

HHCS Newsletter

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Welcome Message



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As we are looking forward to our first-ever convening of Planetree Person Centered Certification program in December 2020, an opportunity for recognition of the work we are doing in how healthcare is delivered and how it is experienced. In there we can reflect on the experience of leading through this crisis of the COVID outbreak which has been a challenge unlike any experienced before. The healthcare providers have emerged as trusted, reliable voices prioritizing empathy, transparency, humility and partnership.

Being the Clinical Champion of PCC and Deputy Medical Director -HHCS, these past 6 months have been like no other – personally and professionally. The last several months have reinforced the importance of grounding our healthcare systems in a person-centered approach that focuses on quality, partnership and compassion – for all. In addition, they emphasize empathy as a critical competency for all healthcare professionals. Ensuring the health and safety of our staff and our community was our priority.

To address these challenges, our team has been working diligently to provide support and content that is relevant, accessible and responsive to your needs in this moment.

True excellence will be defined by our ability to provide care with quality, compassion and partnership to the most vulnerable and under the most challenging circumstances and am proud to have a team of dedicated healthcare professionals working along with us during this unprecedented time.

These times have strengthened our efforts to connect to our patients, their families and our colleagues. Whether we are caring in person for COVID-19 patients, seeing patients via Telehealth, or working with a colleague, the quality of our communication allows us to earn trust, confidence, dissipate anxiety, and strengthen our effectiveness.

I would like to appreciate all my colleagues who worked and served during the Covid-19 period tirelessly without any regard of being compensated for their service.

CONTENTS

Welcome Message	1
HHCS Activities	2
HHCS Initiatives to support COVID- 19	3
Road to Planetree Certification	4
HHCS Infection prevention and control Week Celebration	4
Message Board	4

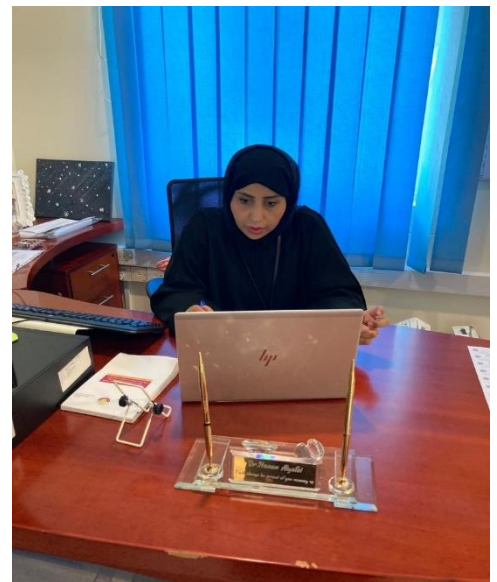


Home-Derma Clinic

HHCS has collaborated with Dermatology Department, Rumailah to provide optimal, specialized dermatology care for our Home care patients. The clinic runs virtually, once weekly – on every Mondays' starting from 17th August 2020. HHCS patients below 65 years who needs to be seen by Dermatology specialist are referred by the HHCS Dermatology Coordinator to Coordinator in Dermatology. After triaging, the patient will be contacted via phone or video through Vsee or Microsoft Teams, which are HMC-approved online platforms used for tele-medicine. This has expedited the process who would not otherwise have an alternative way of seeing a dermatology expert for optimal diagnosis and therapy.

Geriatric-Dermatology Virtual Clinic

The Geri-Derm Clinic is led by Dr.Sarah al Khawaga and chaired by Professor Martin Steinhoff, in close collaboration with HMC Geriatric Team , led by Dr.Wasim Akram and chaired by Dr.Hanadi Al Hamad. The clinic runs for the entire corporation involving PHCC, HHCS and HGH via a triaging process. For HHCS patients, the clinic runs once weekly, on every Tuesdays' starting from July 2020. All HHCS patients aged 65 years and above are contacted via phone or video through Vsee or Microsoft Teams, which are HMC-approved online platforms used for tele-medicine. For management of complex cases where Dermatology direct physical examination is required and for procedures, HHCS patient is transported and seen in Geriatric Day Care. This has optimized our elderly patients suffering from dermatology issues to be seen by Dermatology Specialist through a fast process. This in turn will reflect the HMC mission in take care of the elderly population in Qatar.



HHCS Initiatives to support COVID- 19

HMC Home Healthcare Service has played a prominent role in supporting this pandemic. The HHCS team was available to support all aspects for both HMC and the community which included:

Supporting COVID Facilities: In the initiative to support the COVID facilities Home Healthcare Team deployed more than 50 % of the Nursing staff to the Quarantine, Non-Quarantine and Isolation Facilities to support the COVID 19.

Assigned dedicated team to undertake nursing clinical procedures for patients/guests admitted to Quarantine and Isolation Facilities e.g. ventilated patients in a quarantine hotel.

National Helpline: In the initiative to support the COVID activities, Home Healthcare Team deployed a team of patients' Educators to assist in call center to assist with triaging calls from the community and additionally, supporting the Geriatric Call center.

Establishing Swab Team: In the initiative to support the COVID facilities Home Healthcare Team in coordination with the CDC team trained some of the staff for swabbing the patients, this team assisted in swabbing the patients in the community in their homes before they arrive for any procedures in the hospital, this helped in reducing the unnecessary visits of the patients to the hospitals and also supported the outpatient clinics and day care units.

HHCS assigned dedicated team for nasopharyngeal swabbing to support HMC and MOPH in many sites.

Supporting HMC Outpatients Clinics (HGH Rheumatology, Heart Hospital, NCCCR): In the initiative to support the COVID facilities Home Healthcare Team also helped the outpatient clinic physicians by doing blood investigations, INR and injection administration at home for the patients who were following up in outpatient clinics as the outpatient clinics were closed due to the pandemic.

HHCS Service to the community : HHCS never stopped its service it continued to support its patients and other referrals in the community even amidst of the pandemic, HHCS team was readily available to the assist their patients with their need even with shortage of manpower due to deployment.

Some of HHCS patients preferred not to be visited, in order to maintain care continuity, the HHCS team continued their follow up through Phone calls and Tele-Triaging to ensure patients remained safe.

HHCS also offered Virtual Consultation (VC) Clinics which was used by Physicians and the Allied Health Professionals (AHPs) in the beginning and later expanded to all the multidisciplinary team. Additionally, HHCS continue visit patients with active problem such as wound management, INR monitoring and other urgent procedures such as catheter changes etc.

HHCS gave education / awareness to all its patients about the new initiatives of HMC, Q-post regarding delivery of medical consumables and medication to their homes.

In addition to the above, HHCS also continuously provided psychological and moral support to their staff who were infected with the virus and some whose shift pattern was changed from 8-hour shift to 12-hour shifts that affected them both personally and at work.

HHCS ensured that the staff could always maintain a work life balance to cope up with the challenges of the pandemic.





Road to Planetree Certification

Homecare has overcome the first hurdle in the journey to the final accreditation visit slated in 14 Dec, 2020. Final preparations for Planetree assessment started in January 2019 to all HHCS staff and ongoing through training sessions, CHI and educational activities, while the training for Steering, Patient/Family Advisory council and patient/ Family focus group were starting on 28 Oct 2020 and will continue in November 2020. This success shows that improving quality, patient loyalty and staff engagement by building a continuously learning person- centered organizational culture driven by the voice of patients. we are all committed to improve people's health and their healthcare experience, and to help our healthcare staff find joy in their work by involving patients and family members as equal partners in the process.



HHCS Infection prevention and control Week Celebration

Home Health Care Services (HHCS) celebrated Infection Control week on 22nd October 2020 on the theme "We Love Our Infection Preventionists" as part of International Infection control week Celebration. International Infection Prevention Week (IIPW) was enacted by President Ronald Reagan in 1986 and is organized annually by the association for professional in Infection Control and Epidemiology (APIC). Considering the challenges facing the world in 2020, this year's IIPW focused on recognizing all Infection Preventionists and the role they have played in keeping the patients safe and healthy. Teams at HHCS celebrated the day with a range of activities throughout the facility including competitions. Dr. Moza A/Latif Hassan Abdulla, Executive Director of Clinical Transformation, quality and patient safety, Chairperson of HHCS IPC Committee was part of the celebration and collaborated with HHCS leaders in selecting the winners.



Message Board

Congratulations for Ms. Elizabeth Benny and Ms. Fatima Khamis for their successful completion as IHI Improvement Coaches. This interactive, experiential program is designed to advance improvement capability and deepen skills in the art of coaching and facilitating improvement teams in support of achieving their goals.



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