

QUALITY NEWSLETTER

Welcome to the 16th 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 staff contributions on the related topics

2023

Happy New Year!

3rd International Healthcare Quality Symposium 2022

Theme: Building High Reliability Organization (HRO)

New Mowasat hospital on 14th November 2022 organized its 3rd international symposium under the theme of Transforming Healthcare Quality building High Reliability Organization (HRO) at the Palm Hotel, Salmiya. The session was opened by our Hospital Director Dr. Alexander Varghese. Ms. Shaheena Sheikh Quality Director & Symposium Organizer shared New Mowasat Hospital's Journey towards achieving HRO and Zero Harm. She further stated "our vision for the hospital's future has always been to provide the best to our community and this initiative builds on our already high quality outcomes. In today's healthcare market place healthcare marketplace, patients have a choice. Excellence is what we promise, excellence is what we deliver." Speakers included prominent Figures Ms. Katerina Tarasova ACI (Executive Director, International Accreditation, and Accreditation Canada). Mr. Murat Kucukkaya (JCIA Managing Director, Middle East and Africa). Dr. Hana Alghanim (Head of Safety programs Department, Quality & Accreditation Directorate MOH-Kuwait).



Ms. Katerina Tarasova



Mr. Murat Kucukkaya



Ms. Hana Alghanim



3rd International Healthcare Quality Symposium 2022



HOW TO BUILD A POSITIVE TEAM CULTURE

DEFINE SUCCESS

Discuss "success" - what does it mean? How would it feel? What would it look like?

SET GOALS

Work with the team to identify individual and team goals that they want to pursue.

BREED RESPECT

Build a culture where everyone is treated equally.

ENCOURAGE RESPONSIBILITY

Employees must accept their role and be responsible for their actions.

WHAT LEADERSHIP CAN DO

GIVE PRAISE

Appropriately praise employees, and encourage employees to praise one another.

BUILD THE TEAM

Develop out of office or non-work related activities so employees can get to know each other.

COMMUNICATE

Ask the right questions. Make sure that you communicate effectively with everyone on the team.

LEAD BY EXAMPLE

Have a number of key role models who people can look up to.

SET EXPECTATIONS

Identify clear expectations to the team. Ask them what their expectations are of you as a leader.

BE PATIENT

Building a team culture takes time and it is important that you are patient with the process.



13th Digestive Endoscopy Symposium 2022

New Mowasat Hospital launched the 13th Digestive Endoscopy symposium with presence of the elite group of international specialists in the digestive tract. The conference was chaired by Dr. Mahmoud Omar Consultant and Clinical Director of the digestive disease & Endoscopy at New Mowasat Hospital and Dr. Jaber Al -Ali , Professor of Medicine at Kuwait University. On this occasion, The symposium Director, Mr. Mahmoud Omar pointed out that the symposium aims to strengthen the practical and scientific relations and build a clear vision to meet the demands of the existing medical practices by dispensing many medical errors, research studies , opinions and ideas with the participation of a group of doctor s and experts, in addition to exchange their practical experiences.



Fall Prevention

What is a fall and what causes people to fall?

Patient falls continue to be a top adverse event in hospital settings, often resulting in injury and even death. Although fall risk is more common among elderly and frail patients, any patient can be at risk for a fall due to physiological changes related to medications, surgery, procedures, diagnostic tests, or a medical condition. There are multiple reasons why an individual may fall leading to injury.



In NMH, When a patient has a risk of fall orange band is given to the patient which contributes to the quality of care and minimizes risk of fall. Medical wristbands allow healthcare facilities and medical staff to guarantee the identity of patients during consultation and for the duration of care.



Preventing falls with injury

Center for Transforming Healthcare Project

The problem with falls

Falls in health care facilities result in death & injury

Approximately **11,000 fatal falls** occur in the hospital annually with a **\$14,056** estimated average cost of a fall with injury

Between **30-35%** of patients who fall will sustain an injury. These injuries result in: **6.3 additional days hospital stay** (average stay is 4.8 days)

Annual costs avoided from falls reduction
200 bed hospital = \$1 million
400 bed hospital = \$1.9 million

Examples of targeted solutions to prevent falls with Injury

- Scheduling trips to the bathroom
- Engaging patients and their families in the fall safety program at the time of admission
- Reminding patients to always ask for help walking
- Adopting a culture of fall safety throughout the facility
- Bringing caregivers to the bedside more often (for example, hourly rounding)

Create a patient safety culture through

Ownership and engagement of staff



Reporting and learning from errors



A leadership committed to a blame-free environment



Team work



Open communication across all levels



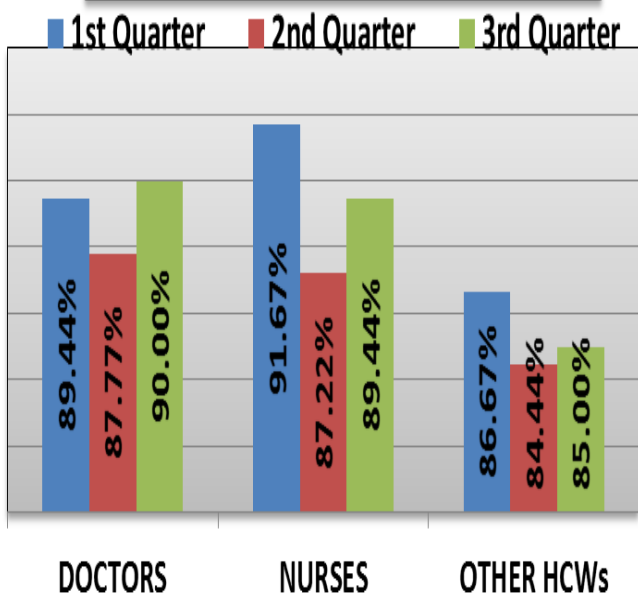
Speak up for patient safety!



NMH Hand Hygiene Compliance at NMH 2022

Hygienic hand washing: Hands can become contaminated with infectious agents through contact with a patient, patient surroundings, the environment, or other healthcare workers. Cross-contamination can occur from one site to another in the same patient, between healthcare worker and patient, between patient or healthcare worker and the environment, or between healthcare workers. Therefore, we encourage you to use 5 moments of hand hygiene.

HAND HYGIENE COMPLIANCE-2022

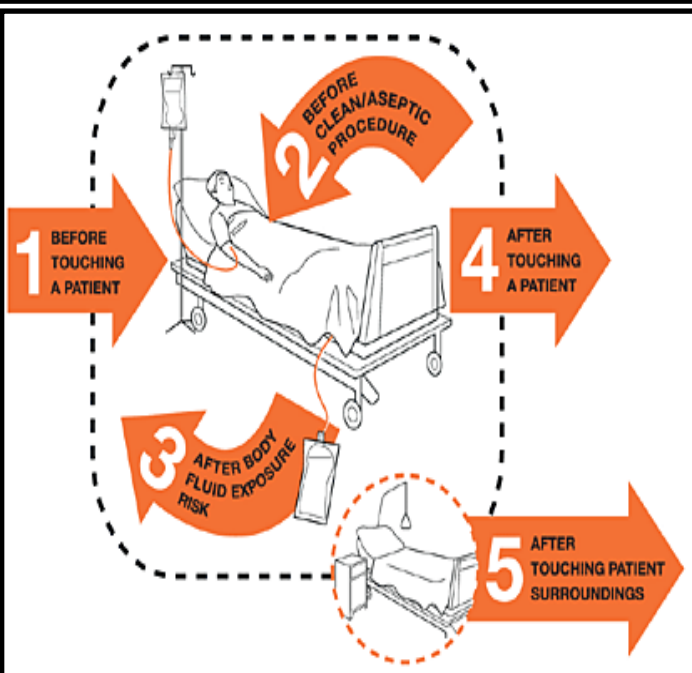


Long Services Awards 2022

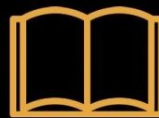
New Mowasat honors its long-term employees, As a token of appreciation for their efforts and continuous hard work during their years of employment, New Mowasat hospital's Chief Executive Officer, Mr. Abdullah Al Wazzan, Honored the hospital's long-term employees. Your services are a true testimony of your dedication to the organization. You are valuable members of our diverse and successful team.



Five Moments of Hand Hygiene



4 HABITS OF SUCCESSFUL PEOPLE



THEY READ DAILY



THEY LOOK FOR OPPORTUNITIES



THEY MAKE HEALTH A PRIORITY



THEY UPGRADE THEIR MINDSET

Pharmacist Day 2022



FIRE SAFETY

FOUR essential steps to take if you discover a fire:

R	A	C	E
Rescue anyone in immediate danger of the fire.	Alarm Activate the nearest fire alarm and call your fire response telephone number.	Contain the fire by closing all doors in the fire area.	Extinguish small fires. If the fire cannot be extinguished, leave the area and close the door.

You should know:

- Locations of nearest fire extinguishers and alarm pull boxes
- The fire location - room number and building
- All fire exits in your work area

How to properly operate a Fire Extinguisher

P	A	S	S
Pull the pin, release a lock latch or press a puncture lever.	Aim the extinguisher at the base of the fire.	Squeeze the handle of the fire extinguisher.	Sweep from side-to-side at the base of the flame.

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RACE PASS by Healthcare Inspirations

Emergency Evacuation Chair

In NMH we have evacuation Chairs, which is a universal evacuation solution for a smooth stairwell descent during an emergency.

Designed to evacuate the disabled, elderly, pregnant, children, injured, blind, and epileptic or the mobility impaired patients.



Anyone responsible for a public facility is legally and morally obligated to provide a safe means of egress for all people who maybe on the premises. Rescue chair is a single operator model that can be easily operated by just one person.

Indicators for Quality Improvement

TO MEASURE OR NOT TO MEASURE, THAT IS THE QUESTION

How can we avoid costly mistakes and ensure we are on the right track? For hospitals, properly structured measurement systems play a huge role in patient safety. A clear correlation between outcomes and processes ensures the clearest insights. **“If you can’t measure it, you cannot improve it.”** After measuring, it is critical to analyze the data for a suggested three-month data period.

You can follow these 10 tips when establishing an indicator:

TIP 1: DEFINE THE PURPOSE

Be clear & purposeful. Don’t collect for the sake of collecting. Be specific from the beginning & ask why you are measuring indicators and what do you want to achieve? How will capturing data make a difference? If we do not know the “why,” we end up measuring with 0 results. Remember, measuring is additional work, but it pays off!

TIP 2: DEFINE WHAT TO MEASURE

Measure the right indicator or else it is measuring for the sake of measurement. There is no use in measuring processes that do not affect outcomes, or outcomes that are not affected by processes. Keep in mind: structure-related indicators are easier to capture but more difficult to change, such as budget or headcount.

TIP 3: DON’T COMPARE APPLES TO ORANGES

When using templates, make sure definitions and terminology are clear, or else staff will compare the wrong things. For example, there are 20 definitions for a fall

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TIP 5: NO EXCUSE FOR PAPER PUSHERS

Is it best to record data on paper or digitally? There are pros and cons to both. Just make sure that you measure, any way you can.

TIP 6: APPLES TO APPLES?

Don’t blindly trust numbers. If something looks strange, investigate. Determine when you will verify indicators. What if there are errors in how the data is captured or entered? Look at trends of the past few months. If there is an outlier, it is key to verify the data using random raw data sheets. Compare apples to apples.

TIP 7: A PICTURE IS WORTH A THOUSAND WORDS

Visually striking and entertaining graphs and charts are more easily remembered. Use visually appealing, color-coded dashboards or green and red “go and stop” lights.

TIP 8: SET BENCHMARKS

Benchmarks provide starting points. Without them, data is out of context, and we cannot say whether something is good or bad, or if there is progress. What is the best and the worst? We don’t know before we compare. It is possible to use historical, national and international data, as well as internal or external benchmarks. Benchmarks include month to date, peer average, or year to date.

TIP 9: TALK MORE

Staff are motivated by feedback. Once the data arrives, share conclusions. Keep them interested by informing them of developments. Communicate with all stakeholders. Ask what benchmark is appropriate to communicate? Use internal meetings, newsletters, email, town halls.

TIP 10: NOTHING IS SET IN STONE

Flexible, live processes must be refreshed all the time, and indicators are not set in stone. Revise indicators at established intervals to evaluate effectiveness, and review them once a year.

Doctors Gathering 2022



STAFF CORNER

Answer to last newsletter's quiz are:

- Q1: Which of the following are patient identifiers used in NMH:
C) Patient Name and Medical record Number
- Q2: When encountering a patient elopement/wandering, what is the hospital code that should be followed?
D) Code Gray
- Q3: Quality is _____ responsibility
C) Everybody's
- Q4: When encountering fire, what is the hospital code that should be followed?
A) Code Red
- Q5: Hand hygiene should be performed
D) All of the above

Can you find the six hidden words?



16th NEWSLETTER QUIZ

QUIZ WINNERS - Lucky Draw



Ms. Jennifer A. Chaprathu
(LDR Head Nurse)



Preethi Annie Thomas
(OPD Staff Nurse)



Reena Uttam Gangurde
(Nursing Supervisor)



Jonna Marie A. Loscon
(Staff Nurse ER)

Participants with Correct Answers

- Arya Sudhan Shyla (Staff Nurse, OB3)
- Solymol Jacob (Head Nurse, ER)
- Shiny M. Chacku (Staff Nurse LDR)
- Gliaza Laron (Ward Clerk, OB3)
- Fatima Samir Nasrallah (NMC/ Customer Service representative)
- Jenitha Rajaian (Staff Nurse, MS Ward)
- Rea A. Nebran (Staff Nurse, LDR)
- Ahmed Nafie Ahmed (Head of employee welfare, HR)
- Erum Sadruddin (Infection Control specialist)
- Karim Hussein (Customer service Executive)
- Taha A. Abdallah (Clinical Pharmacist)
- Katrina L.R. Nurani (Staff Nurse, Physiotherapy)

- ⇒ Which colour wristband is used for fall risk patients?
- Red
 - Purple
 - Orange
 - Pink
- ⇒ For Electrical Fire, which type of extinguisher is used?
- Water
 - Foam
 - ABC powder/ Carbon dioxide CO²
 - Wet chemical
- ⇒ Who received the highest compliance in the hand hygiene indicator for the year 2022?
- Doctors
 - Nurses
 - Other Allied Health Staff
- ⇒ How many Digestive Endoscopy Symposium are scheduled at NMH so far?
- 10
 - 9
 - 5
 - 13
- ⇒ It is not necessary to wash hands before touching the patient
- True
 - False

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