



# QUALITY NEWSLETTER

*Hello everyone! Welcome to the 10<sup>th</sup> 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.*

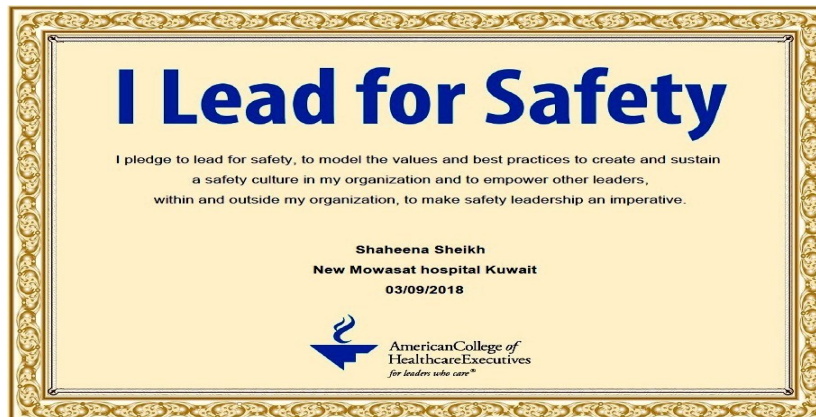
## Zero Harm: An Achievable Goal



Over the last decade at New Mowasat Hospital, we have learned that quick fixes won't improve patient safety. Just like in every other area of medicine, there has to be methodical scientific approach to this mission. We are not there yet! We must train physicians, nurses, and administrators in this evolving area of the science of safety. We need them to lead these efforts. We must better understand how to identify and learn from mistakes. We need to implement programs that are proven to reduce harm. And we must know how to design, implement and evaluate interventions that will improve safety.

It's clear that if we want substantially better results in healthcare, we need a different approach to improvement. High reliability is that different approach in solving quality and safety problems. We often hear from leadership and staff that **"ZERO HARM"** is impossible to achieve. The goal of zero harm is a daunting challenge for healthcare executives and for physicians, nurses, managers and boards.

At New Mowasat Hospital the hospital management team has taken the initiative to use the High reliability approach to achieve **"ZERO HARM"**. A safety Pledge is also signed by key members of the hospital staff which affirms, **"I Lead for Safety."**



The New Mowasat Hospital (NMH) Health and Safety Committee oversees this mission of achieving the highest standards of safety and it is ably assisted by the Patient Safety Committee.

The Health and Safety Committee provides a local forum for effectively discussing Health & Safety matters relevant to New Mowasat Hospital. One of the vital roles of the Health and Safety Committee is Patient Safety.

The Patient Safety Committee reviews patient safety and quality assurance issues in their correlation to the organizational vision and values. The Committee performs the vital roles of overseeing —Be Safe Events! system which serves as the mechanism for all staff and physicians to report patient safety concerns, identify any shortfalls in quality and safety and addresses them by implementing effective tools and durable solutions to achieve Zero Harm.

Our aim is to aspire to reach our target of Zero Harm and we will not leave any stone unturned in achieving it!



# Workplace Safety Attitudes



What does **Workplace Safety Attitudes** mean?

Workplace safety attitudes refers to the employee tendency to respond positively or negatively towards a safety goal, idea, plan, procedure, prevention or situation.

Safety attitudes influence employee choice of actions and response to challenges, incentives and rewards in the workplace.

Positive workplace safety attitudes are essential for an accident free work environment that ensures higher efficiency, best quality, saves budget on cost of accident, raises employee morale, business profit and goodwill.

On the contrary, a negative workplace safety attitude increases cost of production, turnover rate, and reduces employee safety, morale, quality, profitability and business goodwill.

## Workplace safety attitudes have following components:

- Emotions or feelings - driven by mental states
- Belief or opinions - derived from own faith
- Inclination for action - driven by opinions
- Positive or negative response to stimuli - lead by actions
- Comprehensiveness - derived from understanding



## Positive workplace safety attitudes aim to:

- Protect properties and employees
- Prevent all types of accidents and near misses
- Prepare for the emergencies
- Improve work environment and morale
- Good workplace safety attitudes are represented by attentiveness, eagerness, alertness, carefulness, task focused, team-oriented and seriousness. Bad workplace safety attitudes are represented by emotional acts, tiredness, risk-taking, recklessness, selfishness and carelessness.



## Dieting Mania

At a present time, beauty has become an essential prerequisite for young ladies and young men, especially with the widespread and focus of mass media on identifying beauty with having lean bodies.

Many of those suffering from being overweight try the most recent fad diets that are advertised in the media, but most of these diets do not help their users in the long run. On the contrary, some may actually harm them.

Rapid dieting regimes mostly result in a rebound weight gain because of their many restrictions and deviation from much needed nutrition, at least 90% of users tend to give up half way. Due to this, their bodies bounce back and sometimes it is much worse than it was before starting the diet. The dieting mania is considered a social problem because the weights that are supposed to be “ideal”, are actually unrealistic.

### Trendy diets have many features in common:

- The temptation of rapid weight loss.
- Limited choices of food.
- Routine eating habits, such as the same meal for breakfast everyday.
- Claims of being suitable and effective for everyone.
- Ignoring the type of obesity, such as health issues that can result in weight gain.
- Recommends use of expensive food supplements.
- False hopes and invalid promises.
- Rebound weight gain once diet is stopped.
- Blame and feeling of guilt.

### What should a healthy diet for weight loss include?

- Calories spent should be more than the calories consumed.
- Dietary needs will be satisfied.
- Following the food's pyramid guidelines.
- Minimize feeling of hunger and fatigue.
- Focus on low calorie foods.
- Help change the problems of unhealthy eating habits.



## Achievement

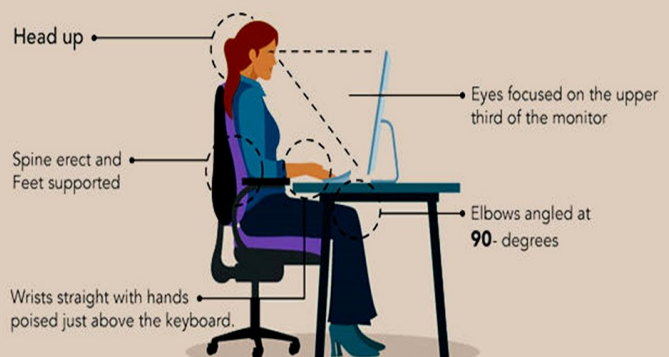
New Mowasat Hospital always encourages, supports and provides the opportunity for their staff to pursue continuing their education while being part of the organization. In light of this, our Quality Specialist, Dr. Mohammad Younus Ijaz got certified for 'Risk Management in Health Care' in 2019.



## Tips for Sitting Position

1. Push your hips as far back as they can go in the **chair**.
2. Adjust the **seat** height so your feet are flat on the floor and your knees equal to or slightly lower than, your hips.
3. Adjust the back of the **chair** to a 100°-110° reclined angle.
4. Adjust the armrests (if fitted) so that your shoulders are relaxed.
5. Take frequent short breaks if they're using a keyboard for a long time
6. Use an adjustable chair that's set up properly
7. Position the screen properly – so that there's no glare or reflection, it's at eye height and it's neither too far away nor too near
8. Wear glasses or lenses if need to see the screen clearly
9. Remember to keep your shoulders and neck relaxed.

### Ideal Seated Position:



## **7 FUNDAMENTALS TO ENSURE WORK-LIFE BALANCE**



For a lot of people, the pursuit of a healthy work-life balance seems like an impossible goal whereas work-life balance is possible! Yes, it is something you have to strive for. But, that by no means, makes it impossible to achieve. Yes, there are seasons of life, and it will not always be a perfect balance.

However, work-life balance is not only possible, but it is necessary if you want to do more than simply sustain your life.

You can and should learn to take control of your life and fill it with the things that bring you joy. Here are seven simple ways to bring work-life balance to your life.

### **1. Productivity.**

Productivity is not about being able to do more work; rather, it is about being able to do the work you have in less time. When you learn the best way to manage your time, you are able to accomplish more tasks in a shorter period of time. This will help you to fill your life up with those things that are truly important to you that bring you joy and fulfillment. This is what work/life balance is.

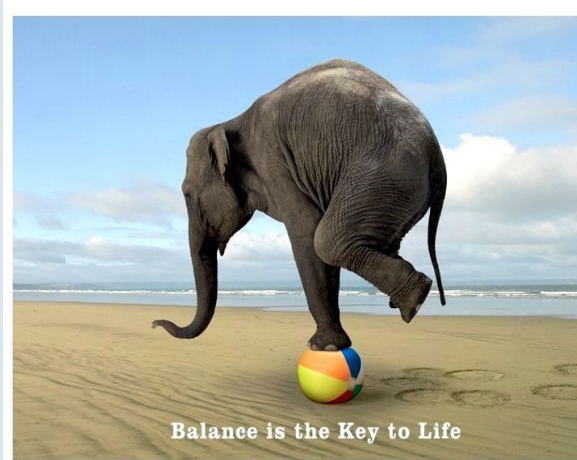
### **2. Set Your Priorities**

A key to having a work/life balance is knowing what your priorities are. Keep in mind that because we all have our own priorities, there is no one size fits all definition of balance. Knowing what you want out of life and what

Your priorities are, will enable you to balance your work and life. otherwise it is far too easy to find yourself working for the sake of working or working to gaining more and more. More often than not, this more is what hinders our balance in life.

### **3. Schedule Your Downtime.**

Our calendars are generally filled with our “necessary” appointments and to-do lists. A key part of achieving work/life balance involves scheduling time for those things that will bring you enjoyment. Take some time to make a list of the things that you want more of and write them down. Then start filling in your calendar with those activities. Take the time today to make sure you calendar something that brings you joy and fills up your soul.



### **4. Be Mindful of Things That Are Taking Your Time but Not Adding Value to Your Life.**

Think of it this way, are you going to spend your money on a purchase that has no or little value?

If someone asked you to pay 100 KD for a pack of gum, of course, you would

walk away. Clearly, the value of a pack of gum is not worth 100 KD of your hard-earned money. You must manage the expenditure of your time as you do your money. In fact, you must manage your time even more carefully than you do your money. Do not spend your time on things that do not bring you value. Valuing your time is a key component to achieving work-life balance.

### **5. Delegate.**

This remains the biggest struggle for many. By delegating you will find that you are able to accomplish so much more. As a consequence, you will have time freed up to do things that you want to do. Delegating includes more than just to assigning specific tasks to other individuals.

Think about all the activities you have to take care of on a regular basis. How much of your shopping can you do online and delegate the packaging up and delivering of the items? What are similar activities that you can hire out or assign to someone else?

By delegating things that are not necessary for you to personally perform, you will free up more of your time to do those things that matter to you and bring balance to your life.



## 6. Set Limits and Stick to Them.

A very modern problem that we have today is technology. With the ability to connect to anyone at any time from anywhere, work and home life can blur together.

Have a very clear separation between work and home life by setting specific limits on when you will be available for work. Stick with those limits you have set.

## 7. Self-Care.

The only thing that may make work/life balance impossible is if you fail to care for yourself. Without caring for yourself, it is impossible to enjoy life to its fullest. A healthy lifestyle is essential to achieving work/life balance.



Make sure that you are eating a healthy diet. A diet rich in fresh fruits, vegetables, whole grains, and nuts, will increase your energy and focus. It will also give you a sense of well-being. Another

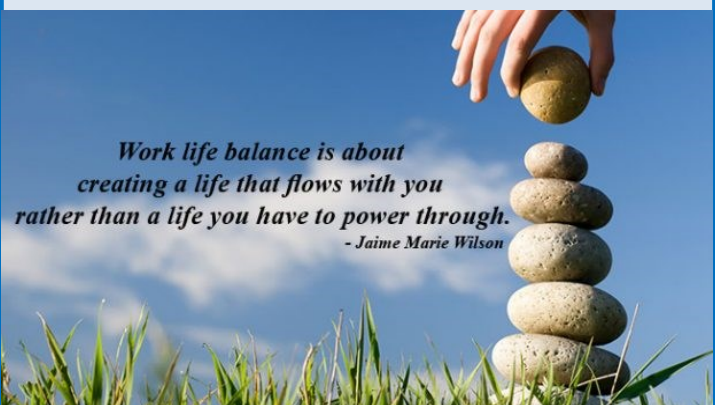
key component of self-care is sleep. You will never fully balance your life by burning the candle at both ends. In fact, you will achieve the opposite, insufficient sleep increases stress. Make sure you are caring for yourself by getting

your required sleep if you want to have balance in your life.

Remember that work/life balance does not mean you never fail or that you always have it perfectly together or that everything is always in perfect order.

Work/life balance is about balancing your need to work and make a living with your need to live a life that you enjoy. Be purposeful in creating that balance that lifts your spirit and fills your soul.

***Now go and do something to make today your Favorite day!!***



## Why Work Life Balance is important?

### Less susceptible to burnouts

The negative effects of a burnout impact every area of your life, including your personal and social life. Work life balance is important as it allows you to separate work and home, meaning that the stress of work should stay at work, and not follow you outside of office hours.

### Attention is paid where due

With a balance between work and home, comes greater control of where your focus remains. When you leave your work at the office, your full attention will be on your home life and giving the attention it deserves. Similarly, when you are in the office, greater focus should be paid on the tasks at hand.

### Experience fewer health problems

When we are run down, tired or stressed; our immune system is the one to suffer. The fact that stress can impact your health so much is even more of a reason to maintain a healthy work life balance.

# Near Miss?

Don't ignore it...

Report it



A Near Miss is an event that did not result in an injury or damage but had the potential to do so. In another words , an error caught before it reached the patient. Near-miss events that are corrected before a patient is harmed, represent an opportunity to identify and correct the flaws that jeopardize patient safety.

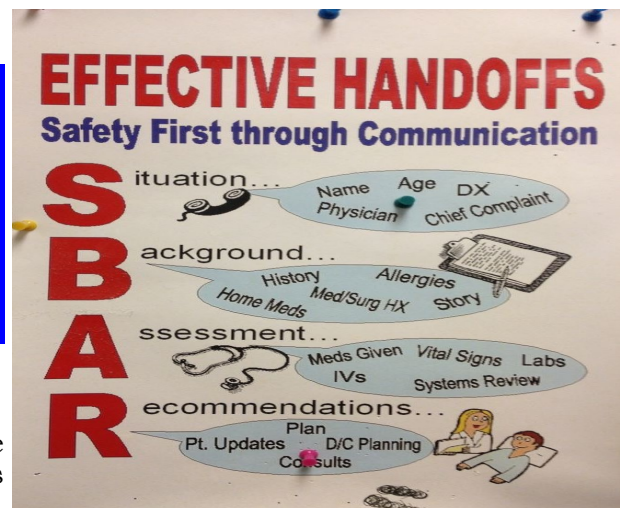
## What is SBAR?

SBAR is an easy to remember mechanism you can use to frame communications or conversations. It is a structured way of communicating information that requires a response from the receiver. As such, SBAR can be used very effectively to escalate a clinical problem that requires immediate attention, or to facilitate efficient handover of patients between clinicians or clinical teams.

### SBAR stands for:

<b>S</b>	<b>Situation</b>
<b>B</b>	<b>Background</b>
<b>A</b>	<b>Assessment</b>
<b>R</b>	<b>Recommendation</b>

These are the key building blocks for communicating critical information that requires attention and action thus contributing to effective escalation and increased patient safety.



### How can SBAR help you?

Communication is more effective in teams where there are standard communication structures in place. This is where SBAR can add real value:

- SBAR helps prevent breakdowns in verbal and written communication by creating a shared mental model around all patient handovers and situations requiring escalation, or critical exchange of information.
- SBAR is easy to remember and encourages staff to think and prepare before communicating.

## 7cs of communication

#1

Clarity

#2

Concise

#3

Correct

#4

Complete

#5

Consideration

#6

Concrete

#7

Courtesy

## Burnout in Health Care Employees

Burnout is a syndrome characterized by emotional exhaustion that results in depersonalization and decreased personal accomplishment at work. The emotionally exhausted provider is overwhelmed by work to the point of feeling fatigued, unable to face the demands of the job, and unable to engage with others. The burned out provider may develop a sense of cynical detachment from work and view people—especially patients—as objects. Fatigue, exhaustion, and detachment coalesce such that clinicians no longer feel effective at work because they have lost a sense of their ability to contribute meaningfully. In the past few years, the growing prevalence of burnout syndrome among health care personnel has gained attention as a potential threat to health care quality and patient safety. Estimates for the prevalence of burnout ranged from 10%–70% among nurses and 30%–50% among physicians, nurse practitioners, and physician assistants.

### Ask me 3

ASK ME

3

QUESTIONS

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



Clear communication is the foundation for patients to be able to understand and act on health information. NMH is promoting **Ask Me 3** developed by the Partnership for Clear Health Communication. **Ask Me 3** is a quick, effective tool designed to improve health communication between patients and providers. Developed by leading health literacy experts,

**Ask Me 3** promotes three simple but essential questions that patients should ask their providers in every health care interaction. Providers should always encourage their patients to understand the answers to:

#### What Can you do?

Health literacy is essential for good patient care and positive health outcomes.

1. Give patients the answers to their questions.
2. Along with encouraging your patients to use the Ask Me 3 approach, simple techniques can increase your patients' comfort level with asking questions.
3. Create a safe environment where patients feel comfortable talking openly with you.
4. Use plain language instead of technical language or medical jargon.
5. Sit down (instead of standing) to achieve eye level with your patient.
6. Use pictures to ensure better understanding of procedures or conditions.
7. Provide patients with information about the Ask Me 3 program.



## 8 TIPS TO HELP AVOID CAREGIVER BURNOUT



Caregiver burnout is a very real state that can affect anyone providing care for a loved one. Here are 8 helpful tips for Caregivers.

### 1 SET REASONABLE GOALS

Set monthly goals such as scheduling and paying bills. Weekly goals such as laundry days and Daily goals such as washing dishes. But don't stress if something doesn't get done right away. Be sure that goals are reasonable and are not overwhelming.

### 2 KNOW YOUR LIMITS

Know when to STOP! Know when to simply SLOW DOWN! Know that it is OK to not always meet every goal! Know your own limits!



### 3 UNDERSTAND WHAT YOU'RE DEALING WITH

Understand what your caregiver duties are. Learn about your loved one's condition. Try to understand and empathize with their emotions. Understanding what you're dealing with may help you set your own limits and reasonable goals!



### 4 LEARN TO ACCEPT YOUR FEELINGS

It's OK to feel guilt, anger, irritability, stress and resentment. Negative feelings are part of caregiving. Understanding these feelings and learning to accept them may help in finding coping mechanisms.

### 5 REACH OUT AND TRUST SOMEONE

Though, not always easy, it is important to reach out and learn to trust someone. Fostering relationships outside of the caregiver-caretaker relationship may help prevent isolation and could serve as a great way to help cope with stress.



### 6 FIND A SUPPORT GROUP

Find a support to meet other caregivers in similar situations. While having friends and other close relationships is great; they may not understand the challenges of being caregiver. Check out local support groups or online communities; i.e. Facebook Groups or Blogs.

### 7 STAY HEALTHY AND POSITIVE

Aim for walks after dinner, Pilates or Yoga sessions. Join a gym and participate in group workout sessions.



### 8 BE REALISTIC

Be realistic in every aspect of caregiving. You may know your loved one has memory problems; is it feasible to expect them to remember every chore?

# STAFF CORNER

## Answer to last newsletter's quiz are:

**Q1: What is Code Pink intended for?**

**Infant Abduction**

**Q2: What does SBAR stand for?**

**Situation-Background-Assessment-Recommendation**

**Q3: Disinfectants must not be used in accordance with the manufacturer's instructions (MRDS).**

**b) False**

**Q4: As per Hospital "Code of Conduct", which is NOT an acceptable behavior?**

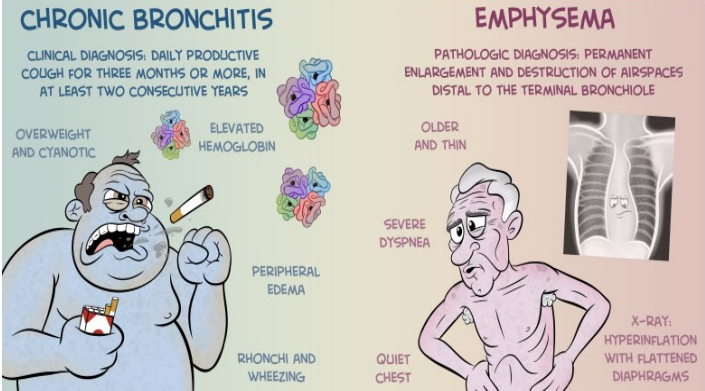
**b) Spreading malicious rumors**

**Q5: Patient Safety at NMH is the responsibility of:**

**d) All of the above**

## Winners for the 9th issue are:

- **Ms. Marichu Daganas** (Helpdesk—Housekeeping)
- **Ms. Sia Tewa** (OBS/GYN Staff Nurse)
- **Ms. Haydee Santos** (Ophthalmology Receptionist)
- **Ms. Shaila Sulaiman** (OBS/GYN Nurse Assistant)
- **Ms. Rebecca Camot** (Medical Services Supervisor)



## Staff Open Day 2019



**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.

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

- Open the doors and windows to let the smoke out.
- Break windows.
- Breathe through your mouth.
- Stay low under the smoke.

**Q3.** Which of the following should you NOT do while lifting heavy objects?

- Keep the object close to your body.
- Keep your back straight.
- Bend at the knees.
- Keep your feet together.

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

- Class A water fire extinguishers.
- Class B carbon dioxide fire extinguishers.
- Class C dry chemical fire extinguishers.
- None of the above.

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

- Adjust your chair such that your feet are on the floor.
- Cross your legs at the knee.
- Place a seat wedge or pillow under you.
- Take short breaks at least once an hour.

Please write your answers on a sheet of paper with your full name, employee number and department, and send it to QSM office. Alternatively email your answers at: [ssheikh@newmowasat.com](mailto:ssheikh@newmowasat.com)

## Long Service Award 2019

