

Private Nursing Services Newsletter

VOLUME 4 Edition-2024



Executive Note

Ms. Nadya Al Rauili

Executive Director, PNS and HHCS

As we approach the end of 2024, I want to take a moment to extend my heartfelt thanks to all the nurses in our community. Your dedication to deliver exceptional care to patients and their families is both inspiring and deeply valued. Every day, you make a profound impact on the lives of those you serve, and your expertise, compassion, and resilience have been essential in navigating both routine and challenging times throughout the year.

Working hand in hand with patients' families and care partners, our nursing team has consistently risen to the occasion with unwavering commitment and outstanding care. Your efforts in providing person-centered care have not gone unnoticed, reflecting your professionalism, teamwork, and ability to bring comfort and hope to patients and their loved ones—values that lie at the heart of our mission.

As we move forward, let us continue to aim for excellence, support one another, and collaborate to achieve new milestones in person-centered care. Together, we can make the year ahead even more successful.

Thank you once again for your unwavering dedication and hard work.

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Special Thanks

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

Private Nursing Services Prepares for Live Experience Evaluation (LEV) for Planetree Recertification



Private Nursing Services (PNS) is proud to announce its upcoming Live Experience Evaluation (LEV) as part of the process for Planetree Person-Centered Care Recertification. This vital evaluation will take place from February 3rd to February 6th, 2025, and represents PNS's commitment to maintaining the highest standards in delivering person-centered care.

As part of the LEV, Planetree Consultants will conduct focus groups with both staff and patients' families. These discussions aim to provide a platform for participants

to share their firsthand experiences with PNS's approach to person-centered care. The insights gathered will reflect how well PNS embodies the principles of dignity, respect, compassion, and holistic care.

The LEV is a unique opportunity for staff and families to highlight their meaningful interactions and the ways PNS prioritizes patient preferences, needs, and values and boosting staff engagement. It also serves as a reflection of our ongoing dedication to fostering a culture where staff feel heard and patients

and families feel respected and supported in their care journey.

We look forward to engaging with the Planetree team and are eager to continue striving for excellence in person-centered care. Together, let us showcase the heart of PNS: delivering compassionate, personalized care that truly makes a difference.

Patient Experience Interview

We Value your experience



During a recent home visit, the Private Nursing Services (PNS) team met with the family of a pediatric patient to review and discuss the patient's medical record with the father. The family demonstrated enthusiastic cooperation, actively engaging in discussions about the patient's plan of care and the services provided by PNS.

Their openness and willingness to collaborate ensured productive and meaningful interaction.

During the visit, the assigned nurse took the opportunity to explain updates written on the communication board. These updates included reminders about the patient's upcoming

appointments and the contact number to use in case of emergencies. This proactive approach ensured the family was well-informed and equipped to manage the patient's care effectively.

The patient's father expressed deep satisfaction with the services provided by PNS. He appreciated the team's dedication and noted how the support offered by PNS had significantly eased the burden of caring for his son. He highlighted the value of receiving high-quality care within the comfort and familiarity of their home, which has greatly enhanced their overall experience. This visit underscored the importance of personalized care and effective communication in building trust and ensuring the well-being of patients and their families.



Executive Director of Nursing Ms. Nadya Al Rauili Honored at Global Forum for Excellence in Person-Centered Care

At the 25th Annual Planetree Person-Centered Care Global Forum, Ms. Nadya Al Rauili, Executive Director of Nursing at Hamad Medical Corporation, was recently honored with two distinguished prizes. Healthcare executives from all over the world came together to celebrate achievements in person-centred care at the forum, which took place in New Orleans, Louisiana, from October 6 to 9, 2024.

Ms. Al Rauili was given the Spirit of Planetree Award, a prestigious honor that recognizes outstanding carers who embody the fundamental principles of empathy, excellence, and collaboration. This honor is a testament to Ms. Al Rauili's unwavering work to improve patient care by guaranteeing that treatment is provided with respect, decency, and individualization. Her leadership has been crucial in advancing person-centered care across Qatar and cultivating a culture of caring at HMC.

Ms. Al Rauili received recognition for completing the Fellowship in Person-centered Care in addition to the Spirit of Planetree Award. Her advanced experience and dedication to integrating person-centered care principles into her leadership and practice are recognized by this accreditation. This is her second fellowship completion, demonstrating her continued commitment to using patient-centered methods to improve healthcare in Qatar.



These honors are well-earned because of the extraordinary passion and dedication of leaders like Ms. Al Rauili. Her leadership has fostered resilience, growth, and success since we began our PCC journey as an organization, and she sets a good example for the team," says Mr. Nasser Al Naimi, Director of Hamad Healthcare Institute and Chief of Patient Experience at HMC.

Ms. Al Rauili reflected on the accolades and conveyed her

appreciation, citing the leadership and support that have steered her career. "These awards are not just a personal milestone; they represent the collective efforts of HMC and our mission to provide the highest standard of care for our patients," she stated.

PNS Boosts Workforce through Nurse Technicians Recruitment

Private Nursing Services (PNS) in collaboration with HMC Human Resources, successfully recruited over 60 nurse technicians started on first of November 2024, to address the increasing demand for nursing care within the community. This recruitment initiative was a strategic response to the growing need for home-based nursing services among the Qatari population. In recent months, PNS faced a significant challenge with an extensive waiting list due to the rising demand for

home care services. The addition of these nurse technicians has been instrumental in alleviating this issue.

By expanding the workforce, PNS not only reduced the waiting list for community nursing services but also facilitated more efficient hospital discharges. This dual benefit allows patients to transition from hospital care to home-based care more smoothly, freeing up hospital resources for other critical cases.

This initiative has had a profoundly positive impact on the overall healthcare system. It ensures that the Qatari population can access high-quality nursing care in the comfort and familiarity of their homes. By meeting the community's needs more effectively, this effort has enhanced patient satisfaction, promoted quicker recovery in a home environment, and strengthened the overall standard of care provided by PNS.

Private Nursing Services Celebrates International infection control week celebration on 24 October 2024

"Moving the needle on the infection," is the theme of International Infection Prevention and Control Week celebration, which ran from October 15–19, 2024, PNS had a big celebration on October 24, where they raised awareness of the significance of infection prevention and control strategies for everybody.

Amazing games, presentations on PNS third quarter KPI, and educational activity topics were all part of the program. The participants' enthusiasm and participation in Moving Needle on the Community showed dedication to promoting a more creative and healthful future.

Additionally, certificates of appreciation and monuments were presented to all booth competition competitors, agencies with high flu



vaccine and Blood and body fluid exposure Compliance, and other participants. We would especially like to thank Ms. Nadya Al Rauili, Executive Director of Nursing for

HHCS, PNS, and CMES, for her ongoing support, and the Corporate Infection Control Team for attending this fantastic event.

Recognizing the Dedication of Outgoing UBC Members



We extend our heartfelt congratulations and deep gratitude to the outgoing PNS Unit-Based Council (UBC) members for their invaluable service over the past three years. As their term concludes, we take this opportunity to celebrate their achievements, honor their contributions, and bid them a warm farewell. Their initiatives, approved by the council, include the Fall Safety Checklist, Health Literacy Form, Home Visit Scheduling, Publication Team, Daisy Award, and Schwartz Rounds.

Under the leadership of Ms. Shybi Joseph as Chair and Mr. Manoj Ivin as Co-Chair, the team has worked tirelessly to represent the voices of their fellow nurses. Through their

dedication and leadership, the UBC has significantly transformed the department with impactful ideas and actions. Special thanks also go to the following members: Ms. Maria Katrina Bacal, Ms. Janeth Pontero, Ms. Emmalyn Acapuyan, Ms. Nagwa Hussein, Ms. Samira Al Balushi, Ms. Samantha Laurel, Mr. Elfin Macalintal, and Mr. Sujaimon Soman.

The team's unwavering commitment to advocating for the well-being of staff and the department has left a legacy. Their efforts have fostered a culture of empowerment and collaboration among nurses, ensuring their voices are heard and valued.

As we bid farewell to these remarkable individuals, we thank

them for their service, dedication, and the positive changes they have brought to our department. Their contributions will undoubtedly continue to influence and inspire our workplace for years to come.

THIQA Second Victim Support Program Awareness Day at PNS

In collaboration with the Corporate Quality Improvement and Patient Safety Department and the HR Wellbeing and Wellness division, the THIQA "Second Victim Support Program" conducted a one-day awareness event session at Private Nursing Services (PNS) on December 11, 2024.

49 PNS and Nursing Outsourcing employees attended the event to learn more about the Second Victim Support Program. The purpose of this program is to support medical staff who have suffered emotional trauma because of unexpected patient events, stressful circumstances, or patient-related injuries. Frequently, the second victim believes they are personally to blame for the patient's condition, which makes them question their own knowledge, talents, or skills.

The THIQA Second Victim Support program creates a safe space for second victims to express their thoughts and emotions, helping them cope during challenging times. It also offers one-on-one peer support to help them process their normal reactions and feelings following a traumatic or stressful event.

Additionally, the THIQA team encouraged employees who were considering joining the Second Victim Support Program to do so. To increase the program's impact and reach, volunteers will receive training on how to offer second victims



adequate support and psychological support.

Lastly, we would like to express our heartfelt appreciation to the THIQA team for their unwavering dedication in extending their support to the staff through this invaluable program. In addition to showing a strong dedication to creating a

compassionate and supportive workplace, their initiatives are essential in advancing the mental health of healthcare staff members, by addressing the difficulties second victims encounter and providing them with a secure environment and coping mechanisms.

Acknowledging our Nurses: Abrar Honor of Excellence Awardees

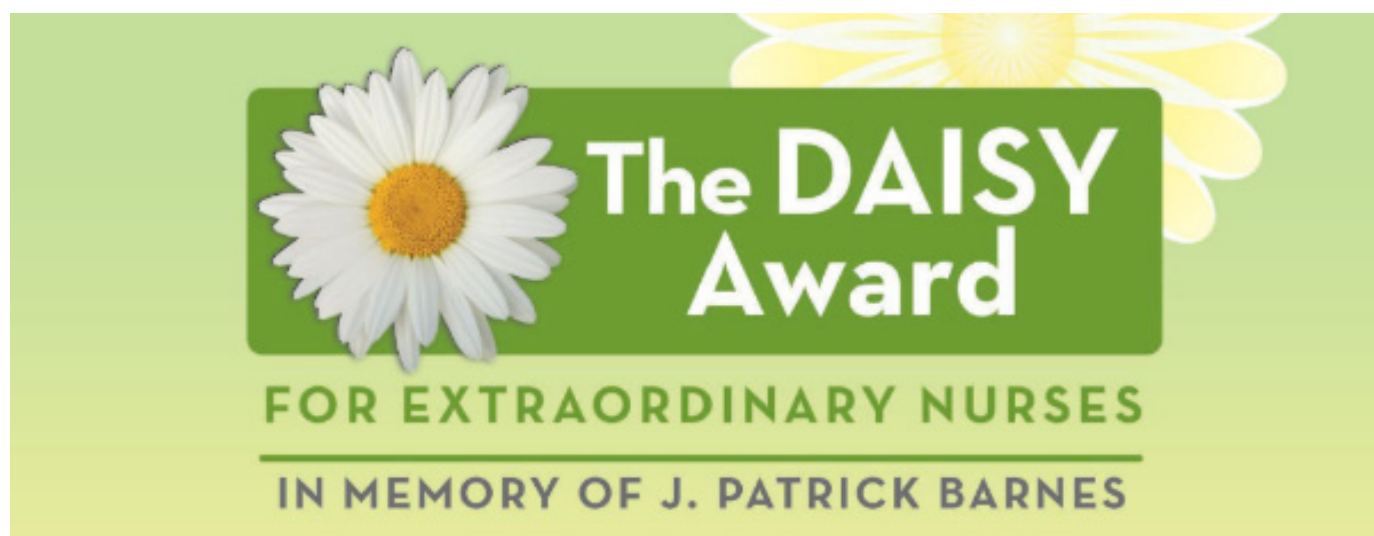




Abrar Honor of Excellence Awardees (October – December 2024)

Ms. Laura Esther Munala	Doha Care
Ms. Charisse Bugayong	Qatar Care
Ms. Caridad Bulan	Qatar Care
Ms. Pushpamali Prasadika	Qatar Care
Ms. Jennifer Guilon	Qatar Care
Ms. Louigene Lucernas	Qatar Care
Ms. Isha Delo Santos Isha	Qatar Care
Ms. Janice Rosal Janice	Qatar Care
Ms. Trisana Nagarkoti Trisana	Qatar Care
Mr. Badi Amma	PNS
Ms. Earl Marie Daquipil	Prime Care
Ms. Mary Gie Zabate	Prime Care
Ms. Isah Mae Palomero	Prime Care

Celebrating Excellence: DAISY Award Honorees for Frontline Nurses



The DAISY Award for Frontlines honorees, which honors outstanding nurses who continuously go above and beyond in providing compassionate care, is announced with great pleasure. The honorees will be celebrated during the unit meeting on January 25, 2025, following recent nominations by the PNS and sincere submissions from patients and their families.

These outstanding nurses have not only demonstrated clinical expertise but have also made a profound impact through their kindness, dedication, and commitment to patient well-being. Each honoree will receive a prestigious plaque and certificate in recognition of their remarkable contributions.

Moreover, their inspirational stories will be shared with the broader community through publication on the PNS website and the DAISY Foundation website, ensuring their efforts inspire others in the nursing profession.

The DAISY Award is a testament to the unwavering dedication of frontline nurses who play an integral role in providing exceptional care every day. Please join us in honoring these exemplary individuals and celebrating their remarkable achievements on January 25.

Thank you to all who submitted nominations and to our honorees for embodying the true spirit of nursing excellence.