



Private Nursing Services Newsletter

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Executive Desk



Ms. Nadya Al Rauili

Executive Director of Nursing,
Private Nursing Services, Home Healthcare
Services

Private Nursing Services (PNS) concentrates its efforts on giving its patients the best care possible. Taking part Part of this is the person-centered care practices we implemented that go beyond any one clinical encounter and involve ongoing, comprehensive knowledge of patients, families, and care partners. By encouraging everyone to be part-of their care teams, PNS person centered care practices have shown to be consistently successful and eventually lead to proactive roles. In this regard, we will continuously emphasize the patient's involvement in the care process, value and honor their knowledge, experiences, stories, and treat them in a way that is sensitive to and respectful of their beliefs, needs, and preferences. Without the nurses' relentless efforts and dedication, as well as the patient's family and care partners, this success would not be possible

Valuing Patient Experience

The brother of the patient, a member of the Private Nursing Service Patient Family Advisory Council (PFAC), was interviewed by PNS Home Visit as part of a reassessment of our patient. He stated, "I really appreciate the service offered by PNS and the compassionate care from the nurse who cared for my brother. PNS has significantly improved health outcomes for patients and families in communities. Throughout shift changes, I was informed and provided access to my brother's patient medical record. I particularly appreciate the development of the patient passport, which has made life simpler whenever a doctor's appointment is necessary, I can speak up about my issues and suggestions for enhancing the services because I belong to PFAC. Patients and families in the community have benefited greatly from PNS in terms of improved health outcomes. I want to thank the PNS team for all of its support in encouraging cooperation between nurses, patients, and families



Shared Care Pathway Workshop between Home Healthcare Services (HHCS) and Private Nursing Services



On August 27, 2023, in Bayt Al Dhiyafah, HHCS, PNS & CMES held a workshop to identify methods for streamlining the shared workflow of the two facilities and standardizing the system and process of operational activities.

Leaders from PNS and HHCS, and Dr. Essa Al Sulaiti, Medical Director of HHCS, gave opening remarks. Through the identification of gaps and problems by workshop participants, including participants from HHCS, PNS and Nursing Outsourcing Agency Partners, this workshop has been organized to improve the workflow of the (2) services, HHCS and PNS, and to develop an action plan to address the challenges.

The attendees were split up into nine groups, each group consisted of one lead and two facilitators so that they could address all the issues that had been highlighted before the program. Each group concentrated on a District's issues and created suggestions and appropriate action plans. All issues and solutions were presented after the group discussion and feedback was collated. This workshop is a first step in increasing our understanding of how our services work together to provide high quality care for our shared patients.

This session has increased participation and teamwork to close gaps and improve care coordination between the two services. The session was a huge success thanks to the diligent work of PNS & HHCS stakeholders and the support of our Executive Director of Nursing, Ms. Nadya Al-Raulli. We would like also to thank Mr. Prince Rajan, Nurse Educator from NMED for his tireless effort as a moderator for the day's activities.

Private Nursing Services (PNS) Planetree Awareness Re-Certification Session

In preparation for the upcoming Planetree Progress Assessment towards Person-Centered Care Re-certification, PNS conducted an awareness session on 6th July 2023 with a total of 98 nursing staff from PNS/HMC and our Nursing Outsourcing Agencies Partners. This session was aimed to prepare all the different categories of staff for the upcoming progress assessment in November 2023.

During the session, all delegates showed their enthusiasm to participate in our re-certification process.

The commitment and dedication of everyone to working towards implementing person centered care practices in the community health setting, makes us confident that together we can build on improving our services not just limited to our patients/families, but for our staff members as well.

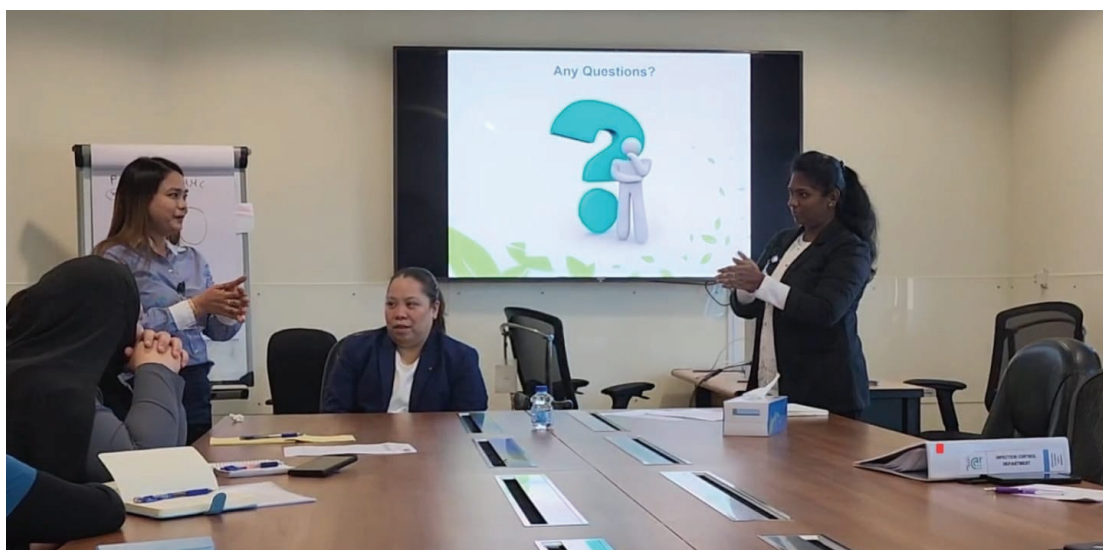


PNS Infection Control Team and Nursing Outsourcing Agencies Link Nurses Assembly

The yearly scheduled activity for PNS Nursing Outsourcing Agency Partners, and infection control link staff has been established by the Private Nursing Services (HMC) Infection Control Team. The events range from lectures and demonstrations to role plays and hands-on training, among many more. Others involve talking about challenges that arise in the home setting that are practical, and practice related.

The topic of this activity's session on August 28, 2023, was "Infection control procedures while handling patients with tube feeding. To prevent difficulties, the infection control team emphasized the need to follow infection precautions when caring for patients receiving nutrition via a feeding tube. The ideal nursing practices that stop infection spread and problems were described, along with activities that can break the chain of infection.

Additionally, a role-playing exercise was held in which Nursing Outsourcing Agency Partners were fully engaged, outlining their difficulties and suggestions for providing quality patient care and methods to avoid complications such as aspiration pneumonia. Finally, the session came to a close with a keynote that summarized the points raised by the PNS Infection Control Team.



Sepsis Awareness Day



The Global Sepsis Alliance created World Sepsis Day in 2012 as a way for people all around the world to come together in the battle against sepsis. On September 13, 2023, the Private Nursing Services Infection Control Team and their collaborators, the Nursing Outsourcing Agencies, observed World Sepsis Day. Promoting early detection and sepsis care is the goal. Both the group discussion and the video presentation were well received by all of the participants.

The discussion focused on the signs and symptoms of sepsis and the need for immediate life-support measures in community settings, despite the fact that both community-acquired and healthcare-associated sepsis impose a significant burden.

Tracheostomy Care Workshop for Care Partners in The Community

On August 10, 2023, as part of the PCC practices initiated by Private Nursing Services, the Education Team in collaboration with Al Aella Home and Healthcare (Nursing Outsourcing Agency Partner), held an engaging workshop about tracheostomy care for a group of care partners in the community. The training aimed to provide them with the knowledge, best practices while caring for patients with Tracheostomy tube for both adult and pediatric patients. Fifteen participants attended the workshop, including patient family members. Both 'theoretical' and 'hands-on' aspects were covered, and it answered all concerns about the subject, inspiring participants to pursue a better practice. This workshop was a success that we plan to continue in the future, as the participants gave it outstanding reviews.



Acknowledging our Nurses: "Staff Successful Stories"

Exceptional Stories were presented to our staff by the PFAC members. The following staff were awarded.

Ms. Alie Tamang

Ms. Jessica Vargas



"Abrar Honor of Excellence Award"



Awardees

TEAM PLAYER	Reshma Krishnan (QHMC)
INNOVATIVE	Ryan Labra (QHMC)
INNOVATIVE	Sheryl Thomas (Al Shefa Services) Remya Kumar (Al Shefa Services) Julie Morales (Resala Services) Zuhaira Sedique (Resala Services) Lucelle Dejos (QHMC) Gellian Hontiveros (QHMC)
PEER TO PEER	Mary Subong (QHMC)

Golden Catch (Near Miss Reporting) Staff Engagement Recognition

The proactive Golden Catch project initiated by the Quality Improvement team at Private Nursing Services (PNS) aims to address the underreporting of near-miss incidents while medication errors and patient falls are on the rise in the community. The project team recognizes the crucial role of reporting near misses in ensuring patient safety and has established recognition criteria for engaged staff nurses. Ms. Liela Santander one of the PNS Quality Link created the criteria for recognition and it was discussed with PFAC and approved by the PNS steering committee.

The team's goal is to encourage nurses to report near-miss incidents in a timely manner, and the recognition program seeks to acknowledge and appreciate staff nurses who report relevant OVA near-miss incidents related to direct or indirect patient care. By promoting a positive patient safety culture, staff nurses are encouraged to adopt a proactive incident reporting process. The team has identified the following criteria for qualified near-miss reports: a significant and relevant incident, timely reporting within 24 hours or ASAP, a complete and correct OVA report, and immediate and effective action initiated.

The nursing agency will inform the staff who meet the criteria and schedule an award ceremony. PNS staff will receive this information via email or telephone, and the award will be presented during the Patient-Family Advisory Committee (PFAC) meeting with the PNS and QI team. The agency is also encouraged to support and supplement the award to further emphasize recognition for staff.

This recognition program will take place every six months, in January and July

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