



Accreditation Canada International



Joint Commission International



مستشفى المواساة الجديد
NEW MOWASAT HOSPITAL

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QUALITY NEWSLETTER

Hello everyone! Welcome to the 7th 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



Dear Team members,

Wishing you and all your family members a wonderful start to the New Year.

As we look at ourselves, think about ourselves, work for ourselves, it is inevitable that we end up thinking of our family members, as we are not complete without our families. We introspect, also realize that too many times, we hurt, take for granted, get angry etc. with our family members and realize at a later point in time that more often than not, the fault lies within ourselves.

Extending this same thread of thought into our work sphere, lets agree that we work in a family called New Mowasat Hospital. This family like our real family takes a lot of our time and if you wish to calculate, we end up spending more than 50% of our time at our work places. This family just like our real family, needs to be nurtured, cared for, corrected, fed and nourished, for it to be able to produce the results that we want it to produce, like that of our children and families.

In this New Year, may the spirit of family and brotherhood drive each one of us to work as a team and family, keeping in mind that our ultimate responsibility is to the patients and their families we serve.

As we trust, respect, and care for each other, let us take New Mowasat Hospital from being a, "Good Hospital towards being a Great Hospital."

Have a blessed year ahead!

Dr. Alexander Varghese

Message from the Quality Manager



Welcome to our second year of Quarterly Newsletter! We are pleased to bring you informative articles, updates, quizzes and other participative activities, as also to win prizes.

As I reflect over the major successes the hospital achieved in 2017, I am confident our team is now singularly focused on the challenges and goals for 2018.

Into my tenth year as Quality Manager at New Mowasat Hospital, it is amazing to look back at the challenges we have already faced, our Quality improvement journey and the laurels we have earned as a team. It has been an honor to serve the hospital during this remarkable tenure. I am confident that the path ahead will have the way for higher standards and bigger successes!

"To a continual progress you have to have the will to improve, you have to have ideas about alternatives to the status quo, and then you have to execute these ideas reliably and robustly to make the change real and sustainable"

Stay motivated, stay focused, be observant and share your observations at work. Teamwork is the secret that makes common people achieve uncommon results, and therefore, collectively as a team, we must continue to strive for excellence in all spheres of our professions.

Let's have a great start of the year 2018 !

Shaheena Sheikh

New Mowasat Clinched Another Prestigious Award!

New Mowasat hospital was honored by Ms. Paula Wilson, the president and CEO of the Joint Commission International (JCI) at the Middle East Health Leadership Forum in Dubai.



"New Mowasat Hospital - Kuwait... We are proud to honor you among the prestigious group of 1,000 Gold Seal accredited organizations 2018."

Joint Commission International (JCI) hosted a special award ceremony to celebrate an auspicious JCI milestone among a gathering of the most esteemed health care leaders in the Middle East region followed by a dynamic panel discussion on the Future of Health Care Quality.

The award ceremony led by Ms. Paula Wilson, President and CEO of Joint Commission International and Joint Commission Resources, to shine a spotlight on high-impact health care organizations in the JCI family.

The invitation was aim to join the auspicious recognition of JCI's 1000th accredited organization and to recognize leaders in health care in the Middle East region and beyond. To recognize leaders for their professional life, strive to meet the health needs of their community-to contribute and to build systems that heal people. These leaders helped make the Middle East region a beckon of quality and safety to the world.

At the end a special session led by Dr. Mark Chassin, President and CEO of The Joint Commission, to discuss The Future of the Health Care, a panel discussion that delve into innovations and opportunities in the Middle East and beyond.

Infection Control Link Nurses

The concept of Infection Control Link Nurses was developed in the USA and was introduced into a hospital in Bradford in 1988.

Link nurses act as a link between their own clinical area and the infection control team. They act as a resource in their clinical area and to liaise with the Infection Control Coordinator and assist rather than are responsible for infection control programs. Their role is to increase awareness of infection control issues in their ward, act as a resource and role model for co-workers and motivate staff to improve practice. The aim of the development of ICLNs at NMH are:

- To establish effective, channels of communication between the clinical unit and the infection control team.
- To help implement and evaluate an effective infection surveillance system.
- To assist in the optimal prevention and management of infection and to improve the quality of patient care in clinical units.
- To increase awareness of optimal approaches to infection prevention and management in clinical practice.

NMH Link Nurses



Registrar Coordinators

To ensure flawless patient care and seamless coordination with all departments, a new function has been introduced at NMH; this assigns a registrar coordinator with every clinical specialty. The registrar coordinator will help bridge the gap between clinical care and administration as well as handle administrative issues.

Roles and Responsibilities:

- Ensures and documents Registrar visits for all admitted patients during the shift.
- Periodic Review of medical files of admitted patients. Review cases of transfer in or out, high-risk cases, emergency cases and report to Clinical Director.
- Ensures implementation of MOH or NMH policies (e.g.: AOR reporting, Consent forms, patient safety guidelines, compliance to infection control, etc.)
- Actively participates in Continuous Quality Improvement initiatives, devise new policies, protocols, forms, and educational material required for patient care and
- Responsibilities toward patients include: Resolves all patient complaints related to the team. Coordinates completion of Insurance requirement for In-patients, ER and day-cases. Ensures all patients are provided with a discharge summary at the time of discharge .

The Coordinators



Dr. Nabila Ahmed
Coordinator, OBS/GYN



Dr. Hanan Motawai
Coordinator, Pediatrics & Neonatology



Dr. Mohammed Nady
Coordinator, Surgery



Dr. Essam El Zarka
Coordinator, Internal Medicine

Incident Ratio Model – Heinrich's Theory



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.

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. By doing so, you will greatly enhance your work/life balance.



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.

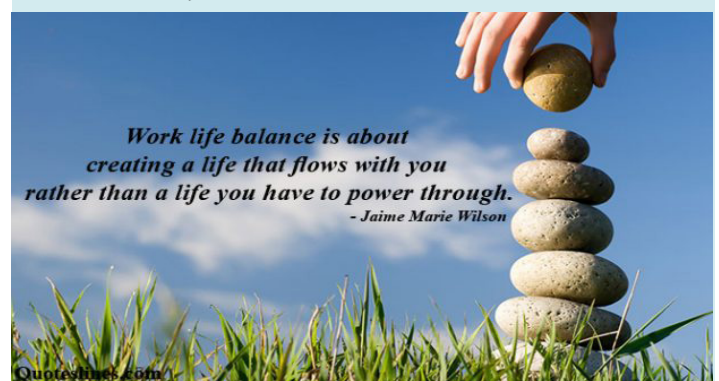
Make sure that you are eating a healthy diet. A diet rich in fresh fruits, vegetables, whole grains, and nuts, will increase your energy and focus. It will also give you a sense of well-being.

Another key component of self-care is sleep. You will never effectively 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!!



Health Awareness Events at NMH



Breast Cancer Awareness

Breast Cancer Awareness Month is an annual international health campaign organized by NMH every October to increase awareness of the disease. The intent is to educate people about the importance of early screening, test and more. This campaign starts on October 1st and ends on October 31st every year. NMH also teamed up with various organizations as part of community service to raise awareness in general public.



Dr. Khalid Hilal Al Khalidi, Consultant Oncologist at NMH delivering a lecture on Breast Cancer Awareness to a group of female representatives from various embassies.



Breast Cancer Awareness

Movember (a portmanteau of the Australian-English diminutive word for moustache, “Mo”, and “November”) is an annual event involving the growing of moustaches during the month of November to raise awareness of men’s health issues, such as prostate cancer. The goal of **Movember** is to “change the face of men’s health.” This campaign starts on November 1st and ends on November 31st every year. NMH created online awareness as part of its awareness campaign.

newmowasathospital
Salmiyah, Al 'Āshimah, Kuwait

موغمبر
November

شهر التوعية عن سرطان البروستاتا
Awareness Month for Prostate Cancer

BOOK YOUR APPOINTMENT
WWW.NEWMOWASAT.COM 1826666



International Infection Prevention Week

International Infection Prevention Week takes place the third week of October each year, raises awareness of the role infection prevention plays to improve patient safety. The Infection Control Committee organized a Hand Hygiene campaign hospital wide. A stall was put up and hand hygiene posters were displayed in the lobby of OPD. Educational pamphlets and sanitizers were given out to the visitors. There were video presentations by the nurses of clinical units. Best Hand Hygiene Award was awarded to Labor & Delivery department (LDR) for attaining first position in promoting hand hygiene in their unit.



World Diabetes Day

World Diabetes Day is held on November 14 each year. The day itself marks the birthday of Frederick Banting who, along with Charles Best and John James Rickard Macleod, first conceived the idea which led to the discovery of insulin in 1922.

The nutritionist team at NMH held an awareness day to educate the general public about how the food and lifestyle can control the disease and reduce the complications significantly. They raised awareness on how to count carbohydrate intake by using food samples and models and by showing the amount of sugar present in food items and sugary drinks in an easy and simple way.



NMH Family Fun Day

A Corporate Family Fun Day is the perfect way to break down the barriers of the workplace and spend quality time with both colleagues and family; with this in mind NMH had its open day on the 10th of November as an effort to help cultivate and sustain a workplace built upon supportive relationships between staff, their families and the NMH Management Team. The occasion was graced by a massive crowd of 1,000 staff and their families. A day where staff loyalty was honored, where family bonding happened and colleagues became friends, true to what was promised,

"We'll take care of every aspect of your day!"



Some Memories from the Open Day



Exclusive Interview with Dr. Mohammed Gamal El-Afghani

Interviewed by Sakina Shikari - QSM officer

The process of becoming a physician is a lengthy and arduous one, only the determined can undertake it successfully. It demands extraordinary hard work and zealous dedication. As Felix Marti-Ibanez says in 'To Be a Doctor'; "To be a doctor, then, means much more than to dispense pills or to patch up or repair torn flesh and shattered minds. To be a doctor is to be an intermediary between man and GOD."

Born in Jaffa, Palestine, Dr. Gamal Afghani is a member of the Royal College of Obstetrics & Gynecology - UK and a fellow of Royal College of Obstetrics & Gynecology - UK, after completing MBBCH and furthered on to earn his DGO in Ain Shams University, Cairo, Egypt. With over 45 years of experience in the field of Obstetrics and Gynecology, Dr. Afghani has established himself as a leading Consultant in this field. Currently the Medical Director of New Mowasat Hospital, he has been responsible for the overall management of the hospital medical staff and has provided leadership and consultation for all medical services and programs in both in-patient and out-patient since 1984. A dedicated doctor who believes in making a difference in not just in his patients lives but also in the lives of people around him. A lover of nature and animals, he believes his mission in life is to help the humankind. It was my privilege and honor to interview Dr. Afghani, as he is lovingly known as. Sharing some excerpts from the interview.



Me: Was it your ambition from childhood to become a doctor?

Dr. Afghani: Yes, I always wanted to be a doctor since my childhood, moreover I like helping people and I love nature and God's beautiful creation, all these provided the right stimulus and drive to my ambition of pursuing this profession.

Me: What made you choose the field of specialization as a gynaecologist as a profession?

Dr. Afghani: I love the fact that I can contribute to the phenomenon of welcoming new life, help women in childbirth and also take care of the health of women.

Me: In your opinion, what are the salient personal qualities that are the prerequisites in making a successful doctor?

Dr. Afghani: Foremost, a doctor must have a great sense of dedication. The medical profession demands that you sacrifice your time. A doctor, whenever needed, must be available to patients, be it day or night. Secondly, a doctor must be conversant and updated with the current and latest developments in the field of medicine, continuous learning and application of updated learning for betterment of practice are a must. Lastly, doctors should not blindly commercialize their profession, they must be sensitive about their patient's financial condition before charging them more fees than they can afford. To help humankind should be a doctor's unquestionable motto.

"The medical profession demands that you sacrifice your time. A doctor, whenever needed, must be available to patients."

Me: What do you love about your job?

Dr. Afghani: (smiles) I love observing the circle of life. With the passage of time, when babies delivered by me, grow up and turn up as expectant mothers and fortunately, I am here again to aid them in their birthing process. For me, it is the most beautiful experience in the world.

Me: Do you have any hobbies, particular passions or interests that you pursue?

Dr. Afghani: I enjoy sports particularly swimming. I am also fascinated by the process of breeding in birds and animals.



Dr. Afghani and Sakina Shikari in a tête-à-tête

Me: One last question. What is your message in general for the staff of NMH?

Dr. Afghani: All of you are doing a wonderful job of patient care and continuously improving the standards in providing quality healthcare. Well done and keep up the good work. God bless you all.

The LEARN Model For Dealing With Customer Complaints

Customer complaints are not aimed at you (even if they may sound as if they are). They are usually a result of the customer experiencing something they were not expecting.

Remember – however you may feel, it's never personal! Customers do not know you well enough for that.. Generally, unhappy customers just want to be heard.

Using the simple five step LEARN model ensures that they are.

- L – Listen
- E – Empathize
- A – Apologize
- R – React
- N – Notify

LISTEN

When you listen you show respect for the patient's concerns.

EMPATHIZE

Show your concern. Personalize your response. Ask questions to identify and analyze the problem.

APOLOGIZE

We are here to serve our patients, let them know you care.

REACT

Follow policy either

Call the PRO if you cannot resolve the issue.

"Your customer
doesn't care
how much you
know until they
know how much
you care."

DAMON RICHARDS

Five Tips To Enhance Your Patient Relationships

NMH is a pioneer in healthcare and places a high value on its patients. Here are 5 tips on how we can improve our behavior with our dear patients:

1. Respecting our patients: greeting them when they come in & thanking them when they leave (we appreciate your coming in, thank you for visiting New Mowasat Hospital).
2. Treat all patients as VIPs.
3. Call them by name: Mr. Ali, Mrs. Jana..
4. Listen to their concerns, and suggest solutions to their problems. If any assistance is needed, call your direct supervisor.
5. Be helpful even if there is no immediate profit in it..

*"The greatest technology in the world hasn't replaced the ultimate relationship building tool between a customer and a business; the human touch."
~ Shep Hyken*

ABC's of Patient Safety

- Accountability is not always about a person.
- Blame hides the truth about error.
- Cultures must change.
- Document facts
- Error is our chance to see weakness in our systems and people.
- Focus on prevention.
- Gather evidence to support facts.
- Hear when you listen.
- Investigate cause.
- Justice should include compassion, disclosure and compensation.
- Knowledge must be shared.
- Learning from others' mistakes benefits all.
- Make the effort to look beyond the obvious
- Nothing will change until you change it.
- Opportunities for solutions are lost by blame.
- Partner with patients and practitioners.
- Question until you can no longer ask "why?"
- Reporting error is suppressed by blame.
- Systems are where practitioners practice.
- Think about the blunt and sharp end.
- Understand the role of accountability.

- Value the patient's perspective.
- Why, Why, Why, Why, Why = root cause.
- X-ray vision sees the deeper story.
- You can make a difference.
- Zeroing in on cause brings us one error closer to zero error.



Staff Corner

Answer to last newsletter's quiz are:

Q1: In case of a damaged electric wire you should:

Answer: b) Contact Maintenance department

Q2: What is the full form of RACE:

Answer: c) Rescue - Alarm - Contain - Evacuate

Q3: Fall prevention is the responsibility of the following:

Answer: e) All of them

Answer the following True or False:

Q4: Patient information can be disclosed to his/her family by any receptionist or front line staff. Answer:

Answer: b) False

Q5: The unauthorized disclosure of Confidential Information may subject the hospital and/or the individual to civil and criminal liability. Answer:

Answer: a) True

And the Winners are:



Medayil N.S.
Pillai
(P&F dept.)



Mona Khogali
Customer
Services



Dr. Hassan
Mahariki
ENT Dept.



Kristine Diane
Pediatric
Dept.

READY FOR A QUIZ?

Q1: Answer the following Emergency Color Codes as True or False:

i) Code **Red** for Fire. a) True b) False

ii) Code **Pink** for Bomb Threat/Terrorism. a) True b) False

iii) Code **Blue** for Adult Cardiac Arrest. a) True b) False

iv) Code **Gray** for Patient Wandering/Adult Elopement.

a) True b) False

Q2: October is the International Breast Cancer Awareness month?

a) True b) False

Q3: It is the policy of NMH to maintain a safe working environment for its patients and employees. a) True b) False

Q4: Violence in the workplace does not pose a threat to the safety of employees and the public and does not affect productivity.

a) True b) False

Q5: A Near-miss did not cause any harm to the patient/staff/hospital property, hence must not be reported?

a) True b) False

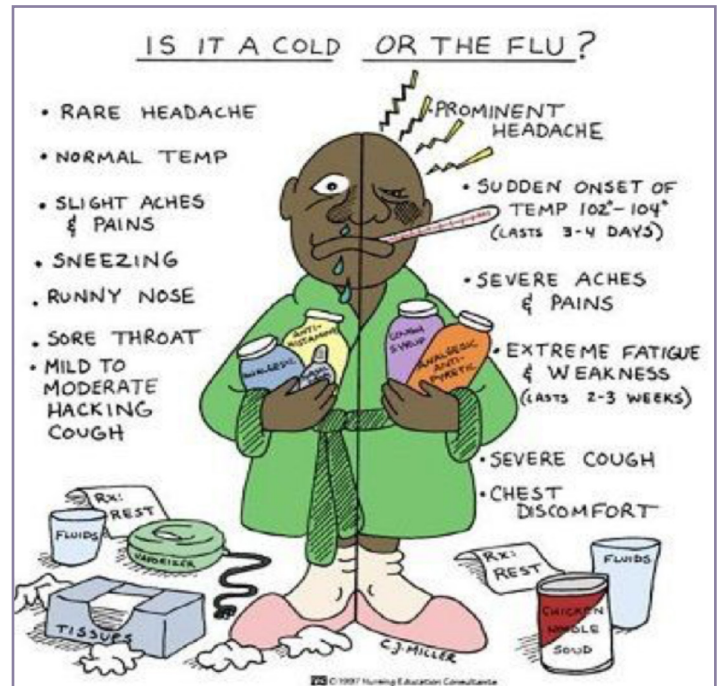
Please write your answers on a sheet of paper with your full name, employee number and department, and send it to QSM office.

Alternatively email your answers at :

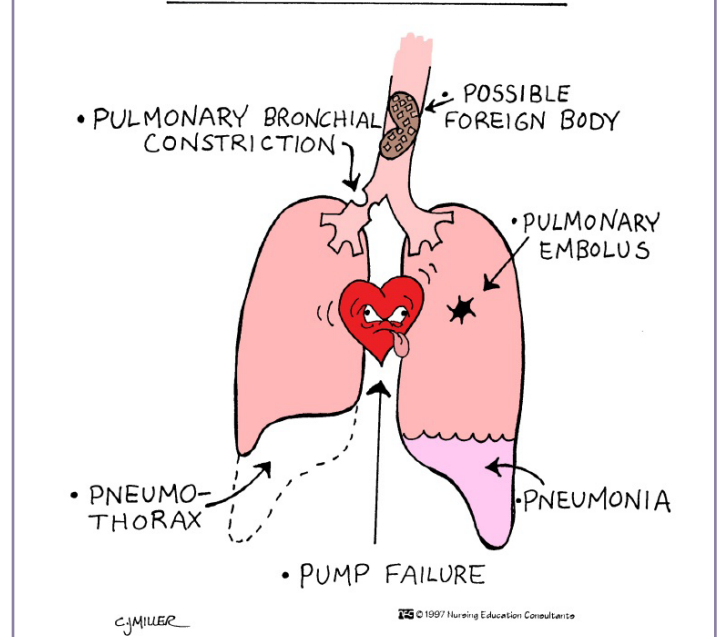
ssheikh@newmowasat.com Or sminhaj@newmowasat.com.

Submission deadline is 22/02/2018

Know the Difference



6-Ps OF DYSPNEA



Medical Humor

