

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

May 2025 | Issue 49

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

JOY AT WORK SERIES-DERMATOLOGY



JOY AT WORK CORNER:

Change One Word

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*



Dr. Mohamad Hilani

*Chair of Clinical
Services
Anaesthesia,
Hamad General
Hospital*

Dear INSIGHTS Readers,

In times of challenge, resilience is our greatest strength. It's not about avoiding setbacks, but about facing them with courage, learning from them, and rising stronger each time. As leaders, we must model that mindset—staying focused, adaptable, and optimistic. Let's support one another, embrace change, and keep moving forward—together.

In this issue, I would like to thank and acknowledge Dr. Mohamad Hilani for sharing his leadership message.



HHQI STAFF DEVELOPMENT

It is with great pride that I share a message of appreciation and reflection on the strong and productive collaboration between the Anesthesia Department and the Healthcare Quality Institute (HHQI). This partnership has been a cornerstone in developing the department's quality improvement capacity and capability, helping us advance patient care through data-driven, sustainable improvements.

To date, more than 100 of our anesthesia staff including consultants, specialists, nurses, and technologists have successfully completed a range of HHQI programs. These include foundational and advanced QI courses, equipping our teams with the knowledge, tools, and confidence to lead meaningful change initiatives. This investment in professional development has directly translated into enhancements in clinical pathways, perioperative safety, and overall patient experience.

We have seen significant outcomes as a result of these efforts: reduced perioperative complications, improved efficiency and better adherence to best practices. More importantly, we are witnessing a cultural shift where quality, safety, and continuous improvement are embedded in our daily practice.

Our collaboration with HHQI has also been pivotal in the continued success of the Bi-annual Anesthesia Quality Day. With their expert guidance in project review and dedicated support to the Steering Committee, this event has evolved into a highly anticipated platform for showcasing departmental innovation, celebrating achievement, and inspiring further progress.

This partnership exemplifies what can be achieved when clinical excellence and a strong quality framework go hand in hand. I extend my sincere gratitude to HHQI for their ongoing support and to our staff for their unwavering commitment to advancing the quality of anesthesia services. Together, we are shaping a safer, more effective healthcare environment and better patient's experience.

CCITP: INSPIRING EXCELLENCE AT THE CUBAN HOSPITAL

For The Cuban Hospital team participating in the Clinical Care Improvement Training Program (CCITP) Cycle 20 was an incredibly enriching experience. This program provided a comprehensive overview of the different quality improvement project phases, emphasizing patient-centered care.

One of the standout aspects was the hands-on training sessions, where participants could directly apply theoretical knowledge to real-world scenarios. This practical approach not only enhanced our research skills but also boosted our confidence in handling improvement strategies. The interactive workshops facilitated collaboration among healthcare professionals, fostering a supportive learning environment where ideas and best practices

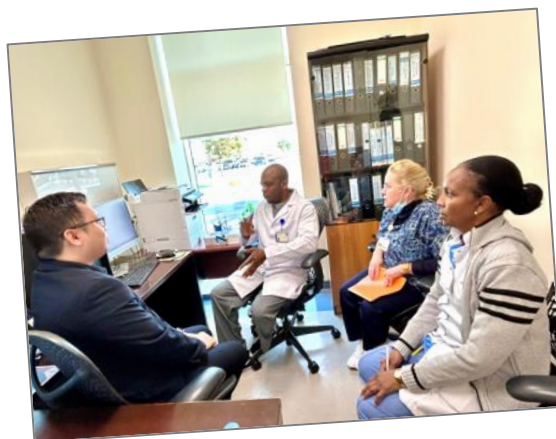
were freely exchanged.



Vilma Veranes & Anarelis Rodriguez

The program also highlighted the importance of continuous improvement and adaptability in clinical care. Through various modules, *we learned how to implement evidence-based practices* with the

purpose of improving patient outcomes. The emphasis on quality improvement and patient safety was particularly impactful, as it underscored the need for meticulous attention to detail and proactive problem-solving.



Dr. Rolando Dornes Ramon
Consultant Radiology, TCH

Moreover, the mentorship provided by experienced coaches was invaluable. Their guidance and feedback helped refine our skills and broaden our perspectives on patient care. Overall, the CCITP for The Cuban Hospital quality team was a *transformative experience* that significantly enhanced our professional capabilities and *commitment to excellence in healthcare*.

This wasn't just training. It was a catalyst for growth, and a reaffirmation of why we do what we do — to make a meaningful difference in every patient's life.

QUALITY OVER QUANTITY: A NURSE'S MISSION TO IMPROVE LIVES

As nurses, we are privileged to witness both the beginning and end of life. This profound responsibility drives my commitment to delivering the highest quality care—care that every patient not only needs but truly deserves.

For me, quality always comes before quantity. It means providing safe, effective, and compassionate care, focused on what matters most to each patient. It's about striving for excellence in every interaction and outcome.

Quality isn't static—it can always be improved. This belief drives my passion for quality improvement and the pursuit of changes that enhance patient care. It empowers healthcare teams to identify issues and work together to create meaningful, lasting improvements.

As the unit head nurse, I've led several quality improvement initiatives, consistently monitoring our unit's Key Performance Indicators (KPIs) to ensure progress. I take pride in our quality board, one of the most exemplary in the facility—updated regularly and reflecting real-time data and outcomes.

While I had long been involved in quality efforts, it wasn't until HHQI gave me the opportunity to attend the Fundamentals and Intermediate Quality Improvement courses that I received formal training. These courses bridged the gap between practical experience and theory, equipping me with the tools to confidently plan, implement, and evaluate initiatives based on accurate data and patient outcomes.

That learning has been instrumental in leading our unit's current project—the collaborative "Age-Friendly Health System" initiative. This program integrates the 4Ms framework—What Matters, Mentation, Medication, and Mobility—into our geriatric

care approach. It is especially meaningful and fulfilling to me, as it focuses on one of the most vulnerable populations: older adults aged 60 and above.

The initiative has allowed us to implement evidence-based practices that ensure patient needs are met comprehensively and compassionately. It not only benefits our geriatric patients but also empowers families and caregivers to better understand and support their loved ones. From admission to discharge, we prioritize what matters most, while carefully managing mentation,

medication, and mobility to promote recovery and preserve dignity. This project is deeply close to our hearts. We've witnessed many inspiring success stories—



Radzmalyn Teeh Pia Heade Nurse, MCRC

patients admitted with severe pressure injuries who healed; individuals who arrived delirious due to overlooked issues like constipation, whose 4AT scores improved from 8 to 0; and bedridden patients who regained mobility, thanks to our dedicated mobility team.

These stories reflect the true impact of quality improvement. Through structured, data-driven care, we've achieved better recoveries, fewer complications, and greater patient and family satisfaction. Many now request admission to our unit—a testament to the compassionate, high-quality care we provide. Building this reputation and making a difference in the lives of our elderly patients is something we're truly proud of.

As I, Radzmalyn, continue this journey, I remain committed to turning knowledge into action—delivering care that values quality over quantity. It's not about how much we do, but how well we do it—with safety, compassion, and a clear focus on what matters most to each patient. I hope our efforts help build a lasting culture of excellence that transforms care and lives—*because quality care isn't just what we do; it's who we are.*





by Mary Gladston Devkumar



by Smita Prasad

We recently had the opportunity to visit the “Pathway to Peace” exhibition held at the Sheraton, with our colleagues and it was a truly enriching experience. The exhibition was thoughtfully curated to explore the theme of peace from multiple perspectives—personal, social, and global through a variety of artistic and cultural expressions.



From the moment we entered, we were struck by the serene and reflective atmosphere. The space was adorned with artwork, multimedia installations, and interactive displays that encouraged us to pause, reflect, and engage in meaningful dialogue about peace and coexistence. One of the highlights was a series of visual stories showcasing the journeys of individuals and communities who have overcome conflict and adversity to build bridges of understanding and hope. The exhibition featured compelling video presentations of past incidents, which moved our hearts.



A knowledgeable guide conducted a tour of the exhibition, offering concise and informative explanations throughout. Overall, the Pathway to Peace exhibition was more than just a display, it was an invitation to reflect on our role in promoting harmony within ourselves and our communities. It served as a powerful reminder of the enduring impact of conflict and the importance of collective efforts towards healing, understanding, and lasting peace.

We felt a sense of pride in learning about Qatar’s significant contributions, both past and ongoing toward promoting peace and humanitarian efforts. We left the exhibition deeply moved with a renewed perspective and a greater appreciation for the value of peace and resilience.



A REFLECTION: INNOVATION AND THINKING DIFFERENTLY WITH DE BONO'S SIX THINKING HATS



Edward de Bono's Six Thinking Hats offers a transformative approach to innovation by encouraging individuals and teams to think deliberately from multiple perspectives. In a world where creativity is increasingly valued, this structured framework stands out as a powerful tool to break habitual thinking patterns and unlock new possibilities.

Each "hat" represents a distinct mode of thinking: factual (White), emotional (Red), critical (Black), optimistic (Yellow), creative (Green), and process-oriented (Blue). By consciously shifting among these hats, innovators can explore ideas holistically—balancing logic and emotion, creativity and caution. This deliberate thinking structure promotes depth, balance, and clarity, avoiding the common pitfalls of one-sided or reactive thinking.

The real power of the Six Thinking Hats lies in its ability to challenge cognitive biases and stimulate fresh insights. For example, the Green Hat encourages ideation without constraints, while the Black Hat tests those ideas against reality, ensuring they are robust and actionable. Meanwhile, the Red Hat brings emotional intelligence into the process, ensuring that innovations connect meaningfully with human needs. The Blue Hat's oversight role ensures all thinking styles are considered, enabling structured yet flexible dialogue.

Moreover, the framework fosters better collaboration. It provides a shared language that encourages inclusive participation, turning potential conflict into constructive exploration. Rather than debating which idea is best, teams are empowered to examine how each idea contributes to the bigger picture.

In essence, De Bono's Six Thinking Hats is more than a thinking technique—it's a mindset shift. It teaches us to think about thinking, making innovation not just a flash of genius but a disciplined, inclusive process. By embracing this method, we become better equipped to think differently, solve complex problems creatively, and bring more meaningful innovations to life.

6 Thinking Hats*



Logic

Facts
Neutral info
Data

Caution

Problems
Risks
Threats



Management

Procedures
Rules
Plans

Creativity

Ideas
Solutions
Alternatives



Positivism



Benefits
Advantages
Value

Emotions

Feelings
Intuition
Hunches



*De Bono's Six Thinking Hats

Reference

- De Bono, E. (1985). Six thinking hats. Penguin Books.
- Kivunja, C. (2015). Using De Bono's Six Thinking Hats model to teach critical thinking and problem-solving skills essential for success in the 21st century economy. Creative Education, 6(3), 380–391. <https://doi.org/10.4236/ce.2015.63037>

by Ana Jimena

Can you change one word into another by changing one letter at a time? Each intermediate word must be a valid English word. Email your answer at hhqi@hamad.qa

1. COLD → WARM

Can you transform **COLD** into **WARM** in 4 steps or fewer?

2. HEAD → TAIL

Can you transform **HEAD** into **TAIL** by changing one letter at a time?

3. FISH → BIRD

How many steps does it take to change **FISH** into **BIRD**? One letter at a time!

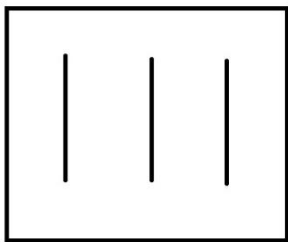
4. LOVE → HATE

Change **LOVE** into **HATE**, one letter at a time. Can you do it in 3 steps?

5. LION → BEAR

Can you transform **LION** into **BEAR**? Take it step by step, one letter at a time

Issue 48 Answer : *Draw A Square*

**CONGRATULATIONS!**

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Share your insights with us at hhqi@hamad.qa



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“The oak fought the wind and was broken, the willow bent when it must and survived.”

Robert Jordan, Author



Dr. Baham Negrin-Eddin



Dr. Khawla Ahmed



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