

Private Nursing Services Newsletter

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Executive Desk



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Edon-PNS & HHCS

The COVID-19 Pandemic has fundamentally shifted the way people work. The Private Nursing Services has worked hard to cope with the anxieties, fear and caution within the community while maintaining a high level of care for the patients we support.

Capturing the lessons as we progress through the phases of the pandemic is crucial. Hence, implementing changes that would ensure and sustain staff and patient safety was our priority from the beginning. This was aided by implementing tele-triage, shifting communication through virtual/phone calls, enhancing hygiene through education of patients / families, encouraging physical distancing where possible, and checking the Ehteraz and temperature of visitors are just a few of the most effective control measures implemented.

Managing the psychological health and well-being of the people in the community, as well as our staff, will continue to be a priority in the future.

I am immensely proud of our efforts to achieve the Planetree Gold Certification for Excellence in Person-Centered Care. Private Nursing Services is the first private nursing community service in the world to accomplish this and we could not have done this without your support over the past two years. Well done to the whole team!

2022 PNS SUMMARY OF EVENTS, HIGHLIGHTS & ACHIEVEMENTS

Planetree Person-Centered Care Live Experience Assessment

It was a long journey for all of us across Private Nursing Services, and Outsourcing Agency Partners to achieve this accreditation that is particularly relevant to our patient-oriented service. Together with our patients and their families, we have developed and nurtured a person-centered care culture in the community. We believe that through partnership equity, accountability and empowerment we reach a gold standard in patient care and this has resulted in attaining the Planetree Gold Certification for Excellence in Person-Centered Care.

Our private nursing community service is the first in the world to accomplish this accreditation. We are embarking on the next phase post-certification and we aim to improve our services and systems with the ongoing expertise and support from the whole team. We are looking forward to working with you on the continuing person-centered care journey.

“Success is a journey, not a destination. The doing is often more important than the outcome”

Arthur Ashe – American professional tennis player and activist



“The Planetree Certification is the only award that recognizes excellence in person-centeredness across the continuum of care,” said Susan Frampton, President of Planetree International, a not-for-profit organization that has been at the forefront of the movement to transform healthcare from the perspective of patients for more than 40 years. “This Gold Certification signals to its patients, and community that the Private Nursing Service is an organization where staff partner with patients and families, and where patient and family comfort, dignity, empowerment and well-being are prioritized as key elements of providing top-quality clinical care.”

PATIENT EXPERIENCE INTERVIEW AND EDUCATION IN THE COMMUNITY

Home visits play a vital role in promoting health educating and enhancing patient and family awareness related to their medical condition and services offered. The family – nurse contact allows the team to assess the home and family situations in order to provide the necessary nursing care and health-related activities. All new prospective patients' overall health condition is assessed, including their home environment, to ensure patient and staff safety. Patients who are already receiving our services are visited to assess any progress in their condition. The nurse provides ongoing health education to patients and their relatives and becomes represents an important care facilitator.

Private Nursing Services uses the Person-Centered approach, and this also allows them to share their experiences and provide advice on how to handle their present condition without further complications and pursue living a healthier life in the face of any existing ailment. The trained team assesses the level of competency of the patients/families and caregivers, in view of their involvement in and support of continuity of care, especially when the assigned nurse is unavoidably absent. During patient education and interview, they will be asked (whether the assigned Nurses are involving them in handover, if they know the diagnosis and condition of the patient, and whether they have questions to ask regarding the ongoing care approach). This approach enables any problems to be identified and improvement plans to be mapped out.

Many patients and families have shown remarkable improvement and appreciation for being involved in the care and we have seen how well this approach works. Some of the outdated practices being followed in the communities have been changed and new practices implemented. Patients and relatives are happy to actively participate in decision making, which allows them to identify incidents and minimize complications more efficiently.



POLICY AWARENESS

The PNS Quality Team



PNS Quality team conducted policy awareness sessions for staff and the outsourcing agency from January till March 2022. These valuable training sessions helped to update the staff on the policy and how to facilitate the policy and rule of compliance on key points, such as fall prevention and patient identification.

PNS INFECTION CONTROL AND PREVENTION



The PNS IC team successfully overcame COVID-19 challenges in 2021 and during the third wave of the pandemic in early 2022. This year we revised the Infection Control Program for 2022. We also started monitoring two more Key Performance Indicators (KPIs), which include CAUTI Monitoring and COVID-19 exposure among staff.

PNS QUALITY IMPROVEMENT PROJECT

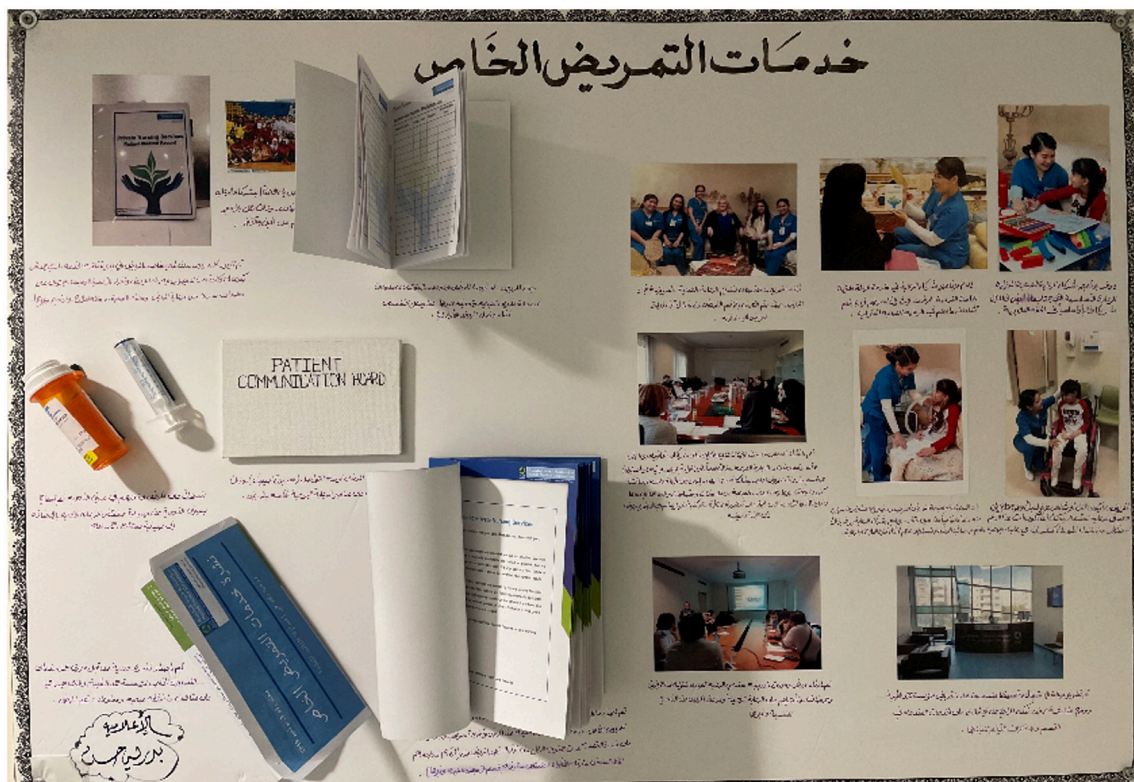
Golden Catch Project: A Proactive Approach



Establishing patient safety reporting systems is an important step for improving patient safety. Private Nursing Services Quality Team initiated the improvement project "GOLDEN CATCH: A PRO ACTIVE APPROACH" to improve patient safety, as well to motivate staff in reporting any incidents of near misses.

The WHO defines a near miss as "an error that has the potential to cause an adverse event (patient harm) but fails to do so because of chance or because it is intercepted". According to the Institute of Medicine, a near miss is "an act of commission or omission that could have harmed the patient but did not cause harm as a result of chance, prevention, or mitigation"

PERSON CENTERED CARE PRACTICES AND INITIATIVE



PCC Board (Person Centered Care)

The PCC board was initially presented by one of the PFAC Committee members during the certification assessment. It was a real surprise for the whole PNS team and filled them with pride. The PCC board includes all the initiatives and improvement projects and achievements done by the teams (PNS-Agency staff, PFAC, Streaming Committee) e.g. patient passport, PNS- newsletter, patient information book, and patient medical record.

Recalling staff on boarding:

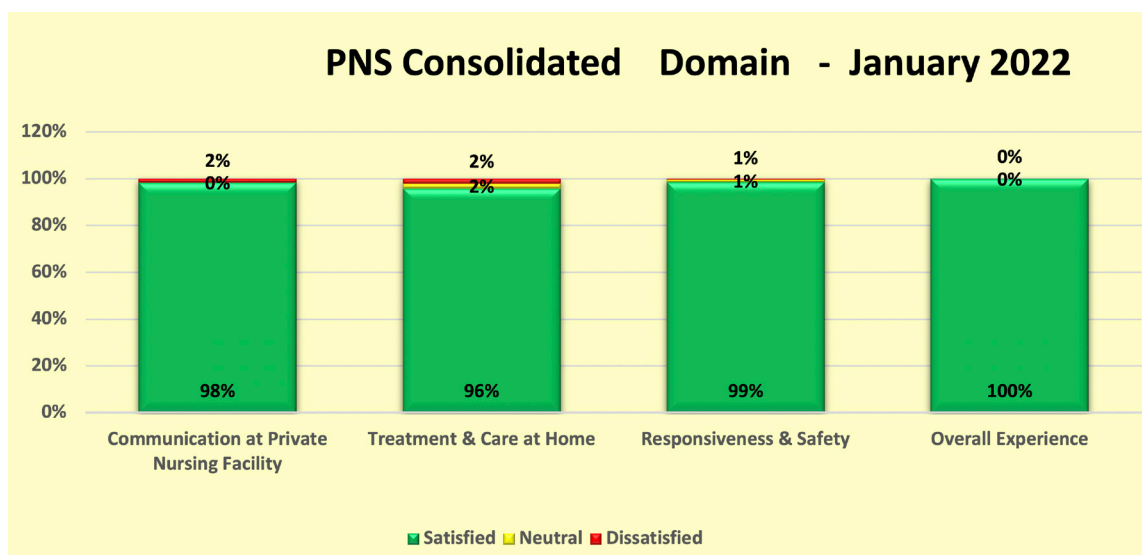
The COVID-19 pandemic, which was first noted at the end of 2019, introduced a significant challenge globally for healthcare providers. Well trained healthcare professionals are essential for the care of patients with an infection. With the increasing number of COVID19 cases in Qatar, HMC put strategies and actions in place to ensure availability of more trained staff. The PNS team helped the staff re-boarding team from HR with this important task. This project facilitated staff who were willing and able to resume their duties to return to Qatar and receive the necessary re-boarding training. As a result most of the staff who returned were able to report to their duty as soon as they arrived back in the country.

"Alone we can do so little; together we can do so much."

Helen Keller, American author, disability rights advocate, political activist and lecturer.

PATIENT SATISFACTION SURVEY 2022

Domain	Satisfied	Neutral	Dissatisfied
Communication at the Private Nursing Service	98%	0%	2%
Treatment & Care at Home	96%	2%	2%
Responsiveness & Safety	99%	1%	1%
Overall Patient Experience	100%	0%	0%



The Annual Patient Satisfaction Survey (PSS) was conducted in January 2022 covering 90 PNS patients and their family members. The survey was aimed at understanding their perceptions of the services offered at Private Nursing Services (PNS).

The results show that 100% of patients were satisfied with PNS, and 99% of patients would recommend PNS to their friends and family. These ratings are a clear indication that PNS is providing safe, effective, and compassionate care through its outstanding services.

WEEKLY HEALTH TIPS

The PNS leadership team is committed to encouraging staff to be proactive about their health. Weekly health information is therefore sent to all PNS staff to promote health and wellbeing awareness and to share simple tips of what we can do at work or home to improve how we feel.

If you see any interesting health and wellbeing promotion tip (such as a poster or info graphic) that you thought was inspiring, useful and fun, and one that you would like to share with your colleagues, please send this to Ms. Samantha Laurel (SLaurel@hamad.qa) to include in the schedule.

Remember, sharing is caring – especially if it is something that can help another person!

