

Private Nursing Services Newsletter

VOLUME 3 Edition-2024



Executive Note

Ms. Nadya Al Rauili

Executive Director, PNS
and HHCS

PNS would like to express our sincere gratitude to everyone who has supported person-centered care in the community as we approach the end of this incredible year. I, along with the leadership team, find you to be incredibly inspiring and sincerely appreciative of your dedication to providing effective programs and awareness activities. As we strive to improve the quality of care, I am sure that the solid collaboration between the staff, patients, and families will enable us to meet new obstacles and take advantage of exciting opportunities. We shall keep overcoming challenges in our community as a team.

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Special Thanks

To HMC Corporate
Communication Department
for their support to PNS
Team.

Patient Experience Interview

We Value your experience



Patients always come first in all of our decision-making processes at Private Nursing Services. We recently got the chance to hear from Madam Noora, a member of the Patient Family Advisory Council (PFAC) and a respected patient family. She expressed the sincere gratitude of her family for the team's individualized, kind attention.

Madam Noora highlighted how their entire experience was improved by open communication and active participation. She described how, throughout the entire care process, the assigned nurse made sure the family felt informed and empowered by taking the time to listen closely, include them in all decision-making, and clearly explain treatment alternatives.

Her compliments touch a deep connection with our dedication to patient-centered care. Active patient and family engagement, in

our opinion, creates a cooperative and encouraging atmosphere that eventually improves health results.

This story is a powerful reminder of the impact we may have on the lives of people we love.

We invite more patients and families to share their stories with us as we strive to provide outstanding patient-centered care. By working together, we can make caregiving

more powerful and inclusive for all.

We also encourage you to find out more about the steps we have taken to strengthen patient participation and collaboration in our care procedures, all in the name of ongoing progress. We can continue to strive for excellence in all aspects of our service with the support of your input.



Private Nursing Services Launches Daisy Award for Frontline Nurses



A new program, launched by Private Nursing Services, aims to recognize its nurses with the globally recognized DAISY Award. This award honors nurses for their exceptional dedication to and service within their field.

The family of Patrick Barnes, who tragically passed away at the age of 33 after an eight-week fight with the deadly autoimmune disease Immune Thrombocytopenic Purpura (ITP), launched the DAISY Award in 1999. DAISY is an acronym for "Diseases Attacking the Immune System." Following Patrick's death, his family wanted to thank nurses from the bottom of their hearts in a very special way. Currently, the award is accepted at more than 6500 healthcare facilities and 31 nursing schools worldwide.

The eight honorees for this year will be chosen by the DAISY Award Council at Private Nursing Services (PNS). The leaders, nurses, and patient families make up the council. RNs who continuously

exhibit essential nursing values—such as outstanding courage, commitment, compassion, exceptional patient care and integrity—are recognized with the DAISY Award.

This year, eight honorees will be chosen by PNS based on criteria for eligibility listed below:

The nurse must be in good standing and working with PNS at the time of nomination.

P-phenomenal nurses that exemplify the highest standards of nursing through their exceptional skills, unwavering dedication, and compassionate approach.

N-noble nurses demonstrates integrity and strong sense of duty to serve the community
S-shows positive impact on both her patients and her colleagues

The DAISY Award honors nurses who consistently demonstrate outstanding performance in all circumstances, showcasing exceptional patient care and a

lasting dedication to the nursing profession. To nominate a PNS staff member, you can use the provided QR code and link:

<https://forms.office.com/r/UYErV3aQOX?origin=lprLink>



First PCC Steering Committee Meeting: A Milestone for HMC's Journey towards Person-Centered Care



On 26 May 2024, Hamad Medical Corporation (HMC) marked a significant milestone by holding its first Person-Centered Care (PCC) Steering Committee meeting. This event underscored HMC's ongoing commitment to fostering a culture centered around patient care and engagement.

The meeting brought together 35 members, including representatives from corporate teams and members of the corporate Patient and Family Advisory Council (PFAC). Leaders from all nine PCC facilities were present, providing a platform for sharing insights, achievements, and discussing the challenges faced by PCC sites.

"The first PCC Steering Committee meeting has laid a strong foundation for our future endeavors. We intend to hold regular meetings like this to reinforce our commitment to creating a healthcare environment where patient and family voices play a crucial role in shaping care processes and outcomes," said Mr. Mr. Nasser Al Naimi, Chief of Patient Experience, HMC and Director, Hamad Healthcare Quality Institute.

Dr. Abdulla Al Ansari, HMC's Chief Medical Officer, expressed his gratitude for PFAC's invaluable support, stating, "We deeply appreciate the dedication and insights of the PFAC members. Their involvement is crucial as we navigate challenges together. I encourage all

PFAC members to continue working alongside HMC to overcome any obstacles and enhance our healthcare services."

During the meeting, the corporate PFAC members shared their personal journeys and experiences, offering invaluable insights into the patient and family perspective. Furthermore, several key presentations were delivered by representatives from the corporate teams, highlighting the progress and successes of various PCC sites:

Women's Wellness and Research Center (WWRC): Dr. Huda Abdulla Hussain Saleh discussed the progress of WWRC, as a new certifying facility.



Ambulatory Care Center (ACC): Ms. Khadija Khalid Mohammed presented the significant advancements made at ACC, as a pilot certifying facility.

Corporate Communications Department (CCD): Mr. James Edward Mark Woods outlined the support and contributions of CCD to the overall PCC implementation journey.

Ms. Antonia, the PCC Specialist for Home Health Care Services

(HHCS), received special honors in appreciation of her incredible 37 years of devoted service to HMC. As she leaves her position, leaders gave her a meaningful send-off, recognizing her important contributions and steadfast support.

In the future, the PCC Steering Committee will be essential in directing and assisting HMC's continuous endeavors. The committee's major goal will be to guarantee that PCC stays at

the center of HMC's purpose, encouraging excellence in healthcare delivery and ongoing development.

World Patient Safety Week celebration from Private Nursing Services



Private Nursing Services (PNS) marked World Patient Safety Week on September 17th, 2024, with a vibrant celebration centered around the theme "Improving diagnosis for patient safety". The event featured a variety of engaging activities, including poster presentations, video showcases, and interactive games. These activities aimed to heighten awareness and stimulate discussions about the critical role of nurses in safety in diagnostic practices.

The event created a collaborative atmosphere, highlighting the essential contribution of healthcare professionals in upholding the highest standards of patient safety.

Both PNS employees and representatives from PNS's nursing outsourcing agency partners eagerly engaged in the days' worth of entertaining and instructive games. It was an exciting event that brought education and fun together.



The PNS team's inventiveness and collaboration, as well as the steadfast backing of the PNS leadership, allowed the event to succeed. Their commitment made sure that everyone had a happy and fulfilling experience.

The PNS team will keep on working to improve the level of care and keep patients safe in their homes.



PNS and HHCS Host Engaging Person-Centered Care Roadshow, Highlighting Successes in their PCC Journey



Private Nursing Services (PNS) and Home Healthcare Services (HHCS) hosted the recent Person-Centered Care (PCC) Roadshow from 15 to 16 September 2024, in collaboration with the Center for Patient Experience and Staff Engagement (CPESE). The event, aimed at fostering patient, family, and staff engagement, showcased the remarkable PCC achievements and ongoing efforts of both PNS and HHCS in transforming healthcare into a more person-centered approach.

At HHCS, several interactive activities were held, highlighting their

PCC success stories and initiatives co-designed and co-delivered with Patient and Family Advisory Council (PFAC) members. These initiatives, focusing on both patient and staff engagement, were presented in a lively, engaging format that included games to further involve the participants. HHCS' display also included educational materials and resources distributed to help raise awareness of their PCC initiatives.

PNS, on the other hand, showcased their PCC journey through a video presentation. Staff members openly discussed their achievements in

Patient and Family Engagement, Staff Engagement, Compassionate Human Interactions Training, and various Partnerships and Improvement projects. Participants were invited to express their commitment to PCC by participating in a "pledge wall," where they could write and display their personal pledges to support person-centered care. An Art Therapy station was also featured, highlighting the therapeutic benefits of art, and was facilitated by Ms. Trish Bedford, Art Psychotherapist from the Flourishing Minds Clinic.

The roadshow reflected the journey of PNS and HHCS toward implementing PCC practices and highlighted the best practices that have emerged throughout their journey. Attendees were given educational resources to help them better understand PCC and its impact on healthcare.

On the second day of the roadshow, a ribbon-cutting ceremony was held, graced by prominent HMC executives including Mr. Nasser Al Naimi, HMC's Chief of Patient Experience, and Director of the Hamad Healthcare Quality Institute; Dr. Hanadi Khamis Alhamad, Deputy Chief for Long Term Care, Rehabilitation, and Geriatric Care; Ms. Nadya Al Rauili, Executive Director of PNS, HHCS, and Community Medical Equipment Services; Dr. Hanan Saleh Alyafei, Senior Consultant and PCC Clinical Champion of HHCS; Ms. Asmahan Abdo DON Private Nursing Services, Ms. Maryam Al Tamimi, A/AED

of Nursing and PCC Specialist for HHCS; Ms. Mona Nasr Mohamed, Head Nurse and PCC Specialist for PNS; Ms. Justine Plaatjes, PNS PCC Clinical Champion and Ms. Mariam Al Mutawa, Acting Chief Nursing Officer.

Representatives from the PFAC were also present, providing heartwarming testimonials about their personal experiences as recipients of a person-centered quality of care. One of the ceremony's highlights was the symbolic cake-cutting, where a patient, who is also a PFAC member, joined Mr. Michael Giuliano, President of Planetree International, to mark the celebration of the ongoing PCC journey at HHCS and PNS.

The participation of PNS and HHCS in the PCC Roadshow demonstrated their dedication to improving healthcare delivery by focusing on patient and family engagement, staff collaboration and continuous

improvement in their services. These efforts exemplify how PCC initiatives can truly make a difference in patient outcomes, quality of care, and satisfaction.



PNS Leader completion of Improvement Leader Program

We are pleased to give our sincere congratulations to Ms. Justine Plaatjies, PNS PCC Clinical Champion and Nursing House Supervisor, on her great completion of the HHQI Improvement Leadership Program. Her professional development has reached a new height with this achievement, and her commitment to the program has been genuinely admirable. At the formal graduation ceremony held in Meeting Area 4, Bayt Al Diyafah, Medical City on September 4, 2024, Ms. Justine was given special recognition.

We are confident that the abundance of information and abilities she has gained from this program will act as a strong catalyst to encourage innovation inside our company. Her leadership will surely encourage positive change and help



to progress important strategic projects.

Furthermore, we have no doubt that her contributions will improve

departmental collaboration and create a stronger, more effective team that will benefit our organization and the larger community.

Acknowledging our Nurses: Abrar Honor of Excellence Awardees







Abrar Honor of Excellence Awardees

- Ms. Mona Nasr, PNS
- Ms. Justine Plaatjies, PNS
- Ms. Julie T. Dalisay, PNS
- Ms. Gini Abraham John, PNS
- Ms. Myra B Aler, PNS
- Ms. Joanna Marie Abad, PNS
- Ms. Rehab Abdelazim Mohamed, Qatar Care
- Ms. Marlette Herrera, Qatar Care
- Ms. Reshma Punnasserikandi Gopalan Muthukadan, Qatar Care
- Ms. Harahqueen Varon, Qatar Care
- Ms. Rhealyn Encio, Qatar Care
- Ms. Donna Tupa, Qatar Care
- Ms. Gulabsa Siddhique, Qatar Care
- Ms. Flora Danica Cabunoc, Qatar Care
- Ms. Divya Danthi, Qatar Care
- Ms. Mercy Wanjiku Mugweru, Qatar Care
- Ms. Myra Jane Sontillanosa, Resala Care

Outstanding Staff Honored for Golden Catch Near-Miss Reporting

There has been a noticeable increase in near-miss reports because of the Golden Catch team's continuous educational efforts, particularly with regard to prescribing and dispensing medication errors. Nurses' prompt reporting is crucial in reducing medication administration errors, even while records of errors involving family members still exist. Seeing the results of their work, the Golden Catch team is dedicated to educational programs for all nurses in the PNS community. The following staff members received recognition for promptly and accurately reporting near-miss incidents:

1. Aasha Kumari Sehani – Al Shefa Homecare
2. Champika Namali Gunasekara – Tabeeb Care Medical Services
3. Mary Gie Zabate – Prime Care Nursing



Staff Success Stories

The story of Ms. Fency Arjery Cleone D Ferido was highly praised by the PFAC members, who felt that it perfectly represented the essence of being a home care nurse. It emphasizes the skills that are necessary, but also the profound empathy and flexibility required to care for patients during their most vulnerable times. Her dedication to improving improve patients' lives, particularly under trying circumstances, is incredibly motivating.

Ms. Fency's emphasis on the value of understanding the requirements and surroundings of each patient demonstrates her commitment to providing holistic treatment. Her ability to maintain composure and make sound decisions in an

emergency shows how strong her character is and how passionate she is about nursing. It's evident that working with Qatar Care has helped her develop into a competent and kind professional.

Her experience serves as evidence of the positive impact a committed nurse can have on patients' lives. She is the perfect example of what it means to be a nurse who truly is concerned about her patients' health and quality of life. "Nursing is a work of HEART," and her story genuinely represents that. Her pride in her work and love for the profession shine through in every word.

Her journey is a testament to the difference that a dedicated nurse can make in people's lives. She

exemplifies what it means to be a nurse who genuinely cares for the well-being and quality of life of your patients. Her pride in her work and love for the profession shine through in every word, "Nursing is a work of HEART," and her story truly reflects that

