

# Al Wakra Hospital - Pediatric Division's Advocacy on "Help Us Give Your Children the Best Possible Care"

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## Overview:

Family presence during rounds, leads to positive outcomes and increased satisfaction based on the perspectives of patients, parents, families, and health care providers (Cypress, 2012). Parents have valuable knowledge about their child and are important helpers in implementing their children's health care (Harrison, 2010; Watts et al., 2014).

Census reports confirm that an increasing proportion of children spend substantial amounts of time in the care of a person other than their parents in United States. In 2000, 61% of children from birth through third grade received some form of child care on a regular basis from persons other than their parents (Berger, 2003). In many Gulf countries, children are often looked after by hired help but the role of nanny is usually undertaken by women from non-Arabic-speaking countries such as the Philippines and Indonesia, who officially live and work in Qatar as housemaids (Walker, 2015). Qatar substituting maternal care for paid childcare in the familial home is related to the near universal employment of female housemaids by Qatari families (Evans, Powell-Davies, & Chung, 2010).

Al Wakra Hospital Pediatric Emergency Department (AWH-PED) provides medical care to both male and female patients from 0-14 years of age, whom are considered minors as per Qatar law. In 2016, AWH-PED received a total number of 181 patients who came without their parents. Children were brought in the emergency department to seek medical care by adults living in the home who are not biologically or legally related to the child. Most of them do not have formal medical education and training and have less understanding of medical terms, treatments, and medications. These patients need their parents or any legal guardians for their treatment decisions as parents and legal guardians know their children best and often act as a bridge between the child and the health care team in order to ensure their child's needs are fulfilled.

In order to deliver the safest, most effective care possible to their children, AWH Pediatric Division came up with a project regarding patients who comes without parents. A first of its kind initiative under Hamad Medical Corporation.

## Learning Objectives:

- To acknowledge that the child or patient is at the core of all that we do and that the family is central in the child's life and therefore central to our care processes.
- To relay an evidence-based approach to the development and promotion of interactive health communication.
- To heighten the awareness of health care providers about their vital role as a health educators in achieving a better health outcomes and improved patient and family experience of care.

## Methodology:

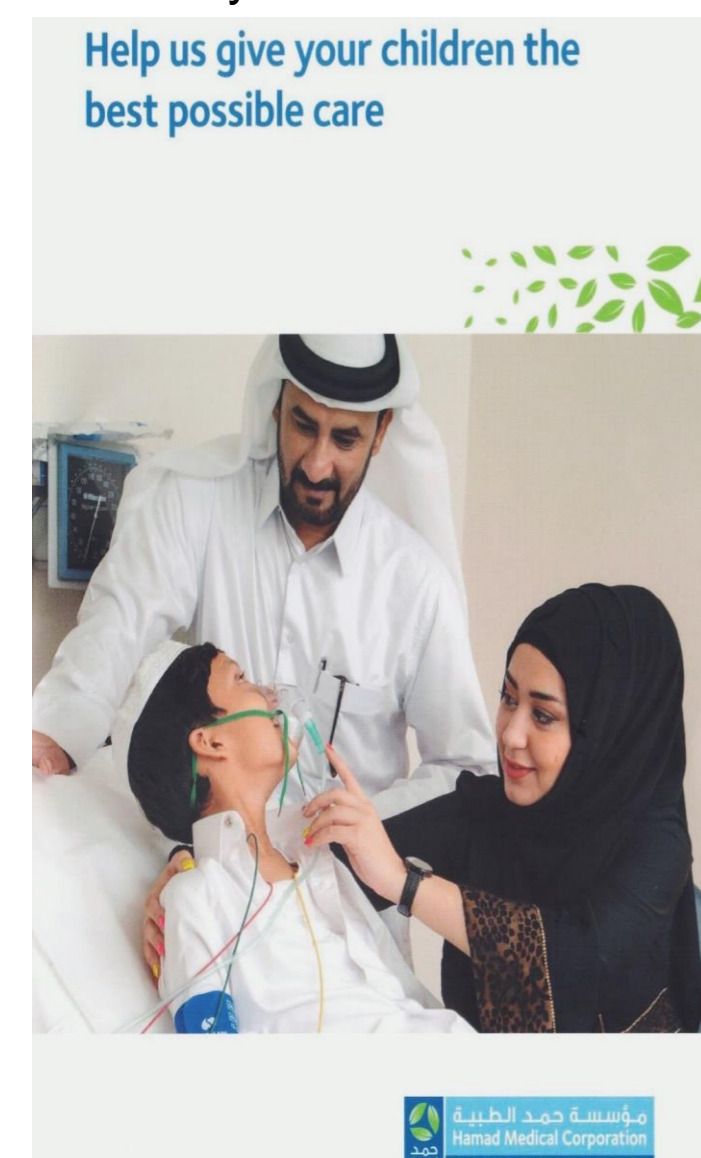
### Data Collection

The data of patients who came to AWH-PED without their parents were collected retrospectively starting from 2016. A review of the reported OVA generated by RL solutions software and verified by Cerner System related to patients who comes without their parents was done. Statistics showed that there were 181 reported cases of patients who came without their parents on 2016.

Based on the statistics gathered, AWH-PED multidisciplinary team initiate a project with the primary purpose of decreasing the number of patients who came without parents by 50% by the end of 2018.

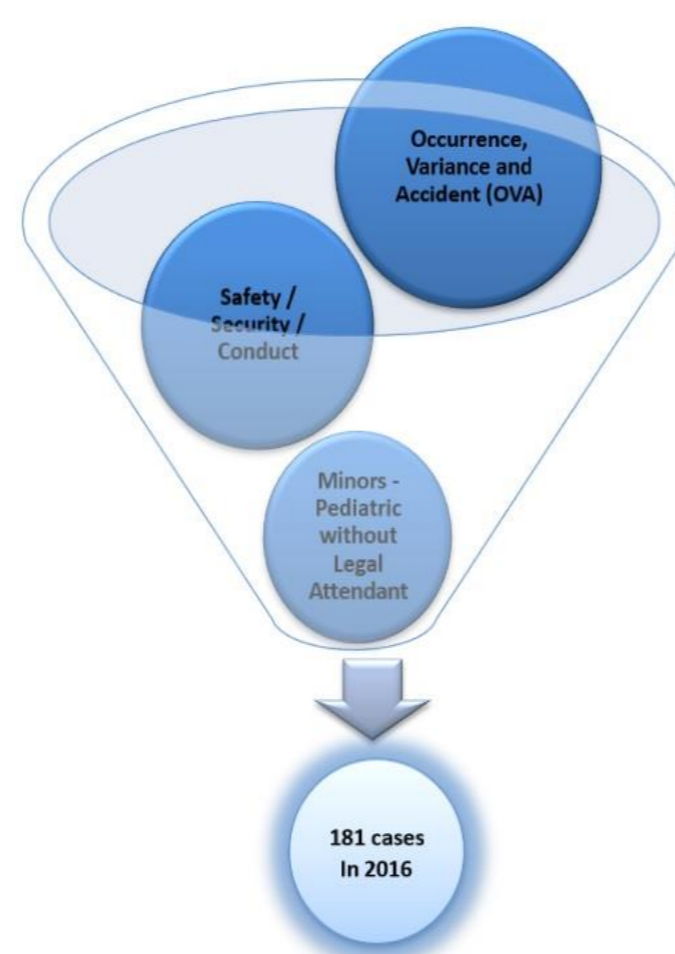
### Interventions

A series of health education activities were conducted in order to strengthen the advocacy.



In February 2017, the team prepared educational materials about the importance for children to be accompanied when receiving care and the risks associated with sending children to emergency department with people other than their parents or legal guardians. Pediatric Division developed a leaflet entitled "Help Us Give Your Children the Best Possible Care", printed in both English and Arabic languages approved by Corporate Communications and Designs. Leaflet were distributed to parents or legal guardians and to those who accompany the children on their visit to AWH-PED. This is an initiative to further improve the service we provide in our community.

Teaching the importance of coming to emergency with a parent or legal guardian is incorporated as one of the topic in the school visits as part of the child safety campaign.



## Results:

Figure 1. Census of Patients in AWH PED 2016-2018

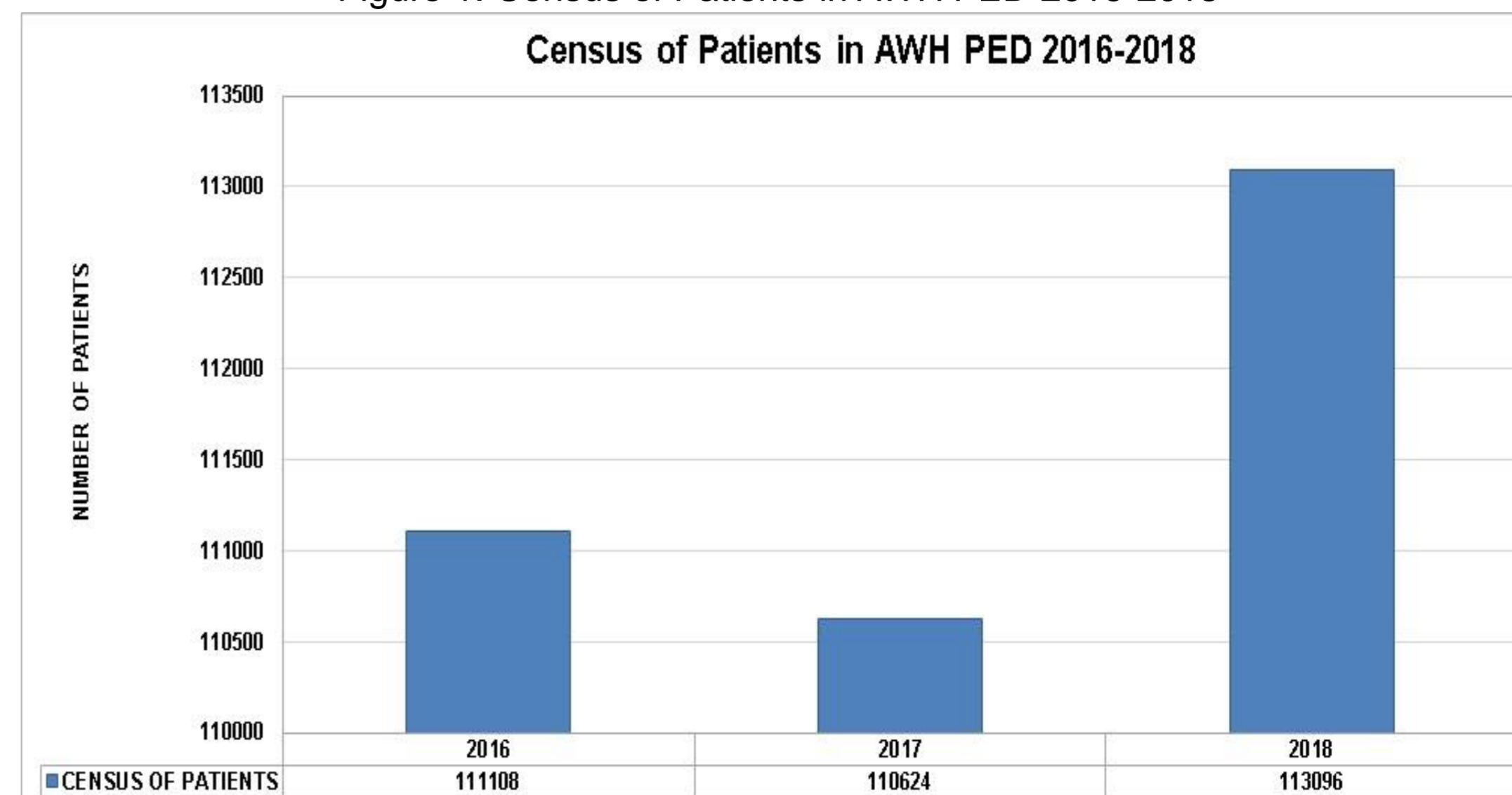


Figure 1 shows the number of patients who visited AWH-PED from 2016 to 2018 with a difference of 1,988 patients or approximately 1.8% increase from the baseline.

Figure 2. Patients Who came Without Parents / Legal Guardian in AWH PED 2016-2018

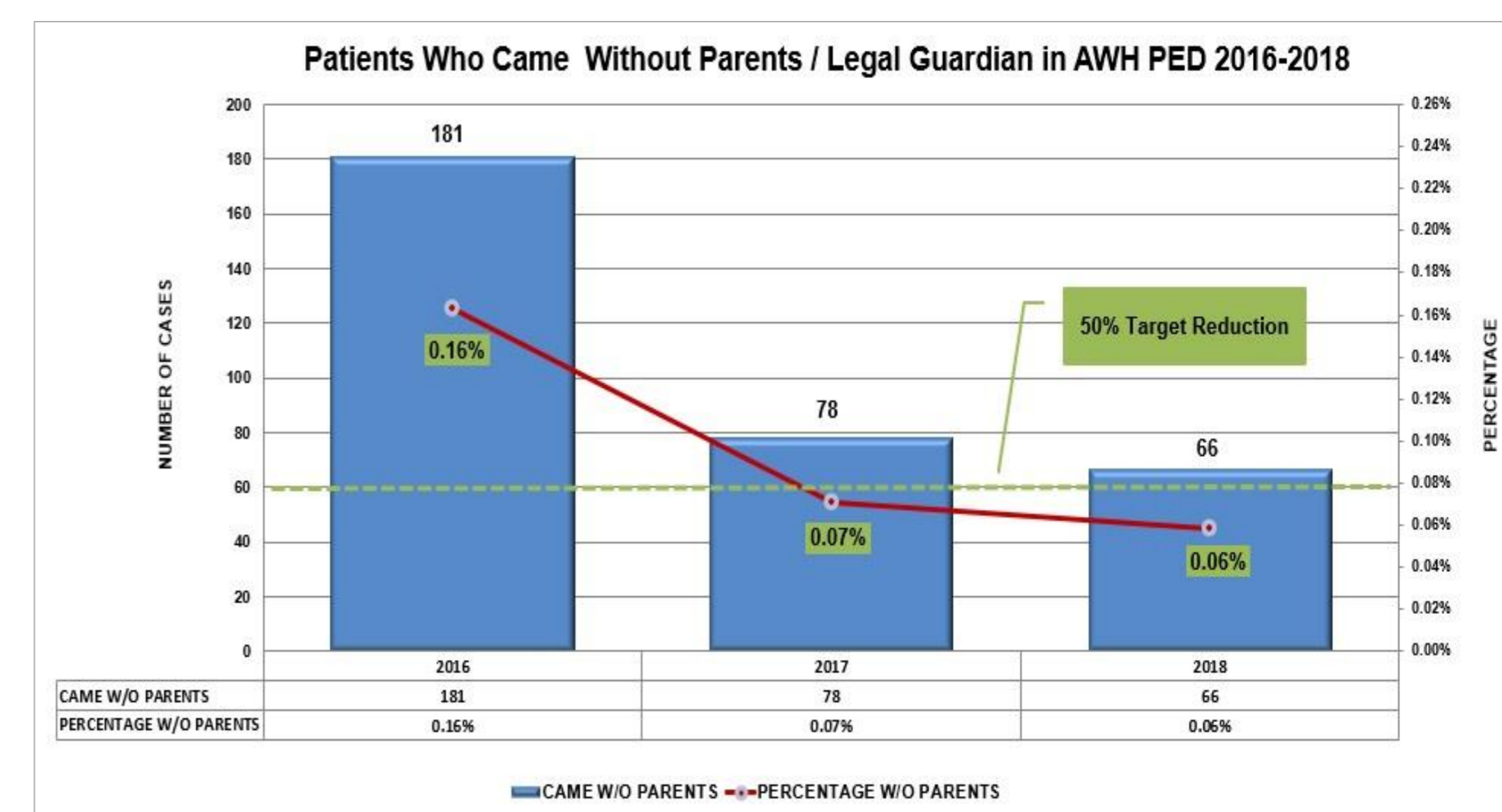


Figure 2 shows the number and percentage of reported cases of patients who came to AWH PED without their parents or legal guardian from 2016 to 2018. There were 181 (0.16%) reported cases in 2016. Significantly, the number of reported cases decreased in 2017 with 78 (0.07%) cases and again dropped to 66 (0.06%) cases. Based from the data gathered, the reduced occurrence of patients who came without parents from 2017 and 2018 was 57% and 64% respectively. It shows that our advocacy was effective in reducing patients who came without parents. The target of 50% reduction were met for the 2 consecutive year.

## Conclusion:

We therefore conclude that we improved the quality and patient safety in the context of promoting a better culture and healthy communities through reshaping the mindset of the community we served and enhancing family involvement in the delivery of the safest, most effective and most compassionate care possible.

## Next Steps:

- To continue to pursue the advocacy by grabbing all open opportunities that can be an avenue to spread the awareness about the importance of parent's accompaniment for minors who are coming to emergency.
- To coordinate with the government about the advocacy of the hospital for possible media involvement.

## References:

Cypress, 2012 / Harrison, 2010 / Watts et al., 2014 / Berger, 2003 / Walker, 2015 / Evans, Powell-Davies, & Chung, 2010

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