



# CARE ON WHEELS

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I am delighted my remit has expanded to include Home Healthcare Services (HHCS), as this is in alignment with the wider responsibilities of leading Long-Term Care, Rehabilitation and Geriatrics. It is a distinct pleasure to be working even more closely with the excellent and dedicated HHCS team, who have been instrumental in developing this service from modest beginnings more than 20 years ago to what is now a significant operation that is recognized and respected locally and internationally.

As we embark on the 2024 edition of the HHCS newsletter, I would like to acknowledge your significant role in shaping our journey, which includes a strong emphasis on professionalism and patient-centered care. Our focus remains on our patients, their families, and our staff. We believe that exceptional care is best provided within the familiar setting of a patient's home, aligning with Qatar's health vision.

Globally, healthcare is embracing the concept of bringing hospital-level care to patients at home, and here in Qatar, we support this transformative approach. Our commitment is to provide consistent support, ensuring the effective implementation of this care model.

Our dedication goes beyond the norm, rooted in our goal to achieve excellence and compassion to support healthier communities. I am privileged to lead a team of dedicated healthcare professionals committed to redefining home healthcare standards in Qatar.

In the following pages, you will find our innovative care models, stories of success exposing the positive impact of our services, and updates on the latest home healthcare practices. Our vision is to meet and exceed community expectations, ensuring every individual receives compassionate, comprehensive, and personalized care in the comfort of their homes.

A sincere thank you to each of you, whose hard work and commitment are the drivers of outstanding services.

We are paving the way towards healthier, more resilient communities. Let's continue this journey of excellence together!

Thank you

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## HHCS Latest News



IPSG celebration day

- IPSG day celebration in HHCS with participation from patients' families.
- Infection Control Week was celebrated across all districts.
- To meet the required standards of person-centred care, CHI training was delivered in both Arabic and English for all HHCS staff.
- Annual staff recognition gathering in all districts.
- HHCS is in the process of opening a new palliative care program.

**We are  
committed  
of  
delivering  
exceptional  
care**

## Discover HHCS: Dietitians

*Dalia El Issawi, Clinical Dietitian, HHCS*

- Dietitians at HHCS play a vital role in enriching the overall well-being of our patients; the team comprises seven specialized professionals, five dedicated to adult patients and two to pediatric care.



HHCS dietitians' team

**HHCS dietitians are not just professionals but compassionate partners on the journey to better health and better care, delivering expert nutritional support**

### KEY RESPONSIBILITIES

- Tailored Nutritional Care: Offering individualized nutritional support to patients identified with nutritional risks or needing dietary modifications., grounded in evidence-based practices.
- Ensuring Safe Nutrition Therapies: Deliver high-quality, safe nutrition therapies. This encompasses overseeing patients on oral supplements and enteral nutrition.

### HOW THE TEAM OPERATES

- Comprehensive Nutritional Assessment
- Individualized Dietary Plans
- Collaborative Adjustment of Diet Orders
- Continuous Education
- Prescription of Supplements and Enteral Feeding

## The Road to PCC Re-certification

*Mohammed Aldhoun, DoN*

### **PCC Progress Assessment:**

Consultants from Planetree Organization conducted a PCC progress assessment review in November 2023. Positive results were achieved, prompting consideration for a Distinction-level application after Gold certification.

### **2024 PCC Manual:**

The 2024 PCC manual has been released. Although our 2024 application will follow the 2017 version, we must start familiarising ourselves with the new manual for a smooth transition. We have discussed training opportunities for the new manual.

### **CHI Training Progress:**

HHCS has surpassed 90% completion of the CHI training; continuous effort is needed to ensure all staff members are trained, with yearly refresher courses planned for this year.

### **CHI Train the Trainer Program:**

Three team members—Ms. Fatima Al Haddad, Mr. Mohammed Aldhoun, and Mr. Mohammed Daoud—have completed the CHI Train the Trainer program. Thanks to the support of the CPESE team led by Mr. Naser Al Naimi, we can conduct CHI courses more frequently with four certified trainers.

HHCS team! Your efforts have led to our success, and with continued teamwork, we'll achieve even more in the future.



**Your  
collective  
efforts have  
brought us  
success**

# New HHCS Project: Clinical Pharmacists led a Virtual Consultation Clinic.

*Fatima Khamis, HHCS Clinical Pharmacist*

## Introduction

The Home Health Care Services (HHCS) clinical pharmacy team is excited to share the results of their completed research study entitled “Patient Perception Toward Clinical Pharmacy Initiated Virtual Consultation: A Study of Home Healthcare Patients”.

As you are aware, the majority of HHCS patients are elderly with multiple co-morbidities and polypharmacy, hence, a high risk of drug-related problems. The clinical pharmacist-led virtual consultation (CPIVC), a tool to deliver medication therapy management services to patients and caregivers, is considered a new provision in Qatar.

## Objectives

Evaluate patient/caregiver perception about pharmacist led virtual consultation.

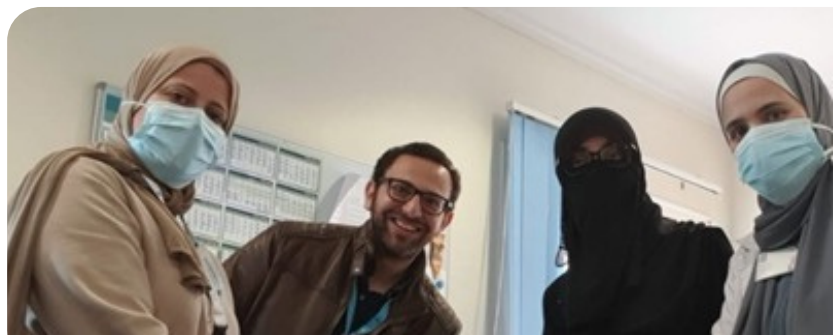
Identify patients/caregiver responses for perceived facilitators and barriers of pharmacist led virtual consultation.

## Outcomes

The CPIVC offers thorough patient counselling, including visual aids, focusing on safe and high-quality medication management. The project aims to improve medication management, reduce medication-related harm, enhance communication, empower patients, and promote medication compliance. Particularly valuable during the COVID-19 pandemic, CPIVC has shown enhanced patient engagement and treatment compliance, benefiting chronic disease patients by ensuring continuity of care, monitoring lab tests, managing polypharmacy, minimizing unnecessary medication use, and synchronizing medication. This integrated model serves as a blueprint for other healthcare organizations to implement in ambulatory care settings, particularly for elderly and chronically ill patients, to ensure the continuity of quality healthcare.



**Virtual  
Consultation  
has  
enhanced  
patients'  
engagement**





## Employees appreciation and recognition

### District 1

- Ms Sowmya and Ms Sarika: for conducting the most visits
- Ms Merly and Ms Jemila Received an appreciation letter from the patient's family.
- Ms Dalia Elissawi - Clinical Dietitian: appreciated for conducting the highest home visit among all disciplines

### District 2

- Ms Rose Ann - Staff nurse - Highest number of visits
- Mr Sayed Badawi - Star of the Year for PTRs
- Dr Fatima Abu Najma - Star of the Year for physicians
- Ms Maryam Al Tamimi - Star of the Year for Nursing

### District 3

The following staff were appreciated for outstanding contribution, dedication and commitment to excellence within the workplace, as acknowledged by colleagues through the Nomination Survey.

Dr Vaqas Rashid - Senior Consultant

Ms Elizabeth Koshy - Staff Nurse

Ms Fatma Mohamed Khamis - Clinical Pharmacist

Mr Mahmoud Kamal Soliman - Patient Transport Responder

### District 4

- Mr Alvin Jacor - Head Nurse: for conducting the highest number of visits.
- Ms Jincy Agnel - Staff Nurse: received two appreciation letters from the patient's family.
- Mr Tis Samuel - PCA: for his valuable contribution to "Flu – Vaccine Campaign - 2023" & "Pneumococcal Vaccine Project"

### Pediatric

- Ms Lorwillin Tajonera Bautista - Staff Nurse- appreciated for conducting the highest visit in the month of December and received the highest appreciation from her colleagues in Joy at Workboard



Giving a positive vibe to people around you will bring happiness to them and you, too.



## Enriching Patient Care and fostering Staff well-being at HMC-Pediatric Home Health Care Service

***Mervat Hammoudeh, Acting Supervisor***

Pediatric Home Health Care Service (HHCS) is Qatar's premier home healthcare provider for pediatric patients. Their commitment to innovative care extends beyond treatment, fostering a supportive environment for patients and staff. They collaborate closely with families and caregivers to enhance care processes and outcomes.

HHCS is actively involved in the National Value Improvement Collaboration (NVIC) Program, an Institute for Healthcare Improvement (IHI) initiative. This program aims to improve care delivery through value enhancement, emphasizing standardization and waste reduction for increased efficiency.

A key aspect of HHCS's commitment to the NVIC Program is the establishment of "Joy at Work" initiatives, targeting staff burnout and satisfaction. Through various strategies and Plan-Do-Study-Act (PDSA) cycles, they focus on reducing burnout and promoting staff well-being. Quarterly evaluations and continuous refinement ensure progress and professional development.

Implementing "Joy at Work" has transformed the department, fostering a positive work culture, work-life balance, and open communication. Weekly assessments show significant improvements, leading to increased staff satisfaction.

The success of "Joy at Work" has led to its expansion to other HHCS districts, with plans for further extension by the end of 2024. HHCS acknowledges and appreciates the contributions of all staff members to the program's success.



# HEALTHY TIPS

## Boost Your Caloric Intake:

- In colder months, your body requires more calories to stay warm. A healthy diet won't shield you from winter illnesses but can support your immune system and aid in quicker recovery.



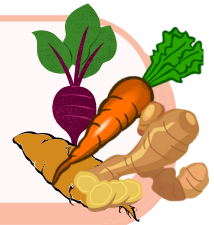
## Mindful Food Choices:

- Check nutritional info on pre-prepared foods.
- Pick low-saturated fat and low-salt options.
- Choose leafy greens for immune-boosting vitamins C, K and A.



## Embrace Root Vegetables:

- Include beets, carrots, and turnips in your meals for essential nutrients that help fend off colds and flu.



## Savory Soups:

- Homemade or low-sodium soups are perfect for winter.
- Choose recipes with chicken soup or vegetable broth loaded with nutritious vegetables.



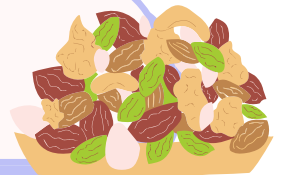
## Whole Grains for Sustenance:

- Add cooked whole grains to salads for lasting fullness.
- Opt for whole-grain bread, crackers, and cereals.
- Enhance oatmeal with cinnamon, cardamom, or nutmeg for flavor without extra calories.



## Nutritious Nuts:

- Choose raw, unsalted, or low-salt nuts like almonds, walnuts, cashews, and pistachios. Avoid candied or salted options and opt for trail mix alternatives.



## Stay Hydrated:

- In colder weather, it's easy to forget to drink water, combat dehydration by increasing fluid intake to at least 1.5-2 liters daily.



WINTER DOESN'T HAVE TO BE DULL; THESE TIPS WILL HELP KEEP YOU VIBRANT AND WELL THROUGHOUT THE SEASON



## HHCS Gallery



District 3 annual celebration 2023



District 3 staff recognition 2023



D4 team



District 2 staff recognition 2023



District 2 staff recognition 2023



IPSG day 2023



Referral management &  
ESD team



District 2 staff recognition 2023



## HHCS Gallery



HHCS staff participation in Qatar Oral Health Awareness Course



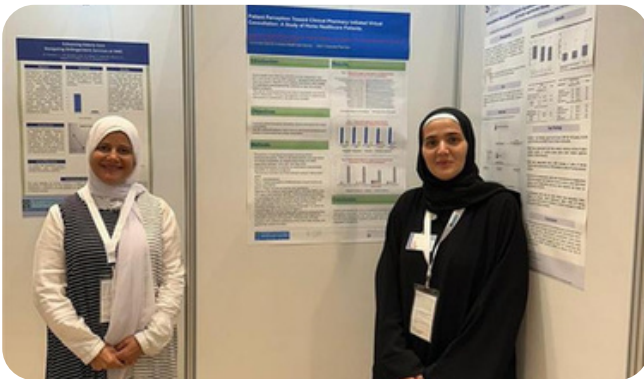
District 1 Souq Waqif Al-Wakra gathering



District 4 annual celebration 2023



District 4 annual celebration 2023



Participation of HHCS clinical pharmacist in 3rd Qatar International Geriatrics and Dementia Conference



D2 - Leaders and Staff appreciation day



HHCS Pediatric team



HHCS Pediatric team

## Editorial Board:



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