

QUALITY NEWSLETTER

Quality means doing it right when no one is looking –Henry Ford

Hello everyone! Welcome to the 15th 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.

Ghabga 2022



Ramadan Mubarak - مبارك عليكم الشهر

The holy month of **Ramadan** brings good time for the people to share traditional Ramadan hospitality.

Ramadan Ghabga provides the atmosphere of joy and happiness among the community members. Ghabga- a meal served at late night, is a get-together that usually takes place from around 10:30 pm to midnight or even later and there is always food at the Ghabga.

It is believed that the concept of Ghabga was derived from the word “Ghoboug” which means eating late at night.

After nearly two years of ceasing celebrations and events due to the long periods of distancing caused by the pandemic; New Mowasat Hospital “**Ramadan Ghabga**” was held at Symphony style hotel on April 22nd, 2022. Coming together for a fun night of activities including winning lots of raffle gifts, it was a fine celebration. What a night to remember!



Patient Safety

Patient safety is one of the foundations of care offered to patients. It aims to prevent and reduce risks, errors and harm that occur to patients during provision of health care. Patient safety is fundamental to delivering quality essential health services.

In order to provide the utmost experience to all patients receiving care at New Mowasat Hospital (NMH), it is imperial to follow the Patient safety goals defined by the Joint Commission International (as depicted on the diagram on the right).



Patient Identification

Policy

Emphasize that health-care providers have primary responsibility for checking/ verifying a patient's identity, while patients should be actively involved and should receive education on the importance of correct patient identification.

Admission

Upon admission and prior to the administration of care, use at least two identifiers to verify a patient's identity, neither of which should be the patient's room number.

Patient Identifiers

- ⇒ Standardize the approaches to patient identification among different facilities within a health-care system. For example, use ID bands on which a standardized pattern or marker and specific information (e.g. name and date of birth) would be written.
- ⇒ Develop an organizational protocol for identifying patients without identification or with the same name.
- ⇒ Use other non verbal approaches, such as biometrics, for comatose patients.

Intervention

Even if they are familiar to the health-care provider, check the details of a patient's identification to ensure the right patient receives the right care.

Patient

Involve patients in the process of patient identification.

[Please click here to refer to the policy 'PATIENT IDENTIFICATION' to understand the Identifiers that are employed at NMH at various stages of patient care.](#)



An Act of Integrity

New Mowasat Hospital Management

is proudly recognizing

Mrs. Mayada Swedan

Customer Service Executive - Customer Service Department (Call Center)

for demonstrating NMH values and for her high standards of honesty and personal integrity



In celebration of NMHs' core values, here is an appreciation column in recognition of Ms. Mayada Swedan (Customer Service Executive - Customer Service Department, Call Center), for demonstrating high standards of honesty and personal integrity.

On 1st March, 2022, Ms. Mayada was on her way to work and found a golden bracelet at the In-patient Department (IPD) parking area, with no hesitation she handed the bracelet to the security in charge for the parking area and reported the incident to her direct line manager, Mr. Medhat Sallam (Head of Call Center), who in turn appreciated her and shared the story with the HR Department.

Instances like these show us how integrity is based on values rather than personal gain.

It is your turn to be recognized! Share your stories that give a great impact on NMH Culture and values with Human Resources.

PROTECTING OUR PLANET STARTS WITH YOU

<p>BIKE MORE DRIVE LESS</p> 	<p>reduce REUSE recycle</p>  <p>Cut down on what you throw away. Follow the three "R's" to conserve natural resources and landfill space.</p>	<p>choose sustainable</p>  <p>seafood</p> <p>Learn how to make smart seafood choices at www.FishWatch.gov.</p>	<p>Trees provide food and oxygen. They help save energy, clean the air, and help combat climate change.</p>  <p>PLANT A TREE</p>
<p>EDUCATE</p>  <p>When you further your own education, you can help others understand the importance and value of our natural resources.</p>	<p>CONSERVE WATER</p>  <p>The less water you use, the less runoff and wastewater that eventually end up in the ocean.</p>	<p>-SHOP-WISELY</p>  <p>Buy less plastic and bring a reusable shopping bag.</p>	<p>Don't send chemicals into our waterways.</p>  <p>Choose nontoxic chemicals in the home and office.</p>
<p>Volunteer!</p>  <p>Volunteer for cleanups in your community. You can get involved in protecting your watershed too!</p>	<p>Long-lasting light bulbs - ARE A - BRIGHT IDEA</p>  <p>Energy efficient light bulbs reduce greenhouse gas emissions. Also flip the light switch off when you leave the room!</p>		



Continuous Quality Improvement



Poor quality of care leads to sicker patients, more disabilities, higher costs, and lower confidence in the health care industry. To improve the health system and the quality of care delivered to patients, implementation of continuous quality improvement is mandatory, i.e. a process to test, understand, and revise processes constantly.

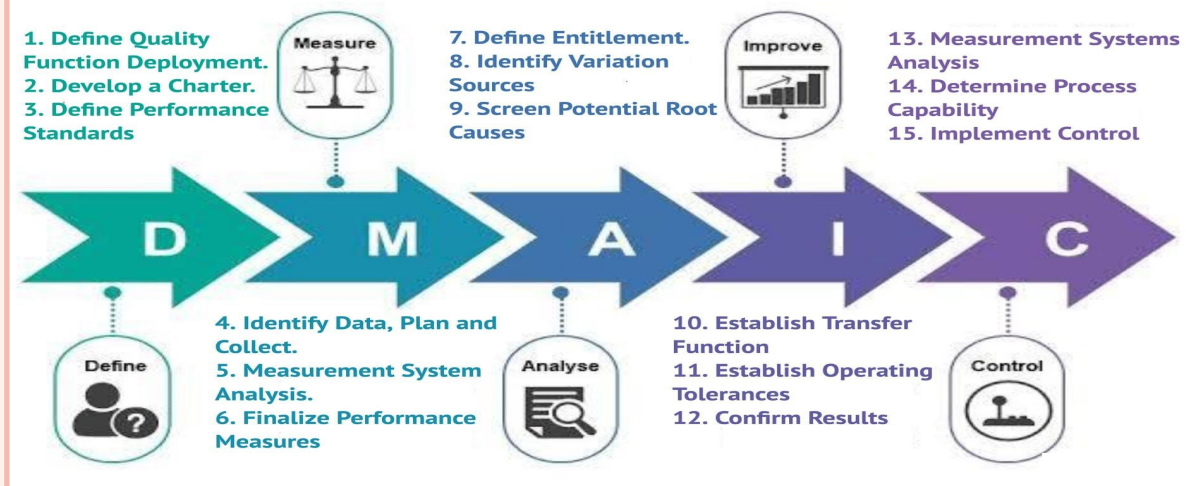
Small tests of change as a model for continuous quality improvement include questions such as:

- What are we trying to accomplish?
- How will we know a change is an improvement?
- What change can we make that will result in improvement?

The PDSA Cycle for Learning and Improvement



Six Sigma DMAIC 15 Step - Continues Improvement Process



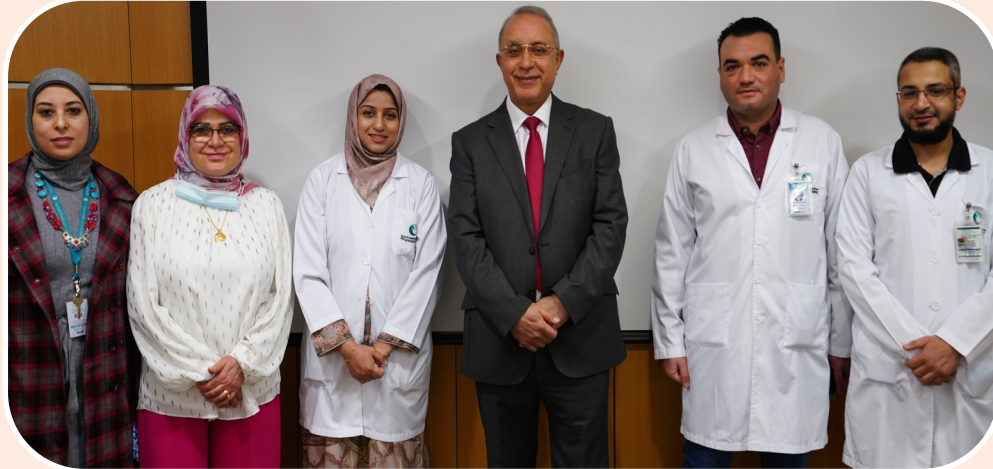
The Plan-Do-Study-Act (PDSA) cycle is used to measure outcomes quickly and modify the program accordingly. This cycle is used to make changes continuously that result in improvement.

In NMH, this methodology is incorporated by monitoring the Key Performance Indicators (KPIs) that result in process improvements.

To conduct a PDSA cycle, develop a plan to test the change (Plan), carry out the test (Do), observe and learn from the consequences (Study), and determine what modifications should be made based on the test (Act).



NMH Bids Farewell To Dr Ahmed Salem After Serving A Tenure Of Nine Years!



We would like to thank Dr Ahmed A A Salem for his many years of service with the New Mowasat Hospital, Kuwait and ensuring that its patients receive the best standards of care.

As he steps out of NMH, there isn't any better moment to appreciate and wish him the best of luck for all upcoming endeavours.



Mother's day celebration

Mother's Day is an occasion which is celebrated in various parts of the world to honor the role mothers play in our society.

NMH reached out to the mothers that visited the hospital and celebrated their motherhood with a token of appreciation.



Doctor's day celebration





Adverse Occurrence Reporting



An Adverse Occurrence is an unexpected event which poses an actual or potential risk to patients, visitors, staff members, or to the hospital facilities and property.

Adverse occurrences have been categorized as follows:

- a. Near miss
- b. No harm event
- c. Adverse event
- d. Sentinel event
- e. Unsafe Condition



Adverse Occurrence Reports (AORs) are considered the most beneficial resource for identification of system flaws. They are analyzed by the hospital to properly identify areas and issues that should be managed. AORs provide valuable information and guide hospitals to improve safety practices.

You are required to report an adverse incident as soon as reasonably practicable after it occurs (or when you become aware that it has occurred). For improving safety, the organization analyzes and uses information about system or process failures, to conduct proactive risk assessments.

Risk Assessments

A risk assessment is a thorough look at your workplace to identify those things, situations, processes, etc. that may cause harm, particularly to people. After identification is made, you analyze and evaluate how likely and severe the risk is. When this determination is made, you can next, decide what measures should be in place to effectively eliminate or control the harm from happening.

IDENTIFY

1

Identify the Hazards.

ASSESS

3

Assess the Likelihood and Severity of the Risks.

EVALUATE

5

Conduct an Evaluation.

DETERMINE

2

Determine who might be at Risk (and How).

ACTIONS

4

Identify Actions to Eliminate or Control the Risks.

Caregivers: Work Stress & Mental Health



As a healthcare worker, it is quite common for you to feel stressed at times. However, prolonged exposure to stress, even for a relatively short period of time, has many harmful consequences on the emotional and mental well-being, which include:

- Diminished quality of care delivered (you may be more prone to accidents and mistakes, and your ability to make decisions may be impaired),
- Onset of depression and anxiety disorders,
- Increased risk of Post-Traumatic Stress Disorder,
- Burnout (an occupational condition where workers feel emotionally exhausted and disengaged from working).



Tips to cope and enhance your resilience.

- Identify and accept those things which you do not have control over.
- Recognize that you are doing the best you can.
- Keep a consistent daily routine.
- Try to get adequate sleep.
- Make time to eat healthy meals.
- Exercise when you can.
- Take breaks from social media.

Contemplate your accomplishments

- Write three accomplishments on a piece of paper.
- Try to keep up celebrating three accomplishments every day.

Postpone your worries: Every day, try to set some time aside to worry. That's right, it's called worry time. You decide when and for how long, 15 minutes is a good start, but you can take less time. You can begin by trying for 15 minutes or less.

STAFF CORNER

The Winners of the Previous Newsletter Are:

Mr. Ahamed Hussain
Rheumatology & Physical
Medicine



Ms. Gay Bethel Rama
Laboratory



Ms. Solymol Jacob
ER Head Nurse



Ms. Lielani Alzate
Marketing



LONG SERVICE AWARD

We would like to Thank you for your many years of exemplary service with the New Mowasat Hospital. As you step out of NMH, there isn't a better moment to appreciate you and wish you good luck!



Ms. Minerva Luisa Torralba Malaluan (Technician-Laboratory) for her **24** years and Ms. Roslyn Estorque Arciga (Staff Nurse-Nursing department) for her **21** years of loyalty and dedication to the hospital.

LONG SERVICE AWARD

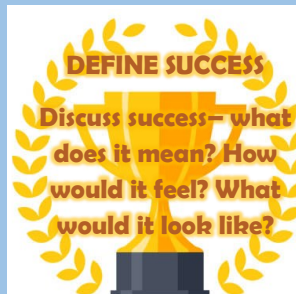


Ms. Myrna Mabulay Roldan (senior staff nurse- E.R.) for her **23** years of commitment and diligence to the hospital.



Ms. Jollyrose Autencio Rasco (Cashier-Pharmacy) for her **30** years of devotion and dedication to the hospital.

HOW TO BUILD A POSITIVE TEAM CULTURE



BREED RESPECT

Build a culture where everyone is treated equally.

SET GOALS

Work with the team to identify individual and team goals that they want to pursue.

ENCOURAGE

RESPONSIBILITY

Employees must accept their role and be responsible for their actions.



Q1. Which of the following are patient identifiers used in NMH:

- a. Name and phone number
- b. Passport and phone number
- c. Patient name and Medical record number
- d. Patient name and date of birth (DOB)

Q2. When encountering a patient elopement/wandering, what is the hospital code that should be followed?

- a. Code Red
- b. Code Orange
- c. Code Blue
- d. Code Grey

	Recognition	Regulation
Personal Competence	<p>Self-Awareness</p> <ul style="list-style-type: none"> • Self confidence • Awareness of your emotional state • Recognizing how your behavior impacts others • Paying attention to how others influence your emotional state 	<p>Self-management</p> <ul style="list-style-type: none"> • Keeping disruptive emotions and impulses in check • Acting in congruence with your values • Handling changes flexibly • Pursuing goals and opportunities despite obstacle and setbacks.
Social Competence	<p>Social awareness</p> <ul style="list-style-type: none"> • Picking up on the mood in the room • Caring what others are going through • Hearing what the other person is 'really' saying. 	<p>Relationship Management</p> <ul style="list-style-type: none"> • Getting along well with others • Handling conflict effectively • Clearly expressing ideas/information • Using sensitivity to another person's feeling (empathy) to manage interactions successfully.



Which is heavier, a pound of bricks or a pound of feathers?

Q3. Quality is _____ responsibility

- a. Hospital's
- b. Doctor's
- c. Everybody's
- d. Quality office

Q4. When encountering fire, what is the hospital code that should be followed?

- a. Code Red
- b. Code Orange
- c. Code Blue
- d. Code Grey

Q5. Hand hygiene should be performed...

- a. Before touching patient
- b. After touching patient
- c. After touching patient surroundings
- d. All of the above

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