

QUALITY NEWSLETTER

Hello everyone! Welcome to the 17th 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!

JOINT COMMISSION INTERNATIONAL ACCREDITATION

New Mowasat hospital underwent a rigorous survey from 6th February to 9th February 2023 and has achieved reaccreditation from the Joint Commission International (JCI) for the 5th time.

The remarkable success of the New Mowasat Hospital also retains its distinction in being first and 'only Hospital in Kuwait to hold dual accreditation with International bodies' namely Joint commission International (JCI) and Accreditation Canada International (ACI). During the JCI surveyors' assessment, NMH showcased robust efforts towards enhancing the patient experience, patient & staff well-being, and operational systems and had zero unmet standards that leaves the organization with 100% compliance score with the standards.

The Management at NMH is proud and honored by the team's relentless efforts towards sustaining the JCI accreditation which reflects staff commitment to ensuring "ZERO PATIENT HARM".

New Mowasat Hospital

Salmiya, Kuwait
has been
accredited
by



JOINT COMMISSION INTERNATIONAL

which has evaluated this Hospital and found it to meet the international health care quality standards for patient care and organization management.

Effective 10 February 2023 through 09 February 2026

Paul M. White
Paul M. White
JCR Board Chair

Jean Courtney
Jean Courtney
Interim President and Chief Executive Officer

HC03 10 Assessment

Joint Commission International is a division of
Joint Commission Resources Inc., an affiliate of The Joint Commission.



JOINT COMMISSION INTERNATIONAL ACCREDITATION



Congratulations Team NMH.

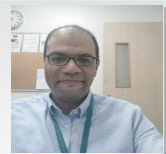
This accomplishment is a feather in a cap for us all, as we cruise on our journey of ensuring high level of patient care. I am personally thrilled to see the potential of our staff to relentlessly look for solutions and find innovative ways to improve care. Congratulations again. 'NMH, To infinity & beyond'



**Muhammad Younus Ijas,
Senior Quality Specialist**

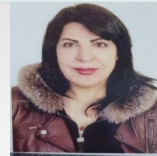
Kudos and Congratulations!

To the Mowasat Team for successfully achieving the JCI reaccreditation with outstanding results. Our hard work and determination have paid off. NMH stands as a shining beacon and as an example for other organizations world-wide, not just in the region.



**Mohamed H.R Hassan
Senior Quality Specialist**

A best congratulations and great appreciation indeed for each one of us., once again we made it happen with outstanding result. Everyone's commitment, devotion, hard work and team work contributed a lot for this achievement and a guarantee of setting NMH standard of care with a high class and best quality. Kudos and keep up the spirit.



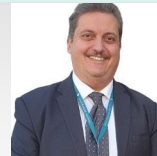
Fatmeh M. Ali (Nursing Director)

I am incredibly proud and happy to congratulate you all for the great achievement of having JCI reaccreditation for the 5th time. This could not have been done without the effort , enthusiasm and dedication of each and every one of you. New Mowasat hospital, with the hard work of all of you, has really set another record amongst health care facilities in Kuwait.



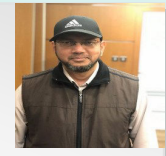
**Dr. Samir Aggour,
Consultant Ob/Gyn. & Clinical Services
Manager**

I would like to send my warm congratulations to everyone for getting a 5th JCI reaccreditation successfully, I am very proud that I am a part of Al Mowasat family. We obtained this accreditation based on the effort and hard work as a team and as one family. Once again, Congratulations to NMH team and JCI task force.



**Wissam M .El Toum
Customer Relations Coordinator**

Congratulation to everyone for getting a 5th JCI reaccreditation successfully. It is an outstanding achievement by the whole team and I feel proud to be a part of this wonderful team. My message to all is to maintain the same high standards of safety at all times.



**Zamir A.G.Kauchali
Supervisor Fire & Safety**

Congratulations NMH team for the Reaccreditation by the world's leading accreditation institution in the field of healthcare, the Joint Commission International (JCIA).



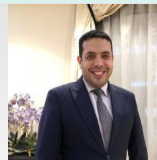
**Vivek Balasubramanian
Director - Operations & Support Services**

Thrilled to be part of this achievement, which was made possible only by hard work and dedication of all staff. There is still plenty of achievable lined up for the coming years, and I am sure that we will keep up with our excellence Many thanks to my team for going up and beyond in their contribution and efforts



**Sa'id Alkhateeb
Manager - Plant & Facilities**

I am proud to be a part of this team and to work alongside such talented and dedicated professionals. Your commitment to delivering outstanding care and your tireless efforts to improve our processes and procedures are what sets us apart, and it is what makes this achievement so well-deserved. Please accept my warmest congratulations on this incredible accomplishment. Here's to many more years of delivering exceptional care to our patients!



**Said Hussini
Operations Coordinator**

Obtaining the JCI reaccreditation for the 5th time with outstanding results is a testament to our unwavering commitment to patient safety, quality and satisfaction. It is a result of the hard work, dedication and collaboration of every member of our team from the doctors and nurses to the support staff and administrators. The reaccreditation recognizes our hospital's excellence in meeting the highest standards of healthcare delivery and is a testimony to our passion for healthcare excellence. Congratulations to one and all on this remarkable achievement!"



**Dr. Chandrashekar Janardan
Consultant Histo/Cytopathology
Clinical Director-Laboratory**

JOINT COMMISSION INTERNATIONAL ACCREDITATION

We as IC team of the NMH family are incredibly proud of this achievement and accomplishment of 5th JCI reaccreditation 2023. The IC team stands tall and appreciate all your valuable contributions and efforts put up as NMH team to ensure good Infection control practices that paves way to an overall patient safety. Proud to be a part of this wonderful achievement. Way to go NMH..."



Erum Sadruddin
Infection Control Specialist

Congratulations on the amazing accomplishment of JCI survey! I looked forward to this achievement with great faith in NMH's precise process, procedure and preparedness. I'm immensely proud to be a part of this great organization.



Amesh J. Raj
Manager-Medical Records & Operations

It was a great experience for me with supportive team at NMH. Congratulations on the well-deserved success of the hospital! again its warmest congratulations to this achievement "JCI" for the 5th time. Best wishes.



Amna Al Wardani,
Marketing Specialist

This amazing accomplishment is just one step on our journey. Our ability to relentlessly search for solutions to problems and find innovative ways to improve the NMH is the key to this success and many to come."



Ruba Husain
Customer service Supervisor
Support Services

I extend my heartfelt congratulations to the NMH team on earning the renowned JCI accreditation. This is a remarkable achievement and a result of our dedication to provide quality healthcare services to our patients. I am honored to be a part of such an exceptional professional team.



Vipin Kumar, Senior Housekeeping Supervisor

It was a real great experience being a part of NMH team participating in the JCI reaccreditation for the 1st time in my journey with NMH. I was exposed to different areas in the hospital, that added greatly to my comprehensive understanding of the hospital's different functions. It was stressful, yet knowledge loaded, and eventually lead to success thrill. Looking forward to many successful achievement for NMH & team.



Samaa Salama
Head of Organization & Talent Development

I would like this opportunity to congratulate New Mowasat Hospital on the remarkable achievement in JCI survey and the outstanding results. I am proud to be part of the team of this great hospital, and thankful for the opportunity that was given to me to be part of this great success and to learn a lot of best practices, wish New Mowasat Hospital More & More Success.



Heba Wafik
Head of Recruitment & Work Force Planning
Human Resources Department

"It is indeed gratifying to congratulate NMH management and all colleagues for achieving JCI reaccreditation, yet another landmark in our journey of contributing to the healthcare landscape of Kuwait with international quality healthcare service. JCI recognized us for our superior standards, commitment to quality and patient safety. We are proud of our accomplishment and grateful to the JCI for their guidance in achieving this honor"



Haitham Fawzy
Operations Coordinator

My deepest congratulations for the prestigious achievement JCI accreditation. I hope all the best for New Mowasat Hospital.



Dr. Amina Nagy, Registrar Ob/Gyn

Congratulations for this great achievement for fifth time. I had a great pleasure to be part of this success. Be proud to be member of Mowasat team.



Dr. Gamal Taher
Registrar Orthopedic Surgeon

Congratulations to NMH team and JCI task force! Once again, "success is always possible when there is unity despite of diversity". Always grateful to be part of the team.



Angelita Q. Nogoy
Supervisor- Medical Records

Congratulations to the team in New Mowasat Hospital on getting an outstanding JCI survey achievement Huge achievement, well done all. I am extremely proud of being in this team. Also a big thank you to each of our team members for their hard work and for making us proud.



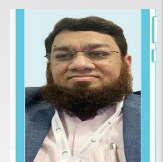
Solymol Jacob, Head Nurse- ER

Congratulations to NMH team on achieving the 5th JCI reaccreditation! This is a remarkable achievement that recognizes the dedication, hard work, and commitment to providing the highest quality of patient care and safety. This is a great achievement that deserves to be celebrated, and I wish you all the best in continuing to provide exceptional care to your patients. Well done!



Mohanad El Banna, Officer Patient Relations

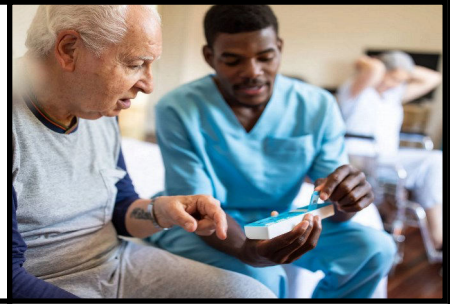
Congratulations to the New Mowasat Hospital for achieving JCI accreditation. This is a significant accomplishment that demonstrates our commitment to providing high-quality healthcare services and ensuring the safety and well-being of our patients. Our dedication to meeting the rigorous standards set forth by JCI is a testament to our organization's leadership, staff, and culture of excellence.



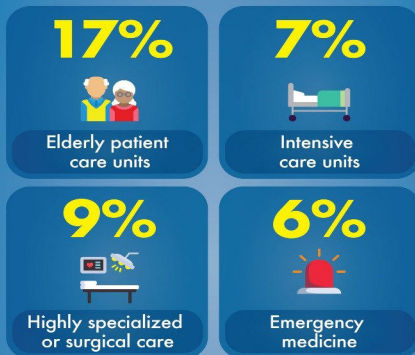
Syed Suhel
IT Manager

Medication Errors

A medication Error is any preventable event that may cause or lead to inappropriate Medication use or patient harm while the medication is in control of the healthcare professional or patient. Such events maybe related to prescribing, product labelling, dispensing, distribution, administration and education etc.



The highest rates of avoidable medication harm occur in:








Health care leaders and health workers should prioritize action in areas where risk of medication harm is high.

The highest rates of avoidable medication harm occur in three stages of medication use:

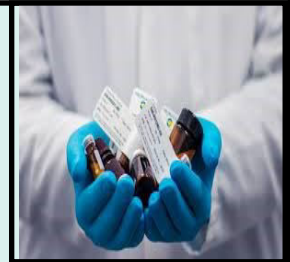


How can this harm be avoided?

-  Train health workers on prescription, administration and monitoring standards
-  Provide patient care with a multidisciplinary team
-  Improve communication between members of the clinical team
-  Integrate electronic prescribing and systems that support clinicians in decision-making
-  Educate patients on possible side-effects upon discharge and when to seek help from their health worker

Medication Error: Radonda Vaught Case

Ms. Charlene Murphey, a 75-year-old patient with a history of cancer, was admitted to Vanderbilt hospital with symptoms of a potential brain bleed. On December 26th, a physician ordered a full-body PET scan. Due to claustrophobia, Ms. Murphey's physician also ordered 1 mg of Versed, an anti-anxiety medication. At the time, Ms. Vaught had been a registered nurse at Vanderbilt for more than 2 years. She was asked by another nurse to administer Versed to Ms. Murphey before the PET scan. Ms. Vaught attempted to obtain the Versed from an automatic medication dispensing cabinet. Ms. Vaught accidentally obtained a vial of Vecuronium Bromide – a paralytic used during surgery while a patient is intubated – instead of Versed. Ms. Vaught reconstituted the medication and administered what she believed was 1 mg of Versed, but was actually Vecuronium Bromide, to Ms. Murphey at her bedside in radiology. Ms. Murphey was found unresponsive about 30 minutes later. Ms. Murphey was resuscitated but never regained consciousness and died the next day after life support was withdrawn by her family. While Ms. Murphey was being resuscitated, Ms. Vaught realized she had given the patient the wrong medication. She immediately told the physicians and her supervisor about the error. She reported she had been distracted while obtaining and administering the medication. This is only one of many examples and one of several failures that occurred in this incredibly unfortunate result.



LESSONS LEARNED

- Examine your medications
- Document everything
- Learn proper medication administration guidelines
- Consider name alerts
- Patient education
- Accurate documentation
- Agree and communicate plan
- Independent double checking
- Ensure medication is stored properly
- Good communication

4 TYPES OF INCIDENTS YOU SHOULD REPORT

SENTINAL EVENTS

Patient safety event (not primarily related to the natural course of the patient's illness or underlying condition) that reaches a patient and results in Death, Permanent Harm or Severe Temporary Harm to the patient.

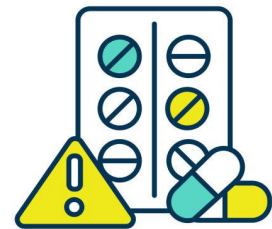


NEAR MISSES

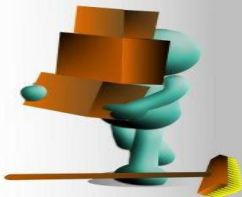
An unexpected event which poses an actual or potential risk to patients, visitors, staff members, this event could have harmed the patient/visitor/staff but was identified before reaching the patient/visitor/staff.

ADVERSE EVENTS

These are the events that reaches the patient/visitor/staff and resulted in harm.



Danger is near,
if your path isn't clear



NO HARM EVENTS

These are incidents that reaches the patient/visitor/staff but does not cause any harm.



Above the surface you see the
Symptoms
of the problem

Dig deeper to find the
Root Cause
of the problem

5 WAYS TO BECOME 80/20 MANAGER ACHIEVE EXCEPTIONAL RESULTS AT WORK

ONE Spend 80% time on 20% most important work

Instead of being swayed by the urgency of the unimportant work, 80/20 managers create value by working less while prioritizing more impactful work.

TWO Spend 80% time listening and 20% speaking

Doing more talking than listening makes managers blind to real concerns that plague their team's productivity and performance.

THREE Spend 80% time coaching their 20% top performers

A high performer is 400% more productive than an average performer. Losing them robs the organization of excellence while also incurring additional cost, time, and effort to hire their replacement.

FOUR Spend 80% asking questions and 20% providing answers

80/20 managers utilize the power of questions to enable their team to find their own solutions. Spending more time questioning and less time providing answers seems a bit slow initially, but in the long run, it makes their teams 10x faster.

FIVE Spend 80% time praising and 20% being critical

An 80/20 manager does not use feedback to remind people of what they lack-their weaknesses-but instead what they bring to the table. Recognizing every employee for their unique skills inspires them to work harder.

SCIENTIFIC SYMPOSIUM OF PERFORMANCE EXCELLENCE IN VENOUS THROMBOEMBOLISM PROPHYLAXIS

New Mowasat Hospital received Performance Excellence award in Venous thromboembolism prophylaxis practices at the recent Scientific Symposium organized by Quality and Accreditation Directorate, Ministry of Health. The competition was held among public and private sector hospitals for best practice in VTE. Two projects were presented.



1) Thromboprophylaxis in Caesarean section patients.
Prepared and presented by
Dr. Amina Nagy &
Muhammad Younus Ijas.

2) Venous Thromboembolism Prophylactic Practices In Total Knee Replacement patients.
Prepared and presented by Dr. Gamal Taher & Mohamed Hassan.



Tips for Mastering Time Management

This simple yet effective method to manage complex tasks effectively by the use of Eisenhower Matrix. It is a game changer for anyone looking to level up their Time Management skills.



The Eisenhower Matrix consists of a 2x2 grid, dividing tasks into four quadrants based on their urgency and importance:

Quadrant 1 (Q1): Urgent & Important

Quadrant 2 (Q2): Not Urgent & Important

Quadrant 3 (Q3): Urgent & Not Important





Quadrant 4 (Q4): Not Urgent & Not Important

The key to using the Eisenhower Matrix is to prioritize your tasks as follows:

- ⇒ Focus on completing Q1 tasks immediately, as they are both urgent and important.
- ⇒ Schedule time to work on Q2 tasks consistently, as they are crucial for long-term success.
- ⇒ Delegate Q3 tasks to others if possible, as they are urgent but not critical to your goals.
- ⇒ Limit or eliminate time spent on Q4 tasks, as they are neither urgent nor important.

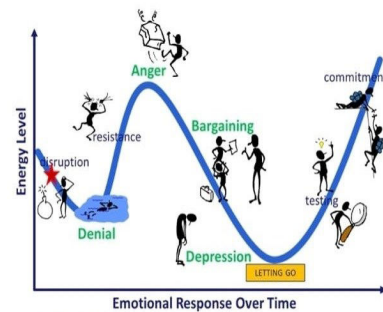
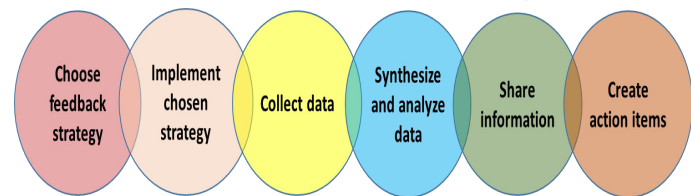
By allocating time and effort according to these principles, you'll find yourself more productive and less overwhelmed.

The Eisenhower decision matrix

	Urgent	Not Urgent
Important	 Do Do it now	 Decide Schedule a time to do it
Not Important	 Delegate Who can do it for you?	 Delete Eliminate it

Change Management Toolkit

Stages of Transition



Your Self-Care-Care Checklist

- ✓ **Be proactive**
- ✓ **Use your lunch wisely**
- ✓ **Have regular check-ins with your boss**
- ✓ **Request what you need to be happy and healthy**
- ✓ **Make an effort with your co-workers**

DOCTORS DAY 2023

NMH celebrates Doctors day to appreciate all doctors and healthcare workers who have been tirelessly and dedicatedly working for saving lives and improving life expectancy. We are proud of having such talented medical professionals, grateful for their efforts and contributions.



NMH FAMILY RULES



DRIVING POSITIVE WORKPLACE CULTURE

LEAD & LIVE THE VALUES



As a leader, you must live the values of the organisation. People see the example you set, so make sure you are doing what you say! Your decisions should filter through your values and purpose - communicate them and embed them.

BE TRANSPARENT - COMMUNICATE



Transparency is the currency of trust. Share the organisations successes, failures, challenges and changes with all employees. Trust your teams; micromanagement will only disengage. Communication is paramount.

PRIORITISE WELLBEING



Wellbeing includes people's physical and mental health as well as the social and relationship aspects of their work environment. Remove unnecessary stressors and encourage wellness initiatives and practices.

RECOGNISE & REWARD



Give employees sincere recognition for good work and reward valuable contributions. Show appreciation through awards, incentives, benefits and encourage innovation. Remember not everyone likes to receive appreciation in the same way!

GIVE & RECEIVE FEEDBACK



Feedback is two-way. Listen to your individual employee's feedback about company culture and environment. Be open and honest and provide employees with ongoing feedback about their achievements and value at the company.

DEVELOP & CHALLENGE



Improve retention by creating individual career development plans to help every employee advance. Offer cross training opportunities over projects and teams. Allow employees to feel both intellectually challenged and that they have influence.

STAFF CORNER

17th Newsletter Quiz

Q1. NMH has achieved JCI accreditation for

- a. 3rd time
- b. 4th time
- c. 5th time
- d. 6th time

Q2 What type of medication error is giving prescribed medication to the wrong patient?

- a. Prescription Error
- b. Dispensing Error
- c. Documentation Error
- d. Administration Error

Q3. A patient safety incident that did not cause the harm but had a potential to do so, is a

- a. Sentinel event
- b. No harm event
- c. Adverse event
- d. Near Miss

Q4. Emergency color code for Infant/Pediatric abduction is

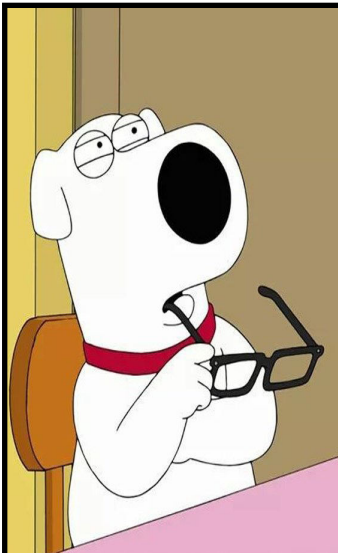
- a. Orange
- b. Blue
- c. Pink
- d. Red

Q5. Fire exits and fire doors should always be locked

- a. True
- b. False

Please write your answers with your full name, employee number and department and email your answers at:

**ssheikh@newmowasat.com
&
fmehmood@newmowasat.com**



“What comes once in a minute, twice in a moment, but never in a thousand years?”

Answer to last newsletter’s quiz are:

Q1: Which color wristband is used for fall risk patients?

C Orange

Q2: For Electrical Fire, which type of extinguisher is used?

C ABC powder/ Carbon dioxide

Q3: Who received the heights compliance in the hand hygiene indicator?

B Nurses

Q4: How many Digestive Endoscopy Symposium are scheduled at NMH so far ?

D. 13

Q5: It is not necessary to wash hands before touching the patient.

B False

Participants with Correct Answers

1. Rebecca Camot (Medical services Supervisor)
2. Imelda S. Chua (Purchase officer)
3. Rosellie S. Cristobal (Secretary Nursing)
4. Solymol J. Jacob (HN ER)
5. Erum Sadruddin (IC specialist)
6. Krisjean Acostan (HR Specialist)
7. Geetha Yogeesha (HR Recruitment Specialist)
8. Cristina Marquez (Senior Technician Radiology)
9. Renu Sharma (Staff nurse MS Ward)
10. Avula Sreenivas (Consultant Orthopedic)
11. Anjumol Vadakkepambil (Staff Nurse-OB3)
12. Gliaza Laron (Ward Clerk- OB3)
13. Jeena Abraham (senior staff nurse, OB3)
14. Sheenamol Jisho (Staff Nurse, OB3)
15. Rea Nebran (Staff Nurse, LDR)
16. Reysie Ann Flores (OR Booking Clerk)
17. Anjumol Vadakkepambil (Staff Nurse, OB3)
18. Silby Ulahannan RN, LDR

Winners for the 16th issue are:



Amira Mohamed
Staff Nurse –OPD
CTG Triage



Sreeja Venanchuse
Staff Nurse—NMC



Asha Emmanuel
Staff Nurse—OB3



Ann V. Kandathil
HR Officer