



QUALITY NEWSLETTER

Hello everyone! Welcome to the 3rd 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.



A **CODE OF PROFESSIONAL CONDUCT** is a necessary component to any profession to maintain standards for the individuals within that profession to adhere. It brings about accountability, responsibility and trust to the individuals that the profession serves. It is the responsibility of all employees of **New Mowasat Hospital**, including medical/professional staff, contract staff, and all other employees to act in a manner consistent with this code and to hold others accountable to its terms and related policies.

The Hospital has established a procedure that allows persons bound by the Code of Ethical Conduct to safely report unethical and illegal actions, without the fear of reprisal. The aim is to foster a positive environment for all employees of **New Mowasat Hospital** and a culture that optimizes patient care, quality and safety.

Some examples of *Unacceptable Behavior* include but are not limited to:

1. Aggressive behavior, such as shouting
2. Psychological or physical violence or abuse
3. Spreading malicious rumors or gossip, or insulting someone
4. Overbearing supervision or other misuse of power or position
5. Unwanted physical contact
6. Offensive comments or body language
7. Incivility/discourteous
8. Discrimination
9. Bullying
10. Abusive behavior

Workplace Ethics

If you cannot work with love but only with distaste, it is better that you should leave your work.
— Kahlil Gibran



(ACI)
Accreditation Canada
International



(JCI)
Joint Commission
International



NMH Hand Washing Indicator 2016

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.

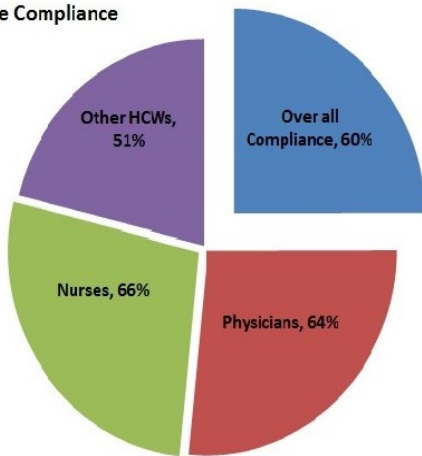
The 5 moments for hand hygiene:

- Before touching a patient
- Before a procedure
- After a procedure or body fluid exposure risk
- After touching a patient
- After touching a patient's surroundings

Note: Hand hygiene must also be performed after the removal of gloves.

Who should wash hands: All staff (professional, housekeeping, etc.) wash hands before entering and upon leaving a patient care area. Staff wash hands even when no contact is expected, for e.g. respond to an alarm, deliver a tray, change a light bulb, etc.

Hand hygiene Compliance



Hand hygiene compliance at NMH January 2016 to September 2016.

We want to achieve 97% Compliance.



Patient Safety Goal 3: Improve the Safety of High Alert Medications

High Alert Medications are those medications involved in a high percentage of errors and/or sentinel events, medications that carry a high risk for adverse outcomes, as well as medications that Look similar in packaging and Sound-Alike medications.

High-alert medications include but are not limited to: antithrombotic agents; adrenergic agents; chemotherapy agents; concentrated electrolytes; insulin; narcotics; neuromuscular blocking agents; and sedation agents.



A frequently medication safety issue reported is the incorrect administration of concentrated electrolytes (for example, potassium chloride) Errors can occur when staff are not properly oriented to the patient care unit, or during emergencies. The most effective means to reduce or eliminate these occurrences is to:

- Remove concentrated electrolytes from the patient care unit
- Clear labeling
- Storing in a manner that restricts the access to prevent inadvertent administration
- Staff knowledge and Patient education

Your doctor prescribed this



Is that what you got?

Do not store Look-Alike-Sound-Alike drugs together





مستشفى المواساة الجديد
NEW MOWASAT HOSPITAL



Look Alike Sound Alike (LASA)

LASA Medications involve medications that are **Visually similar** in physical appearance or packaging and names of medications that have **Spelling Similarities** and/or **Similar Phonetics/Sound**.

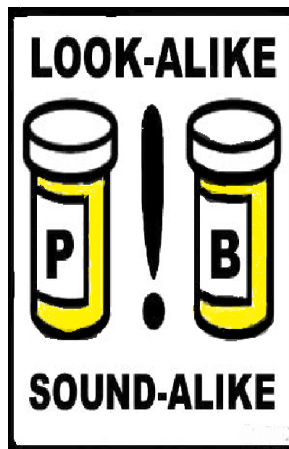
As more medicines and new brands are being marketed in addition to the thousands already available, many of these medication names may look or sound alike. Confusing medication name and similar product packaging may also lead to potentially harmful medication errors. The increasing potential for **LASA** medication errors was also highlighted in the Joint Commission's Sentinel Event Alert.

Healthcare organizations need to institute risk management strategies to minimize adverse events with **LASA** medications and enhance patient safety.

COMMON RISK FACTORS

Common risk factors associated with LASA medications include:

- ⇒ Illegible handwriting
- ⇒ Incomplete knowledge of drug names
- ⇒ Newly available products
- ⇒ Similar packaging or labeling
- ⇒ Similar strengths, dosage forms, frequency of administration
- ⇒ Similar clinical use



Strategies To Avoid Errors With Look Alike Sound Alike Medications

1. Segregate in Storage
2. Tall Man Lettering while Prescribing
3. Careful Labeling when Dispensing
4. Administration after Double Check
5. Staff knowledge
6. Patient Education on LASA

Ask Me 3: Good Questions for Your Good Health

Clients and families play an important role in preventing adverse events. Their questions and comments are often a good source of information about potential risks, errors, or safety issues. Clients and families are able to fulfill this role when they are included and actively involved in the process of care.

We need to educate our patients to improve communication between patients and healthcare providers. To encourage patients for active communication we have developed materials that provide guidance for questions to address during care.

To promote Patient safety guide your Patients to **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 ?

Through the use of these questions, **Ask Me 3** can encourage patients to become more involved in their healthcare, focus discussion on the answers to key questions and help patients acquire the information they need to take care of their health.


Implement the **Ask Me 3** concept into your practice to improve communication with patients.





Staff Corner

Professionalism The Workplace

 Most people like to stay in their comfort zone and feel stressed when faced with many changes. In health care, change is constant, whether it be new clinical procedures, updated equipment, changes in regulations, or revised administrative policies. When faced with change, show your professionalism by adopting a positive outlook. Rather than complaining about needing to learn new procedures, be proactive and encourage others to learn them too. Offer to do anything you can to help make the transition smoother for everyone.

Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1 through 9. Solution in the next issue.

7	3			5				
	4			6				
		1		9		5		
	5			1		9	2	
				4	7	5		8
3				7	2			
6	9					2		
			6	3		4		

Answers to last month's Quiz are:

Q1: What is the color code for fire safety?

A: Blue B: Green C: Red **Answer: C**

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

A: 8888 B: 6666 C: 2222 **Answer: B**

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 **Answer: False**

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

A: True B: False **Answer: True**

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

A: True B: False **Answer: False**

The winners are :



Mr Raja Rajan

(H.K. Coordinator)



Mr. Taha A. Abdallah

(Outpatient Pharmacist)



Rosemary Sequeira

(Incharge CSSD)

Quiz

Q1: Where can you locate current policies of NMH?

Q2: How can staff report AOR? (Adverse Occurrence Report)

Q3: Write any 3 examples of unacceptable behavior intolaterated at NMH?

Read the Newsletter and answer the following True or False

- 1) The word "Ethics" is derived from Greek word "Ethos" meaning Character. **A) True B) False**
- 2) Staff are allowed to share patient information with family and friends. **A) True B) False**
- 3) Look-Alike-Sound-Alike medications are segregated in medication storage area. **A) True B) False**

JUST A MINUTE DOC, BEFORE U GIVE ANAESTHESIA, I WANT TO UPDATE MY FACEBOOK STATUS AS "ANAESTHETIZED"



Are you an artist, a writer, poet, or a photographer? Do you do any sort of creative work which the world is unaware of? Do you enjoy sharing motivational stuff and uplifting quotes? If your answer is "YES" then please submit your work with us. We will publish it in our monthly newsletters with your name, picture and the name of your department. Happy sharing! 😊

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 to ssheikh@newmowasat.com Or sminhaj@newmowasat.com.

Submission deadline is 30th November 2016.