

# QUALITY NEWSLETTER

*Quality is pride of workmanship –W. Edwards Deming*

***Hello everyone! Welcome to the 14<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 staff contributions on the related topics.***

## Welcoming In The New Year 2022



At the beginning of the New Year, it is customary to reminisce the preceding 12 months as well as to look forward to what the future has to hold. One way our culture sums up the past year is to nominate a fitting word that encapsulates the spirit of the age. Last year the word that defined 2021 was ‘unprecedented’.

If there’s one thing this pandemic taught us, it is to not take anything for granted but to take each punch as it lands and get up again. So here’s to getting through another year and to looking ahead to a better year in 2022.



# Quality Improvement



## What is quality improvement?

Quality improvement (QI) refers to the combined and unceasing efforts of everybody in a company to make everything about it, especially its production process, better. Put simply, quality improvement refers to methods to improve the production process. It requires getting rid of or changing parts of the process that do not function optimally.

In a 2007 BMJ article, Paul B Bat Alden and Frank Davidoff had the following definition of quality improvement in healthcare:

“We propose defining it as the combined and unceasing efforts of everyone – healthcare professionals, patients and their families, researchers, payers, planners and educators – to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development.”

During the month of November 2021, representative of various departments at NMH presented their quality improvement efforts by showcasing data/measures reflecting improvement or sustaining the gains in their areas of work.

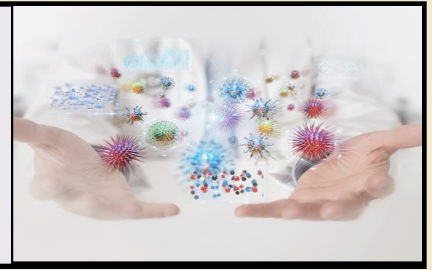
The participants included: Mr. Akash (Head Housekeeping department), Ms. Angelita (Medical records supervisor), Ms. Alaa (Dietician), Mr. Haitham Fawzy (Operations coordinator), Mr. Said Hussini (Operations coordinator), Mr. Medhat (Head- call center), Mr. Rony Abraham (Store), and Dr. Amina Nagy (Sn. Registrar- Obstetrics and Gynecology). The presentations were evaluated by the judges from the leadership of the hospital.



The aim of such events is twofold, encourage the staff to participate and share their improvement efforts and to ensure that the provision of care and services are aligned with the organizations strategic goals.



# Infection Control Week



New Mowasat Hospital (NMH) celebrated International Infection Prevention Week from October 16 to October 20, 2021. The intent was to shine a light on Infection Prevention & Control. This year's theme was **“Make Your Intention Infection Prevention”**.

The week was celebrated to encourage all healthcare personnel, patients, and families to celebrate the bravery and expertise, the infection prevention & control community has shown during the COVID-19 pandemic.



This year a video competition was held at NMH, along with various different activities conducted during the week, which includes a quiz competition among employees. Infection control booths were positioned and decorated with posters and other educational material to grab the attention of the viewers. Staff was assigned to provide awareness to employees, patients and visitors.



The winners of the video competition were, **1<sup>st</sup> place: Central Sterile Supply Department (CSSD),**

**2<sup>nd</sup> place: Physiotherapy and**

**3<sup>rd</sup> place: Labour Delivery Room Department (LDR).**



Winners of the quiz competition included the Housekeeping staff.

## Winter And The Flu Season

Winter is here, and along with it the flu season has returned, Furthermore news of the coronavirus variant, omicron making headlines, does this call for a change in our day to day activities once again?

A certain level of precaution such as hand hygiene or wearing masks, continuing these steps as we enter 2022 ensures that everyone can stay safe and healthy.

Here are 7 tips for preventing colds and the flu.

- **Eat green vegetables,**
- **Keep moving:** Staying active by following a regular exercise routine- such as walking three times a week- does more than keep you fit and trim.
- **Get enough sleep:** Getting adequate sleep is extremely important if you've been exposed to a virus.
- **Cover up:** wear warm clothes.
- **Get a flu vaccine:** The Centers for Disease Control and Prevention recommends that all people over six months of age get a yearly flu vaccine.
- **Drink green tea:** For centuries, green tea has been associated with good health. Green tea's health benefits may be due to its high level of antioxidants, called flavonoids.
- **Practice good hygiene:** Limiting your exposure to illness by avoiding germs is key to remaining healthy.

## Quick Tips For Time Management.

Do you ever feel like there's not enough time in the day? We all get the same 24 hours – so why do some people seem to achieve more with their time than others? The answer: good time management.



When you know how to manage your time effectively, you can unlock many benefits, these include:

- Greater productivity and efficiency.
- Less stress.
- A better professional reputation.
- Increased chances of advancement.
- More opportunities to achieve your life and career goals.



## What Is Employee Voice?

Employee Voice Program is a face-to-face platform and informal two way communication between the employee and concerned management staff to share, ideas, suggestions, concerns, grievances, etc. in a confidential & comfortable manner.

### How to use it?

1. Meetings will be held by Human Resources (HR) with each department on a semi-annual basis or whenever needed.
2. Employees, Head of the Departments, Mid-level management team can request for a meeting with HR whenever needed.
3. Email: **ehewar@newmowasat.com** or **via HR Hotline No. 97266777**.
4. Based on the nature of the request, responsible team members from different units in HR will be invited to attend the meeting.
5. If you want to raise your voice anonymously, you can choose to do any of the following,
  - Type in the link directly. i.e. - <http://nmhnet:82/hr/ehewar.aspx>
  - Visit the hospitals intranet, open the HR portal and you will find eHewar upon clicking on 'NMH surveys & staff feedback',
  - Drop the form inside Employee's voice boxes located in (HR Department, Female Hostel, and Inpatient basement near the cafeteria).



## Coping With Stress At Work

Any job can have stressful elements, even if you love what you do. In the short-term, you may experience pressure to meet a deadline or to fulfill a challenging obligation. But when work stress becomes chronic, it can be overwhelming—and harmful to both physical and emotional health.



Unfortunately, such long-term stress is all too common. You can't always avoid the tensions that occur on the job. Yet you can take steps to manage work-related stress.

**Use the employee voice platform:** Accepting help from trusted friends and family members can improve your ability to manage stress. NMH offers stress management resources available through employee voice, if needed.

# Potential Fire Hazards In The Hospital.

As complex buildings occupied by vulnerable people, hospitals present a number of significant fire risks, these risks threaten the safety of patients and staff alike and can bring a hospital to a standstill. Some of the fire hazards relevant to hospital buildings can be:

## 1. Medical and surgical equipment

Although designed with fire safety in mind, many materials used in hospitals are combustible. Gas cylinders and oxygen canisters should be stored and handled correctly.

## 2. Hospital kitchens

Kitchens have many fire hazards, from cooking with fats to open flames. It's vital that pans, grills and other equipment are regularly cleaned.

## 3. Overused sockets and cables

Faulty or overloaded electrics are one of the leading causes of fire in hospitals. Due to the large number of electric equipment needed in hospitals, there are various risks involved. Short-circuits, overloaded electricity points, and faulty or worn wirings all represent substantial fire risks.

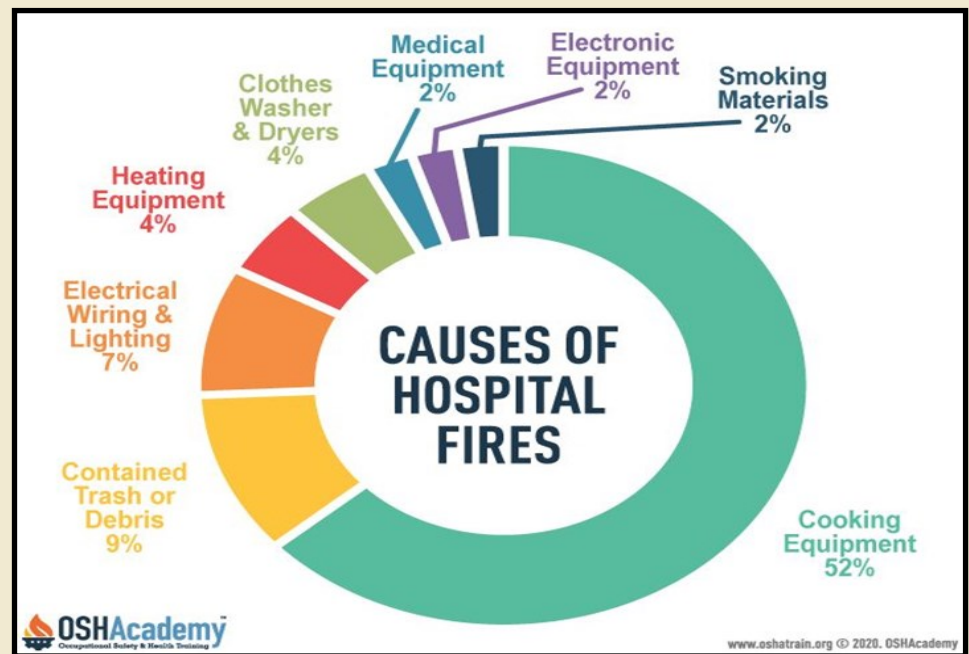
## 4. Extension Cords, Electronic devices and appliances.

It is common to see multiple extension cords and power strips together, posing a huge electrical hazard. Be sure to use electricity safely.

increasingly, we hear of consumer electronic devices and appliances that are catching fire. Remember to unplug (and turn off, if applicable) all devices when not in use. Watch out for portable heaters that don't have built in fire safety features.

## 5. Laundry room.

10% of healthcare facilities fires between 2006 and 2010 were initiated in laundry facilities, making it the second most likely cause of fire (according to the NFPA).



**In case of fire, remember to implement RACE and PASS,**

Note: Ensure to familiarize yourself with the location of fire exits and fire extinguishers in the hospital.

# STAFF CORNER

Answer to last newsletter's quiz are:

1. What does the "19" in COVID-19 refer to? **The corona virus and disease it causes was discovered in 2019**
2. Patients who complain want: **To be heard and have their experience validated**
3. The "corona" in corona virus stands for: **Crown**
4. The most credible advertising is a satisfied patient **True**
5. When is it safe to be closer than 6 feet to another person who is not sick with COVID? **When the person normally lives with you**

## And the Winners are:

Ms. Josita sarita fernandes  
(IVF & RMSC)



Ms. Ruba Husain  
(Outpatient supervisor)




Ms. Faryal Arshad  
(Rheumatology and Physical medicine)




Ms. Sinduja jayadevan  
(OBS/GYN Nurse)



Insert  
the missing number.

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### MIGRAINE CHARACTERISTICS



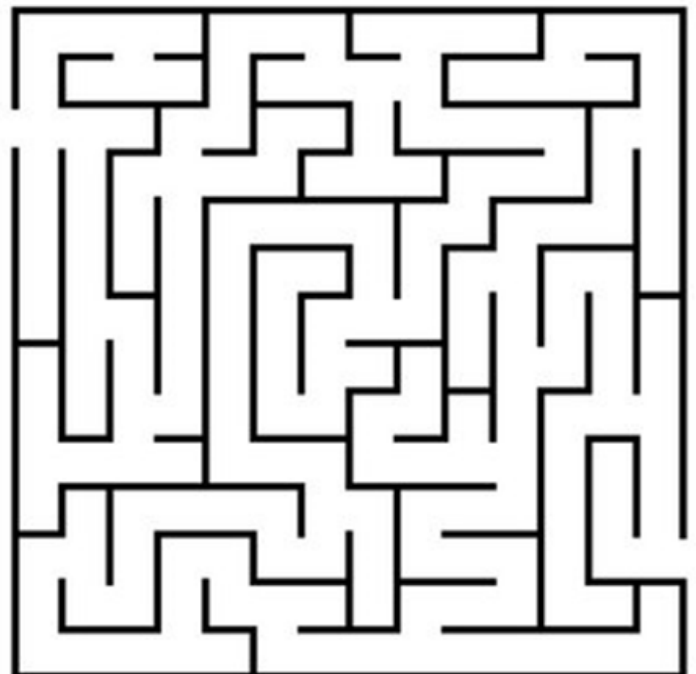
- HEADACHE ATTACKS LASTING 4-72 HOURS
- UNILATERAL LOCATION
- PULSATING SENSATION
- MODERATE OR SEVERE PAIN INTENSITY
- AGGRAVATED BY ROUTINE PHYSICAL ACTIVITY
- ACCOMPANIED BY NAUSEA AND/OR VOMITING
- SENSITIVITY TO LIGHT AND/OR SOUND

### TENSION-TYPE HEADACHE CHARACTERISTICS



- LASTING FROM 30 MINUTES TO 7 DAYS
- BILATERAL LOCATION
- PRESSING OR TIGHTENING SENSATION AROUND THE HEAD
- MILD OR MODERATE PAIN INTENSITY
- NOT AGGRAVATED BY ROUTINE PHYSICAL ACTIVITY
- NO NAUSEA OR VOMITING
- SENSITIVITY TO EITHER LIGHT OR SOUND

Here is something to tease your brain with! Activities like this also help keep the mind fit. So have at it.



# QUIZ!


**Q1. Which of these are benefits associated with hand washing?**

- a. Reduces infection rated in hospitals and clinics
- b. Reduces common diseases like diarrhea, pneumonia, respiratory infections
- c. Improves self-esteem
- d. All of the above

**Q2. How long should you wash your hands?**

- a. At least 20 seconds
- b. 2 minutes
- c. Until all the soap is removed
- d. The time it takes to sing the birthday song

## INCREDIBLE HUMAN BODY FACTS

  
**THERE ARE 100,000 MILES OF BLOOD VESSELS IN AN ADULT HUMAN BODY**

**NAILS GROW ABOUT ONE-TENTH OF AN INCH EACH MONTH**

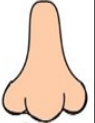


**Every day an adult body produces 300 billion new cells**

**YOUR BRAIN IS 80% WATER**



**Your nose can remember 50,000 different scents**



**IT TAKES 17 MUSCLES TO SMILE BUT 43 TO FROWN**



**THE AVERAGE PERSON FALLS ASLEEP IN SEVEN MINUTES**



**A HUMAN HAS MORE THAN 600 INDIVIDUAL SKELETAL MUSCLES**



**WE MAKE AROUND 30 TO 55 OUNCES OF SALIVA A DAY**

**BONES ARE COMPOSED OF 31 PERCENT WATER**



## Riddle me this...

What goes through the cities and fields but never moves?



**Q3. True or False: All hand soap is anti-bacterial.**

- a. True
- b. False

**Q4. In the event of a fire, RACE! Stands for?**

- a. Run, All-together, Careful, Elevate
- b. Retain, Alarm, Careful, Extinguish
- c. Report, Acupuncture, Culture, Excite
- d. Remove, Activate, Close, Extinguish

**Q5. What does CPR stand for?**

- a. Cardio pediatric Resuscitation
- b. Cardiopulmonary Recovery
- c. Cardiac pulmonary Revival
- d. Cardiopulmonary Resuscitation

Please write your answers with your full name, employee number and department; and email your answers at: [ssheikh@newmowasat.com](mailto:ssheikh@newmowasat.com) / [rcharles@newmowasat.com](mailto:rcharles@newmowasat.com)