



QUALITY NEWSLETTER

Hello everyone! Welcome to the 2nd issue of our monthly 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.

Message from the Hospital Director



My Dear Team Members,

As we fast track after the holiday period, we need to always keep in mind that our supreme responsibility is towards our patients and the community we serve.

Mowasat hospital's heritage and history of having provided world class health services to the people of Kuwait holds us in good stead. From this background we need to move swiftly into an environment wherein quality, technology and variety drive most of our business decisions.

I believe we are in the right phase of our maturity curve as an organization to move from being a good healthcare provider to a great healthcare provider through continuously improving everything we do at Mowasat.

Wishing each one of you the best and looking forward to continuously working with each one of you.

Dr. Alexander Varghese

Message from the QSM Manager



Greetings everyone! Post holidays, we need to shake off complacency and get back on track to ensure excellence and show our commitment as the best care provider. All of us must bear in mind that our prime responsibility is towards our patients and the community we serve.

Everyone plays a crucial role in health care and we must ensure the highest quality in performing all roles. Mowasat Hospital enjoys a great reputation as a premier world class center providing health services to the people of Kuwait. Continuous Quality improvement plays a critical role in ensuring that our patients receive the best medical aid and this can only be achieved when every staff member follows the correct procedures and drills. There can be no scope for laxity and all errors and omissions must be not only being prompted, addressed, and mitigated, they should also be reported to prevent any recurrence in future.

"Quality means doing it right when no one is looking." ~Henry Ford

Together, we must strive for a Culture of Quality by making 'Quality' a habit and not an act.

Shaheena Sheikh



"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

~Leo Buscaglia

Let us practice kindness and compassion and make it our daily modus operandi!





PURPOSE

1. To ensure that all occupants, property and facilities are safe from fire, smoke or other emergencies within the facility.
2. To provide prevention, early detection, suppressions, abatement, and safe exit from the facility in response to a fire and non-fire emergency.
3. To provide a process for regular testing of the plan incorporating entire elements, including any devices related to early detection and suppression, and to document results.

Life Safety Management System

- Fire Safety (**CODE RED**)
- Your response to a **CODE RED** should be:
 - R** – Rescue patient immediately from the fire or smoke area.
 - A** – Pull the ALARM station and give the location over the radio.
 - C** – Contain the smoke or fire by closing all doors to rooms and corridors.
 - E** – Extinguish the fire (when safe to do so) or Evacuate.

NMH EMERGENCY INFORMATION						
In case of fire, remember RACE and PASS						
RACE	Remove all persons in immediate danger					
	Activate manual pull station and call 6666 to report incident					
	Close doors to prevent the spread of smoke and fire					
	Extinguish a small fire or evacuate immediately					
If trained to use fire extinguisher, Apply						
PASS	Pull the pin, Aim low at the base of flame					
	Squeeze the handle Sweep side to side					
Extinguisher		Type of Fire				
Colour	Type	Solids(wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oil & Fats
	Water	✓	✗	✗	✗	✗
	Foam	✓	✓	✗	✗	✓
	Dry Powder	✓	✓	✓	✓	✗
	Carbon Dioxide (Co2)	✗	✓	✗	✓	✓

RACE

How To Use Fire Extinguisher

Remember the **PASS** word (Pull - Aim - Squeeze - Sweep)

P	A	S	S
Pull Pull The Pin	Aim Aim At The Base Of Fire	Squeeze Squeeze The Operating Handle	Sweep Sweep From Side To Side
 Break seal and test extinguisher	 Ensure you have a means of escape	 To operate extinguisher and discharge the agent	 Completely extinguish the fire

Typical High Risk Areas Prone to Fire In A Hospital Set up Are:

Stores , Kitchens, Pharmacy, Laboratory, Electrical generators, Laundries, Plant Rooms, Flammable Liquid Stores, Medical Records ,Waste Storage , Medical Gas Storage.



In case of fire dial ext 6666



Goal 2: Improve Effective Communication

✓ Accurate and timely communication is critical care delivery. Unfortunately communication errors are a leading cause of all types of **DELAYS AND SENTINEL EVENTS** in health care.

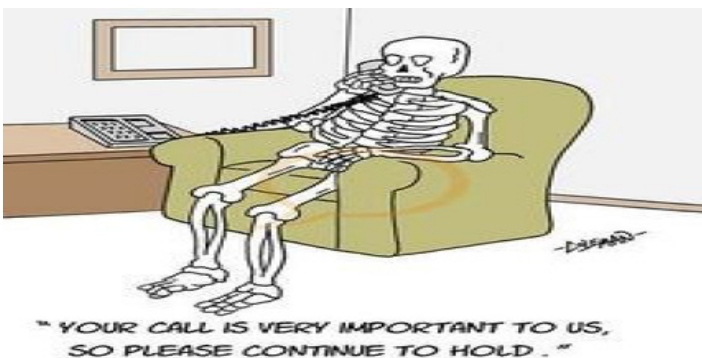
✓ **LIMITING VERBAL OR TELEPHONIC ORDERS** to **EMERGENCY SITUATIONS** in which immediate written or electronic communication.

✓ Complete **VERBAL OR TELEPHONIC ORDER** is **DOCUMENTED** and **READ BACK** by the receiver and **CONFIRMED** by individual giving order.

✓ Ensure **IMMEDIATE** and effective reporting of **CRITICAL VALUES/RESULTS** of diagnostics tests /procedures reported **TO APPROPRIATE CARE PROVIDER** to enable provision of timely treatment to the patient. Delayed information can delay diagnosis and follow-up action.

✓ Ensure complete accurate communication at the point of transition. Many health care organizations have adopted the **SITUATION-BACKGROUNDASSESSMENT- RECOMMENDATION** (SBAR) technique to help standardize their process for transitions of care. **HANDOVERS OF PATIENT CARE** within a hospital occurs,

- Between health care providers.**
- Between different levels of care.**
- From inpatients unit to diagnostic or other treatment departments.**



TELEPHONE ETIQUETTES

Presenting a professional image, both in person and on the telephone, is very important in the **Office Skills** profession. Taking care of your customers over the telephone and making them feel well informed and appreciated is essential. Whether you are the front office receptionist or an executive secretary, the following phone tips should always be followed.

Answering the Telephone:

- Pick up the phone in three rings. More than three rings signals chaos in your office or inattentiveness.
- Greet the caller, e.g. "Good Morning." Good manners shows you respect the caller.
- Give your name. This is a courtesy that serves to personalize customer care service experience as well as allowing the customer to hold you accountable for your level of service.
- Ask the customer if or how you can help. Asking to help tells the customer that you are there to serve his/her needs and to solve his/her problems. This also leaves the customer with a positive impression.
- Greeting is the key. It sets the tone and style of the whole conversation.
- Never put the customer on hold for more than thirty seconds.

Ending Calls:

When the conversation is complete do the following:

- Make sure the caller has no more queries or messages.
- Use, "Goodbye, thank you for calling," to end the conversation.
- Make sure the caller drops down the receiver before you do. This prevents the feeling that you may have cut them intentionally.



Staff Corner

A poster-making contest was held by the Infection Control Department on Hand Hygiene campaign from 7th to 8th May 2016. It was heartening to have a good response and all participants were given out certificates. The Winners are:



1st Prize: Ms. Marjorie Gevero (Staff Nurse)
Department: ER



2nd Prize: Ms. Ella G. Villarete
Department: Customer Service



3rd Prize: Ms. Annamma Thomas
(Staff Nurse) Department: OB2 Gynae



Q1: What is the color code for fire safety?

A: Blue B: Green C: Red

Q2: What is the emergency extension of NMH in case of fire?

A: 8888 B: 6666 C: 2222

Answer the following True or False:

1: The Carbon dioxide (CO₂) extinguisher is used to douse the fire of flammable gases.

A: True B: False

2: It is important to give your name as a courtesy to the caller.

A: True B: False

3: The receptionist must drop the call down before the caller.

A: True B: False

Submit your answers to QSM office. **NAMES OF THE FIRST 3 CORRECT SUBMISSIONS** will be published in the next issue and will also **WIN** a token of appreciation. **CHECK THE ANSWERS IN THE NEXT ISSUE.**

Answers of the Last Quiz:

1. Should two patient identifiers be the same/ consistent always?

A) Yes B) No Answer: A

2. Is the term critical test results limited to laboratory tests?

A) Yes B) No Answer: B

3. Whenever a nurse takes a telephone or verbal order in hospital, he or she must repeat it back to the physician to confirm that it was understood correctly. Is this acceptable?

A) Yes B) No Answer: B (Read back)

4. What is correct for sentinel event?

A) Unanticipated occurrence involving death or serious physical or psychological injury

B) Death unrelated to the natural course of the patient's illness

C) Wrong-site, wrong-procedure, wrong-patient surgery

D) Event signaling the need for immediate investigation and response

Answer: All the options

Winners of the quiz are:

1) Swapna Thottunkal 2) Molcy Varghese



Test Your Visual Skills

PROBLEM 1: COLOR OR WORDS

Say The Ink Color Of Each Word

red blue orange purple green

orange green red blue purple

blue purple green red orange

green orange purple red blue

purple blue red green orange

WAS IT MORE DIFFICULT THAN YOU EXPECTED?

QSM office invites you all to share your departmental stories, motivational and educational anecdotes, events and activities related to performance improvement, patient safety, risk management, and accreditation. Submission deadline for the next issue is 10th October 2016. Mail your entries to ssheikh@newmowasat.com