

Private Nursing Services Newsletter



Executive Note

Ms. Nadya Al Rauili

Executive Director, PNS
and HHCS

On International Nurses Day, I want to express my deepest gratitude and appreciation to each one of nurses in the community. Your unwavering dedication, compassion, and professionalism form the foundation of the exceptional care we provide to our community.

Every day, you go above and beyond to ensure the well-being of those in your care, often prioritizing their needs above your own. Your commitment to delivering person-centered care, your resilience in facing challenges, and your ability to bring comfort and healing to those who need it most are truly inspiring.

We celebrate you and the profound impact you have on the lives of individuals, families, and our entire community. Thank you for your tireless efforts, kindness, and unwavering commitment to excellence.

Together, we continue to build a future where everyone receives the compassionate, personalized care they deserve.

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

Patient Experience Interview

We Value your experience.

An interview was made at the home of one of the recipients of our nursing provision in private Nursing Services, and that was in the presence of the patient's daughter and gladly commended about the quality of nursing care that her father receive, she also a member of the PFAC was after she received an invitation to join to it, she mentioned that its voice in this council is heard and its effective role in improving the quality of patient care, whether affiliated with the Department of private Nursing Services in particular or community patients in general.

She expressed her interest in attending the compassionate human interaction- the Arabic version which dedicated to nursing staff and improve communication between the nursing and the patient's family, which is beneficial to the patient's care, as the nurse

dedicated to our patient attended the same course and we noticed the positive impact in the patient's care.

In the end, she wants to extend her gratitude to the Private Nursing Services Department for their

constant endeavor to improve the quality of the care of patients with nursing services and permanent communication with the families of patients to ensure that our patients obtain a successful and fruitful treatment plan.



Private Nursing Services Hotline

Private Nursing Services (PNS) has implemented a centralized calling system to improve efficiency and provide a seamless experience for our patients and their family. With this system, there will only be a single hotline number—40258015—that should be used for all patient inquiries, questions and Nursing Provision requests.

Upon dialing 40258015, patients will be guided by an automated voice system we've set up to guide patients and help them navigate to the appropriate service and connect with the right person/team for their needs and requirements.

Our aim with this new system is to simplify communication by consolidating all our communication channels into one hotline.

This change is designed to reduce the waiting time and ensure that inquiries are addressed quickly and effectively, reflecting our commitment and dedication to handling patients' requests in a prompt and methodically manner.

PNS Team unites for Breakfast Gathering



The PNS staff gathered for breakfast at C-Hotel on May 4th, 2024, taking a break from their department for some relaxation. This gathering gave everyone a chance to get together, relax, and enjoy each other's company—a welcome break from the everyday routine. It was more than just a meal; the breakfast gathering was essential to building solidarity and support within the nursing community.

There was an informal atmosphere, and everyone was talking casually with each other. Laughter filled the air, relationships strengthened, and valuable advice was shared as the team enjoyed their breakfast.

These brief experiences of unity are invaluable in a setting when time is

of the essence and stress levels are often elevated. These gatherings provide nurses with the emotional support they need to overcome the obstacles they encounter in their job. Whether it's exchanging stress-reduction techniques or offering a sympathetic ear after a challenging case, the morning meeting fosters a sense of community that cuts across departmental boundaries.

These events provide nurses with a chance to relax and enjoy themselves with their peers, temporarily putting work-related worries aside. The fact that PNS leaders and community nurses, in addition to the admin support team, attended the event demonstrated the close-knit team dynamic.



World Hand Hygiene Day 2024



On May 5, 2024, the PNS Infection Control Team celebrated World Hand Hygiene Day in collaboration with our partners the Nursing Outsourcing Agency. This program raised awareness of the value of hand cleanliness in the community. The day's interactive activities, video presentation, poster competition, and participation

from PNS staff and staff nurses from nursing outsourcing agencies highlight the critical role that clean hands play in reducing the spread of infections and enhancing patient safety. In addition, World Hand Hygiene Day provides an opportunity to showcase the most recent developments, recommendations, and best

practices in hand hygiene and infection prevention. In addition, it supports the international efforts to fight infectious diseases and advance general health and well-being by encouraging appropriate handwashing practices and cultivating a culture of hand hygiene.



Qatar Care's Caring Conversations: Compassion through the Lens of Person-Centered Care."



Qatar Care hosted its inaugural Person-Centered Care Forum titled "Caring Conversations: Compassion through the Lens of Person-Centered Care." We are thrilled to explore the various aspects of person-centered care, its significance, and ways to incorporate it into our healthcare practices to enhance patient outcomes and experiences.

The forum featured an interactive session with Dr. Jean Watson, a distinguished leader in nursing. The discussions centered around caring

theory, compassionate human interaction, and practical tools for better implementing person-centered care in our respective fields. The event took place on May 25, 2024.

Qatar Care will always cherish this event as a testament to our commitment to both people-centered and person-centered care principles. Together, we strive for the collective well-being of communities while prioritizing personalized care for every individual we serve.

PNS was privileged to participate in this memorable event, and we extend our heartfelt gratitude to everyone who attended and contributed to its success.

Without the tremendous commitment and cooperation shown by the PNS Management, the Infection Control Team, and the infection control link nurses from the Nursing Outsourcing Agency, this event would not have been possible. Their combined efforts were essential to the event's success.

PNS observing International Nurses Day



The PNS team organized a profound celebration in honor of International Nurses Day, highlighting the commitment and diligence of each employee and giving a warm welcome to new team members. The nursing staff, both experienced professionals and recent new joiners, were highly appreciated for their critical contributions to patient care and teamwork during the event, which took place on May 12, 2024, at Bayt Al Dhifayah.

Speeches of gratitude echoed through the room, strengthening the staff's sense of solidarity as they reflected on their shared commitment to offering excellent treatment and the amazing impact they've had on countless lives.

All attendees enjoyed a variety of entertaining activities during the celebrations, and winners received



tokens of appreciation. In addition, a photobooth gave nurses a creative way to capture memorable moments. All staff received an appreciation certificate from the management team followed by lunch.

A moving reminder of the critical role nurses play in forming society, Nurses Day helped to highlight the determination, compassion, and unshakable commitment of nurses to the noble profession of nursing.

PNS joined HMC HR Wellbeing Tree Planting



The PNS staff actively participated in the HMC HR well-being tree planting event, which was designed to foster an appreciation for nature and promote environmental sustainability. Held at the Hamad Medical City Playground on May 27, 2024, the event provided the team with opportunities to engage in meaningful activities that deepened their connection with nature and enabled them to take tangible steps toward preserving the environment. The strong sense of camaraderie

and shared purpose among the participants created a positive and motivating atmosphere, making the event both enjoyable and rewarding. By planting trees, the team not only enhanced the green spaces within the community but also demonstrated their ongoing commitment to safeguarding the planet for future generations.



Abrar Honor of Excellence Awardees

Abrar Honor of Excellence Awardees (April – June 2024)

Ms. Asmahan Abdo (PNS)
Mr. Kervie Danao (Qatar Care)
Mr. Raymond Escobido (Qatar Care)
Mr. Sherwin Evangelista (Qatar Care)
Ms. Anna Mequibas (Qatar Care)
Ms. Brenda Ponferrada (Qatar Care)
Ms. Catherine Colorge (Qatar Care)
Ms. Catherine Abia (Qatar Care)
Ms. Felipa Mae Humarang (Qatar Care)
Ms. Hannah Cioco (Qatar Care)

Mr. Noel Gonzales (Prime Care)
Ms. Melissa Afable (Prime Care)
Ma. Joy Arcelle Arma (Prime Care)
Ms. Lakshmi Gopalakrishnan (Tabeeb Care)
Ms. Chintani Nirmala (Tabeeb Care)
Ms. Stephanie Rosales (Qatar Care)
Ms. Luzviminda Dolores (Qatar Care)
Ms. Jeneth Bajen (Qatar Care)







PNS staff completion of Clinical Care Improvement Training Program (CCITP)



We would like to congratulate Ms. Mona Nasr, Head Nurse of PNS, along with two PNS staff nurses, Mr. Manoj Ivin and Mr. Hamdi Waheed Hassan Abu-Danhash, for successfully completing the

HHQI Clinical Care Improvement Training Program. The team launched an impactful project focused on improving hand hygiene compliance within the community. Their dedication and hard work in

initiating this project serve as an inspiration, encouraging everyone to strive harder in enhancing departmental services.

Staff Successful Stories

Let's honor the recipients of the extraordinary success stories that were selected during PFAC meetings, Mr. Kenneth S. Bala under Doha Care.



The DAISY Award for Extraordinary Nurses



FOR EXTRAORDINARY NURSES

**HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES**

The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say "thank you" to nurses in a very public way.

We will be launching the awarding criteria soon.

