

QUALITY NEWSLETTER

SEP 2021 - ISSUE 13



مستشفى المواساة الجديد
NEW MOWASAT HOSPITAL
فرعنا الأجيال
CARING FOR GENERATIONS

"QUALITY IS NOT AN ACT, IT IS A HABIT." - ARISTOTLE.

Another achievement! In recognition of New Mowasat Hospital's outstanding and longstanding commitment to quality improvement and patient safety, we were awarded an acknowledgement for 15-years of excellence with Accreditation Canada International.

This is an amazing milestone that definitely adds another feather to NMH's cap. We are the only hospital in Kuwait with such recognition!



Accreditation Canada International (ACI)
الإعتماد الكندي الماسي



Joint Commission International (JCI)
الإعتماد الأمريكي

Congratulations to everyone, as this would not have been possible without each one's continuous support and dedication. We should all take a moment to feel proud to be part of this achievement.



A POSITIVE STORY OF ONE OF OUR FAMILY

Maribel Pascua, 20 years in Mowasat

This is the story of one of our most esteemed staff members, Ms. Maribel Pascua, who has stood by us for the last 20 years. Although she would mostly keep to herself, what stood out about her was the exuberance and positivity that always showed through the ever present smile on her face.

Ms. Maribel was 44 years old when she was first diagnosed with cancer and started her treatment journey. Chemotherapy can be an arduous, stressful and exhausting experience and yet, Ms. Maribel never let it get in the way of living her life. She still showed up to work, she still smiled at her colleagues and she was still positively grateful for life and for every opportunity given to her.

Her resilience, sheer determination, and strength of character was a teaching lesson for the people around her. Anyone can give speeches on motivation and positivity, but Maribel showed us, through her smile and her spirit, how to stay afloat when all else is sinking. She has been through around seven rounds of palliative treatment and has kept bouncing back; a clear sign of her strength and courage. Her hardships never caused her faith to falter, and it is evident that there is a certain light shining on her from above.

One fateful day last month, we were all faced with a terrible scare when news broke out of her relapse; this one more worrying than most. Her condition was alarmingly critical and hope was nowhere in sight. However, as always, with her undeterred sense of power and vigor, Maribel bounced back.

Now, years later, she has decided to part from our NMH family to return to her own, back home, and surround herself with her loved ones. We wish Maribel the highest form of love, laughter and good health. May her coming days be filled with peace and serenity. We thank her for her incredible service as a loyal member of the NMH family. She will always remain in our prayers and will be held in the highest regard. We wish you all the best for the future ahead, Ms. Maribel.



WHAT'S NEW?

THE HOSPITAL PNEUMATIC TUBE

Pneumatic tube systems are basic inventory in hospitals because they are the best solution when long distances need to be covered and when seconds count, for example during surgery, when a blood product or a sample result is needed urgently. Whether blood, tissue, urine samples or medication – when speed is vital, the hospital tube system will transport items fast, safe and shock-free. The medical sector has to be profit-oriented and cost efficient just as any other industry. Hospitals often suffer from staff shortages. The pneumatic tube systems increase efficiency by saving time and by increasing productivity of our employees so they can concentrate on what is really important: Their patients.

INSTRUCTIONS:

- Do not drop, throw or expose the carrier to high temperatures. Handle with care.
- When loading the carrier, ensure the material fit comfortably in the carrier, i.e. do not stuff/shove oversized things into the carrier.
- Make sure to protect the material with the provided air bubble bag and to zip it up, before inserting into the carrier. Do not staple any of the packaging being used.
- Ensure the lids on both sides of the carrier are securely closed.
- Clean the carriers before every use with a mild detergent.
- Don't forget to properly label the material before sending it. Additionally, to avoid confusion, don't mix samples of different patients in one bio-hazard bag.



STATION DIRECTORY

FLOOR DETAIL	STATION #	FLOOR DETAIL	STATION #
5th Floor NS-1 (Patient Room)	251	5th Floor NS-2 (Pediatric)	152
4th Floor NS-5 (Patient Room)	241	4th Floor NS-3 (Medical/Surgical)	143
3rd Floor NS-1 (Patient Room)	231	3rd Floor NS-3 (OB)	132
2nd Floor NS-4 (LDR OB-2)	222	2nd Floor (Nursery-NICU)	123
2nd Floor NS-1 (LDR)	221	1st Floor (ODSU)	111
4th Floor (ICU)	242	Basement (CSSD)	161
1st Floor (OT)	212	Basement (IP Pharmacy)	164
Ground Floor (ER/Casualty)	202	Basement (LAB)	162
Basement (IP Pharmacy)	265		
Basement (LAB)	263		

DO NOT SEND:

- Food or drinks of any kind.
- Personal items of any kind.
- Patient belongings.
- Contaminated sharps.
- Items weighing more than 3KG.

This has been introduced in the best interest of our hospital and it's patients. Do follow the rules and handle this machine with care. To further understand this system in detail, you can refer to the newly established policy "Pneumatic Tube" which is available on the intranet.

In case of any difficulties, emergencies or system failures faced while using this system, our Plant and Facility department are there to the rescue! #1610. ■

THE BRIGHT SIDE OF THE MOON. LET'S SMILE ABOUT SOMETHING, EH?

It's definitely been a tough couple years for everyone, everywhere. Most news channels and social media platforms are overflowing with bad or sad news and things we need to worry about or watch out for. Too much of that isn't too good for anybody. So, let's take a break and focus on some of the more positive and cheerful things that have happened all around the globe.



Nearly 59 million hectares of forest has regrown worldwide since 2000! This two year study collected data via satellite imaging and on-ground surveys throughout several countries. These forests have the potential to soak up and store 5.9 gigatonnes of carbon dioxide. While this is great news, it is also an important reminder to halt deforestation favoring practices in order to help mitigate climate change/crisis.

Diamonds are little stones loaded with meaning and fraught with controversy. But many jewelry-lovers prefer not to support the cultural, environmental and social by products of these sparkly jewels. Instead, lab-grown diamonds have been a popular alternative. Now a company called Aether has announced that it can make diamonds out of the air — polluted air, that is. Aether takes carbon dioxide pollution in the atmosphere and turns it into beautiful, precious stones.



Mexico has made history by becoming the first country in North America to ban cosmetic animal testing! Additionally, the new law bans manufacture, import and marketing of cosmetics that have been tested on animals. This a monumental step forward for a kinder and better future. Mexico has joined 69 other countries/states in taking this pledge and hopefully many more will join soon. 'Save Ralph' is an animated film that has heavily influenced this change globally. Give it a watch!

The Great Barrier Reef had noticeable recovery! When an Australian family-owned eco-tourism company could not longer take paying divers to the Great Barrier Reef, the company decided there was valuable work to be done during the shutdown. Passions of Paradise's scuba diving employees worked with a marine biologist to seed the coral reefs in their area. The employees planted thousands of new coral pieces as part of a collaboration between researchers and tourism professionals.



WHAT ARE VACCINES AND HOW DO THEY WORK?

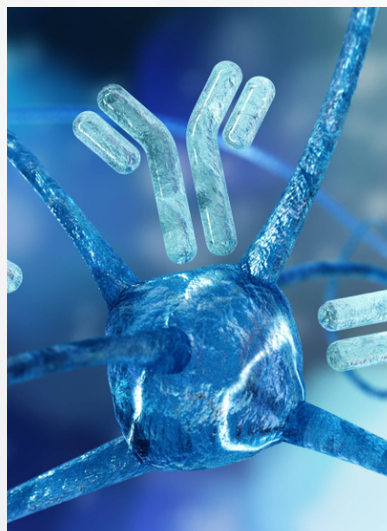
A vaccine is a substance used to stimulate the production of antibodies and provide immunity against one or several diseases, prepared from the causative agent of a disease, its products, or a synthetic substitute, treated to act as an antigen without inducing the disease.

We have our immune system that is constantly working to keep our bodies free from infections. It's always awake and has a pretty good routine, too.



And then we have our vaccine that is made up of a weakened version of the virus it is intended to fight.

Once in our body, the vaccine triggers our immune system to recognize and respond to it by creating cells that will fight the virus and remember it.



We're then "vaccinated" with the spike protein (weakened version) of the virus.

Now our immune systems will have a memory of what the virus looks like and will be better equipped to destroy it if we get infected in the future. This increases our chances of recovery and survival. **95% of our hospital staff have been vaccinated!** Continue to practice safety even after the vaccine because we already know that precaution is better than cure.

CUSTOMER ADVISORY COMMITTEE



We can never stress enough, about the importance of Patient Safety and Patient Centered Care. Leadership assumes a role in establishing a culture of safety that minimizes hazards and patient harm by focusing on processes of care. The leaders of the organization are responsible for fostering an environment through their personal example; emphasizing patient safety as an organizational priority; providing education to medical and hospital staff regarding the commitment to reduction of medical errors; supporting proactive reduction in medical/health care errors; and integrating patient safety priorities into the new design and redesign of all relevant organization processes, functions and services.

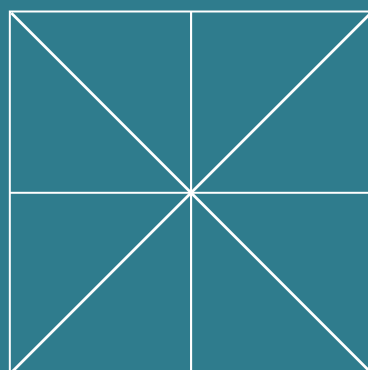
PATIENT DELIGHT SECTION

It is important to make our patients feel valued especially on a special day. Many times, patient's are admitted for treatment or are feeling unwell during their birthdays. So the customer service staff have taken the initiative to visit these patients with some flowers, chocolates and lots of well wishes! Nobody wants to be in a hospital on their birthday, but if they must, we'll make sure that they feel a little extra special on that important day. After all, patients are the heart of our hospital.



HOW MANY TRIANGLES
DO YOU SEE?

Why wait for the next page to start the fun?
Just to get you all warmed up and ready, here is a little teaser! Enjoy :)



When your roommate has more than the allotted guests over during covid



STAFF CORNER



RIDDLE ME THIS:

A man is looking at a photograph of someone. His friend asks who it is. The man replies, "Brothers and sisters, I have none. But that man's father is my father's son."

Who was in the photograph?

Please write your answers with your full name, employee number and department and email your answers at:

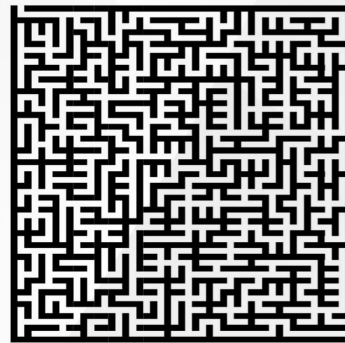
ssheikh@newmowasat.com / rcharles@newmowasat.com



Here is your favorite section! You guessed it! Quiz time!

1. What does the "19" in COVID-19 refer to?
 - a. There are 19 variants of the virus.
 - b. There are 19 symptoms of the virus.
 - c. The virus and disease it causes was discovered in 2019.
 - d. This is the 19th coronavirus pandemic.
2. Patients who complain want:
 - a. Something for nothing.
 - b. To be heard and have their experience validated.
 - c. To vent for the sport of it.
 - d. To attract attention and be made a priority.
3. The "corona" in coronavirus stands for:
 - a. Sun.
 - b. Beer.
 - c. Strong.
 - d. Crown.
4. The most credible advertising is a satisfied patient:
 - a. True.
 - b. False.
5. When is it safe to be closer than 6 feet to another person who is not sick with COVID?
 - a. When the person is your friend.
 - b. When you have already had COVID.
 - c. When the person normally lives with you.
 - d. When you are outdoors.

MAZE PUZZLE



Previous Quiz

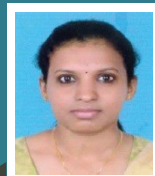
WINNERS!



Mr. Mohamed Selim
Purchase Dept



Ms. Helen Sheeja
LDR Nurse



Ms. Suthy Viswa
OB3 Nurse



Ms. Leny Lucelo
NICU Nurse

ADDITIONALLY, WE WOULD LIKE TO APPRECIATE ALL THE OTHER PARTICIPANTS WHO ANSWERED CORRECTLY

Mr. Taha Abdallah Mrs. Swapna Thottunkal
Ms. Rea Nebran Ms. Jismy Mathew
Ms. Arya Sudhan Mrs. Savitha Fernandes
Ms. Jeena Abraham Mrs. Chacko Sosamma