

HHCS NEWSLETTER

Vol. 2 Issue 5 – January 2023



Welcome Message

Ms. Nadya Al Rauili, EDoN

Home Healthcare Services (HHCS) has implemented remarkable improvement in the community through partnership with our staff, patients, and their families. This partnership has developed a strong connection between the team, patient, and family in sharing each other's insights, resulting in incredible care outcomes which deserve special acknowledgment, all because of one simple but powerful concept: Person-Centered Care (PCC).

With this in mind, we would like to thank you all for maintaining a person-centered care culture here at HHCS, and rest assured that we, as a team, are doing the best we can to deliver the most compassionate and effective quality of care for our community.

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HHCS Staff Well-being Program

To improve the work-life balance for all employees, which directly impacts promoting health and well-being, HHCS has taken the initiative to offer staff programs covering various dimensions of wellness, such as; social, emotional, occupational, and physical activities. It's proven that better employee well-being could boost engagement and retention.



HHCS New Joiners!

New members from different specialties joined our HHCS family. Please extend your welcome to them.



Marwa – SN
Call Center



Kaoula – SN
Pediatric



Abeer – SN
Pediatric



James – SN
Adult – D4



Zainab
Podiatrist

Rewards and Recognition

HHCS districts set up a new program to recognize the work and efforts of employees who are going the extra mile to deliver better care; at the end of each month, the chosen staff will be rewarded, and their names will be pronounced.



HHCS Latest Update

- Proposal plan for parking extension to fit 51 parking spaces was submitted (District 1).
- Ms. Maryam Al Tamimi was assigned as a coordinator for the team-based camp at the FIFA world cup (District 2).
- Introduced and piloted the post-discharge project to avert ED attendance (District3)
- Rewards and Recognition Behaviors & Values “Mugged” (District 3)
- Initiated a Pneumococcal Vaccine project to improve patients’ safety upon admission to HHCS (District 4)
- Launching the **Joy at Work project** to create a positive work environment among all staff members to optimize commitment and engagement to deliver high-quality care (Pediatrics).

HHCS Events Photographs



HHCS Exercise at work



HHCS Staff Birthday Celebration



HHCS Staff Recognition



HHCS Staff Rewards – Poster Presentation



HHCS staff volunteers for FIFA World Cup 2022



HHCS Celebration of Qatar National Day

Community Healthcare Forum



On 17th May 2022, the HHCS and the PNS team launched the first Community Health Nursing Forum, "Enriching Lives by Integrating Community Healthcare services to provide Better Health, Better Care, and Better Value."

More than 500 attendees from various disciplines participated in the event. The event's goal was:

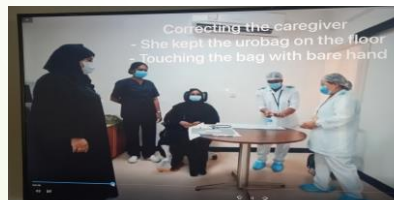
- To Identify existing barriers and gaps to developing a statewide infrastructure to promote long-term sustainability and reimbursement for community health services.
- To Determine promising practices and lessons learned and guide the future efforts of community health care.
- The forum marked a huge success and revealed great ideas for improvement and development. It's concluded that such a forum should be conducted annually to promote the health and well-being of patients in our community.

Infection Control Week

"Care is an absolute. Prevention is ideal" ... **"The Future is Infection Prevention, Spread Prevention Not Infection"**.

HHCS conducted various activities across all satellite units to participate in the International Infection Prevention and Control week (IPCW).

Staff from all districts contributed brilliant ideas to make this year a success.



Medical Team Activities

HHCS saw a significant turning point in September 2022, moving into a decentralized structure based on the assigned physician-patient model of care, enabling better access to care and allowing physicians to deliver better continuous care to their patients.

Standardizing practices remained key to this success by developing agreed patient care pathways with other HMC departments, i.e., partnership with IV suites, Acute Geriatric Unit, and the Elderly Urgent Care Unit at Rumailah Hospital.

On the other hand, several quality improvement initiatives were implemented; this includes the management of patients on Warfarin with an INR home self-testing program and optimization of diabetes management. Our physicians remain committed to providing the best evidence-based healthcare in a tailored person-centered care approach, so each patient is managed by their assigned physician according to their individual needs, which is a core ethos for us in HHCS that continues to drive us forward and one that we are proud of.

Early Supported Discharged Service

Early Supported Discharge went live in HHCS in April 2021, which provided early facilitation of discharge while ensuring safe discharge in the community. Since then, the service has admitted more than 2000 patients and saved 12,000 bed-days across all HMC facilities.



Non-Oncology End of Life Program

In September 2022, the HHCS team participated in a specialized training program delivered by the SANAD team from Lebanon.

The program focuses on non-oncology Palliative and End of Life care patients and aims to equip HHCS staff with the required knowledge and practices to care for those patients.

During the practical sessions, the HHCS staff shadowed the SANAD team and conducted a thorough assessment of thirty-four patients. In continuation of the training program, the HHCS team will collaborate with Rumailah hospital and private nursing services with the support of the NMED department to develop a competency-based program that can support our nurses.

The implementation phase will be discussed further in the first quarter of 2023.



5th JCI Accreditation



HHCS achieved JCI accreditation for the 5th time in March 2022 following the first edition (July 2012) of JCI home care standards. The second edition of home care standards was released in April 2022; the team is now reviewing all the policies in conjunction with the new standards.

Road to Planetree Re-certification

- ✓ Reviewing measurable elements for the PCC drivers with the PCC consultant
- ✓ Recruiting new Patient and Family Advisory Council (PFAC) members
- ✓ PCC workshops with the PFAC committee members to brainstorm ideas for improvement
- ✓ CHI training for new joiners and a refresher course for all existing staff
- ✓ PCC driver leads to conduct refresher training sessions for all HHCS staff to instill a permanent culture of PCC
- ✓ Ongoing tracer visits to ensure that all frontline staff are complying with the PCC standards
- ✓ Regular patients/ staff satisfaction surveys to improve staff engagement and to enhance patient's family and care partner commitment.



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