



Private Nursing Services Newsletter

VOLUME 4 Edition-2023

Executive Desk



Ms. Nadya Al Rauili
Executive Director of Nursing,
Private Nursing Services, Home Healthcare
Services

As we approach the conclusion of yet another year that has changed my life, I am thankful for and inspired by the incredible adventure we have experienced. The challenges we've faced, the accomplishments we've made, and the unwavering dedication of the nurses, patients, and family members to preserving and advancing the person-centered cultures in the community. We showed that we could adjust to the quickly evolving healthcare sector by managing uncertainty and turning obstacles into opportunities. It is evidence of our outstanding ability and commitment to the excellence that defines who we are.

I am quite optimistic and believe that through working together, we can overcome challenges and achieve even more in 2024, which will include obtaining Planetree Distinction beyond recertification. I want to express my gratitude to each of you for your unwavering devotion and inventiveness, which has been essential to our success. Overseeing such an amazing team is an honor for me.

Valuing Patient Experience

As part of our ongoing commitment to providing our patients with exceptional care, the PNS Home Visit Team interviewed a patient's daughter. She is grateful for HMC's services, especially the Private Nursing Services. "My mother's health has improved as a result of the Nursing Outsourcing Agency nurses' commitment, expertise, understanding, and compassionate care", she stated. She continued; "Throughout the service, I was informed of all conditions, circumstances, developments, and changes relevant to my mother's illness and care, including any changes in shifts." Encouraging fundamental nursing care is being expertly carried out by the Nursing Outsourcing Agency nurses. The daughter continued by saying "I am thankful to the Private Nursing Services for all the support and services given to my mother and our family"

Ms. Nadya Al Rauili
Executive Director, PNS, HHCS and CMES



The “Participatory approach in Compassionate Human Interaction (CHI): Focus on Family and Care Partners” launch of PNS Compassionate Human Interaction Arabic Session

The idea of this Arabic Compassionate Human Interaction (CHI) came from PNS team in collaboration with the PFAC members and this was piloted in Arabic for patients and their family members (PFAs), the first of its type since CHI training began. This fits into the framework of our cooperative approach with PFAs as PNS aims to attain Distinction beyond Person-Centered Care certification.

To strengthen the person-centered care culture and encourage active participation from our service users, the training is co-designed and co-delivered with patients and family members. The focus of the training is on effective communication and mutual compassion to improve the quality of treatment and results for both patients and family members as well as nurses.

On October 23, 2023, the Arabic CHI took place in the Crowne Plaza Hotel.

Eighteen patients' families and care partners attended, expressing their excitement and appreciation for the opportunity to participate in many experience activities. They enthusiastically participated in every activity and suggested that other PFAs take this course.



Recertification Progress Assessment and Farm Day Celebration

As part of the recertification process, Planetree Consultant had visited PNS on 7th-9th November 2023 to conduct interview to the following group of stakeholders:

- PFAC member
- PNS Senior Management Team
- Patient's families
- Steering Committee members
- Nurses (Nursing Outsourcing Agencies/ PNS)
- Non-Supervisory Non-Clinical Group

Each participant shared their perspective, their personal experience with the person-centered approaches used by the department, and the impact the department culture has had on them. Mr. İlkey Baylam and Ms. Rachel Neal have given PNS favorable feedback, praising us for several and best-in-class practices that we implemented during the conversation.

Our Executive Director of Nursing hosted a brief but entertaining farm days party after the focus group discussion. There, everyone had a great time.



PNS Celebrated International Infection Control Week

The International Infection Prevention and control week was held from October 15–21, 2023, with the theme “Celebrating the Fundamentals of Infection Prevention,” emphasizing the importance of everyone going back to the fundamentals of infection prevention. On October 12, 2023, PNS and Nursing Outsourcing Agencies conducted an amazing celebration in Bayt Al Diyafah to commemorate Qatar Infection Prevention and Control Week. The event included a presentation about flu vaccine myths, poster presentations, video competitions, and quiz competitions, among other things. Additionally, all the IC Link nurses were honored at that ceremony and received certificates of appreciation.

We particularly want to express our gratitude to Corporate Infection Control Team for attending this wonderful event as well as Ms. Nadya Al Rauili, Executive Director of Nursing for HHCS, PNS, and CMES, for her continued support.



Private Nursing Services (PNS) and Qatar Care: Celebrating Excellence at 2023 Planetree International Conference



At the 2023 Planetree International Conference on Person-Centered Care in Boston, Massachusetts, October 8–11, 2023, Ms. Rowena Dimpaso and Ms. Mary Rose Uy, representing Qatar Care, one of the Nursing Outsourcing Agency partners of Hamad Medical Corporation Private Nursing Services (PNS), were awarded the “Caregiver of the Year” title. Their commitment to providing Person-Centered care is an excellent reminder of the strong collaboration between PNS and Qatar Care, who work together to provide outstanding healthcare. Thank you for this well-earned recognition, Ms. Dimpaso, Ms. Uy, and Qatar Care!

PNS Chronicle: Unveiling the Partnering Care in Dementia Initiative

Introduction: At the renowned 3rd Qatar International Geriatric & Dementia Conference 2023, Private Nursing Services proudly showed its innovative program, "Partnering Care in Dementia," marking a significant step forward for progressive healthcare. With the help of committed nurses, families, and people with dementia, this program seeks to improve the quality of care for those who are suffering from social injustices related to dementia.

3rd Qatar International Geriatrics and Dementia Conference

Thursday 26 to Saturday 28 October 2023

Brought to you by
HMC's Department of Geriatrics and Long-Term Care
HMC's Leadership Center for Healthy Aging and Dementia

www.hamad.qa/QIGDC2023



Initiative Objectives: At the core of this initiative lies the profound goal of enhancing the lives of vulnerable populations affected by dementia. The initiative is strategically structured around three pivotal domains:

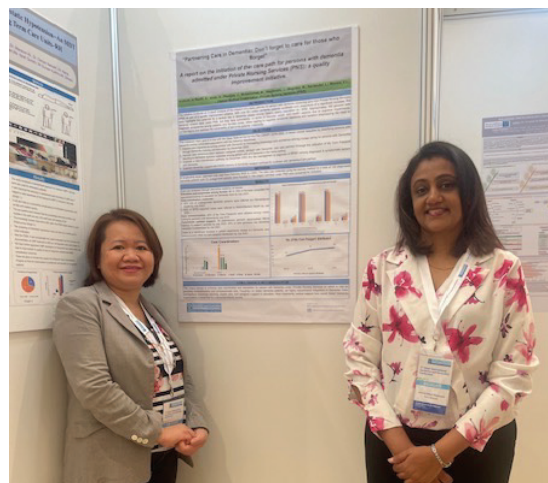
1. **Initiating Dementia Care Pathway:** The initiative strives to establish a comprehensive care pathway within Home Health Care Services (HHCS), Mental Health (MH), and Rumaila Hospital (RH). This holistic approach envisions a seamless and integrated support system for individuals with dementia.
2. **Care Partner Awareness & Education:** Recognizing the vital role of care partners, PNS actively engages in raising awareness and providing education to equip these partners with the knowledge and skills necessary for effective Dementia care provision.
3. **Improving Care Communication:** Introducing the innovative concept of a "Dementia Passport," the initiative seeks to revolutionize communication within dementia care. This passport serves as a tool to facilitate smoother interactions among healthcare providers, patients, and their families.

Conference Highlights: The initiative was showcased with utmost pride through a compelling poster presentation at the conference. Dynamic and passionate, Ms. Leila and Ms. Jessica, key members of the project, eloquently conveyed the essence of Partnering Care in Dementia, under the leadership of Ms. Nadya Al-Raouli. EDON PNS, HHCS & CMES.

Impact and Significance: This initiative signifies a paradigm shift for PNS, transcending the boundaries of traditional person-centered care. By focusing on the unique needs of those with dementia, PNS takes a bold step toward redefining the healthcare landscape.

Societal Impact: The ripple effect of the Partnering Care in Dementia initiative extends beyond individual care experiences, promising a positive impact on the community. By addressing the specific needs of this vulnerable population, PNS contributes to an elevated standard of dementia care.

Conclusion and Future Steps: In closing, PNS Chronicles reflects on the milestones achieved through the Partnering Care in Dementia initiative. Looking ahead, the journey continues with unwavering commitment, as PNS charts a course for ongoing development and implementation, ensuring a legacy of compassionate and progressive healthcare.



PNS Quality Day Program



On November 20, 2023, PNS Quality Day was celebrated under the subject "Quality: Realizing your competitive Potential", in collaboration with eleven nursing outsourcing agencies. This was inspired by the International Quality Week. Ms. Asmahan Director of Nursing in Private Nursing Services, stated "It is a time to recognize the achievements of quality professionals, reflect on the successes and challenges of the past year, and share best practices for ensuring quality in all areas of practices. The numerous quality improvement tools, such as the FMEA, PDSA, driver diagram, process map, fishbone, and pareto chart, were displayed by various booths. A poster contest, video role-play competition, and interactive games at the booths are just a few of the exciting activities done.

Over 180 people attended the event, including representatives from Corporate Quality Departments, which highlighted the dedication and hard work of all staff members who are working to improve the quality of patient care in the community. Many attendees commented that they were impressed at the extraordinary creativity on display during the program activities.

We consider quality to be a component of a broader concept of sustainability that extends beyond environmental preservation. Quality is crucial for ensuring the safety of individuals and communities, and we are building a greater ethical value for everyone to ensure safeguarding quality at the source.

Acknowledging our Nurses:



“Staff Appreciation”

During the PFAC, our staff received recognition for their exceptional care. The following staffs were awarded: Jonela Mystero A. Tutor, Mary Sheane Reyes & Kathrine Joy P. Villarin.

“Abrar Honor of Excellence”



Awardees

TEAM PLAYER	Ms. Roxanne Gregorio
INNOVATIVE	Ms. Fancy Ferido
	Ms. Kathrine Villarin
GOING ABOVE AND BEYOND	Ms. Lorna Cantos
	Mr. Amer Betanio
	Ms. Golda Vanessa Mercado
PEER TO PEER	Mr. Vishnu Pabbulati
	Ms. Marwa Mohamed
	Ms. Jessica N Waghmare
	Ms. Janice M Samaco
	Ms. Cecile Come

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