

# Person-Centered Care Patient Handbook



مركز الأمراض الإنتقالية  
Communicable Disease Center

عضو في مؤسسة حمد الطبية  
A Member of Hamad Medical Corporation





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## Introduction

Communicable Disease Center (CDC) is dedicated to the diagnosis, treatment and prevention of infectious diseases as well as education and research.

CDC is specialized, but not limited to the treatment of:

- Tuberculosis (TB)
- Leprosy (a long-term infection that mainly affects the skin)
- Pneumonia (MERS-COV)
- Measles
- Hepatitis (A, B, C)
- Human Immunodeficiency Virus (HIV) / Acquired Immune Deficiency Syndrome (AIDS)
- Other emerging and re-emerging infectious diseases

The highly specialized team of doctors, nurses and allied healthcare professionals at the Center provide consultation, treatment and care for patients who have infections that are often beyond the scope of primary and other secondary care services.

The Center also works with the Ministry of Public Health and other stakeholders to reduce the impact of communicable diseases on the population. The aim is to promote awareness and education with the goal of preventing and combatting various infectious diseases at the national level.

## CDC Certification through Planetree Partnership

The collaborative partnership between HMC and internationally renowned US-based healthcare consultants Planetree International focuses on improving processes and implement practices that positively impact the health experience.

Through Planetree's Person-Centered Care Certification Program, a performance framework used by healthcare systems around the world to establish the systems and processes necessary to create a culture of person-centered care that yields outcomes aligned with key strategic priorities, CDC is one of the first pilot sites aiming for certification.

Planetree Certification is the only global program that formally recognize excellence in person-centered care across the healthcare continuum.

The PCC Certification Program was introduced in HMC by Center for Patient Experience and Staff Engagement (CPESE), under the able leadership of Mr. Nasser Al Naimi, Deputy Chief Quality Officer. CPESE provides subject matter expertise and acts as a facilitator between Planetree and the HMC facilities.

## CDC on Person-Centered Care (PCC)

CDC follows the PCC model of care, a systematic approach to deliver healthcare that makes patients/families and their healthcare providers as true partners in healthcare organization without compromising safety in addition to promoting a healthy and encouraging work environment.

### How do we do it?

CDC applies different practices to make sure that you have the best personalized care possible.



## PCC Practices in CDC

### 1. Nurse Bedside Shift Report

Nurses' shift change occurs when responsibility and accountability for your care is transferred from the outgoing duty nurse to the incoming duty nurse.

With PCC approach, information exchange shall take place in your room. Your involvement during this process is important to ensure that you get high quality care.



The purpose of this reporting mechanism is to communicate the plan of care, share important critical information from the outgoing to incoming nurse for continuity of care.

#### How to be involved?

- Be an active participant during bedside shift report. Ask questions and share relevant information to nurses involved in the process
- As you wish, invite a family member or friend to stay during nurse bedside shift report
- Your health information will not be shared with others without your approval
- Our bedside shift report timings are 6am, 2pm, and 10pm

#### What to expect?

During nurse bedside shift report, the outgoing nurses and incoming nurses on duty will:

- Introduce themselves to you and your family or friends accompanying you. The incoming duty nurse will write his or her name on the white board in your room.
- Invite you to take part in the nurse bedside shift report. You can decide who else can join you.
- Talk to you about your health, the reason you are in the hospital, and what the progress of your care is, including any planned procedure.
- Check the medicines you are taking. Safety checks will happen with every medicine they will give you including safety of equipment inside your room. The nurses will look at your invasive lines (like IV cannula), wounds, and bandages. They will also follow up on any tests done or lab works ordered.
- Ask what could have gone better from the last shift and what do you hope to do during the next shift.

- Encourage you to ask questions and share your concerns. If you need more information from your nurse, they will get back to you after the bedside shift report.

## 2. Whiteboard

Communication is one of the foundations to a positive patient experience.

The use of a small wipeable board in your room is one way to communicate and highlight information that matters to you.

### What to write?

- Your goals (short term and long term)
- Your preferences like language, food, and timings (meal, bath, medications, sleep, and others)
- Your healthcare providers' names

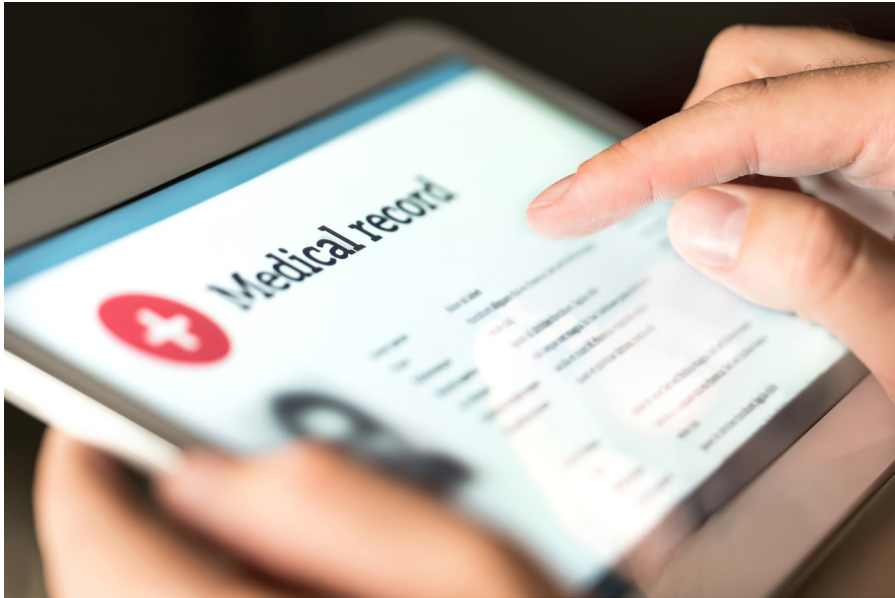
### How frequent can I update it?

- You can update it daily after your discussion with your healthcare providers.
- Or you can get help from your health care providers to update the board

مركز الأمراض الإنتقالية Communicable Disease Center <small>مركز الأمراض الإنتقالية            A Member of National Medical Corporation</small>	
<b>Welcome to CDC Floor:</b> _____ <b>Patient Name:</b> _____ <b>Room No (#):</b> _____ <b>Date:</b> _____ <b>Shift :</b> _____	
<b>Your Care Team Today</b> Doctor: _____ Nurse: _____ <b>What is happening now (Any investigations/Procedures/Care Plan etc.)</b>           <b>Diet Plan</b> <input type="checkbox"/> Normal Diet <input type="checkbox"/> Others _____ <input type="checkbox"/> Nil Per Oral	I would like to be called as: _____ My Preferred Language: _____ My Preferred Learning style: _____ Sleeping Time: _____ My Care Partner: _____ Access to Balcony: <input type="checkbox"/> YES <input type="checkbox"/> NO My Ultimate Goals:   My Goals for Today:   Questions for Care Team:   <div style="text-align: center;">  <p>No Food No Drink After Midnight</p> </div>

### 3. Access to your own medical records

In CDC, we encourage you to read your own medical records during your stay. We would like you to be an active participant in your health care and treatment plan.



#### Who can access medical records?

- With your permission, a family member or a friend can review your medical record(s).
- Nurses will take a written consent from you before proceeding.

#### What is the process?

If you wish to read any information in your medical records, follow these simple steps:

- You can inform your assigned nurse
- Nurse arranges a schedule for patient to meet with physician
- As scheduled, physician visits you and explains information contained in the medical records
- You can approach your assigned nurse if comments on medical records file is required

#### How to get a copy of your health record?

Patients treated at Hamad Medical Corporation can request a copy of their medical records.

- Submit a request to the designated Health Information Management (HIM) Department.
- You will need to complete an Information Release Authorization form and a copy of your QID or passport.

## 4. Literacy Assessment

Within 24 hours of your admission (within 48–72 hours during weekends), an assigned staff will assess your learning needs.

This assessment will enable us to ensure that you will receive relevant information according to your preferred language, learning style, and health literacy level. These factors will help you better understand your illness and treatment plan.

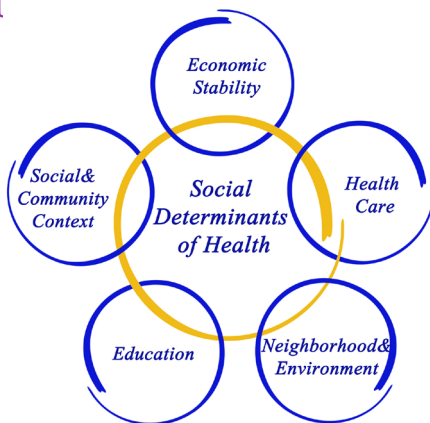


## 5. Social Needs Assessment

An assigned staff will come visit you to check for any barriers that might affect your health during your stay and after discharge.

Questions about your living conditions, access to food, access to services like healthcare and transportation, public safety, and social support shall be asked.

This information will be helpful in delivering a holistic care to you.



## 6. Patient directed visitation

We do not impose any restrictions on visiting times. We believe that presence of loved ones will assist in early recovery and healing.



During your stay at this facility, you will decide who should be allowed to visit you including the timings.

In order to avoid overcrowding in patient care areas and to minimize exposure to certain illnesses, we encourage only two (2) visitors at a time for thirty minutes or less.

Arrangements for overnight stays can be made depending on your health condition. Kindly inform the staff if you wish anyone to stay with you overnight. Our healthcare team will coordinate with you and help you plan your visitation arrangements to make your stay more pleasant and caring.

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## 7. Care Partner Program

In CDC, we understand and acknowledge the fact that involving family and friends as partners in care is an integral part of treatment.

A Care Partner is a family member or a friend who will help you get well during your hospital stay.

According to evidence, this results to accelerated healing, improved satisfaction, better communication and shared decision-making.



**What are the roles of a Care Partner and what activities a Care Partner does?**

- **Social Support and Companionship**
  - Offer support, encouragement, and be the hand to hold
  - Assist with phone calls
  - Bring in food from home, as advised
  - Prayer companion and spiritual support
  - Other needs like mobile telephone assistance and book reading

**• Advocate**

- Serve as a family spokesperson to keep other family members updated on your progress
- Liaise with health care providers for questions/updates
- Manage visitors/protect you from sleep disturbances
- Act as a translator/facilitator to properly convey information

**• Meet Daily Needs**

- Help with meal selection
- Assist with feeding
- Provide personal care like bathing, massage, nail care, and skin care, if needed
- Provide assistance in walking and short wheelchair trips
- Assist you during transfer/procedures

**• Patient Safety Monitoring**

- Initiate call bell in case of emergency or for any assistance
- Help you to prevent from falling
- Educate visitors on proper hand hygiene
- Alert staff about any quality or safety concerns

**• Patient Education/Information Support**

- Help you understand the educational materials provided for your condition
- Help you understand the discharge and follow up instructions
- Assist you in writing your preferences in your white board
- Assist you in goalsetting (daily and ultimate goals)
- Remind you about hand washing, cough etiquette and proper waste disposal

**• Patient Care Activities**

- Assist with simple dressing changes
- Assist the nurse in vitals monitoring, height and weight checking, head to foot assessment and history collection
- Help monitor fluids by recording intake/output
- Remind you about your medication administration timings and clarify doubts from healthcare providers related to medications
- Accompany and support you during procedures
- Prepare you for discharge and follow up care

**• Care Coordination**

- Help you review your medical records and maintain your personal medication list
- Assist you in making decisions in your plan of care and treatment
- Assist you in your follow-up appointments

- **Manage Comfort**
  - Assist with your positioning
  - Assist in linen-changes
  - Help keep your surroundings pleasant and to your preference (ex. adjust room temperature, provide extra blankets, help with your mobile devices, TV channel change, etc.)
  - Non-pharmaceutical pain management
  - Maintain safe environment
- **Prepare for Transitions of Care**
  - Accompany you to your therapies
  - Prepare home environment for your return
  - Learn skills to prepare for home care
- **Recreational and Other Needs**
  - Accompany you to the balcony or to the recreational area



## Frequently Asked Questions (FAQs)

### Can I request to withdraw or change my Care Partner?

Yes. At any time, you can write a request to the healthcare team. Please ask your nurse on how to complete the Care Partner Agreement form.

### Can I have more than one Care Partner?

We strongly suggest choosing only one Care Partner to simplify communication. If you prefer, you may select multiple Care Partners. However, overnight stays are limited to only one Care Partner.

### Can I request for leaflets with relevant information for my Care Partner?

Your Care Partner will be provided with brochures, meals and overnight stay in the facility

## 8. Shared Decision-Making

Shared decision-making is an integral component of Person-Centered Care. This is a process that involves you and your healthcare provider working together to make decisions about the evidenced-based treatment plan most suitable for you.

In CDC, there are various treatment options offered to patients with latent tuberculosis infection. The physician will explain all available options.



## 9. “Najem” Award

NAJEM award program is designed to recognize CDC staff based on the principle of Compassionate Human Interaction thus; the staff shall embody the caring attitude and values of a healthcare provider.

The NAJEM award recognizes the accomplishments of CDC staff. One staff will receive the award each month. The honor will be awarded at the beginning of the month for the most compassionate care provider.

NAJEM means “star.” In CDC, it stands for:

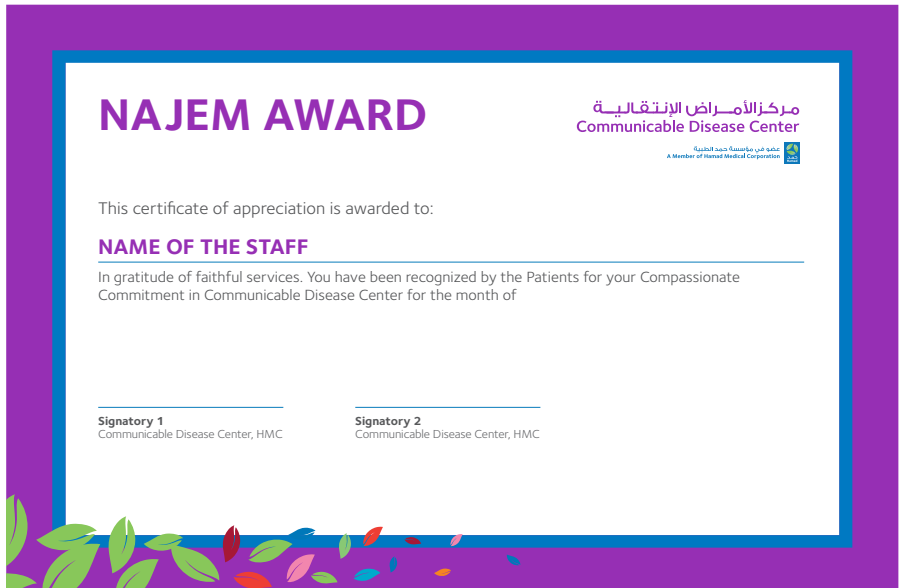
<b>N</b>	<b>– Noble</b>
<b>A</b>	<b>– Attentive</b>
<b>J</b>	<b>– Joyful</b>
<b>E</b>	<b>– Empathy</b>
<b>M</b>	<b>– Motivator</b>

**Core values defined**

- Noble – staff is polite and respectful to patients and family members
- Attentive – staff responds to the needs of the patient without delay
- Joyful – staff is welcoming and approachable
- Empathy – staff listens to concerns of patients with compassion and understands without judgement
- Motivator – staff encourages patient to raise concerns and speak up

**How to be involved?**

- You or any of your family members may nominate any hospital staff whom you feel deserves for an award based on the compassionate care you experience.
- Tell us who touched your heart during your stay with us.



**How to nominate?**

Fill-out the cards distributed by the customer care staff and share your positive experience in relation to the following areas:

1. Compassionate care  
For e.g. "My nurse understands what I need to feel better."
2. Engagement in the care plan  
For e.g. "My doctor asked for my opinion on how to manage my care."
3. Communication.  
For e.g. "I was able to talk to my healthcare providers whenever I have a concern."

## 10. Access to Spiritual and Religious Care



CDC supports and respects each person's personal values and beliefs. We would like to inform you that you are free to practice your own religion and religious rites during your stay at CDC. We will assist you by:

- a. Providing free access to religious and spiritual support upon request (as applicable in the laws of Qatar and if it does not cause any disturbances to other patients).
- b. Assuring that our staff shall be respectful with your beliefs.
- c. As long as it complies with our infection control practices and it does not cause any disturbance to others, we will accommodate your requests for:
  - Religious or spiritual support for counselling in dealing with your illness or spiritual/religious needs.
  - Religious materials and worship services.

Our Social Service Department has the active list of resources of support for all faiths in the community. A CDC staff can arrange for the appropriate and available support for you, as requested. Visits for this purpose require prior approval. To facilitate any request, kindly approach our staff.

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## 11. Invitation to Join the Patient and Family Advisory Council (PFAC)

CDC invites you to be part of the Patient and Family Advisory Council (PFAC).

### **What is PFAC?**

The PFAC serves as an advisory resource where patients, families, clinicians, and other team members collaborate as partners to improve the patient and family experience, and to promote the culture of Person-Centered Care.

The council meets monthly and is dedicated for enhancing the quality of patient care by providing insights into actual patient and family experiences. It aims to enable collaboration among all parties to identify areas of improvement and offer recommendations to plan for future patient programs, policies and services promoting PCC goals.

If you are interested to become a member of PFAC, kindly approach any CDC staff at the hospital reception counters.



## 12. Advance Care Planning



Advance care planning is making decisions about the healthcare you would want to receive if you happen to become unable to speak for yourself.

### It includes:

- Getting information on the types of life-sustaining treatments that are available.
- Deciding what types of treatment you would or would not want should you be diagnosed with a life-limiting illness.
- Sharing your personal values with your loved ones.
- Completing advance directives to put into writing what types of treatment you would or would not want –and who you chose to speak for you – should you be unable to speak for yourself.

As a competent adult, you have the right to direct your own health care decisions. However, serious accidents and illness can happen at any age, when you may not be able to make decisions about your care, even for a short while. In CDC, you have the option to choose a trusted person, called a Healthcare Agent, who can step in to help you get the care you want

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when you are unable to. He/She will be your advocate with the legal power to talk with your care providers to get you the best possible care that matches your values and choices.

**Who can you choose?**

Your Healthcare Agent can be a family member, friend, co-worker, faith or community group member — anyone you trust except a person employed in the facility where you are a patient unless related to you by blood, marriage or adoption.

**When does my Agent ‘step-in’ to make decisions for me?**

Your Agent can ‘step in’ if you have a serious illness or injury and your physician determines you are unable to make care decisions for yourself, even for a short while. If you regain your ability to make your own decisions, your Agent ‘steps back’ and no longer has decision-making powers.

**What are your rights?**

You have the right to refuse to assign an Advance Care Plan, sign an Advance Directive, or to assign a Legal Guardian/Legal Representative.

You may revoke or change the provisions of the Advance Directive at any time. If you are interested or have any questions, kindly ask any of our staff to help you.









