. The Hospitality department was kind enough in providing meals for the program in January 2024 to December 2024. The project was presented in the Improvement Specialist Program.

While the project may not achieve its intended goals, it provides invaluable lessons on the importance of knowing when to begin and when to recognize the need to pause or change direction.





by Ana Jimena

Iftar Celebration...

Iftar is more than just a meal — it's a beautiful celebration of faith, discipline, and deep gratitude. It marks the end of a day of fasting, but its essence goes far beyond food. Iftar nourishes the soul, strengthens our faith, and brings hearts together through kindness, generosity, and shared joy.

Last 18th of March, the HHQI family came together to celebrate this special occasion at Golden Tulip. Surrounded by a delightful spread of traditional gastronomic dishes and a colorful array of sweets, the evening was not only spiritually uplifting but also filled with laughter, smiles, and warmth.

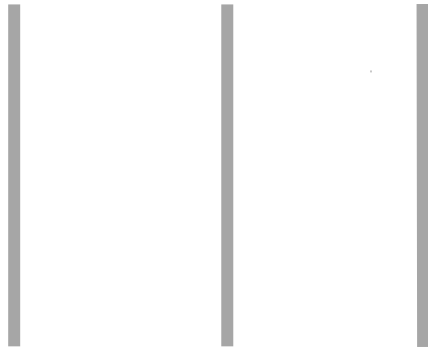
This time of togetherness gave us more than just a meal — it gave us memories. It reminded us of the value of unity, the power of gratitude, and the joy of being part of a caring family.

Celebrating Iftar as the HHQI Family brought us closer, creating a stronger bond rooted in respect, appreciation, and shared traditions. In a world that moves so fast, moments like these remind us to pause, reflect, and be thankful — not just for the food on our plates, but for the people around our table.



by Ana Jimena

Draw a square with 3 lines. Email your answer at hhqi@hamad.qa



Issue 47 Answer : *Riddle Time*

1. I can achieve with effort but often require some failure first. People say I'm the key to happiness and fulfillment. *What am I?* **Success**
2. I'm something that's free, contagious, and can brighten anyone's day. You can't hold me, but I can fill your heart. *What am I?* **Joy / Smile**
3. I am the quiet whisper in your heart, the gentle touch that comforts your soul. Though I can't be seen, I make you feel whole. *What am I?* **Love**
4. I am a quality that makes you great, yet I don't boast or seek praise. I lift others up, but I stay in the background. *What am I?* **Humility**

CONGRATULATIONS!

Ervin Denora Medina
Emergency Department
Heart Hospital

Sasikala Thangapandi
Pediatric Emergency
Hamad General Hospital

Anusree Prasad Nikhil Krishna
Admission and Emergency
Al Wakra Hospital



Share your insights with us at hhqi@hamad.qa

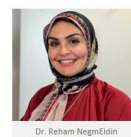
HHQI
LEARNING
EVENTS

MAY
2025

- 6-8 Improvement Specialist Program- Workshop 03
- 11-12 High Performance Organizations Program – Cohort II – Workshop 03
- 12 LearnQI with HHQI
- 13-14 Improvement Leadership Program – Cohort VIII – Workshop 03
- 15 Clinical Care Improvement Training Program Cycle 20- Graduation
- 18 Joy at Work Series for Medical Trainees
- 20 Improvement Coach Program Cohort I – Graduation
- 21 Clinical Care Improvement Training Program- Improvers Club
- 26 Fundamentals of Quality Improvement Course (English)
- 27 Fundamentals of Quality Improvement Course (Arabic)
- 27-29 Intermediate Quality Improvement Course
- 28-29 National Value Improvement Collaborative-Spread Learning 02

*“Milestones are proof
that we’re moving,
growing, becoming.”*

Anonymous



Dr. Reham NegmElidn



Dr. Khawla Ahmed

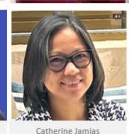


Maryanne Gillies

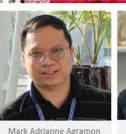
**HHQI
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Ana Mar Jimena



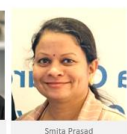
Catherine Jamias



Mark Adrianne Agramon



Dr. Raana Siddiqui



Smita Prasad