

# INSIGHTS

## HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

July 2026 | Issue 63

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### HHQI LEARNING EVENTS

• Coming soon !!

### LEADERSHIP MESSAGE

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**Share your Inspiring True Stories!**  
For more details email us at  
[hhqi@hamad.qa](mailto:hhqi@hamad.qa)



**3 West Surgical Specialty Center - HGH**



**Laboratory Team - NCCCR**



### JOY AT WORK CORNER:

#### Word Scramble!

Hurry! The first three (3) to submit the correct answer will be published ... read more on page 8



**Mr. Nasser Al Naimi**

*Chief of Patient Experience and 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. Majid Sultan M.K. Alabdulla, CEO and Medical Director, Ambulatory Care Center; Sr. Consultant Otolaryngology HNS Oncology and Reconstructive Surgeon, Head of HNS Unit to share his perspective through the Leadership Message. His insights and experience will inspire us all to lead with purpose, drive meaningful change, and strengthen our collective impact.

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



**Dr. Majid Sultan M.K. Alabdulla**

*CEO & MD, Ambulatory Care Center  
Sr. Consultant Otolaryngology, HNS Oncology & Reconstructive Surgeon, Head of HNS Unit*

At the Ambulatory Care Center (ACC), our commitment to safe, high-quality, and patient-centered care continues to guide everything we do. Through teamwork, continuous learning, and innovation, we are strengthening our services and improving the experience of our patients.

Our collaboration with the Hamad Healthcare Quality Institute (HHQI) has been an important part of this journey. Together, we have strengthened improvement capabilities, enhanced clinical pathways, improved operational efficiency, and delivered meaningful value across our services.

These achievements demonstrate what is possible when we invest in our people and empower teams with the right skills, tools, and support to drive sustainable improvement.

Looking ahead, ACC will continue to strengthen its partnership with HHQI, expand quality improvement capabilities, and embed value-based care across our services.

Together, we remain focused on delivering better outcomes and creating lasting value for our patients, our workforce, and the community we serve.

## A Note of Gratitude to Our HHQI INSIGHTS Readers

**D**ear HHQI INSIGHTS Readers,

As I write this message, I do so with a heart filled with gratitude and reflection as I conclude my 31-year journey with Hamad Medical Corporation.

Over the years, it has been a privilege to witness the evolution of healthcare quality and patient safety across our organization and to contribute, alongside many dedicated colleagues, to advancing a culture of continuous improvement. Through HHQI INSIGHTS, we have had the opportunity to share stories of innovation, celebrate achievements, highlight best practices, and connect a community committed to excellence in healthcare.

INSIGHTS has been more than a newsletter, it has been a platform to inspire, learn, and recognize the remarkable efforts taking place across our health system. I have been continually encouraged by your engagement, support, and commitment to improving care for the patients and communities we serve.

As I begin a new chapter in my life, I leave with immense pride in what HHQI, and our healthcare community have accomplished together. I am confident that HHQI will continue to grow and thrive, building on its strong foundation and advancing its mission under the leadership of Mr. Nasser, Dr. Sahar and the dedication of its exceptional team.

Thank you for being part of this journey. Thank you for your passion, your partnership, and your unwavering commitment to quality, safety, and person-centered care.

While I may be stepping away from my role, I will always remain an advocate for healthcare improvement and will carry with me the memories, friendships, and shared accomplishments that have made these years so meaningful.

I wish you all continued success, fulfillment, and inspiration as you continue making a difference every day.

With sincere appreciation and warm regards,

***Dr. Khawla Ahmad Athamneh***



## Quality as a Mindset: Turning Challenges into Opportunities for Growth

I firmly believe that improvement begins when we have the courage to acknowledge our failures and learn from them. It is through recognizing gaps and opportunities that true progress is achieved. This is where quality becomes more than a process or a requirement. It becomes a mindset.

A line from a popular song perfectly captures this philosophy: *"We can't fix it if we never face it."* These words resonate deeply with me in my role as a Quality Officer and a member of the NCCCR Quality and Patient Safety (QPS) team. They serve as a constant reminder that every assessment, observation, and evaluation is an opportunity to identify areas for improvement and move closer to excellence.



My work is not about impressing others; it is about expressing a genuine commitment to better customer care and patient outcomes. Every challenge I encounter fuels my determination to make a difference. More importantly, I hope to inspire others to embrace the same passion and motivation, encouraging them to take proactive steps toward improvement within their facilities, departments, and individual professional practices at HMC.

The people around me play a significant role in this journey. Administrators, committee members, quality teams, and frontline staff continuously inspire me through their guidance, encouragement, and unwavering dedication. Their voices and gestures of support strengthen my resolve to persevere and never give up, even when the path is difficult.

Leading and participating in quality improvement projects has taught me that every experience comes



**Ms. Ma. Gilrose Briñas Bautista**  
Improvement Coach  
Senior Technologist II /  
Quality Officer  
NCCCR

with its own mix of sweet, sour, bitter, and sometimes even bland moments.

Success is rewarding, while challenges can be demanding. Yet both positive and negative outcomes contribute to stronger teamwork, deeper professional relationships, and personal growth.

In our department, quality improvement initiatives have simplified processes and increased staff confidence in verifying results, ultimately supporting better patient care. For the organization, these efforts promote more effective utilization of resources. Most importantly, patient safety is enhanced through the accuracy and reliability of laboratory results, leading to better clinical decision-making and patient management.



Our quality journey continues. As improvements are shared across departments and facilities, we celebrate every achievement while recognizing that excellence is always a work in progress. By embracing quality as a mindset rather than a destination, we create a culture where learning, collaboration, and continuous improvement thrive for the benefit of our patients, our teams, and our organization.

# Standardizing Negative Pressure Wound Therapy (NPWT) Canister Utilization: A Journey of Sustainable Quality Improvement

Every quality improvement journey begins with a challenge. At HGH SSC 3 West, the challenge was simple: ***“How could we reduce the use of high-cost woundVAC canisters without compromising patient care?”*** With no clear guidance available at the time, the team turned to the best available evidence, reviewed the literature, and collaborated closely with the Wound Care Team, Infection Prevention and Control, HGH-QPS and the HHQI NVIC Team to identify a safe and sustainable solution.

The initiative began in 2023 as part of the National Value Improvement Collaborative (NVIC) and a broader wound care cost improvement project after NPWT canisters were identified as a major cost driver. The team saw an opportunity to standardize canister use through evidence-based practice, ensuring effective uninterrupted wound therapy while maintaining optimal patient outcomes.

Guided by the Model for Improvement, the team implemented a series of Plan-Do-Study-Act (PDSA) cycles. Key interventions included securing high-cost NPWT consumables under Charge Nurse oversight, introducing a utilization monitoring checklist, delivering staff education in collaboration with the Wound Care Team, and implementing patient-specific monitoring through a closed-system approach. These interventions strengthened accountability, optimized resource use, and supported consistent, high-quality wound care across the unit.

A Key milestone was the initiative’s early adoption of evidence-based NPWT practices through close



**Ms. Grace J. Babaran**  
Unit Quality Link Nurse  
3 West Surgical Specialty Center  
HGH

collaboration with the Wound Care Team. Before the release of the revised Clinical Protocol CPRO 24015: Negative Pressure Wound Therapy (NPWT) in November 2024, SSC 3 West had already implemented standardized dressing change practices aligned with current evidence. The updated protocol later validated the unit’s approach and reinforced its alignment with organizational best practices.



Today, the initiative is on its sustainability phase with regular monthly monitoring and ongoing staff engagement. Standardized NPWT practices have become part of everyday care, with staff consistently adhering to protocol requirements, infection prevention measures, and evidence-based wound management. Patient education has also become an integral part of the process, empowering patients to better understand their therapy and actively participate in their care.

Most importantly, this success belongs to our team. Through shared dedication, collaboration, and a commitment to excellence, SSC 3 West has transformed a challenge into an opportunity to improve both patient care while reducing the unnecessary wound care costs. *We extend our heartfelt gratitude to all who contributed to making this initiative a lasting success.*

# Strength Through Adversity: A Personal Reflection on Resilience



by Ms. Ana Jimena

**R**esiliency is the ability to adapt, recover, and grow when faced with challenges, setbacks, and unexpected changes. According to Southwick and Charney (2018), resilience is not a fixed trait but a set of skills and behaviors that can be developed through experience and adversity. Reflecting on my own life experiences, I have come to understand that resilience is not about avoiding difficulties or pretending that problems do not exist but about finding the strength and determination to overcome them.

Like many people, I have encountered situations that tested my patience, confidence, and perseverance. There were times when I felt overwhelmed by pressure, disappointment, or uncertainty. In those moments, it would have been easy to focus on what went wrong. However, I gradually learned that setbacks are not permanent. Each challenge carries a lesson, and every difficult experience provides an opportunity for personal growth. These experiences helped me become more adaptable, resourceful, and open to finding solutions rather than dwelling on problems.

One experience that had a significant impact on my understanding of resilience was living through the COVID-19 pandemic while being far away from my family. It was a difficult and emotional period filled with uncertainty, travel restrictions, and constant concern for the health and safety of my loved ones. Being unable to return home or support my family in person was one of the hardest parts of that experience. There were moments when I felt helpless, worried, and emotionally drained.



Despite these challenges, I learned the importance of staying connected and maintaining a positive outlook. I made it a habit to communicate with my family every day through video calls. Although we were separated by distance, those conversations helped us support and encourage one another. I also focused on the things within my control, such as fulfilling my responsibilities, taking care of my well-being, and maintaining a hopeful mindset.

This experience has taught me that resilience is not about being unaffected by hardships. Rather, it is about adapting to difficult circumstances, remaining hopeful, and continuing to move forward even when the situation feels uncertain. It showed me the value of emotional strength, flexibility, perseverance, and the importance of leaning on the support of family and loved ones.

As I reflect on my journey, I believe resilience is a skill that continues to develop over time. Every challenge presents an opportunity to build character, gain new perspectives, and become stronger. Moving forward, I hope to face challenges with confidence, embrace change with an open mind, and view setbacks as steppingstones toward personal and professional growth. Through resilience, I have learned not only how to endure difficult times but also how to emerge from them stronger and wiser.

***“Through my experiences, I have learned that resilience is not the absence of challenges but the ability to adapt and grow despite adversity”***

***(Southwick & Charney, 2018)***

## References:

Southwick, S. M., & Charney, D. S. (2018). *Resilience: The science of mastering life's greatest challenges* (2nd ed.). Cambridge University Press.



by Dr. Jawed Iqbal

As healthcare continues its digital transformation, we are surrounded by electronic medical records, real-time dashboards, artificial intelligence, and advanced analytics. While these technologies have revolutionized the way we work, digitalization is not the destination, *"it is the enabler"*. Its true value lies in improving measurable outcomes for our patients, our teams, and our organization.

Today's healthcare environment is increasingly data-driven. Every initiative, whether clinical or operational, is expected to demonstrate impact. The question is no longer, *"How busy were we?"* but rather, *"What difference did we make?"* Reducing patient waiting times, improving patient experience, increasing compliance with clinical standards, enhancing staff engagement, or optimizing resource utilization are all examples of outcomes that can and should be measured.

This is where a well-designed scorecard becomes invaluable.

A scorecard is more than a reporting tool; it is a roadmap that keeps individuals and teams focused on priorities. By defining clear objectives, measurable Key Performance Indicators (KPIs), achievable targets, and regular progress reviews, a scorecard transforms daily activities into visible achievements. It also promotes accountability, encourages continuous improvement, and aligns individual performance with the department's strategic goals.

Consider two hypothetical healthcare managers. (see Figure. 1)

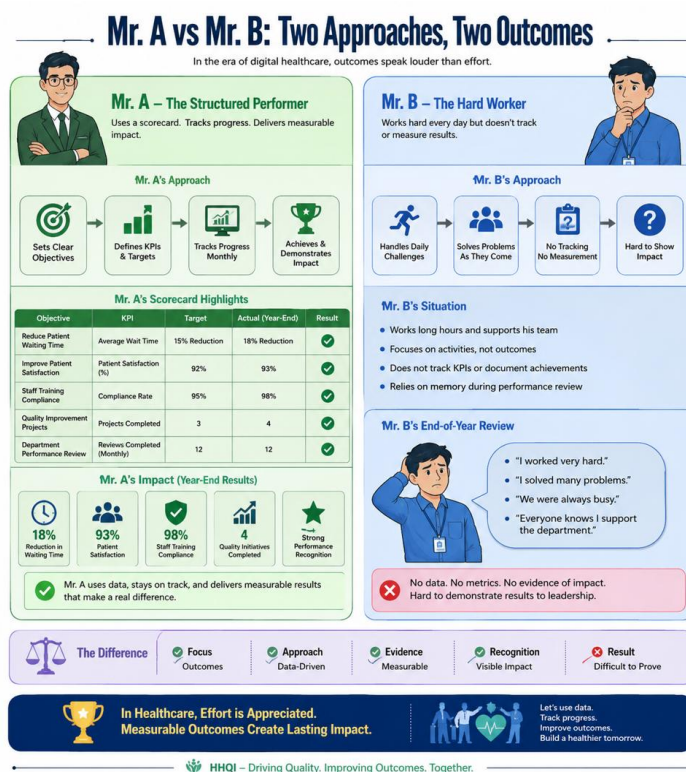
The difference between the two is not effort—it is measurement.

**Remember:** *In healthcare, effort is appreciated, but measurable outcomes inspire confidence, drive improvement, and create lasting impact.*

In an organization committed to excellence, data provides credibility. Digitalization enables us to capture performance, but it is our responsibility to use that information to tell the story of improvement. A structured scorecard ensures that achievements are not forgotten, overlooked, or left to interpretation. Instead, they become visible, measurable, and aligned with organizational priorities.

As our journey continues toward excellence, let us embrace digital tools not simply to collect information, but to demonstrate values. Every role, whether its clinical, administrative, or support, contributes to better healthcare outcomes. When we measure our progress, we strengthen our ability to improve, celebrate success, and make informed decisions for the future.

Figure. 1



## References:

Kaplan, R. S., & Norton, D. P. (1996). *The balanced scorecard: Translating strategy into action*. Harvard Business School Press.  
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

**Scramble Words!** Unscramble the letters to reveal each word. Email your answer at [hhqi@hamad.qa](mailto:hhqi@hamad.qa)

- YFATES → \_\_\_\_\_
- IENCPATE → \_\_\_\_\_
- YXTIBIFLILE → \_\_\_\_\_
- PSERPOU → \_\_\_\_\_
- SUIANSATLBIYIT → \_\_\_\_\_
- MVEEROMNIPT → \_\_\_\_\_
- NLSELESW → \_\_\_\_\_
- OTEMIONS → \_\_\_\_\_
- LITNELNIGECE → \_\_\_\_\_
- GLLECHANES → \_\_\_\_\_
- RIPNSIATION → \_\_\_\_\_
- EBANLER → \_\_\_\_\_
- TIESOPPORUNIT → \_\_\_\_\_
- THGWOR → \_\_\_\_\_
- ESNIEILCER → \_\_\_\_\_

**"When something goes wrong, we ask why. When something goes right, we should ask why as well."**

Erik Hollnagel  
(reflecting the Safety-II philosophy)

## CONGRATULATIONS!

**Ildelyn Kimberly Toribio Casimiro**  
Charge Nurse - RH

**Jon-Jon Agripa Mirabel**  
Food Cost Controller – Hospitality & Facilities Management

**Kavitha.P Jayaprakash**  
Charge Nurse - CDC

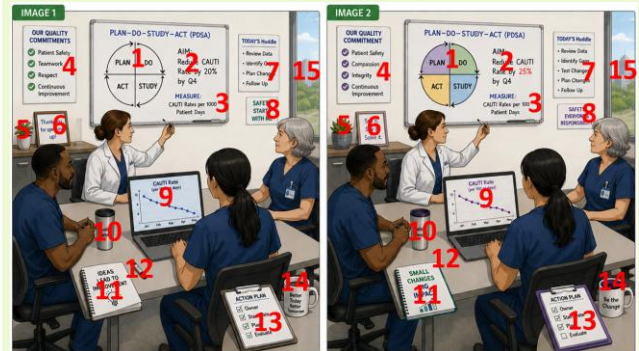
Share your insights with us at [hhqi@hamad.qa](mailto:hhqi@hamad.qa)

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J U L Y  
2 0 2 6

*Learning Activity loading ... Coming Soon!!*

Issue #62 Answer : *Spot the Difference!*



### Did you know?

One of the most powerful quality improvement tools is **studying things that go right, not just things that go wrong**. Traditionally, quality improvement focuses on identifying errors, defects, and failures. However, an emerging approach called **Safety-II** encourages organizations to examine why processes succeed under varying conditions. Researchers found that understanding how frontline workers adapt and prevent problems before they occur can reveal improvement opportunities that traditional root-cause analyses often miss.



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Dr. Khawla Ahmed

Dr. Reham Hassan

Dr. Jawed Iqbal

Ana Jimena

Dr. Raana Siddiqui

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