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## Overview:

A person- centered care is a practice of caring the residents and their families. It also involves partnership of healthcare professionals (physicians, nurses, pharmacists, dieticians, occupational therapists, physiotherapists, respiratory therapists, wound care nurse, educators, case managers, and social workers). Person centered care includes listening to, informing and involving the residents in their care; providing care that is respectful of and responsive to, individual resident preferences, needs and values, and ensuring that resident values guide all clinical decisions.

## Background:

Enaya Specialized Care Center is a support facility that works with Hamad General Hospital and Rumailah Hospital and provides 24- hour care to long- term care residents who are in a stable condition. The center features 156 resident beds, and is the only specialized facility of its kind in Qatar. The facility provides practices related to person centered care approach to ensure that all residents and their families have a better experience.

## Definitions:

**What Matters to You?:** It is a simple but a powerful question in order to learn, to discover, to understand what residents need, want and hope for. It makes a difference, empowers residents and their families; improves outcomes, builds trust, shows respect, and strengthens relationships. It includes "Asking" what matters; "Listening" to what matters; and "Doing" what matters.

**Resident/s:** It means a person or patient who lives or is admitted in Enaya Specialized Care Center on a long-term basis.



**Better care experience and satisfaction among the residents and their families in Enaya Specialized Care Center. (Person- Centered Care Model in Enaya Specialized Care Center/ Rumailah Hospital)**

## Aim:

The team aim is to provide a person-centered care in Enaya Specialized Care Center that is executed in accordance to safety, high- quality, evidence-based, and value- driven practices thereby improving resident care experience and to increase satisfaction by 25% at the end of the year 2019.

## Primary Drivers:

- Respect for resident's values, preferences and expressed needs.
- Coordination and integration of care.
- Information, communication and education.
- Physical comfort.
- Emotional support and alleviation of fear and anxiety.
- Involvement of family and friends.
- Continuity and transition.
- Access to care.

## Secondary Drivers:

- Involve the residents in decision- making, recognizing that they are individuals with their own unique values and preferences. Treat them with dignity, respect and sensitivity to his/her cultural values and autonomy.
- Coordination of clinical care.
  - Coordination of ancillary and support services.
  - Coordination of front-line patient care.
- Information on clinical status, progress and prognosis.
  - Information on processes of care.
  - Information to facilitate autonomy, self-care and health promotion.
- Pain management.
  - Assistance with activities and daily living needs.
  - Hospital surroundings and environment.
- Healthcare professionals should pay attention on anxiety of the residents over physical status, treatment and prognosis.
  - Anxiety over the impact of the illness on themselves and family.
  - Anxiety over the financial impact of illness.
- Involving family and close friends in decision making.
  - Supporting family members as caregivers.
  - Recognizing the needs of family and friends.
- Understandable, detailed information regarding medications, physical limitations, dietary needs, etc.
  - Coordinate and plan ongoing treatment and services after discharge.
  - Provide information regarding access to clinical, social, physical and financial support on a continuing basis.
- Access to the location of hospitals, clinics and physician offices.
  - Availability of transportation.
  - Availability of appointments when needed.

## Interventions:

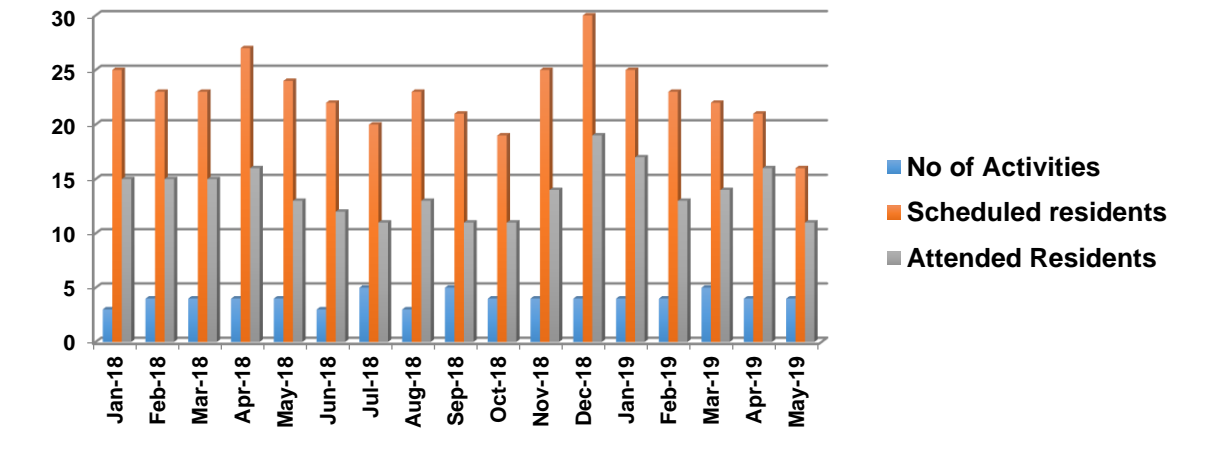
- Created organizational structures that promote engagement. Gathered all the members of the multidisciplinary team and discussed the details of the person- centered care.
- Connected values, strategies and actions by communicating effectively with the residents and their loved ones in order to raise their concerns related to safety while admitted in the facility.
- Implemented practices that promote partnerships. Involved residents in their care by inviting them and their families through case conferences, multidisciplinary rounds and bedside shift reports.
- Asked the residents and their families what they want and need through "What matters to you?" campaign.
- Provided care options for a variety of cultural, spiritual, and personal preferences of the residents.
- Provided residents ample and understandable access to their health information.
- Created a welcoming and comforting environment of care.
- Rendered care and concerns also for residents' families by offering flexible, and resident -directed visitations according to the posted policies of the organization.
- Provided care also to the staff (multidisciplinary team) of the organization related to stress reliefs and wellness support.
- Used evidence to drive improvement. Increased awareness and recognition of promoting better care experience and satisfaction among the residents and their families, as a positive force in, and pillar of, the facility and the community as a whole.

## Measures:

- Patient Experience (through residents' and families stories, comment cards/ notes, face to face and online satisfaction surveys, and focus groups discussions)
- Quality of Care (through leadership walk rounds, feedbacks, compliments and complaints)

## Results:

The result is based on the activities that the residents participated in the facility. These activities are conducted based on residents preferences and expressed needs or "What Matters" to them during their stay in the facility; thereby these activities added to the residents better experience and satisfaction in Enaya Specialized Care Center.



## Conclusion:

Person- Centered Care provides a structured, operational framework for evaluating the systems, and processes necessary to sustain organizational culture change.  
 Person- Centered Care:  
 ❖ Honors choice.  
 ❖ Enhances dignity.  
 ❖ Empowers residents.  
 ❖ Improves quality of life.  
 ❖ Supports independence.  
 ❖ Promotes positive well being.