



# QUALITY NEWSLETTER

*Hello everyone! Welcome to the 11th issue of our quarterly newsletter. Our aim is to continuously keep you updated on quality assurance, patient safety, risk management policies and standards. We encourage the staff contributions on the related topics.*

## ACHIEVEMENT!

New Mowasat Hospital (NMH) successfully passed its fourth cycle for reaccreditation by Joint Commission International (JCI), which was conducted from 2nd to 6th February 2020. Of course, this was only possible because everyone in the organization worked very hard and worked well together to ensure we achieved this proud goal. So thank you, to all our dedicated members of NMH.

As proud of an achievement it is, it isn't over yet. We must work extra hard to maintain and excel beyond this achievement since we at NMH no longer believe in moving from good to great; but now we strongly believe in moving on up from great to SUPER GREAT!

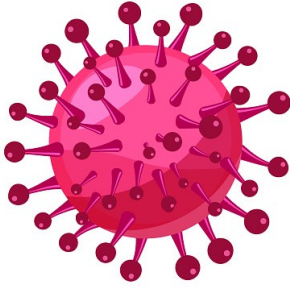


A brief of the survey report states that out of the 14 JCI chapters, which include around 1,198 measurable elements; NMH had ZERO UNMET STANDARDS! This leaves our organization with a total compliance score of almost 100%.

- ◆ 4 chapters, namely Patient and Family Rights (PFR), Assessment of Patients (AOP), Care of Patients (COP) and Patient Family Education (PFE) were completely met with 100%.
- ◆ 10 chapters were identified as partially met with minor/minimal observations, no less than 97%.



# COVID-19 AND US

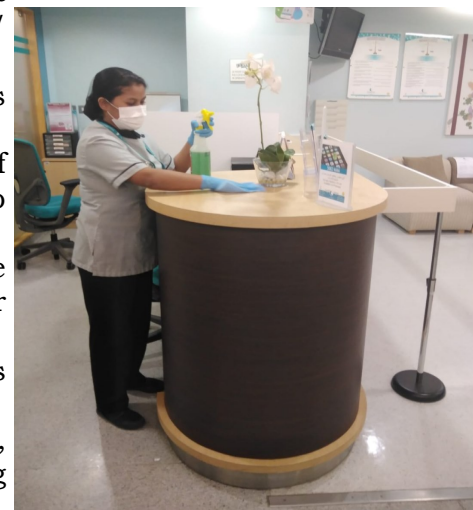


The Corona Virus, COVID-19, pandemic in Kuwait is part of the worldwide pandemic of coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first confirmed case in Kuwait was announced on 24 February 2020. The situation took a toll on everyone, with new movement restrictions and curfews; the life we are so used to, has definitely changed drastically.

## Initiatives implemented at NMH

The concerned teams at NMH worked extra hard to meet with the new rules imposed by MOH and to meet with the needs of patients as well as employees.

1. Personal Protective Equipment (PPE) was always in stock for the medical staff, so much so that masks were even distributed to admin staff to keep them safe at all times.
2. Availability of all needed stocks despite limited supplies, lockdown and markets being closed.
3. Temperature was being checked for all patients and employees on entering the hospital.
4. Inpatient building and Outpatient building had triage screening to ensure all staff, patients and visitors' had their temperature checked.
5. Infection Control Team worked hard to create the right algorithm for screening patients as well as tracking patients/employees who showed symptoms.
6. Infection Control Meetings were being held every week so as to discuss strategies to better tackle the situation at hand.
7. Our E.R physicians were always available for staff consultation, in any case when a staff felt unwell or had to follow up.
8. Housekeeping staff worked extra hard to increase the frequency of cleaning all high risk areas in addition to other areas; and taking care of patients' needs too.
9. Availability of tele-consultations services as well as doctor's home visits for our patients.
10. Ambulance services to bring patients to the hospital, medication delivery as well as lab sample collection during the curfew hours.



# Look After Yourself

As we all know, we are still dealing with this pandemic and we don't know for how long. This feeling of uncertainty and fear can be quite stressful to live with. Here are a few pointers to keep in mind to help you get along, otherwise:

**Stay clean.** Wash your hands, shower after being outside and keep your surroundings tidy.



**Avoid watching and reading too much news.** News almost always focuses on the issues being faced and this can sometimes lead you to feeling down and negative. Take a break from too much news.

**Stay in touch with loved ones.** When times are tough, comfort can be found in friends and family. Take some time out to catch up with people that matter to you or even friends that you've lost touch with.

**Eat for health.** Immunity also comes from the foods you eat; and it's not that hard! The best immunity foods are natural and clean foods; try to incorporate as much of fruits, vegetables, nuts and herbs into your diet.



Zinc



Vitamin C

Lean meats, seafood, milk, whole grains, beans, seeds, and nuts • **Important for wound healing**

Broccoli, cantaloupe, kale, oranges, strawberries, tomatoes, guava, and lychee • **Protect cells from oxidative stress, a product of infection or chronic inflammation**

**Sleep.** Your body does a lot of self-healing when you let it rest. Be sure to catch sufficient hours of undisturbed snooze time in order to help your body rejuvenate.



Iron



Vitamin E

Lentils, spinach, tofu, and white beans • **Aids in non-specific immunity, the body's first line of defense**

Nuts, seeds, wheat germ, green leafy vegetables, avocado, and shrimp • **Helps protect cells from oxidative stress**

**Meditate.** Spend some time being mindful about your energy. Meditating comes in many forms; prayer, positive thinking, making the effort to be kind to others or even a few minutes of laughing! It helps most times to just breathe and reassure yourself.



Vitamin A



Vitamin B6

Sweet potatoes, carrots, red bell pepper, spinach, black-eye peas, and mango • **Helps regulate our immune response**

Green vegetables, chickpeas, cold-water fish such as tuna or salmon • **Supports more efficient reactions between different parts of our immune system**

**Exercise.** It is proven that physical movement is not only good for your body but also good for your mind as it secretes a lot of feel good hormones. This can mean yoga, dancing, body weight exercises or even good old house work! Keep yourself moving and keep yourself going.



## Leisure activity.

Do things that make you feel good! This could be reading, watching movies or documentaries, playing an instrument, art, cooking or even taking the time to learn a new hobby. It is always a good idea to spend some time doing the things you enjoy doing.

**Help.** These are tough times and everyone is affected in some way. Never hesitate to reach out for help or to lend a helping hand to others. Be kind to yourself and to others. We're all in this together.

# Patient Centered Care

Patient-centered care is about treating a person receiving healthcare with dignity, respect and involving them in all decisions about their health. This type of care is also called 'Person-Centered Care'. A key part of this concept is for the patient to be involved in their healthcare.



On 5<sup>th</sup> March 2020, we had Patient Centered Care Awareness Day. The purpose was to bring about more understanding among all the hospital staff on the importance and need for this kind of care.

We involved all the staff by having a poster competition on Patient Centered Care and everyone was allowed to participate by creating what they understood on the topic. It was great to see such active involvement from almost every department in the hospital. These posters were then reviewed by the Hospital Management, who then decided 3 top winners!

**1<sup>st</sup> place was the Nursing staff of OPD.**

**2<sup>nd</sup> place was the Customer Services Department.**

**3<sup>rd</sup> place was the Rheumatology Department.**



Information booths were set up in the IPD and OPD buildings for our clients, with flyers and giveaways in appreciation of their support and participation.

Some of our kind hospital staff put together a skit, a dance, a video and some quizzes with prizes for the lucky winners! All hospital staff were welcomed.

# Patient Centered Care at NMH

## Some of the ways NMH is practicing patient centered care

1. As a part of the Patient Centered care, NMH has embarked on a journey in partnership with our customers to listen to the voice of patients and family members in the community who are interested in coming together to provide our health care team with constructive advice and feedback to improve our patients' experiences. Some of the benefits of this initiative are:



NMH Customer Advisory Committee

- a. Advocacy for family, friends and the organization.
- b. Provide feedback on new facilities and facility renovation .
- c. Transformation of the hospital culture toward patient-family centered care.
- d. Enhance ongoing collaboration and cooperation among clinicians, patients and families.
- e. Promote awareness of opportunities and key resources that will help patients and family members navigate through the system.



2. Educating patients on their rights whenever they visit the hospital



3. Ask me 3 leaflets which encourage patients to ask their physician 'What is the problem?', 'What should be done?' and 'Why is it important to do this?'.

4. Educational/Informative leaflets.
5. Informed consent.
6. Patient satisfaction survey, to gain feedback from patient on the services they were provided.
7. Patient complaint management.
8. Bedside shift handover in the wards so patient's feel like they are involved and valued.
9. Ethical committee. We developed a process for ethical decision making to deliver better care to our patients.

# ASK ME 3

GOOD QUESTIONS FOR YOUR GOOD HEALTH

@NewMowasatHospital  
New Mowasat Hospital  
@NMOWASAT

مستشفى المواساة  
NEW MOWASAT HOSPITAL  
CARE FOR GENERATIONS

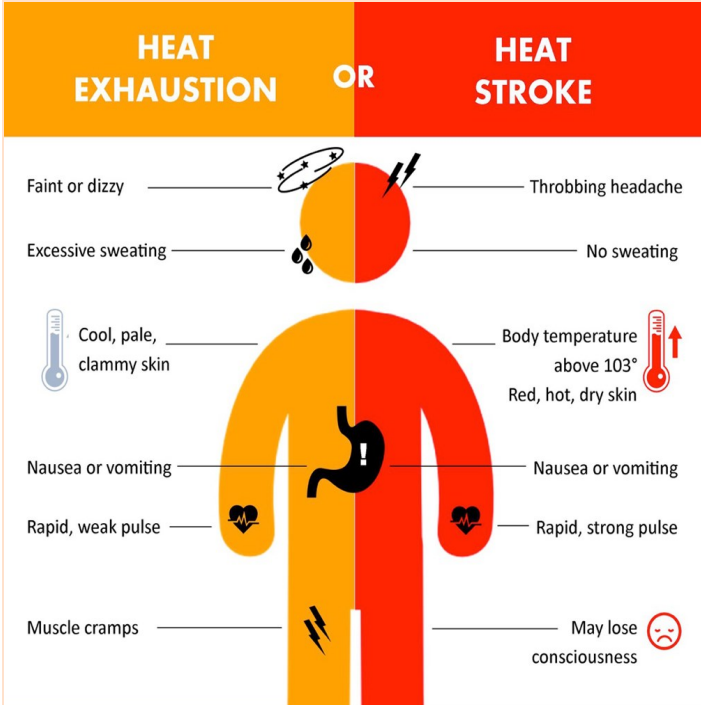
(965) 1 82 6466  
New Mowasat Hospital  
www.newmowasat.com



# SUMMER IS HERE!

Yes, we've reached that time of the year in a place where the sun can be pretty harsh.

It happens so often that many people, unknowingly, can fall prey to heat exhaustion or heat stroke. Heat-related illness is preventable and treatable!



## Prevention:

1. Wear loose-fitting and light weight clothing.
2. Protect yourself against sunburn and UV radiation with sunscreen, a wide brimmed hat and sunglasses.
3. Drink plenty of fluids. Not just any fluid, but mostly water and electrolyte balancing juices, like lemon juice.
4. Take extra precautions if you or someone you know is on medication.
5. Never stay or leave anyone in a parked car for too long.
6. Try to take it easy if you're outdoors during the hottest part of the day by taking breaks in a cool area and staying hydrated.
7. Get acclimated to higher temperatures gradually if you know you're going to be regularly exposed to the outdoors.

# Fun Facts About The Human Body!

1) The smallest bone of your body is located in your middle ear, called 'Stapes'.



2) On average, the adult human tongue has around 4,000 taste buds and each taste bud has around 100 taste receptors.

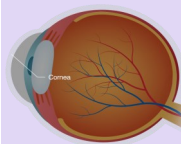
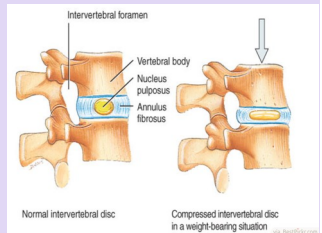
3) Humans are the only species known to blush, which is caused by a rush of adrenaline.



4) As you breathe, most of the air is going in and out through one nostril. Every few hours, the workload shifts to the other nostril. This delicate dance is called the nasal cycle.

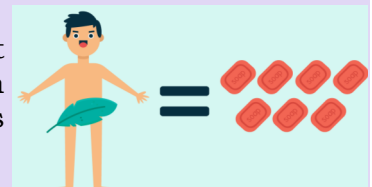


5) You are taller in the morning than you are at night. This is due to gravity and the compression of your cartilages in the bones that happen while standing and sitting throughout the day.



6) The cornea of the eye is the only part of the body with no blood supply; it gets its oxygen directly from the air.

7) The average adult body contains enough fat to make 7 bars of soap.



# STAFF CORNER

Winners for the 10th issue are:



**Ms. Sharon Ortega**  
(Ophthalmology Department)



**Ms. Leilani Alzate**  
(Marketing Department)



**Ms. Theresa Dacallos**  
(Dental Department)



**Ms. Annamma Thomas**  
(OBS/GYN Nurse)

Answer to last newsletter's quiz are:

**Q1: Which of the following statements is true?**  
 -Hand washing helps prevent infections.  
 -Using hand sanitizer helps prevent infections.  
 -Getting a flu shot helps prevent disease and infection.  
 -All of the above  
**All of the above.**

**Q2: Which of the following should you do, if you are unable to evacuate a burning building?**  
**Stay low under the smoke.**

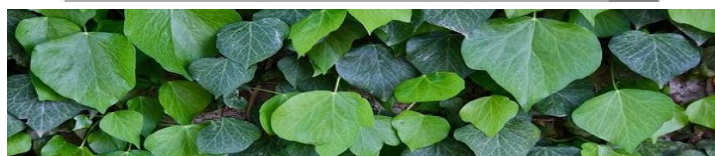
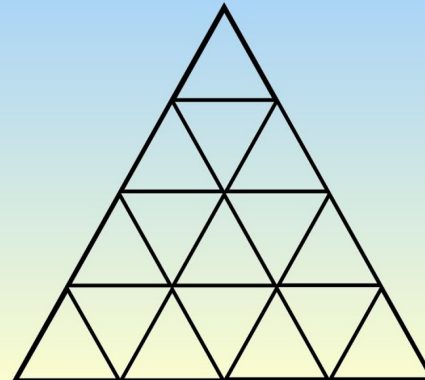
**Q3: Which of the following should you NOT do while lifting heavy objects?**  
**Keep your feet together.**

**Q4: Which of the following fire extinguishers is used to put out fires caused by flammable liquids?**  
**Class B carbon dioxide fire extinguishers.**

**Q5: Which of the following should you AVOID, to reduce strain on your spine when sitting for long hours?**  
**Cross your legs at the knee.**



HOW MANY TRIANGLES DO YOU SEE?



Animals have evolved to camouflage in their natural habitat in order to protect themselves. See if you can find the Snow Leopard in this one.



## HOW TO SPOT FAKE NEWS



**CONSIDER THE SOURCE**  
 Click away from the story to investigate the site, its mission and its contact info.



**READ BEYOND**  
 Headlines can be outrageous in an effort to get clicks. What's the whole story?



**CHECK THE AUTHOR**  
 Do a quick search on the author. Are they credible? Are they real?



**SUPPORTING SOURCES?**  
 Click on those links. Determine if the info given actually supports the story.



**CHECK THE DATE**  
 Reposting old news stories doesn't mean they're relevant to current events.



**IS IT A JOKE?**  
 If it is too outlandish, it might be satire. Research the site and author to be sure.



**CHECK YOUR BIASES**  
 Consider if your own beliefs could affect your judgement.



**ASK THE EXPERTS**  
 Ask a librarian, or consult a fact-checking site.



**Who doesn't love dessert?**  
 Here is a super easy and fun recipe to try to satisfy that sweet tooth. Oh, and guess what? These are no- bake, raw, sugar free, dairy free, oil free and healthy CHOCO FUDGY BOWNIES!

**You will need:**

- 1 cup walnuts
- 1 1/3 cup pitted medjoul dates
- 1/2 cup almond/peanut butter
- 1/2 cup unsweetened cocoa powder
- 1/3 cup crushed pecans/almonds



**Method:**

- Grind the walnuts and dates in a food processor until finely ground.
- Add preferred nut butter and process until well mixed. Then add cocoa powder and pulse to mix well.
- Transfer the mixture into any dish, lined with parchment paper (this will make it easier to remove later) and the firmly press the mixture down.
- Sprinkle the crushed nuts on top of the mixture and lightly press them into the mixture.
- Cover and refrigerate for a minimum of one hour before cutting into squares.

**Hypoglycemia & Hyperglycemia**

HYPOGLYCEMIA SYMPTOMS		HYPERGLYCEMIA SYMPTOMS	



**Q1. An Adverse Event in a healthcare setting, is an event in which the patient is harmed?**

- a) True.
- b) False.

**Q2. Which of these is the first step to wearing a mask?**

- a) Place the mask to fit nose bridge
- b) Pull the mask down so it is snug to face and chin
- c) Secure ties/elastic bands at the middle of head and neck

**Q3. Which of these should you do when removing contaminated gloves?**

- a) Use the gloved hand to grasp the palm area of the other gloved hand and peel off the first glove
- b) Hold removed glove in gloved hand
- c) Slide fingers of ungloved hand under the remaining glove at wrist and peel off second glove over the first glove.
- d) All of the above

**Q4. All slips, trips and falls should be reported even when no one is hurt**

- a) True
- b) False

**Q5. What is patient centered care?**

- a) A patient treatment plan based on the doctor's prerogative, as well as, the other health practitioners' advice
- b) A partnership between patients and providers that encourages patients to be engaged in their healthcare
- c) A treatment plan that encourages patients' healing by following non-traditional methods and practices
- d) A plan of care entirely based on the patient and his/her family's wants, needs and cultural background

Can you spot the 5 differences between these two pictures?



Please write your answers with your full name, employee number and department; and email your answers at: [ssheikh@newmowasat.com](mailto:ssheikh@newmowasat.com)