

Patient Quality and Safety Handbook

Putting Patients First



Patient and Family Education

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15-0435

How to get ready for the upcoming JCI survey

1. Be enthusiastic and excited about showcasing how good we are.
2. Listen carefully to the question being asked.
3. Be equipped to retrieve documents to support your answers when requested.
4. If you do not know the answer, simply tell the surveyor that you do not know and you will find out from your supervisor.
5. NEVER use phrases, like, "sometimes," "we try," "but," "occasionally," "maybe" or "now and then." Any combination will send up a red flag, implying that we are not consistent. This will result in more questions from the surveyor. Use phrases like "always" and "never."
6. Only give responses to questions you are asked and have data to support.
7. Be cooperative, not defensive. A defensive posture could trigger a defensive response.
8. When answering questions, it can be helpful to give a real life example, that illustrates how you have used your practices/ processes.
9. If the answer to a question is a "yes" or "no," then answer "yes" or "no" and wait before elaborating.
10. Try to be comfortable. Do not panic.

مستشفى النساء Women's Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Our Vision is that the service is transformed to provide an internationally competitive specialized multidisciplinary clinical practice matched with first-class educational and research programs based in well-equipped facilities.

Our Mission is to provide the people of Qatar with a comprehensive first class healthcare system for women and their newborns.



INTERNATIONAL PATIENT SAFETY GOALS (IPSG)

IPSG 1

Goal 1: Identify Patients Correctly.

Two identifiers: The patient's full name and Health Card Number/QID.

IPSG 2

Goal 2: Improve Effective Communication.

- Receiver should document a complete verbal / telephone order or a critical test result. This should then be read back by the receiver, and confirmed by the individual who gave the order or test result.
- Notify the physician about the critical test result for immediate intervention.

IPSG 3

Goal 3: Improve the Safety of High Alert Medications.

- High Alert Medications are medications that are involved in a high percentage of errors and/or sentinel events, such as: insulin, heparin and chemotherapeutics.

IPSG 4

Goal 4: Ensure a Correct Site, the Correct Procedure and the Correct Patient Surgery.

- Surgical sites should be clearly marked by the performing surgeon when the pre-operative verification process is conducted, and then documented on the checklist.
- A time out is held immediately before the start of any procedure/ surgery to ensure a correct site, the correct patient, and the correct procedure / surgery.

IPSG 5

Goal 5: Reduce the Risk of Health Care Associated Infections.

- Follow hand hygiene guidelines.
- Use of PPE.

IPSG 6

Goal 6: Reduce the Risk of Patient Harm resulting from a Fall.

- All inpatients and outpatients are assessed to identify fall risks using specific assessment tools.
- Fall prevention measures are implemented for patients identified to be at risk and ongoing reassessments are done and documented.

How to Access Policies

1. Log on to HMC's intranet
<https://itawasol/EN/Pages/default.aspx>
2. Click on HMC Policies



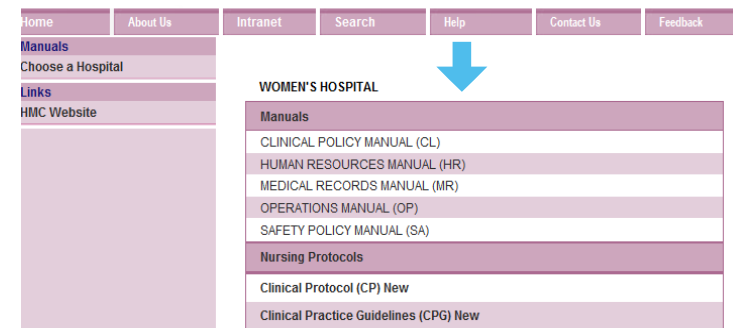
3. Select a Hospital



4. Select your Hospital



5. Select your Choice Accordingly



Workstation and Information Security

Statement of Purpose – This policy provides general guidance on important information on security practices and detailed information related to step-by-step courses of action that can be found in the relevant SOPs, processes and standards.

HMC Vision:

“Employees shall use the encryption techniques to ensure that all HMC approved and HMC owned devices are secure from unauthorised access and misuse.”

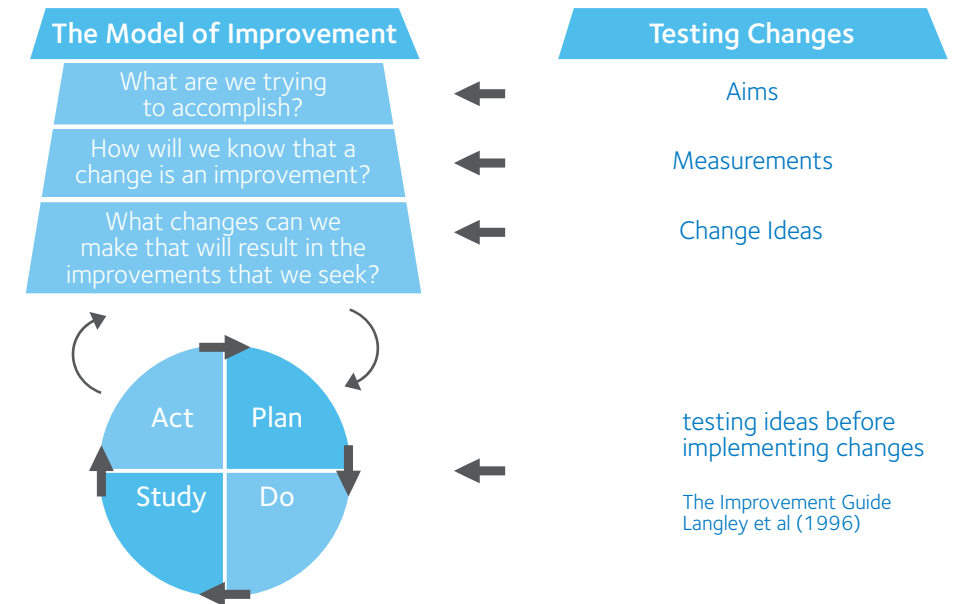
Ensure patient’s confidentiality, by:

- Locking your computer or logging out after use.
- Ensuring medical information on computer terminals is not visible to other patients or individuals who are not directly involved in patient care.
- Not sharing passwords.
- Not discussing patient specific information in public areas like elevators, food courts and hallways.

DO NOT SHARE PASSWORDS OR KEYCARDS

Quality Improvement

HMC Methodology for Performance Improvement



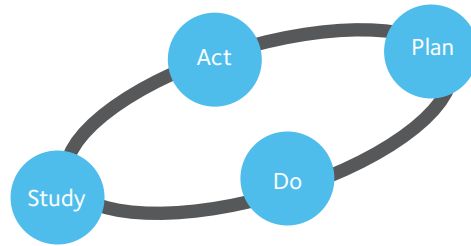
P.D.S.A:

Plan the change.

Do or implement the changes.

Study the results (data collection and analysis) and lessons learned.

Act to understand the changes and continue to improve the process.



What is a sentinel event?

Unexpected occurrence involving death or serious physical or psychological injury to a patient or patients not related to the natural course of the patients illness.

This includes:

- Unexpected death of a full-term infant or maternal death.
- Infant abduction.
- Surgery on the wrong individual or wrong body part.

What is a near miss?

Is an unplanned event that did not result in injury, illness, or damage but had the potential to do so e.g. medication error caught before reaching the patient.

What is FMEA

Failure Mode and Effect Analysis is the systematic, proactive method for evaluating a process to identify where and how it might fail to assess the relative impact of different failures, in order to identify the parts of the process that are most in need of change.

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The Women's Hospital "FMEA" project for the past 2 years.

| Year | Failure Mode Effect Analysis |
|------|---|
| 2014 | Induction of labor on the wrong patient. |
| 2015 | Preventing unintended retained foreign body during surgery. |



Emergency Codes

CODE RED = FIRE

4439 2333

CODE BLUE = ADULT RESUSCITATION

4443 6555 OR 55

CODE WHITE = NEONATAL RESUSCITATION

4443 6555 OR 55

CODE PINK = INFANT ABDUCTION

4439 6924 OR 3292

CODE ORANGE = BOMB THREAT

4439 6924 OR 3292



Fire Safety Procedure

R

Rescue or remove anyone in immediate danger

A

Activate manual call point and call the control room

C

Close any doors and windows that you can

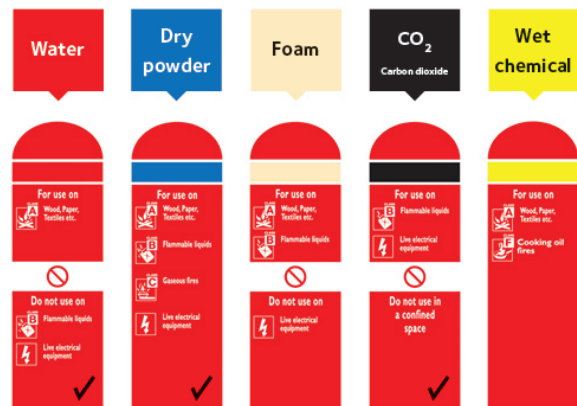
E

Extinguish the fire only if you are confident and it is safe to do so

Types of Fire Extinguishers

The guide below outlines the appropriate fire extinguisher to be used on the different types of fires.

KNOW YOUR FIRE EXTINGUISHER COLOR CODE



✓ = Types of fire extinguishers found in your Units types of Fires.

Extinguisher Procedure

P Pull the pin of the extinguisher (if required)

A Aim extinguisher nozzle at the base of the fire

S Squeeze handle slowly to discharge the extinguisher

S Sweep nozzle from side to side, aiming at base of the fire

Check that the fire does not re-ignite

Spill Procedure

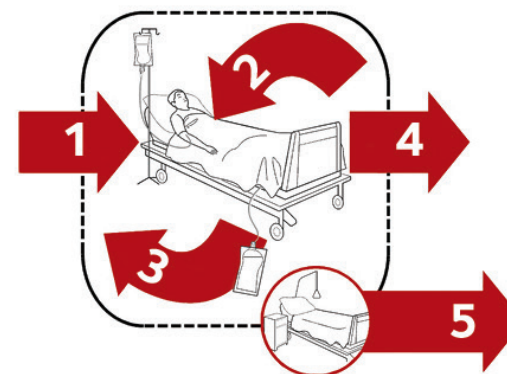
S Secure the area wearing personal protective equipment

P Protect patients and visitors

I Inform the control room by calling 4439 2333

L Leave the clean up to the Environmental Safety Officer

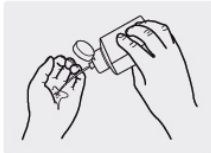
Hand Hygiene



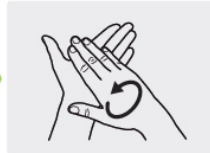
- | | |
|---|-------------------------------------|
| 1 | Before touching a patient |
| 2 | Before an aseptic procedure |
| 3 | After body fluid exposure |
| 4 | After touching a patient |
| 5 | After touching patient surroundings |

How to Handrub

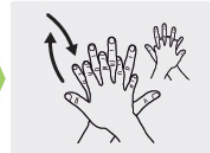
Duration of the entire procedure: 20-30 seconds 



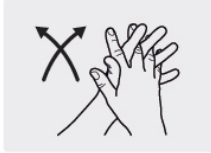
Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



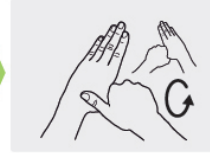
Right palm over the back of the left with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



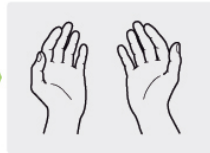
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

Source: World Health Organization