



QUALITY NEWSLETTER

***“If you cannot do great things, do small things in a great way.”
- Napoleon Hill.***



Happy New Year, everyone! The previous year was definitely something none of us were prepared for; and was difficult for everyone in some way, but guess what? We’ve made it through! That is something worth celebrating, for sure. In addition to that, we have also successfully passed the fourth reaccreditation cycle of Accreditation Canada International (ACI) with an amazing and never before achieved score of 99.5%. Congratulations everybody and thank you, for all your hard work, dedication and commitment to New Mowasat Hospital on contributing towards this extraordinary achievement.



ACCREDITATION CANADA
POWERED BY **HS** STANDARDS

NEW MOWASAT HOSPITAL
SALMIYA, KUWAIT

Congratulations on meeting international standards of excellence in quality care and service

نهنتكم على إستيفاء المعايير الدولية للتميز في جودة الرعاية الصحية والخدمة

Qmentum International
Diamond*
November 2020 - November 2023

Lesley Thompson
Chief Executive Officer

* Accredited for the standards listed in the Qmentum International Report

The ACI Survey took place from the 08th of November 2020, to the final report day on the 15th of November 2020. This time though, it was definitely a new, very different and interesting experience for everyone, including the surveyors! Due to the risk involved in travelling, our survey was a hybrid one, which meant that we had the combination of surveyors being physically present as well as holding virtual meetings for the surveyors abroad. There was definitely a lot of work with regard to preparation and again, none of it would have been possible without the joined effort of every member of NMH. Congratulations, once again, to everyone and let’s keep working together and supporting each other to carry on maintaining this greatness.





MASK ETIQUETTE



Nowadays, it is important to remember to carry/wear your face mask whenever you leave the house. Although this can understandably be frustrating for many people, it is honestly the least we can do to protect ourselves and those around us. It has also become increasingly difficult to stay indoors all the time, so if you must step out, follow the rules in order to do so. Unfortunately, we are still dealing with the pandemic and it might stick around for a long while; it might even pave the way towards a “new normal”. So below are some tips to take care of your skin while wearing masks.

A lot of people are having skin issues with regards to wearing masks for long hours. While we can't stop wearing masks, there are a few ways to take better care of your skin. It may require a little more time and effort, but as long as it is worth it, right? Let's get to it.



Keeping your face clean and moisturized is important. Wash your face before and after you wear your mask and try not to use very thick creams as your skin won't be able to breathe; but always moisturize after you cleanse your face, including your lips with some petroleum jelly.



It has been recommended by many to skip wearing heavy make up while wearing masks, especially on the areas that will be covered. Wearing makeup under your mask can lead to clogged pores and can result in bad skin break outs. Keep it light and simple, if you must.



Wear the right sized mask. A tight fitting or loose fitting mask can also cause irritation to your skin. When a mask doesn't fit well, you're more likely to adjust it which can increase germ transfer. So make sure you select and wear the mask that fits you best.



Mask fatigue is real, especially for those who have to wear them constantly. To combat this, take a mask break every 3-4 hours for about 10 minutes and put your mask back on. It may seem like a little, but it definitely helps. Always make sure you take your mask breaks in a safe place in order to protect yourself and those around you.

Always dispose your masks, gloves and other waste appropriately because whenever you don't, you contribute to a bigger problem that is affecting our entire planet and the animals.





REGULAR SCHOOL? ONLINE SCHOOL? HOME SCHOOL? Well, whatever it may be, school season is back and it can be stressful for most. Below are some tips that, hopefully, might be helpful when dealing with education during this uncomfortable time.

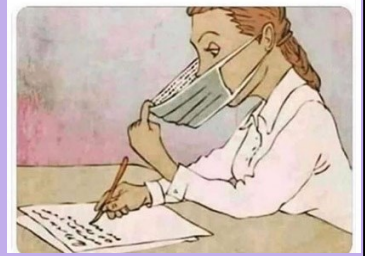
Develop a schedule for work and play. Establishing a schedule with input from your child works even better as it gives them a sense of ownership and accountability. Set a time for everything including breakfast, lessons, lunch, reading, etc. With other activities on pause, kids still have the rest of the day once school work is over. Too much time on the couch can lead them into feeling restless or unhappy. Plan out leisure activities for the rest of the day like arts, word games, puzzles, exercise, etc.



Inculcate new and important habits. At some point, the children are going to have to step out of the house. Get them into the habit of washing their hands regularly. Educate them on why and how masks are used; and why hand sanitizers are needed. Familiarize them to using wet wipes to keep their stations clean. Teach them about cough etiquette and social distancing too. When they understand, they are more likely to follow the rules and regulations which will keep them and you safe.



School finally opens after COVID19
Students during exams



Important supplies. Certain things are a must have for your child to ensure their safety. Explaining the purpose of these objects and involving them in choosing colors they'll like are sure to help. Some of those are:

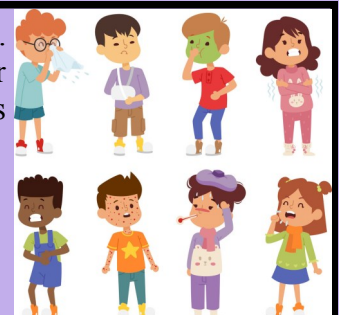
- i. Masks. Make sure the mask fits your child properly.
- ii. Alcohol based hand rub.
- iii. Wet wipes.
- iv. Water bottle.
- v. Lunch box and cutlery.
- vi. Easy to wash school bag.



Dealing with anxiety. It is normal for you and your child to feel stressed or overwhelmed, after all, things have been weird and different for them too. Ensure that your child feels safe and understood. Most children have probably enjoyed their time at home and being around family; so going back to school or nursery might be hard on them. Using a “transitional object”, such as a toy or a picture, etc. can help let your child know that they are always on your mind and to use these objects for comfort whenever they miss you as it is an object charged with love.



PLEASE keep your child at home if they are showing any mild symptoms and get them checked. Do not send your child to school and risk other children or teachers falling sick. It doesn't matter what kind of illness they might be having as it can affect their immunity strength, so it is always advisable to keep them at home when they are not feeling their best.





INFECTION CONTROL WEEK



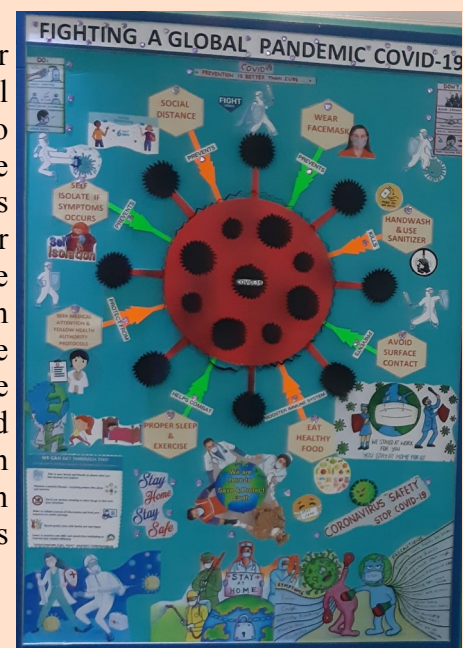
From October 14, 2020 to October 20, 2020, our Infection Control Supervisor conducted the annual “Infection Control Week”. This event is held every year to create awareness amongst staff, promote the importance of hand hygiene with regard to preventing risk of infection and to review routine practices along with special precautions. Unfortunately, because of the current restrictions when it comes to gatherings, the event was not celebrated as always; but Mrs. Erum, our infection control supervisor, still made it interesting with activities that encouraged participation from staff throughout the organization.



This was done by sending informative flyers everyday of the said week, through email, to all the staff in the hospital. These flyers contained important points about the current virus that has affected the entire globe, how to protect yourself by correctly wearing the right personal protective equipment and the most important; hand hygiene. Staff were then randomly quizzed by the infection control supervisor and nursing management team on the same; and given on the spot prizes for answering correctly.



In addition to that, there was also a poster competition and of course, everyone all throughout the organization was invited to participate. The theme was “Fighting the Global Pandemic”. Many departments enthusiastically participated and the winner was decided by the management team. The picture on the right was the poster that won first prize; there were second and third prize winners as well (bottom left picture). There was also information booths in the IPD and OPD buildings where these posters were on display and staff were there to help pass on awareness on infection control to our patients and visitors.





EVERY WINTER, HAS IT'S SPRING.



It is officially sweater weather! Which also means, it is time for seasonal illnesses such as the flu. Since we all know the symptoms and route of infection for the flu and corona virus are similar, these few precautions can help reduce the risk of getting either. Basically, viruses responsible for the common cold, flu and corona can spread from infected people to others through the air and close personal contact. This can happen when shake hands with someone or touch surfaces that could possibly be contaminated with such viruses and then touch your eyes, nose or mouth.



Wash your hands often. Soap and water are always best, but if this is not available then make sure you always have an alcohol based hand rub with you. Be sure to follow the steps when using either.



Teach yourself and your family proper coughing/sneezing etiquette. You don't only have to be sick in order to practice this, its safe and a good habit to practice otherwise too. Avoid using just your hands.



These three are literally the BEST medicine and all go hand in hand. These three activities are the best immune boosters and are also good for mental health. Make sure you get plenty of each!



Drink plenty of fluids! Staying hydrated is basic and everyone should try for a minimum of 3 liters per day. Some nice tea, juices or even infused water are beneficial too. Staying hydrated helps transport nutrients throughout our body and also helps in detoxifying our body from harsh elements.



Staying warm during the winter requires that you dress appropriately and in layers, it doesn't matter if you're out or if you're just staying at home. Especially on windy days, pay more attention to covering your head, ears, neck and chest can reduce your chances of catching a cold and prevent hypothermia.

STAFF CORNER

Stories are told to pass on culture or history, but can also be told to inculcate important messages. Here is one such story for you,

The mouse

A “mouse” was put at the top of a jar filled with grains. He was too happy to find so much food around him. Now he doesn't need to run around searching for food and can happily lead his life. As he enjoyed the grains, in a few days' time, he reached the bottom of the jar. Now he is trapped and he cannot come out of it. He has to solely depend upon someone to put grains in the same jar for him to survive. He may even not get the grain of his choice and he cannot choose either.

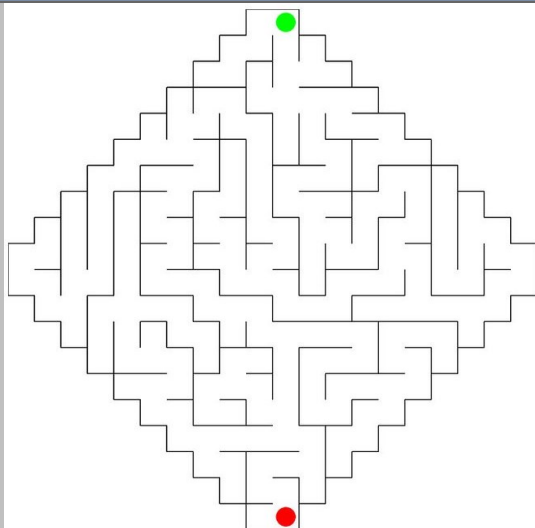


Here are **FOUR** lessons to learn from this:

- 1) Short term pleasures can lead to long-term traps.
- 2) If things are coming easy and you are getting comfortable, you are getting trapped into survival mode.
- 3) When you are not using your skills, you will lose more than your skills. You lose your **CHOICES**.
- 4) The right Action has to be taken at the right time, or else you will lose whatever you have.

Nothing comes easy in life and if it ever does, maybe it is not worth it. True success, is getting back up again after falling down; even if it happens multiple times.

Here is something to tease your brain with! Activities like this also help keep the mind fit. So have at it. The green dot is the start point and the red dot is the finish.



Q1. If you get a cold, the sooner you ask your doctor for antibiotics, the better.

- a. True
- b. False

Q2. As required by OSHA Standard, the MSDS must be available for ___:

- a. Chemicals that are harmful.
- b. Each chemical in the department.
- c. All packed material.
- d. All instrument trays.

Q3. Material Safety Data Sheet (MSDS) provides health and safety hazard, as well as risk information on ___:

- a. Electrical.
- b. Mechanical.
- c. Chemical.
- d. All of the above.

Q4. Universal Standard Precautions apply to:

- a. Blood.
- b. All body fluids, regardless if they contain blood.
- c. Non-intact skin.
- d. All of the above.

Q5. Drinking water while playing sports during winter can cause your body temperature to drop.

- a. True
- b. False

Please write your answers with your full name, employee number and department; and email your answers at:
ssheikh@newmowasat.com / abusheri@newmowasat.com

HOW MANY TRIANGLES DO YOU SEE?

