

# CARE on WHEELS



HHCS Newsletter

Volume 2, Issue 6, September 2023



**Dr. Fatima Ali Bouladi**  
AEDoN

Dear Colleagues,

I trust you all had a fantastic summer break and are now ready to embark on the upcoming year, filled with hopes, aspirations, and achievements. It is with great pleasure that I introduce you to the second edition of the Home Health Care Services (HHCS) Newsletter for this year.

In this issue, you will discover a range of engaging topics designed to cater to your interests and information needs. Remember, this newsletter serves as your gateway to stay updated, so please do not hesitate to share any recent developments, innovative trends, or ground breaking ideas that can further enhance our ability to serve our patients and their families.

One significant event we excitedly look forward to is the Person-Centered Care Forum, planned at the Sheraton Hotel in Doha this September. We strongly encourage

each one of you to participate in this event. As we progress towards PCC re-accreditation in 2024, We look forward to our Planetree progress assessment in November 2023.

We must also take a moment to express our heartfelt gratitude for the remarkable contributions of our dedicated healthcare teams, including physicians, nurses, and allied health professionals. Their commitment to patient care and relentless pursuit of excellence have been pivotal in our continued success.

At HHCS, we remain steadfast in our commitment to providing compassionate care to all our patients and their families. In this regard, we wish to extend our appreciation to our outstanding leadership. It is through their visionary guidance that we continue to flourish and be inspired.

Thank you

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## HHCS Latest News:



Farewell party for Mr Dan Borja, ESD Head Nurse

Dan was the team leader for the Early Supported Discharge team, who now left to the USA to pursue his career.

- HHCS's wound care team delivered a wound care management workshop to PNS staff and caregivers, aiming to promote health, knowledge, and support.
- SOGHA access was granted to PFAC members at HHCS. In a gathering attended by Ms. Nadya Al-Ruaili- EDoN,
- SOGHA cards were distributed to all PFAC members, who warmly welcomed the idea.
- HHCS senior leaders, including AEDoN, continued to conduct tracers' home visits to ensure competencies are in place, improve the quality of care, and maintain patient safety.
- We remain committed to delivering exceptional care while fostering partnerships that enhance the well-being of our patients, caregivers and our staff.

**We are  
committed  
of delivering  
exceptional  
care**

## A Message from the PFAC Members



**Mai Bakri**

Manager at Qatar Airways, PFAC

**I feel privileged to be a part of this committee. Our voices are heard, and our suggestions are genuinely considered.**

My name is Mai Bakri, Manager at Qatar Airways, Patient & Family Advisory Council (PFAC) member at Home Health Care Services (HHCS).

My journey began in 2019 when I was invited to join the PFAC committee at HHCS, comprising family members and caregivers.

As a committee member, I received a comprehensive education on the objectives and goals of the Person-Centered Care Program. One of the critical aspects emphasized was the importance of the involvement of family members and caregivers in enhancing service quality by sharing our experiences and expectations to serve a common goal, which is better healthcare outcomes for our patients.

The educational sessions we experienced truly empowered us and expanded our knowledge and expertise, even in areas such as medical terminology; for example, reviewing educational materials and patient surveys enabled us to propose changes that better reflected the perspectives of patients and their caregivers.

As a member of the PFAC, I had the opportunity to identify gaps

in the service from a caregiver's perspective and propose improvements accordingly.

Being part of the committee allowed me to establish clear expectations from the standpoint of service providers and advocate for patient-family goals. In fact, I even participated in interview panels for recruiting new nurses, ensuring that our perspective as caregivers and family members was considered.

Furthermore, participating in staff recognition events created a wonderful and motivating atmosphere for both committee members and acknowledged staff members. On the other hand, I was fortunate enough to represent PFAC members in meetings and the Person-Centered Care Forum on several occasions.

With all these incredible experiences, I feel privileged to be part of this committee. Our voices are heard, and our suggestions are genuinely considered and implemented. Witnessing continuous improvement in the service provided has made our lives, as well as the lives of our patients, much better.

## The Road to PCC Re-certification



**Mohammed Aldhoun,**  
DoN

- In preparation for the certification in Person-Centred Care (PCC), HHCS recently held their first meeting with the Women's Wellness and Research Center (WWRC) team. To re-apply for the Gold PCC certificate, the HHCS will mentor WWRC as they embark on their first journey to apply for PCC. In line with fostering collaboration, PCC driver's leads have taken the initiative to arrange meetings with their WWRC counterparts.
- Training on Compassionate Human Interaction (CHI) has been organized to equip all HHCS staff with valuable skills and knowledge in fostering compassionate interactions. By participating in this training, HHCS staff members will gain valuable insights into effective communication skills, fostering trust, empathy and sympathy with patients, caregiver partners and colleagues. The training will be conducted in both English and Arabic languages. If you are interested in attending the next session, we kindly encourage you to reach out to your team leader or supervisor to reserve your spot.

## New Project - Post-hospital Discharge Review



**Dr. Vaqas Rashid,**  
Senior Consultant,  
Home Healthcare,  
HMC

In District 3, we are excited to share with you the progress we have made to improve the care we provide for our patients after leaving the Emergency Department (ED) or the hospital. Our goal was to create a safe, caring, effective, and responsive process.

We have identified our Frequent Attenders (FA) by analysing the data collected. This information enables us to develop enhanced care plans, training and educational materials to address the needs of the carers, families and patients.

Our dedicated team of nurses, doctors, and allied health professionals have been actively reaching out to those patients, arranging necessary visits, and ensuring a smooth transition from hospital to home. The positive

patient feedback has been reassuring and encourages us to improve further.

We are proud to announce that we have achieved a 100% compliance rate in following up with patients who have been discharged from the ED or the hospital. The project's success has led to the process being adopted by all the Districts in Home Healthcare.

Our efforts have established a standardized approach to reviewing and analysing patients' conditions post-discharge. This involves documenting the reason for admission and addressing any requests for medical tests. We have also taken steps to ensure that patients' medications are current, and a follow-up appointment has been scheduled.



## Success story – District 1

# Together we Can

This story emphasizes the positive impact of family involvement inpatient care, promoting a person-centered approach that fosters bonding, responsibility, and better outcomes.

Patient X, had a history of stroke, diabetes, hypertension, and severe pressure injuries, requiring total assistance with daily needs. He was admitted to HHCS – D1 for long-term care, his daughter identified as the care partner.

Upon admission, the patient was found in a fragile state, requiring a lot of attention. The HHCS team, including a doctor, social worker, dietitian, pharmacist, wound care nurse, and patient educator including the daughter met together and recognized the gaps in care provided.

Significant challenges were identified; patient experienced neglect, coupled with a shortage of crucial medical equipment and wound care supplies. Unfortunately, the family lacked the financial resources necessary to procure these essential items. Adding to the complexity, the family also failed to adhere to the instructions of HHCS. Consequently, the patient's wounds deteriorated, requiring swift intervention to guarantee their safety and maintain the continuity of their care.

The HHCS team held several meetings and collaborated to support the patient. The social worker arranged for necessary equipment and supplies through charitable means. The social

worker provided a hospital bed and air mattress, while the dietitian ensured proper nutrition and wound supplements, the subspecialty wound care team increased the frequency of visits and the patient educator visited frequently to educate the family on their crucial role in the journey of care.

After six months of devoted work, the patient's wounds were completely healed, and the daughter was competent to take over the care of her father independently. This achievement showcased the power of unity and collaboration and the potential for positive change.

The key lesson learned is that involving the family in the care journey promotes independence, empowers individuals, and leads to better outcomes. By supporting and educating families, we can create a nurturing environment that enables patients to regain control of their health and well-being.



**Tina Joseph,**  
Supervisor D1

**Involving  
the family in the  
care journey  
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## Booth Exhibition Nursing International Day



**Mohammed Aldhoun,**  
DoN D1

HHCS led a team involving of representatives from two other facilities, namely the Mental Health Service and NCCCR, together, they presented an engaging booth at the Nursing International Day, which took place at the Grand Hyatt in Doha.

The main theme of the booth was transcultural nursing, highlighting the importance of culture on nursing skills and practices and embracing diversity in the field. Our team showcased the contribution of American and European cultures into HMC.





## HHCS Photo Gallery



Opening ceremony for D2



Poster Award winners- PCC Forum 2022



D3 family gathering



HHCS team participate in the NVIC workshop



Infection control week \_ D1



CCITP Graduation



Farewell party to Dr Bart - D1



International Nurses Day - D2



## HHCS Photo Gallery



Qatar National Day - D2



GCC Nursing Day-D4



HHCS team participate in the Middle East Forum 2023



International Nurses Day - D2



HHCS physicians participation in FIFA World CUP 2022



Nasogastric Tube Training - D2



Appreciation gift exchange - D3 Physicians



Workshop activity, HHCS supporting PNS team



## Editorial Board:



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