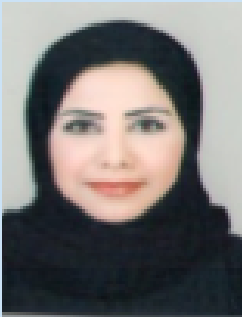


CARE ON WHEELS



HHCS Newsletter Volume 3, Issue 1, April 2025

Opening Message



Dr. Aisha Mubarak Al Shaheen Al-Sulaiti
Director of Pharmacy
Home Healthcare Services
Hamad Medical Corporation

As the Director of Pharmacy at HMC's Home Healthcare Services (HHCS), I am both proud and privileged to lead a team dedicated to transforming patient care and to be part of a dedicated team of healthcare professionals—physicians, nurses, pharmacists, and allied health professionals—who are working together to redefine patient care in the home setting. My vision, shared with all of you, is to ensure that every patient we serve receives safe, personalised, and evidence-based care—delivered with respect, empathy, and professionalism. Through our collective efforts—by embracing innovation, advancing technology, and putting patients at the center of all we do—we are enhancing medication safety, improving health outcomes, and empowering patients to take an active role in managing their health at home.

The HHCS pharmacy team delivers pharmacy consultations both in-person and telephonically, ensuring accessible care tailored to individual requirements. Regular medication reviews are conducted to ensure therapies are optimized and aligned with treatment plans. Additionally, efforts to enhance medication safety include conducting Drug Utilisation Evaluation (DUE) studies and maintaining a proactive approach to pharmacovigilance through the identification and reporting of Adverse Drug Reactions (ADRs). The HHCS pharmacy team has had the privilege of working closely with you—HHCS physician, nurses, and allied health professionals—to deliver pharmaceutical care that complements and supports the broader goals of home healthcare.

The future plans for HHCS pharmacy focus on improving medication safety, reducing medication-related problems, helping patients stick to their treatment plans, and meeting all accreditation standards.

These plans also aim to better manage chronic diseases at home, reduce hospital visits, and support patients in taking care of their health. By using advanced technology, we hope to make our processes more accurate and efficient. Overall, these efforts are designed to provide better care and support for our patients.

I would like to extend my heartfelt gratitude to Dr. Hanadi Al Hamad, Deputy Chief of Long-Term Care, for her unwavering support and guidance, and to Dr. Ameena Jesaimani, our new Executive Director of Pharmacy, for her exceptional cooperation and encouragement. Your leadership has been instrumental in driving the success of our initiatives, and we remain committed to continued collaboration in advancing pharmacy services for the benefit of our patients.

I would also like to sincerely thank our former Executive Director of Pharmacy, Dr. Moza Al Hail, for her valuable guidance and steadfast support throughout the years. Also I would like to express my heartfelt appreciation to all HHCS leaders and staff for their dedication, collaboration, and excellence to enhancing care and delivering the highest quality of service to our patients in their comfort home. Finally, a special thanks to our dedicated pharmacy staff for their hard work, and to our patients for their trust and confidence in our services. Together, we will continue to make a meaningful impact on patient care. Your dedication inspires me, and I am grateful for all you do.

Together, we are making home healthcare stronger, safer, and more compassionate than ever.

Inside This issue

- HHCS Achieved Gold Certificate in Person- Centered Care for the Third Time
- The Road to JCI Re-certification
- Discover HHCS: Respiratory therapist
- Between Pain and Peace: Navigating Life's Final Journey
- New HHCS Project
- Celebrating Success - Annual Celebration Reflection 2024"
- 5 Keys to a strong health care team
- Up coming events
- HHCS Gallery

HHCS Achieved Gold Certificate in Person- Centered Care for the Third Time

Mohammed Aldhoun, North District, DoN, HHCS



We are thrilled to share that HHCS has again earned the Gold Certificate in Person-Centered Care (PCC) in the latest survey conducted in February 2025. This marks our third consecutive Gold win, proving our team's commitment to delivering exceptional, individualised, compassionate care. With an outstanding score of 97%, this achievement highlights the hard work and collaboration of all of us at HHCS. Thank you to our staff, who prepared tirelessly for this accreditation, and to our Patients and Family Advisory Council members for their partnership and commitment. Your efforts make this success possible!

The Gold Certificate will remain valid for three years, with renewal due in 2028. While we celebrate this milestone, we are already preparing for the future. The updated PCC manual, released in 2024, introduces new guidelines, and we are committed to adapting quickly to ensure that the best standards of care continue to be delivered at the doorsteps of our patients.

Congratulations to the entire HHCS family. Let's continue working together to deliver the best care possible.



The Road to JCI Re-certification

Mohammed Aldhoun, North District, DoN, HHCS

As we continue working within the excellence zone, the HHCS team is actively preparing for the upcoming Joint Commission International (JCI) accreditation survey, scheduled for late May 2025. Our recent mock survey in February provided valuable insights, highlighting areas that need fine-tuning.

Key priorities include updating HHCS policies to align with our scope of services and JCI standards, enhancing team education, and ensuring strict compliance with equipment handling protocols.

One critical takeaway was the importance of adhering to manufacturer guidelines for cleaning and sterilizing equipment between patients—an essential step in safeguarding patient safety and infection control.

We will work together to address these areas in the coming months through focused training, policy reviews, and reinforcement of best practices. Each team member's commitment will ensure our readiness for JCI re-certification and strengthen our dedication to safe, high-quality care. Let's keep up the great work—we're doing this together!



Discover HHCS: Respiratory therapist

Noor Al Huda AmerAl Jabri, Respiratory Therapy Specialist, HHCS

Breathe Easy, Live Fully!

- Respiratory Therapy has long been recognized as an essential service in critical care settings worldwide, where skilled professionals assist patients with breathing difficulties. But now, this life-saving service is available beyond hospitals' boundaries, bringing comfort, care, and expertise directly into the patient's Home.
- Integrating Respiratory Therapy (RT) services into home healthcare has significantly transformed patient care in Qatar since its establishment in 2009. Focusing on oxygen therapy and non-invasive ventilation, the RT team has expanded to manage an average caseload of 300 patients nationwide, with ventilated patients now numbering 87. This shift from hospital to home-based care has yielded notable benefits, including increased hospital discharge rates and shorter lengths of stay.
- The multidisciplinary approach of integrating RTs into home care ensures comprehensive management of respiratory issues, addressing both physical and emotional well-being.
- In summary, expanding RT services into home healthcare in Qatar exemplifies a patient-centred model that aligns with global trends. It offers personalized, effective, and compassionate care that meets the evolving needs of patients with respiratory conditions.

Why Respiratory Therapy?

- 💡 **Convenience:** Receive treatment in the comfort of your home, no need for hospital visits!
- 💡 **Ongoing Support:** Continuous monitoring and education to ensure the best outcomes.
- 💡 **Accessible & Personalized:** Get the same high-quality, professional care but in the environment that matters most—your own home.
- 💡 **Continuity of Care:** Enjoy ongoing support that helps manage chronic respiratory conditions like COPD, asthma, and sleep apnea.
- 💡 **Improved Well-being:** With continuous monitoring and customized treatments, you can breathe easier and live a more fulfilling life.

Key Services offered by RT

- 💡 Adult & Pediatrics Respiratory Care patient education
- 💡 Palliative care for those with respiratory distress and compromise
- 💡 Long Term Mechanical Ventilation care
- 💡 Non-Invasive ventilation set up & management
- 💡 Oxygen therapy management &
- 💡 Lung Expansion therapy



Contact Us

☎ 44395136

🌐 Clinical Services Clinical Services

📍 Hamad Bin Khalifa Medical City
building 325, 2nd floor

Between Pain and Peace: Navigating Life's Final Journey

Renad Ali Yousef Aldardoor, Graduate Registered Nurse- Palliative, HHCS

The final stage of life for patients with chronic or terminal illnesses is one of the most profound and challenging experiences a person can go through. It is a time when physical pain and emotions intertwine with emotional distress and hope traces between suffering and relief. However, hope sometimes lingers in the smallest moments of relief, connection, or comfort.

The Emotional and Social Impact of End-of-Life Care

As life draws close, emotions become a complex mix of fear, sadness, uncertainty, and anger. Many patients worry about the loved ones they will leave behind, adding another weight to an already difficult journey. This is where psychological and social support becomes invaluable. Studies show that when family and caregivers offer love, attention, and reassurance, it eases the emotional burden, making the transition slightly less lonely.

Easing Physical Suffering: The Role of Palliative Care

From a medical perspective, end-of-life patients often endure significant pain due to their deteriorating health. Effectively managing this pain is at the heart of palliative care, which goes beyond medical treatment and focuses on the patient's overall comfort and dignity. Doctors, nurses, and caregivers play a crucial role in not only relieving pain but also creating a peaceful environment where patients feel heard, valued, and cared for.

The Search for Inner Peace

For many, the final stage of life sparks deep reflection. Some find solace in faith, prayer, or meditation, while others find comfort in the presence of loved ones. Whether from a religious figure, a counsellor or simply a compassionate friend, spiritual support can make all the difference in helping a patient accept their reality with grace and peace.

The Power of Love in Final Moments

I once heard a doctor recall the words of a terminally ill patient: "All I want now is to be surrounded by my family and loved ones." These simple yet powerful words highlight what truly matters at the end of life. In those final days, it is not medical interventions or treatments that bring the most comfort. It is love, human connection, and presence.

Breaking the Silence Around Death

Despite being an inevitable part of life, death remains a difficult and often avoided topic in many cultures. This silence can leave patients and their families feeling isolated in their grief and uncertainty. But if we shift our mindset and open conversations about end-of-life care, we can create a more compassionate society, one where patients receive the dignity, understanding, and support they deserve.

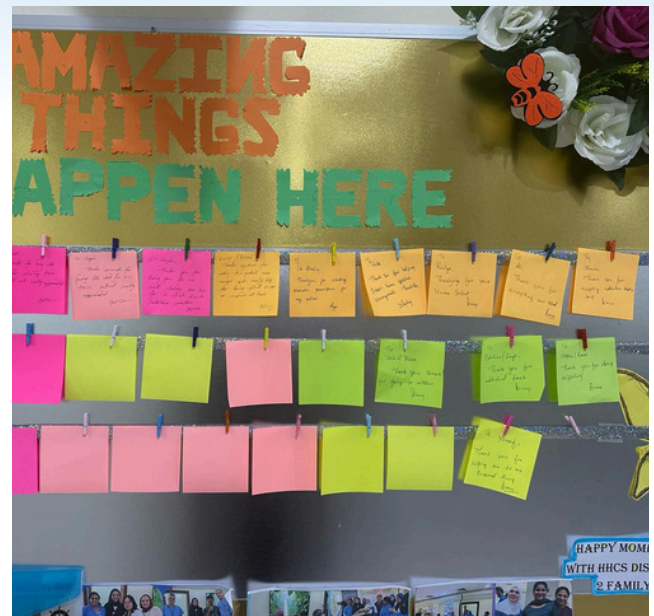
A Call for Compassionate End-of-Life Care

Caring for someone in their final days is more than a medical responsibility. It is a human one. Providing the proper medical, emotional, and social care balance can profoundly impact patients and their families. In these moments, our ability to show compassion and kindness reflects who we are as individuals, caregivers, and society.



Joy at work – D2 Staff shout outs

More than just names on a board, these shout outs are stories of compassion, resilience, and the unwavering spirit of our nursing team. a reminder that even the smallest act of kindness make a world of difference.



IMPACT AND GROWTH OF THE "SHOUT-OUT" INITIATIVE

It started with a single, unassuming sticky notes, a flicker of appreciation in the often-overlooked moments of a nursing staffs. A simple whiteboard became the canvas for these feeting moments of gratitude.



A testament to the everyday heroism of our nursing staff. from quiet thanks to a vibrant display of gratitude

New HHCS Project: Validation and Assessment of Patients' and Their Caregivers' Attitude Toward Medications Deprescribing: A Cross-sectional Study of Home Health Care Services in Qatar

Asmaa Abdelaziz , Clinical Pharmacist, HHCS

Introduction

- It is well established that Polypharmacy remains a pressing concern among older adults and their caregivers; many studies have underscored polypharmacy as a robust predictor of potentially inappropriate medication use in older adults with subsequent increases in the risk of poor clinical outcomes like hospital and Emergency department visits. Despite the evidence that deprescribing is beneficial and the availability of many guidelines supporting clinician- to deprescribe; it was insufficiently evaluated in the Middle East and Gulf countries and we do not have enough evidence about our elderly population and their caregivers' attitudes and beliefs about polypharmacy and deprescribing in Qatar.
- The revised Patients' and caregivers' Attitudes Towards Deprescribing (rPATD) questionnaire was developed by Reeve et al. to capture patients' attitudes and beliefs toward deprescribing and it has been validated and utilized by many researchers across different countries

Objectives

- Assess patients and their care givers' attitudes and perception about medications deprescribing in Qatar using (rPATD) which is a validated self-administered questionnaire in English and Arabic

Results

- In this study;(60%) of the patients and (53%) of the caregivers felt that they were taking many medications. (40%) of the patients and (33%) of the caregivers felt that their medications are a burden and inconvenient to them.
- A considerable number of patients (53%)and caregivers (47%)believed that their medications were causing adverse events .(28%)of patients and(24%)of caregivers feel that at least one medication is no longer working or needed .
- Patients (81%) and caregivers (93%) participants generally stated that they were satisfied with their current medications; however, they were still (82%) of the patients and (79%) of the caregivers willing to stop one or more of their medications if their physician recommended so.
- (93%) of the patients and (78%) of caregivers expressed their desire to be involved in medication deprescribing decision making which shows that we have a strong person-centered care culture. (30%) of the patients and (36%) of the caregivers would not be reluctant to stop a medicine that had been taken for long time. (41%) of the patients and (45%) of caregivers would not get stressed about medications stopping. (56%) of patients and (61%) of caregivers would not feel that their physicians are giving up on them if he recommends stopping one of the medications.

Conclusion

- This study provides insights into the attitudes and perceptions surrounding deprescribing among older adults and their caregivers in Qatar, emphasizing the importance of tailored deprescribing strategies and shared decision-making in clinical practice.



Celebrating Success - Annual Celebration Reflection 2024

Asmaa Mahfouz, Director of Nursing, HHCS

In recognition of the exceptional achievements in 2024 HHCS Referral Management, District 4, and the Call Center came together to celebrate our Annual Rewards and Recognition event at Bayt Al Dhiyafah, Medical City. We're deeply proud and grateful for the remarkable accomplishments of our department. The event was a tremendous success, owing to the collaborative efforts of every team member in acknowledging those who have gone above and beyond to provide exemplary care.



Highlights from the Celebration

- **Engaging Team Building Activities:** Our annual celebration commenced with a series of engaging team-building exercises designed to foster unity and collaboration among our members.
- **Staff Rewards and Recognition:** It was an honor to recognize the outstanding contributions of individuals within our department. "A heartfelt congratulations goes out to all the staff who received awards during the ceremony!"
- **Inspiring Guest Speakers:** Our event also featured inspiring speech from our esteemed guests, including, Ms. Nadya Al-Raulli, EDON, Dr. Feras Haddad, Physician Lead and Ms. Maryam Ali K M Altamimi, DON who shared insights on leadership, innovation, and personal development.
- **Entertainment and Fun:** Amidst the festivities, there were moments of joy, laughter, and unity as we came together to celebrate our achievements and strengthen our connections as colleagues and friends. The entertainment provided a delightful Welcome Dance and Traditional Extravaganza showcasing various cultures and traditions from around the world, along with fun games and activities.



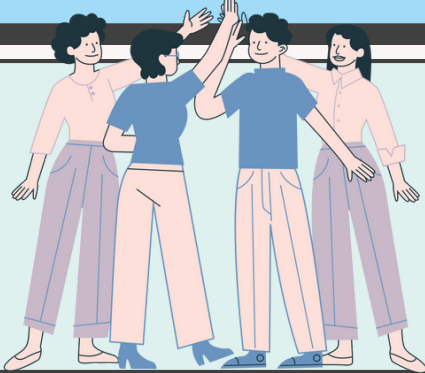
- We would like to take this opportunity to recognize the countless acts of kindness, teamwork, and innovation demonstrated by our team members throughout the year. Your willingness to go above and beyond to support your colleagues and contribute to our department success is truly inspiring.
- Together, we have achieved remarkable things, and together, we will continue to strive for excellence and success in the coming year.

5 Keys to a strong health care team

Fatima Ajaj, Clinical pharmacist, HHCS

01

Effective Communication:
Active listening and clear, respectful exchanges prevent misunderstandings.



Trust & Respect: Valuing each team member's expertise fosters collaboration and a positive environment.

02

03

Conflict Resolution:
Addressing concerns professionally prevents workplace tension and improves relationships.



Shared Goals: Keeping patient well-being at the center aligns everyone's efforts.

04

05

Accountability & Reliability
Following through on responsibilities and supporting colleagues creates a dependable and high-functioning team.



Up coming events



MAY - JULY 2025

8/5/2025, 05/06/2025 ,
03/07/2025

TRACHEOSTOMY CARE WORKSHOPS

Overview

- These workshops and courses will include a variety of lectures, videos, hands on training and different skill stations in anesthesia and pain management. The program activities will be led by experts and distinguished speakers from different HMC facilities.

MAY 2025

11-12/05/2025

SOLUTION FOCUSED BRIEF THERAPY

Overview

- Understand the state of knowledge of the social service staff
- Improve the knowledge and skills of the social workers
- Understand the gap in providing services to the patients
- Improve the quality of intervention provided by HMC social workers

MAY 2025

16-17/05/2025

NEUROSCIENCE STROKE AND MS SYMPOSIUM

Overview

- To demonstrate and share learnings from recent regional and global experiences in the diagnosis and treatment of acute stroke and multiple sclerosis.



HHCS Gallery



District 4 faerwell party



District 4 team



District 4 Happy Healthy New Year Celebration



District 2 team preparation for JCI



HHCS Central JCI mock survey



District 1 JCI mock survey



Pediatric team building activity



District 3 JCI mock survey

HHCS Gallery



District 4 Staff recognition



Education session of safe patient handling and use of hoist machine



District 1 farewell party



Education class for patients/staff safety



New year celebration

Acknowledgement

We acknowledge the contribution of our HHCS team:

- Ismail Abu-sheikh- clinical nurse specialist- palliative team
- TINA JOSEPH- District 1 Nursing Supervisor
- Dalia Elissawi- Senior Clinical Dietitian
- Jemilatu Aku Oye Amoo- District 1 Acting casemanager

team
work

Editorial Board:



Dr. Fatima Ali Bouladi
AEDoN, Pediatrics



Mohammed Aldhoun
DoN D2 & D4



Fatima Ajaj
Clinical Pharmacist D4

Contact us:

Home Health Care Services, Hamad Bin Khalifa Medical City,
Building 322B Phone No: (+974) 4439 1233 - (+974) 4439 5170