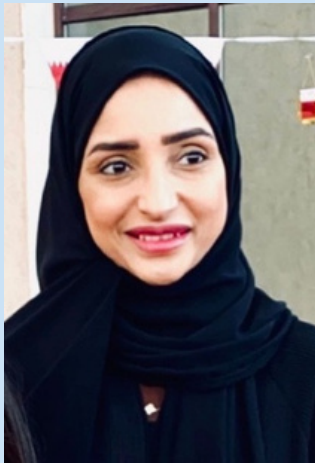


CARE ON WHEELS



HHCS Newsletter Volume 2, Issue 7, December 2024



Ms. Maryam Al Tamimi
Acting /Assistant Executive
Director of Nursing

Dear Colleagues, As I step into the role of Acting Assistant Executive Director of Nursing at Home Health Care Services (HHCS), I am deeply mindful of the responsibilities that come with it. However, I embrace this challenge with confidence and passion to elevate our services to new heights. My foremost goal is to support our incredible HHCS team, ensuring that we continue to make a lasting impact in the ever-evolving home care landscape. I have immense respect for each of you. Your dedication, expertise, and relentless pursuit of excellence inspire pride every day. Your commitment enables us to deliver exceptional care—not just within our nation but also on an international stage. Reflecting on 2024, we have certainly faced our share of challenges, but we have also celebrated remarkable milestones. Integrating patients and families through the Patient and Family Advisory Council (PFAC) has enriched our services

fostering collaboration and ensuring that care is co-designed and co-delivered. Their involvement has been pivotal in turning visionary ideas into tangible action. Our Person-Centered Care (PCC) Roadshow is another significant achievement, bringing us closer to our goal of attaining Planetree Gold Certification with hopes of distinction. Additionally, the launch of the End-of-Life Program marks a significant step towards expanding into hospital-at-home services, fully aligning with the broader objectives of Qatar's National Health Strategy 2024- 2030, which prioritizes integrated, person-centred care. As we look to the future, I am confident the coming year will bring even greater accomplishments. But for now, let's take a moment to pause, reflect, and enjoy this special edition of our Care on Wheels newsletter, where we've carefully curated topics that we believe will resonate with each of you. Thank you once again for your loyalty to HHCS and for sharing our commitment to enhancing care and delivering the highest quality of service.

Thank you

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Discover HHCS: Dental Hygienist

Eman Shouroqi, Dental Hygienist



HHCS dental hygienists

In Home Health Care Services (HHCS), dental hygienists play a critical role in providing preventive oral care and education to patients who may face challenges accessing dental clinics due to limited mobility or chronic illnesses. This specialized team, focusing on adult and pediatric care, significantly improves patients' oral health and overall well-being.

KEY RESPONSIBILITIES

- Conduct thorough assessments of patients' oral health.
- Examine teeth, gums, and oral health to identify issues like cavities, gum disease, or infections.
- Evaluate how medications or health conditions may affect oral health.
- Perform scaling procedures to remove plaque, calculus, and stains, which can help prevent tooth decay and gum disease.
- Apply fluoride as needed to protect teeth.
- Provide personalized oral hygiene guidance tailored to the patient's physical and cognitive abilities.
- Educate patients, caregivers, and family members on effective oral hygiene practices, especially for those with physical or cognitive challenges.
- Offer advice on nutrition and habits that influence oral health.
- Share tips for managing dry mouth, medication side effects, or complications from chronic conditions (e.g., diabetes) impacting oral health.
- Collaborate with a multidisciplinary team—including physicians, nurses, pharmacists, and social workers—to ensure comprehensive care. Refer patients to dentists or specialists for complex dental issues when necessary.

HHCS and PNS Host Inspiring Person-Centered Care Roadshow

Mohammed Aldhoun, North District, DoN



Home Healthcare Services (HHCS) and Private Nursing Services (PNS) successfully hosted a Person-Centered Care (PCC) Roadshow from September 15-16, 2024, in collaboration with the Center for Patient Experience and Staff Engagement (CPESE). The event highlighted progress in fostering compassionate care across HHCS and PNS, engaging patients, families, caregivers, and staff. At HHCS, interactive activities, co-designed and co-delivered with the pivotal Patient and Family Advisory Council (PFAC), showcased achievements in patient and staff engagement and emphasized the importance of compassionate care. PNS presented their PCC milestones through video, focusing on Patient and Family Engagement, Staff Collaboration, and Compassionate Human interaction training. The event featured a ribbon-cutting ceremony attended by key leaders, including Mr. Nasser Al Naimi, Chief of Patient Experience at HMC; Dr. Hanadi Khamis Alhamad, Deputy Chief for Long-Term Care, Rehabilitation and Geriatric Care, Ms. Mariam Al Mutawa, Acting Chief Nursing Officer, and Ms. Nadya Al Rauili, Executive Director of Nursing for HHCS and PNS. PFAC members shared powerful testimonials, and a symbolic cake-cutting ceremony was led by a PFAC member and Mr. Michael Giuliano, President of Planetree International. This roadshow was a clear reflection of HHCS and PNS's unwavering commitment to person-centered care, collaboration, and continuous improvement, reinforcing our dedication to these principles.



The Road to PCC Re-certification

Tina Joseph, South District, Nursing Supervisor

Upcoming Re-certification

HHCS is preparing for its second Person-Centered Care (PCC) re-certification at the end of 2024. The goal is to achieve a second gold-level certification while targeting distinction-level accreditation.

PCC Roadshow Success

On September 15-16, 2024, HHCS hosted a PCC roadshow, with patients and families participating. They shared positive feedback and success stories, highlighting the impact of PCC practices in Home Healthcare Services.

Ongoing PCC Education

HHCS is committed to continuous education in PCC, offering regular training sessions, workshops, and reflection activities to ensure staff maintain a high level of proficiency in PCC principles.

CHI Training Progress

Currently, 85% of HHCS staff have completed Compassionate Human Interaction (CHI) training, with the team striving to reach a 95% completion rate before the upcoming PCC lived experience.

Certification Readiness

With thorough preparation and dedication to PCC, HHCS is ready to showcase its commitment to excellence for the certification renewal in December 2024.



New Initiative in HHCS: The Launch of the End-of-Life Care Program

Dr Feras Haddad, Senior Consultant



The Home healthcare service (HHCS) successfully launched its end of life (Palliative care) programme in January 2024. This was the result of a joint effort between Rumaila hospital and HHCS following the Doha palliative care declaration in 2021 and under the leadership of Dr Hanadi Al-Hamad, Deputy Chief for Long-term care, Rehabilitation, and Geriatric care. The programme is designed to care for patients aged 60 and above with end-stage or life limiting illness, to deliver safe and compassionate care in the home setting, focusing on improving QOL of those patients through symptomatic management, pain control, and addressing physicians, emotional or spiritual needs for both the patients and their families or care partners through the provision of person centered care practices, and its goals are aligned with Qatar national health strategy to ensure safe transition of care between hospital and the home setting. The programme is delivered by the HHCS palliative care team led by Dr Feras Haddad, head of section and physician lead in HHCS, and supported by a step-up palliative care unit in Enaya led by Dr Amin Abdelghany, senior consultant and geriatrician. The multi-disciplinary HHCS palliative care team is supported by physicians, palliative care nurses, clinical nurse specialist, patient pathway coordinator, and other AHPs, and is available 24 hours a day throughout the week. Since its launch the programme has successfully cared for several patients who were looked after by our specialized team in the comfort of their own home to meet their various care needs. The programme currently accepts referrals from the Enaya unit or existing HHCS long term patients who are aged 60 and above, have end-of-life diagnosis and active DNAR (DO NOT ATTEMPT RESUSITATION), and where the patient and their family have accepted to receive end of life (palliative) management in home setting.

Respiratory Therapy team highlights: Celebrating World Lung Day and Respiratory Therapy Week.

Noor Al Huda Al Jabri, RT Supervisor



On September 25th, we observed World Lung Day under the theme, "Clean Air and Healthy Lungs for All." This event, held for the first time under the patronage of Dr. Hanadi Al-Hamad, RT Director Dr. Abdul Aziz Al-Hashemi, A/ Assist Director Mr. Hussam, Ghali, and HHCS respected leaders Ms. Maryam Al-Tamimi, Mr. Maqsood, DONs and others. The focus on raising awareness about lung health, topics included advancements in lung capacity testing, tobacco control and smoking cessation, the importance of sleep quality, and improved ventilation in intensive care for those with chronic and acute lung conditions. Recognizing the lung day is considered a great chance for our therapists to connect and reflect on the essential work they do. The turnout was impressive, and the feedback was overwhelmingly positive.

In October, we celebrated Respiratory Therapy Week at the corporate level, with senior leaders and executives from HGH in attendance. Our team came together to honor the dedication, hard work, and impact respiratory therapists make in the lives of patients every day. From ICU care to outpatient support, rehabilitation and Home Health care Services. RTs are always ready to step in, ensuring each patient can breathe a little easier. Each facility contributed insights on specialized aspects of respiratory care, reinforcing our collective commitment to excellence in this critical field. The celebration included a gathering with refreshments, team-building activities, and interaction with visitors. It was a wonderful opportunity to appreciate each other and share stories and educate other disciplines and visitors, that remind us why we're passionate about this field.

Thank you to everyone who celebrated with us and showed support. We're proud of the role we play in patient care and grateful to be part of such a dedicated team! Here's to another year of making a difference—one breath at a time.

The Jspan's Way: Innovative Home Health Care Services Solutions

James Malolos , Staff Nurse, D4

In Japan, home health care services are uniquely advanced, focusing on elderly care to address the needs of an ageing population. The Japanese system combines traditional caregiving with innovative technologies like remote monitoring, wearable health devices, and even robotics. Remote monitoring allows health providers to track vital signs, medication adherence, and other health metrics in real-time, providing proactive care and averting emergency visits. Japan has also led the development of robotic devices designed for elderly assistance, such as lifting robots that aid mobility-impaired individuals, robotic exoskeletons for safer movement, and robotic pets that provide companionship to reduce loneliness. These robots support the elderly and their caregivers, enhancing the quality of care without demanding significant physical exertion from caregivers.

Another distinctive aspect of Japan's home health care model is its focus on preventive care and medicine, encouraging patients to take control and adopt self-care practices that promote long-term health. Nutrition, exercise, and disease management education are part of routine care, often facilitated through telemedicine and telenursing consultations. Integrating these high-tech and educational approaches redefines home health care in Japan, supporting individuals to remain in their homes safely and with a higher quality of life.



HHCS and PNS Pay Tribute to Ms Antonia Limpiada, for 37 Years of Dedicated Service at HMC

Mohammed Aldhoun, North District, DoN

The Home Healthcare Service (HHCS) and Pediatric and Neonatal Services (PNS) team recently honoured Ms Antonia Limpiada, Assistant Executive Director of Nursing, for her remarkable 37 years of service at Hamad Medical Corporation (HMC). Ms. Limpiada has exhibited exceptional leadership, support, and loyalty throughout her career. She has played a pivotal role in shaping nursing practices, particularly within the HHCS, where she has been a trailblazer. Her invaluable contributions have significantly impacted the Pediatric and Adult departments, leaving a legacy that will continue to inspire for years. The appreciation ceremony brought together HMC leaders and staff to celebrate Ms Limpiada's immense passion for staff and service development. Her commitment has profoundly influenced many lives, fostering a culture of excellence and compassion within the organization. Her influence on the organization's culture is significant. We extend our deepest gratitude to Ms. Limpiada for the personal growth and professional development she has encouraged in all of us. Her impact on our personal and professional lives is. As she embarks on the next chapter of her journey, we wish her and her family all the best.



Pharmacist World Day Celebration at Home Health Care Services (HHCS): 25th Sep 2024

Dr Aisha Al-sulaiti, Pharmacy Director

Event Description:

World Pharmacy Day is a global initiative that highlights the pivotal role of pharmacists in improving health worldwide. This year HHCS Pharmacy team lead by supervisor: Dr Aisha Al Sulaiti organized world pharmacy day celebration in Medical City Home Health Care Services building 322 B. The event started by an opening remark by HHCS leaders and welcoming remarks by Dr Aisha Al Sulaiti. The event accommodated HHCS nurses, physicians, allied health, Patient Care assistants and admins. The audience received the information via interactive stations that includes some games, simple giveaway gifts, questions and answers.

Event Stations:

Station 1: Run by Clinical Pharmacist Ms. Fatima Khamis (Quality and patient safety focal point)

Title: Are you aware of the proper administration and storage of medications?

Description: The time of administration of commonly used medication and storage was delivered to the audience.

Station 2: Run by Clinical Pharmacist Ms. Asma Abdelaziz (Clinical practice focal point)

Title: Let's test your knowledge about medication policies and High Alert Medication (HAM)

Description: Questions about medication policies / high-alert medications were asked to the audience.

Station 3: Run by Clinical Pharmacist Mr. Mohammed Atif (IT, media, and communication focal point)

Title: Are you interested to know the origin of some medications and some herbal / drug interactions?

Description: Sharing information about the origin of some medications and some herbal /drug interactions

Station 4: Run by Clinical Pharmacists Ms. Fatima Ajaj (Research focal point) and Ms. Rasha MousaBacha (Education, training and development focal point)

Title: Ask the expert

Description: Frequently asked questions to be addressed by the audience and answered by the Pharmacists.

Acknowledgments:

Special thanks to Hamad Medical Corporate Pharmacy department, Dr. Hanadi Khamis Mubarak Alhamad (Deputy Chief Long-Term Care, Rehabilitation and Geriatrics), Dr. Moza Sulaiman H Al Hail (Executive Director of Pharmacy) and Home Health Care Services' leaders and staff.

Also our gratitude to all non-clinical staff who worked hard behind the scene.



Employees appreciation and recognition

Fatima Ajaj, Clinical Pharmacist, D4

District 1

- Mr. Thirugnanasampantham Pitchai Patient Care Attendant - September 2024 as the best employee of the month.
- Ms. Maria Theresa Gragasin Valenzuela, Staff Nurse - October 2024 as the best employee of the month.



District 2

- Mr. Sreejith Nair, Patient Care Assistant - September 2024 as the Star of the month.
- Dr. Ammar Ali Hussein, Physician - October 2024 as the Star of the month.

District 3

- Ms. Sumithra Yesudas, Staff Nurse - September 2024 as the best staff of the unit.
- Ms. Aneeja Thomas, Staff Nurse - October 2024 for the highest number of visits conducted.

District 4

- Mr. James Andrew Malolos, Staff Nurse - September 2024 for his valuable contributions at work.
- Ms. Jency Jayachandran, Staff Nurse - October 2024 as the best staff of the unit.

Pediatric

- Beverly Marie, as the Star of the month.
- Bindu Bhaskaran, as the Star of the month.
- Dr. Tareq, as the Star of the month.



“Your commitment to excellence is truly inspiring keep up the amazing work!”



5 Stress-Management Strategies for Healthcare Workers

Fatima Ajaj, Clinical Pharmacist, D4



1

IDENTIFY & MANAGE YOUR STRESS TRIGGERS

- Paying attention to stress triggers can help you better prepare for them and potentially reduce the effect they have on your mental health.

2

CHECK YOUR SELF-STIGMA

- Healthcare providers can sometimes feel (unnecessarily) ashamed when it comes to feeling things like sadness, anxiety, or grief.
- When you start to feel ashamed that you're struggling with your mental health, remind yourself: you are a professional, and a human being with emotions. You are good at your job, and right now you feel overwhelmed."



3

STRENGTHEN YOUR RESILIENCY

- Focus on getting more (and better) sleep, eat healthy food, stay hydrated, Exercise and stay connected with your colleagues.
- In high-stress environments try to prioritize your tasks

4

DEVELOP A TOOLBOX OF COPING TECHNIQUES TO USE WHEN YOU START FEELING STRESSED

- Talk to a colleague, focus on the positive, and take breaks if you can.
- Take some deep breaths, be kind to yourself.

Positive
Vibes
Only

5

GET HELP IF YOU NEED IT

- Being mindful of your mental health is always important, but it's especially essential in high-stress situations.
- If you notice your stress or anxiety is negatively impacting your life, you should get help as soon as possible.
- Do not wait until you're burnt out or experiencing a mental health crisis to seek professional help.



Upcoming events



DEC
2024

13-27

6TH QATAR SUMMIT FOR
HEALTHCARE RISK MANAGEMENT
SUMMIT (QSHRM 27/12/2024
MS teams

DEC
2024

21

ULTRASOUND GUIDED CHRONIC
PAIN WORKSHOP

MS teams

JAN
2025

09

THE ART OF CREATING MULTIPLE
CHOICE QUESTIONS (MCQS) 2025

Itqan

JAN
2025

16

TRACHEOSTOMY CARE
WORKSHOP 2025
Ambulatory Care Centre

JAN
2025

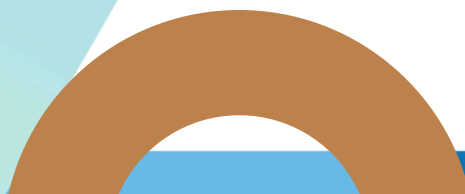
30-01 FEB

6TH QATAR INTERNAL MEDICINE
CONFERENCE 2025
Sheraton /Hybrid

JAN
2025

30-01 FEB

7TH QATAR INTERNAL
PHARMACY CONFERENCE



HHCS Gallery



CHI training



District 1 infection control week



World Food Day



District 3 team



District 3 team



District 4 team



Farewell Party



District 2 staff recognition

HHCS Gallery



District 4 Infection control week



World Lung Day



Pediatric team building activity



World Food Day- Dietitian team



District 2 Infection control week



District 2 PCC refresher course



Pharmacy World Day Celebration - pharmacy team



Infection control week -District's supervisors

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Dr. Fatima Ali Bouladi
AEDoN, Pediatrics



Mohammed Aldhoun
DoN, North District
(2 & 4)



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Clinical Pharmacist D4



Tina Joseph
Supervisor D1

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