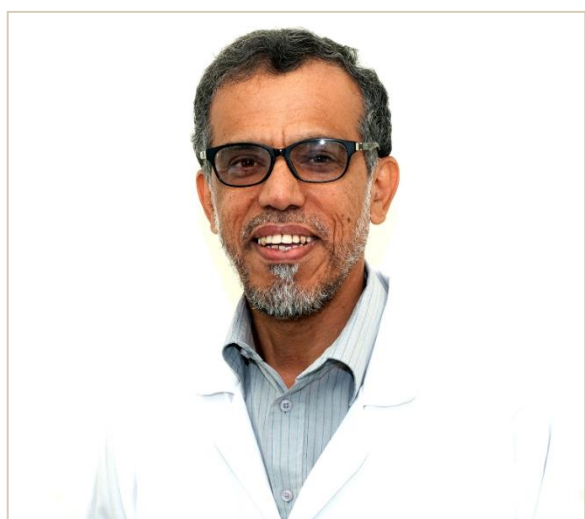


HHCS Newsletter

Vol. 1 Issue 1

August 2019

Welcome Message



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It is my pleasure to welcome you to Home Healthcare Services' (HHCS) first newsletter. The development of this newsletter follows a multidisciplinary approach with HHCS staff working together as a cohesive team.

This newsletter will serve as an avenue to sharing HHCS activities, reporting accomplishments and providing information related to the services we deliver to our patients in the safest, most effective and most compassionate way.

HHCS - a valuable service within HMC's Continuing Care Group provides home care to Qatar residents of all ages, Qataris and expatriates, who are temporarily or permanently housebound. We support patients' timely discharge from HMC hospitals and provide clinical care and medical supervision to reduce the need for visits to the Emergency Department or for hospital admission.

At HHCS, we strive for excellence and we endeavor to provide every patient the highest quality of patient care. Over the years, we have witnessed tremendous developments since its official launch in 2009. The service achieved Joint Commission International accreditation in 2009 and again in 2012, 2015 and 2018. Moreover, we continue to embark on new programs to deliver improvement initiatives and clinical interventions for patient care services.

Our journey toward person-centered care is underway. The objective is to encourage family involvement and to support caregivers at home through a collaborative approach and health education. "This is not an easy task but we take it as a challenge, an opportunity to show our commitment to excellence in patient care". I am proud to say that the results of a patient satisfaction survey that we conducted in 2018 have surpassed our established benchmark.

As the population of Qatar continues to grow and diversify, so too do the challenges we face. By working together as a team, we foster new strategies to tackle these new challenges. This leads us to many significant accomplishments and in even better care outcomes for the patients.

This newsletter will be published on a quarterly basis. It will be available on i-Tawasol under Publications. I invite each of you to share your insights, updates and stories of success so that we can include them in future editions of this newsletter.

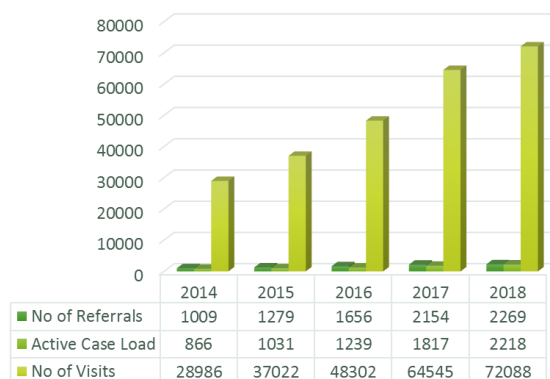
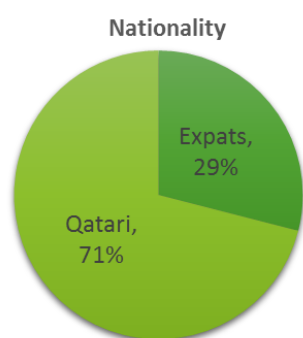
HHCS Scope of Service

HHCS have big plans and big vision --- that is to be an internationally recognized center of excellence across the continuum of care by providing the highest standard of home healthcare services for the state of Qatar.

To keep the vision alive, HHCS dedicates itself into providing services that enable patients/families and caregivers into achieving optimal level of health and independence in order to enhance quality of life and to re-integrate them into the community through collaborative approach and health education.

HHCS is focused into increasing its coverage area across Qatar to be able to reach many patients and to provide them access to services. To date, HHCS provide services to more than 2,175 adults and children patients, 72% Qatari and 28% Non-Qatari.

Aside from its main office located in Hamad Bin Khalifa Medical City and Home Care in Al Khor, HHCS has opened two new satellite offices in Al Wakra and Muaither area, expanding its services to ensure those in need have quick and easy access to high-quality care at home.



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HHCS Multidisciplinary Team

To deliver comprehensive care that addresses as many of the patient's health and other needs as possible, multidisciplinary care is provided in HHCS by a range of disciplines working together to deliver comprehensive care in the community.

With a common goal, dieticians, physiotherapist, occupational therapist, social worker, speech

therapist, respiratory therapist, clinical pharmacist, patient/family educator, nurses, physicians work hand in hand in the community to treat various cases to ensure betterment of the patient and to enhance quality of life with the involvement of the patient/ family/ caregiver.

The team discussed the care plan with the patient/ family/

caregiver for them to clearly understand the goals of each team member. Home visits are done depending on the care plan provided for the patient.



Home Healthcare Services Celebration

The Home Healthcare Service (HHCS) held a ceremony on the 31st of March 2019 to recognize and honor the notable contributions of their staff. The ceremony was attended by a number of senior HMC leaders to celebrate with HHCS and Community Medical Equipment Service (CMES), along with the successful JCI re-accreditation of HHCS last December 2018.

On her speech, the Deputy Chief of Continuing Care Group, Dr. Nabila Al Meer, recalled about the humble beginnings of HHCS, how it started with a limited number of resources, and how it progressed over time until it has finally been established. HHCS presently operates with 268 staff, 49 vehicles, and 4 buses. The service it offers can cover the whole of Qatar, and that includes all age group of patients.

Mr. Maqsood Adam presented the achievements of HHCS and CMES, acknowledging the loyalty, dedication, and hard work of all their staff in providing services to various HMC facilities, such as the Mobile Health Service (MHS), and to external entities as well. The Chief of Continuing Care Group, Mr. Mahmoud Al Raisi, further commended their staff and recognized the stakeholders for their commitment and contributions. The Chief Nursing Officer, Dr. Nicola Ryley, also applauded the triumphs of Qatari Nurse Leaders, who recently graduated from Doctorate and Master Degrees.

Whilst delivering comprehensive services to the entire State of Qatar, HHCS is now on its way to Person Centered Care (PCC) accreditation. The Deputy Medical Director of HHCS and Clinical Champion of PCC, Dr. Hanan Al-Yazidi, concluded the occasion by presenting about the PCC program, inspiring each and every one on this new journey that they are about to take.

“ **HHCS celebrate the success of 4th JCI reaccreditation and the department achievements** ”



Photo Caption:

It was a remarkable day where HHCS, CMES and MHS members were formally appreciated for their hard work, commitment and dedication. The certificates of appreciation were distributed to all the staff by Mr. Mahmoud Al Raisi, Dr. Nabila Al Meer, Dr. Nicola Ryley and Dr. Essa Al Sulaiti - Medical Director of HHCS. It was a memorable and enjoyable occasion which was celebrated with a buffet lunch by the poolside at the Bayt Al Diyafah.

Road to Planetree Certification

At Home Healthcare Service (HHCS), the greatest mission of Planetree is to inspire the HHCS caregivers to see patients as their own partners of care, in order to meet their needs and improve their entire well-being. The Person-Centered Care (PCC) is a systemized approach to delivering healthcare that is centered on the perspective of patients with their loved ones as a whole, while promoting a healthy, encouraging environment for the caregivers, and addressing the health needs of the organization's surrounding

community.

The Importance of Planetree Certification

Planetree certification is important to increase both patient satisfaction and staff satisfaction. This will encourage more people to get involved in making decisions about the care they expect to receive, hence, the quality of service and support given to them are suitable for their needs and makes an impact on their health outcomes. HHCS has reasonably obtained



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educational awareness from among all Homecare staff, emphasizing more on the importance of PCC and achieving recognition through Planetree certification. Most of the HHCS front-line staff have now completed the online PCC Certification preparatory course.

Staff Well-being Program

To meet the requirements of Person-Centered Care (PCC) Certification, Home Healthcare Service (HHCS) has developed the Staff Well-being Program with the aim of promoting a work-life balance for all. The Staff Well-being Program includes five comprehensive subjects: (1) Stretching and flexibility; (2) Body projects for beginners; (3) Stress reduction

and deep relaxation; (4) Basic self-defense techniques; and (5) Walking. The sessions were delivered by Mr. Tarek Mostafa Kamal Omar, a Homecare CHI facilitator and a certified Life Coach. The program will continue until it has gained more participation and engagement from the HHCS staff.



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