

Private Nursing Services Newsletter



Executive Note

Ms. Nadya Al Rauili

Executive Director, PNS
and HHCS

The Planetree International Review Panel granted Private Nursing Services (PNS) permission to apply for the Distinction Certification process last year. In order to attain the level of Planetree Person-Centered Care Distinction, PNS must continue to fulfill the requirements of their current Gold-level certification by creating Compassionate Human Interaction (CHI) Arabic, which encourages mutual compassion and Do Good by focusing on the vulnerable, frequently underserved, and/or difficult-to-reach population of patients living with dementia who are admitted to the PNS.

As a result, PNS will strengthen the culture this year by upholding its standing and advancing the person-centered care model beyond what is necessary to obtain re-certification. The ultimate goal is to develop and implement patient and family engagement initiatives in a way that benefits all parties involved in the healthcare system.

We strive for the greatest level of recognition for the department, our employees, and our patients, who ought to get the most excellent care that is efficient, safe, and compassionate.

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Special thanks to HMC
Corporate Communication
Department for their
support to PNS Team.

Patient Experience Interview

We Value your experience.

We are delighted to share with you the inspiring story of one of our patients who benefited from our service. Our patient's sister, Noora, who was identified as her care partner, graciously granted us an interview to discuss her PNS experience.

Her brother had been battling a long-term medical issue that needed to be treated with specialized attention. The patient got the individualized treatment and compassionate care he required in the convenience of his own home thanks to the hard work of our committed nurses.

Noora told us during our interview how her family's life

had been greatly touched by our nursing service in addition to his brother's health improving. "My brother's and my family's lives have changed as a result of the nurses' support and care.

In addition to attending to my brother's medical requirements, the nurses gave my family members insightful guidance and direction. Attending the CHI Arabic program also gives us as a family the tools to actively participate in the patient's care and helps us to understand the nurses better. Additionally, as PFAC members, we greatly benefit from patient and family feedback, suggestions, and innovative solutions that help to

ensure a coordinated patient-centered approach to care." Noura revealed.

Our nursing outsourcing agency nurses are not only highly trained providers but also passionate educators, of whom we are really proud. To make sure they have the information and abilities needed to give their loved ones the best care possible at home, they collaborate closely with family members and care partners. Our nurses go above and beyond to provide families with the resources they require to ensure the safety and comfort of our loved ones.



Welcome the Year Meeting and PNS Staff Awards

The devoted PNS staff members gathered for their yearly new year staff meeting in a touching event full of expectation and togetherness. The occasion provided an opportunity for the team to address issues and strengthen their sense of unity in addition to acknowledging the outstanding accomplishments of the previous year.

It was clear that this was more than just a regular meeting as coworkers welcomed one

another and shared stories from the previous year. It was a celebration of accomplishments both individually and as a team.

The Abrar Honor of Excellence Award, which represents going above and beyond, creativity, and a commitment to patient care and teamwork toward coworkers in the workplace, was presented during the gathering. Those who reflect PNS's basic values and have made noteworthy contributions to nursing care in

the community are eligible to receive this esteemed honor.

Additionally, PNS presents an annual length of service award to recognize the nurses' constant loyalty and dedication to HMC. By honoring these nurses' dedication with special recognition ceremonies, commemorations of their decades of service, or rewards for individual excellence, we may strongly convey our gratitude and respect.



Golden Catch: A Proactive Approach

What Have We Done?

The PNS Quality Improvement (QI) team, in keeping with its mission to promote a culture of patient safety and proactive nursing action, launched a program to honor staff nurses who diligently follow policy OP4070, which requires reporting events, variances, and accidents, especially near misses.



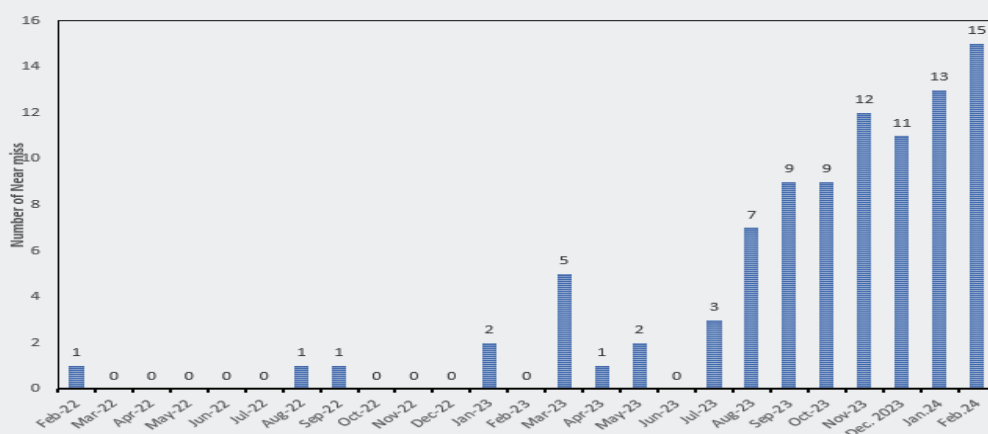
To find nurses who met the award criteria, a review of all near-miss reports from the previous six months was done in July 2023. Only one nurse was eligible for recognition out of the ten reports that were reviewed. The Golden Catch: A Proactive Approach Award's first recipient

is Ms. Vineetha Vijayan of the Q Care nursing outsourcing agency.

In December 2023, a subsequent set of near-miss reports were reviewed to determine which nurses qualified for recognition. Chandima Kumari from Tabeeb Care and Jenny Rose Maglangit

from the Qatar Care agency stood out as model candidates, exhibiting precision, promptness, and proactive interventions in their reports and following actions.

NUMBER OF OVA NEAR MISS REPORTED



Data collection on near-miss incidents reported by nurses is made easier by the Near Misses Compliance-implemented RL6 system. The Golden Catch team members' continuous educational efforts have resulted in a noticeable rise in the number of near-miss reports from nurses, mostly pertaining to prescription and dispensing problems. One major factor in reducing medication administration errors is the prompt reporting of such instances by nurses. Medication errors from the family side were still being recorded, though.

Seeing the benefits of these initiatives, the Golden Catch team is committed to improving education programs for all



nurses in the PNS community. As the project team lead, Ms. Myra Aler plans to have the next survey ready by April 2024. The Golden Catch Project's main objective is to improve nursing

staff's perspective of work-related near-miss event reaction and management, which will ultimately improve community patient safety.

Acknowledging our Nurses: “Abrar Honor of Excellence”









Abrar Honor of Excellence Awardees

- Ms. Mona Nasr, PNS Head Nurse
- Ms. Marwa Moghazi, PNS Nurse Educator
- Ms. Samah Swedan, PNS Staff Nurse
- Ms. Samantha Laurel, PNS Staff Nurse
- Ms. Shybi Joseph, PNS Staff Nurse
- Mr. Nouredine Charchour, PNS Staff Nurse
- Ms. Rehab Abdelazim Mohamed, PNS Nurse Educator
- Ms. Erilyn Manalo, PNS Staff Nurse
- Mr. Elfin Macalintal, PNS Staff Nurse
- Ms. Julie Ann Froma, Doha Care Staff Nurse
- Ms. Lotlot Sta Rita, Qatar Care Staff Nurse
- Ms. Marie Prince Flores, Doha Care Staff Nurse
- Mr. Nipuna Ampriya, Doha Care Staff Nurse
- Mr. Aureo Franco Gutierrez, Tabeeb Care Staff Nurse
- Ms. Mary Rose Modalla, Qatar Care Staff Nurse
- Mr. John Kenneth Tencio, Qatar Care Staff Nurse
- Ms. Sarah Amboy, Qatar Care Staff Nurse
- Mr. Sony Babu, Tabeeb Care Staff Nurse
- Ms. Jasmen Pasco, Qatar Care Staff Nurse
- Mr. Caesar Zamora, Qatar Care Staff Nurse