

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

August 2026 | Issue 64

Check out
more on
page 7

HHQI LEARNING EVENTS

- Coming soon !!

LEADERSHIP MESSAGE

Looking Ahead: Strengthening Our Collective Impact. ... read more on page 2

INSPIRING STORY

From Fall to Fall-Free: A Quality Improvement Journey in SSC 6 West Medical Unit-HGH... Every patient deserves to feel safe while healing. In SSC 6 West Medical Unit, patient falls remained a persistent safety challenge... read more on page 3

QUALITY SPOTLIGHT

Making Every Bed Count: The Early Supported Discharge (ESD) Journey to Save Hospital Bed-Days ... We recognized that some clinically stable patients remained in hospital simply because they still required IV antibiotic therapy... read more on page 4

QI JOURNEY: REFLECTION

"From Improvement Ideas to Impact: My Journey of Integrating Project Management with Quality Improvement" ... This integrated approach has changed how I manage improvement work... read more on page 5

QUALITY INSIGHTS

Optimization in Healthcare Quality: Moving from Better Care to Better Value... While improvement may enhance a process, optimization seeks to maximize value. read more on page 6

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



6 West Surgical Specialty Center – HGH Team



Home Healthcare Services Team



JOY AT WORK CORNER:

Word Search!

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



Mr. Nasser Al Naimi

Chief of Patient Experience and Director, Hamad Healthcare Quality Institute



Dr. Sahar Dahawi H H Al-Shamari

Assistant Executive Director, Hamad Healthcare Quality Institute

Dear INSIGHTS Readers,

Welcome to this edition of HHQI Insights. I am delighted to connect with you again as we continue our journey of sharing knowledge, celebrating achievements, and fostering excellence across our healthcare community.

In this issue, I am pleased to invite Dr. Sahar Dahawi H H Al-Shamari, Assistant Executive Director of Hamad Healthcare Quality Institute to share her perspective through the Leadership Message.

We hope you find this edition insightful and engaging, as we look forward to continuing our collaboration towards improvement.



Looking Ahead: Strengthening Our Collective Impact

As I reflect on the journey of Hamad Healthcare Quality Institute (HHQI) and the opportunities ahead, I am encouraged by the significant contribution HHQI continues to make in strengthening quality improvement, developing people and supporting better healthcare across HMC.

As we look to the future, it is important that we build on our achievements while remaining responsive to the evolving needs of our organization and healthcare system. Our continued progress will require a shared sense of purpose, clear priorities and a strong focus on creating meaningful impact.

We will continue to strengthen the way we work,

ensuring that our efforts are connected, purposeful, and focused on outcomes. This will enable greater coherence across our programs while creating opportunities for continued learning, development and innovation. An important area of focus will be the continued evolution of our learning and development programs. As healthcare changes, our curriculum must remain relevant and equip our staff with the capabilities needed to lead improvement in an increasingly complex environment. This includes strengthening skills in quality improvement, leadership, systems thinking, innovation, data and AI, change management, value improvement, sustainability and spread.

Collaboration will remain central to our success. By working across disciplines, programs and facilities, and engaging with our partners, we can strengthen knowledge exchange, share learning and accelerate improvement.

Our ambition is to continue developing HHQI as a connected, learning-oriented community that empowers people, supports innovation and enables sustainable improvement.

The next phase provides an opportunity to build on our strong foundation, learn from our experience and work together to create even greater impact for our patients, our staff and HMC.

From Fall to Fall-Free: A Quality Improvement Journey in SSC 6 West Medical Unit - HGH

Every patient deserves to feel safe while healing. In SSC 6 West Medical Unit, patient falls remained a persistent safety challenge. Rather than accepting falls as inevitable, the multidisciplinary team viewed each event as an opportunity to learn, improve, and strengthen the reliability of care.

Nurses, physicians, leaders, and support staff united around a common goal: *reducing patient falls and increasing Days Between Falls (DBF)*. Using the Plan-Do-Study-Act (PDSA) methodology, the team tested, evaluated, and refined interventions based on data and frontline feedback.

Key interventions included standardized fall-risk screening and reassessment, evidence-based prevention strategies, safety huddles, timely feedback, multidisciplinary incident reviews, and stronger engagement of patients and families. Each fall event was analyzed using clinical, environmental, staff, and patient information to identify contributing factors and opportunities for improvement. This approach promoted a culture of learning rather than blame.

Results were gradual but significant. The number of days without a fall increased from days to weeks and eventually months. DBF became a visible measure of system reliability, helping staff connect daily practices with patient outcomes. Through sustained engagement and continuous improvement, the unit achieved multiple periods exceeding 100 days without a patient fall.



Mr. Pacifico Jr Gallego
Head Nurse
SSC 6 West - HGH

Ms. Leslie Rachel Donor
Project Lead
SSC 6 West - HGH



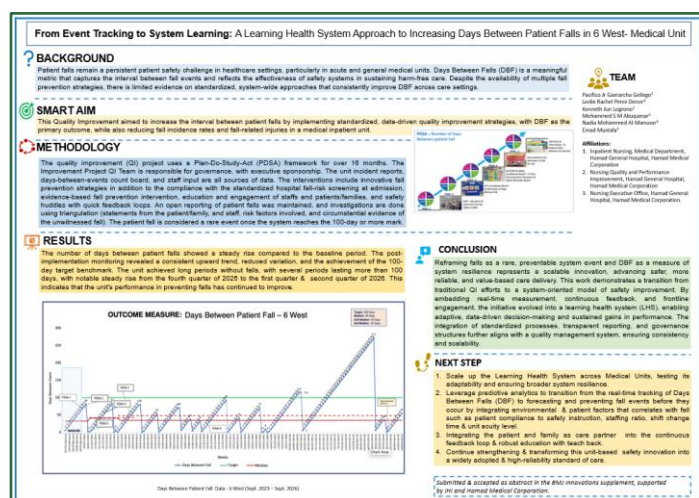
This project reflects the principles of the National Value Improvement Collaborative (NVIC) and the quality improvement approach championed by Hamad Healthcare Quality Institute (HHQI), bringing together people, data, improvement science, and frontline ownership to deliver safer, higher-value care and is selected for publication in BMJ Innovations, providing an opportunity to share its learning and improvement journey with a wider healthcare community.



Preventing falls not only protects patients from harm but can also reduce avoidable investigations, treatment costs, prolonged hospital stays, and additional resource use. The SSC 6 West experience demonstrates how structured quality improvement and multidisciplinary teamwork can transform a longstanding safety challenge into sustained and meaningful improvement.

“Every additional day without a fall represents a patient protected from preventable harm.”

Thanks to the leaders, authors, and ALL members of this project, especially to Medical Nursing, SSC 6 West Team - From Event Tracking to System Learning: A Learning Health System Approach to Increasing Days Between Patient Falls



Making Every Bed Count: The Early Supported Discharge (ESD) Journey to Save Hospital Bed-Days

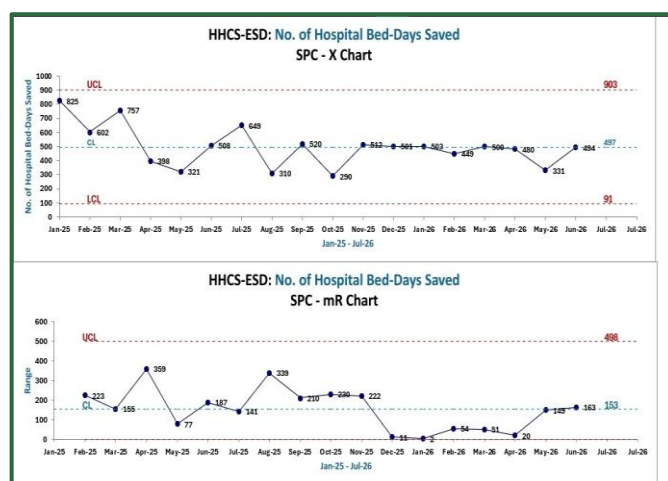
What started as an opportunity to improve hospital bed utilization became a meaningful Quality Improvement journey for the Home Healthcare Services – Early Supported Discharge (ESD) Team.

We recognized that some clinically stable patients remained in hospital simply because they still required IV antibiotic therapy. For appropriate patients, this treatment could safely continue at home with the support of our home care nurses. This allowed patients to leave hospital earlier while completing their treatment at home — saving valuable hospital bed-days without compromising safe, quality care.

Our team worked collaboratively to strengthen the ESD referral and discharge process, using QI tools such as the Model for Improvement, driver diagram, run charts, and control charts. The journey reinforced the importance of teamwork, clear processes, patient and family engagement, and using data to guide improvement.



Mr. Samuel D. Ricarte
Head Nurse
Home Health Care Services



Our results have been encouraging, demonstrating the significant contribution of ESD in reducing hospital bed demand through the early discharge of appropriate patients who could safely complete their IV antibiotic treatment at home.

Beyond the numbers, every patient supported through ESD meant an opportunity to recover in the comfort of home, closer to their family, while releasing a hospital bed for another patient who needed it.

As we continue this journey, our focus remains on sustaining our improvements, expanding ESD to suitable patient groups, and bringing appropriate care closer to home.

For our team, every bed-day saved represents more than a number — it represents care delivered in the right place, at the right time.





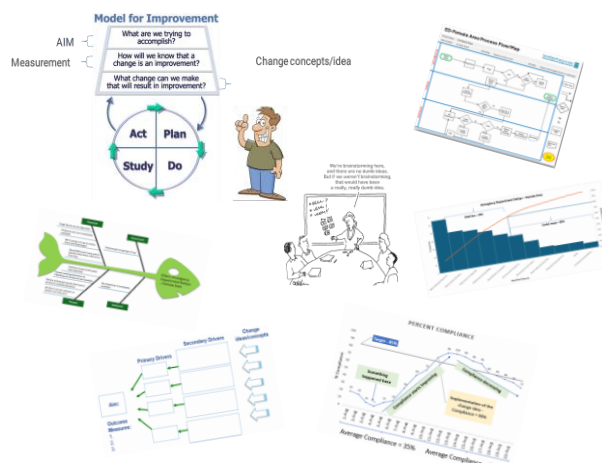
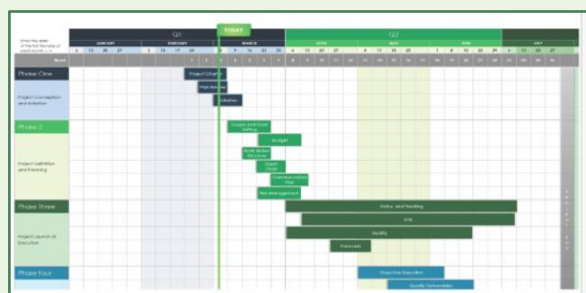
by Dr. Raana Siddiqui

“From Improvement Ideas to Impact: My Journey of Integrating Project Management with Quality Improvement”

At the same time, I used QI tools such as driver diagrams, process mapping, PDSA cycles, run charts, and control charts to understand the system, test changes, and determine whether those changes were actually leading to improvement.

For me, the real value of combining project management with QI is simple: it transforms improvement from an idea into a structured, measurable, and sustainable journey toward better care.

	National Value Improvement Collaborative- Event						
Event	Task Category	Audience	Purpose/Purpose(s)	Value Delivered	Dated	Status	Comments
	Agenda						
	Registration						
	Registration						
	Agenda						
	Agenda						
	Agenda						
	Break						
	Agenda						
	Lunch						
	Registration						
	Agenda						
	Registration						
	Registration						
	The Value Proposition						
	Agenda						
	Materials						
	Registration						
	Registration						
	Vendor Learning						
	Materials						
Educational							
Vendor Learning							
The Value Proposition							
Agenda							
Materials							
Registration							
Registration							
Educational							
Vendor Learning							
Materials							
Evaluation							
Evaluation							
Evaluation							



References:

Institute for Healthcare Improvement. (n.d.). Science of improvement. <https://www.ihl.org/about>



by Dr. Jawed Iqbal

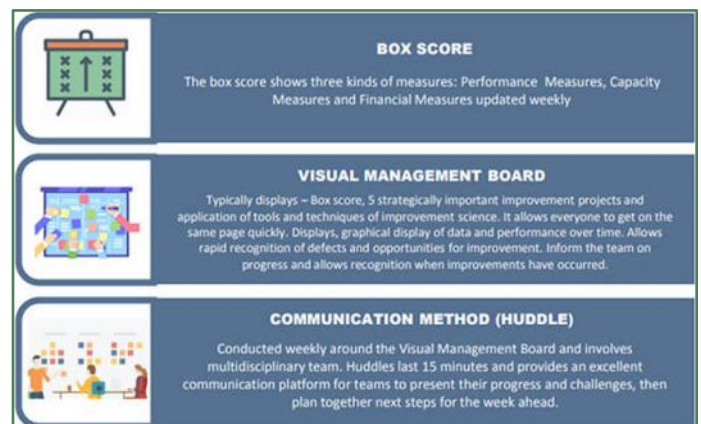
Optimization in Healthcare Quality: Moving from Better Care to Better Value

Healthcare organizations face increasing pressure to improve patient outcomes while managing rising costs, workforce challenges, growing demand, and expectations for safer, more patient-centered care. In this context, optimization goes beyond traditional quality improvement. Rather than simply making processes better, optimization focuses on achieving the best possible outcomes while balancing quality, safety, patient experience, capacity, workforce efficiency, and cost.

While improvement may enhance a process, optimization seeks to maximize value. For example, reducing outpatient waiting times from 60 to 40 minutes represents improvement, but optimization examines the remaining delays and explores redesign opportunities such as better scheduling, workflow changes, demand management, or digital solutions. The goal is to eliminate activities that add little value and strengthen those that improve patient care and organizational performance.

Measurement is essential for optimization. Healthcare organizations collect vast amounts of data, but meaningful improvement requires data that supports informed decision-making. A balanced approach considers clinical outcomes, patient safety, patient experience, operational performance, capacity, workforce impact, and financial results. Optimization evaluates the whole system rather than focusing on a single metric, ensuring that gains in one area do not create unintended consequences elsewhere.

The HMC Value Improvement Program provides a practical framework for healthcare optimization. It begins with a Linkage Chart, which connects improvement initiatives to organizational priorities, ensuring resources are focused on areas of greatest value. A Box Score then tracks progress through measures related to performance improvement, capacity creation, and cost reduction. These metrics are displayed on a Value Improvement Visual Board, making performance transparent and enabling frontline teams to monitor progress. Regular Weekly Huddles create accountability by reviewing results, addressing barriers, and agreeing on actions, establishing a continuous cycle of improvement.



Technology can further support optimization through automation, analytics, and digital workflows, but only after processes have been redesigned for efficiency. Ultimately, sustainable optimization occurs at the frontline, where multidisciplinary teams continuously identify opportunities, test solutions, and manage performance. The aim is not simply to do more with less, but to deliver better outcomes, create capacity, improve experiences, reduce waste, and achieve greater value from available resources.

References:

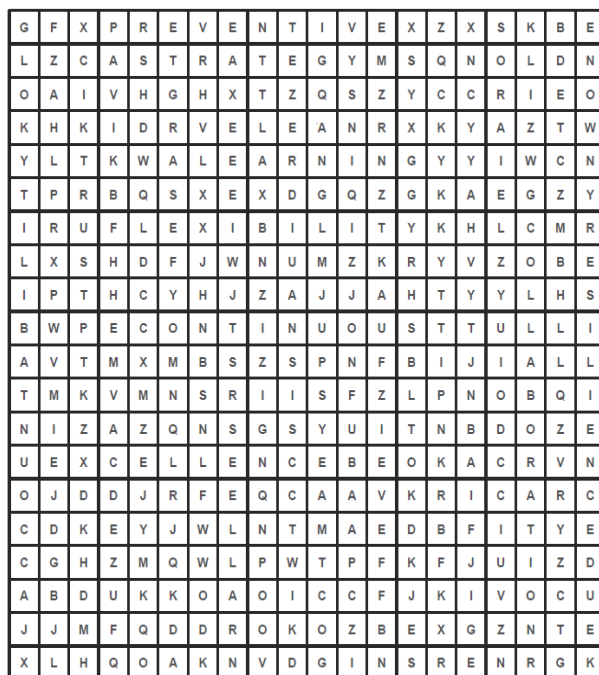
- Berwick, D. M., Nolan, T. W., & Whittington, J. (2008). The Triple Aim: Care, health, and cost. *Health Affairs*, 27(3), 759-769. <https://doi.org/10.1377/hlthaff.27.3.759>
- Frankel, A., Haraden, C., Federico, F., & Lenoci-Edwards, J. (2017). A framework for safe, reliable, and effective care. Institute for Healthcare Improvement & Safe & Reliable Healthcare. <https://www.ihl.org/library/white-papers/framework-safe-reliable-and-effective-care>
- Porter, M. E. (2010). What is value in health care? *New England Journal of Medicine*, 363(26), 2477-2481. <https://doi.org/10.1056/NEJMp1011024>



by Ms. Ana Jimena

Word Search! Find these Words. Email your answer at hhqi@hamad.qa

Kaizen
Lean
Trust
Innovation
Accountability
Preventive
Continuous
Collaboration
Excellence
Strategy
Resilience
Teamwork
Adaptability
Flexibility
Learning



“The capacity to learn is a **gift**; the ability to learn is a **skill**; the willingness to learn is a **choice**”

Brian Herbert

CONGRATULATIONS!

Nina Rachel Rosales Reyes

Head Nurse, AWH

Manal Elhusseini

Translator, Health Facilities Development

Elmer Diokno Kalalo

Outpatient Nurse, HGH

HHQI
LEARNING
EVENTSAUGUST
2026

Learning Activity loading ... Coming Soon!!

Issue #63 Answer : *Scramble Words!*

YFATES → Safety
IENCPATE → Patience
YXTIBIFLILE → Flexibility
PSERPOU → Purpose
SUIANSATLBIYIT → Sustainability
MVEEROMNIPT → Improvement
NLSELESW → Wellness
OTEMIONS → Emotions
LITNELNIGECE → Intelligence
GLLECHANES → Challenges
RIPNSIATION → Inspiration
EBANLER → Enabler
TIESOPPORUNIT → Opportunities
THGWOR → Growth
ESNIEILCER → Resilience



Did you know?

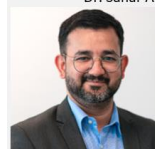
Research on **High-Performing Organizations** shows that organizations with the strongest long-term results focus just as much on **continuous learning and adaptability** as they do on targets and KPIs. In fact, many HPOs encourage employees to learn from failures and share knowledge openly, turning mistakes into opportunities for improvement.



Dr. Sahar Al-Shamari



Dr. Reham Hassan



Dr. Jawed Iqbal



Ana Jimena



Dr. Raana Siddiqui

HHQI
INSIGHTS
EDITORIAL
TEAMShare your insights with us at hhqi@hamad.qa