

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

April 2024 | Issue 36

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*Inspiring True Stories..
For more details email us at
hhqi@hamad.aq*



HHQI'S MEMORABLE IFTAR 2024

JOY AT WORK CORNER:

Figure out **who?**



Hurry! The first three (3) to submit the correct answer will receive gifts!... read more on page 6



Mr. Nasser Al Naimi

*Chief Patient Experience
and Director, Hamad
Healthcare Quality
Institute*

Dear INSIGHTS Readers,

As we celebrate Eid Al-Fitr, I extend my warmest greetings to you and your families. Eid Mubarak! This occasion marks the end of Ramadan, a month of fasting, prayer, and reflection and it is also a time for us to come together to appreciate our diversity and reinforce the values of empathy, compassion, and unity.

As we celebrate this festive occasion, let us reflect on the principles of quality improvement that hold significant value for our work. Just as Eid signifies the culmination of a period of dedication and self-discipline, quality improvement requires our steadfast commitment and effort to enhance and improve our processes and services.

Let us use this time to reaffirm our dedication to excellence and innovation in everything we do. We should strive to identify areas for improvement, collaborate effectively, and generate sustainable solutions that elevate the quality of our work and enhance patient care and experience.

In the spirit of Eid, let us celebrate our achievements, acknowledge our challenges, and renew our commitment to excellence and growth. Together, we can make a meaningful difference, not only in our organization but also in the lives of those we touch.

Once again, Eid Mubarak to all of you. May this joyous occasion bring you peace, happiness, and prosperity.



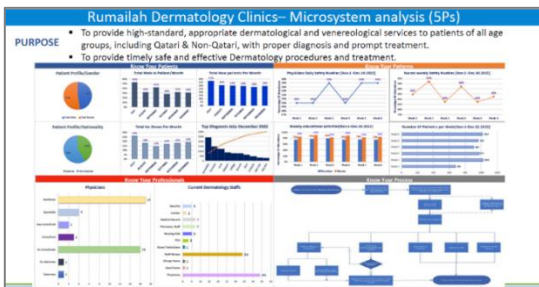
REDUCE WAITING TIMES DURING PATIENT VISIT IN DERMATOLOGY AND VENEROLOGY CLINICS IN RUMAILAH HOSPITAL

A major problem faced by the hospitals when it comes to running the OPD is the extended waiting period and overcrowding. The waiting period is one of the most important indicators of quality of service. Thus, a prolonged waiting time directly reflects on the quality of service being provided.

In Derma, many of the patients face long waiting times inside our facility, especially after finishing the assessment by nurses. This would directly impact on the patient’s experience and satisfaction as it will lead to overcrowding. Thus, we conducted this project to help us to alleviate the patient’s experience.

In the beginning, after putting together our plans for our project, we faced some challenges, but after that, everything went smoothly, and everyone was satisfied.

The benefit of our project is to improve patient and staff satisfaction, enhance clinic efficiency, improve workflow performance and efficiency, cost efficiency by reducing waste and matching our goals with international standards.



We initiated the project as an advantage to attend the Clinical Care Improvement Training Program (CCITP). The course helped us a lot to update our knowledge and skills in quality improvement. Collaborating with the multidisciplinary team and working on a project aimed at improving the quality of care for patients has been rewarding and fulfilling. We faced challenges and setbacks on our QI project, but it was a wonderful and valuable learning experience.

As a result, our improvement project focused on systematic approach to process improvement in



Salwa Abdulrahman Saif Emmadde
*Head Nurse/Midwife
 Rumailah Hospital*

healthcare such as:

Significant reduction in patient waiting time. Streamlining healthcare processes in reducing patient waiting times improves efficiency in patient management.

Improvement results achieved by applying, identifying bottlenecks and without increasing the source. Optimizing workflow, we were able to identify areas of inefficiency and implement changes to address these issues without the need for additional resources.

Engagement of the leadership and involvement of the multidisciplinary front-line personnel. Leadership support and active participation of frontline staff were highlighted for their importance in achieving meaningful results such as reduced patient waiting times and enhanced overall efficiency.

In the future, we aim to enhance the quality of healthcare services through systematic, data-driven approaches and collaboration, leveraging the Life QI platform for project management and analysis.



We are grateful to our team Dr. Radi Chalabi, Hala Almasry, Raji Rajan, Gincy Joseph, Seena Manjooran, Nishy Varghese, Roshini Chacko and leader and sponsor Dr. Hanan Al-Maslmani for their effort and unwavering support.

VOICE OF PROGRESS: SHARING MY JOURNEY OF IMPROVEMENT



Smitha Prasad

Project Officer
Hamad Healthcare Quality
Institute

In 2018, I began my journey with HMC by joining the Hamad Healthcare Quality Institute. Working in the healthcare sector was something I never thought I would do. I still remember the day I was transferred from the Engineering Department to the Medical Center while working at my previous organization. I was unsure about what I would do in the Medical Center, as it was so different from all my previous experiences. However, I now realize that every effort was made to enable me to *collaborate* with the fantastic HHQI team.

I have always valued quality in everything I do, whether it's at home, work, or with my friends. My passion is putting my heart and soul into any task assigned to me, and this approach has consistently yielded positive results. However, my true understanding of quality concepts began in 2019 when I joined the Improvement Leadership Program and Clinical Care Improvement Training Program's core team to support with operational responsibilities. This was an entirely new learning experience for me, which I enjoyed thoroughly.

In the last quarter of 2018, our leaders introduced

the Joy at Work initiative, which brought about a *significant change* in the workplace. As a result, even people like me who used to work in isolation were encouraged to contribute during discussions. It was during this time that I was given the opportunity to *lead* the Sunday huddle, which was a fun and joyous moment for me. We shared ideas, personal stories, and participated in different team-building activities, which boosted my confidence to speak in a small group.

Although I was not very passionate about learning quality concepts, my colleagues always encouraged and *motivated* me to take quality courses. Thanks for their *support*, I completed the Fundamentals and Intermediate Quality Improvement Course. It's great to work with leaders who care about the entire team and want everyone to *shine*. They provided me with an *opportunity* to face the participants during the CCITP and ILP workshops as a speaker. In 2019, I was blessed with the opportunity to be a speaker for the Joy at Work during the Virtual Middle East Forum (MEF) and face-to-face workshop on the Person-Centered Care Forum in 2021. I have been a moderator for Intermediate Quality Concepts workshop in MEF 2023 and 2024. I am currently managing the LearnQI with HHQI webinar. I sincerely value and appreciate the team's *trust* and *confidence* in me. I must say that the HHQI team has supported and *empowered* me to discover my additional strengths, skills, and areas for personal growth. Thank you, team HHQI.





by Dr. Jawed Iqbal

LEAN SIX SIGMA or THE MODEL FOR IMPROVEMENT OR BOTH?

Both Lean Six Sigma and the Model for Improvement are popular methodologies used in healthcare for quality improvement, but they have different approaches and focuses.

Approach

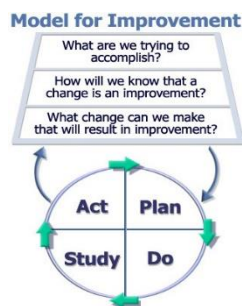
Lean Six Sigma (LSS) combines principles from Lean (focused on eliminating waste) and Six Sigma (focused on reducing variation) methodologies whereas "The Model for Improvement" (MFI) is based on the Plan-Do-Study-Act (PDSA) cycle, which involves iterative testing of changes to achieve improvement.

Focus

LSS aims to improve processes by identifying and eliminating waste, reducing defects, and enhancing efficiency and effectiveness. In contrast, MFI emphasizes small-scale, rapid-cycle testing of changes to determine what works in improving processes and outcomes.

Tools

LSS utilizes various statistical tools, such as process mapping, value stream mapping, root cause analysis, DMAIC (Define, Measure, Analyze, Improve, Control) methodology, and statistical process control (SPC). In contrast, MFI focuses on tools such as PDSA cycles, process flow diagrams, root cause analysis, driver diagrams, run charts, and measurements for improvement.



Benefits

LSS helps healthcare organizations achieve measurable quality, efficiency, and improvement in patient satisfaction by systematically identifying and addressing process inefficiencies and defects. In contrast, MFI encourages frontline staff involvement, fosters a culture of continuous learning and improvement, and promotes innovation by testing changes quickly and learning from successes and failures.

Key Differences:

Philosophy: Lean Six Sigma emphasizes reducing waste and variation to improve processes, while the Model for Improvement focuses on iterative testing and learning to make incremental improvements.

Scale: Lean Six Sigma projects tend to be larger in scope and may require more resources, whereas the Model for Improvement encourages more minor, more rapid-cycle tests of change.

Tools: Lean Six Sigma employs a wide range of statistical and process improvement tools, while the Model for Improvement focuses on smaller tools tailored to the PDSA cycle.

Both methodologies have strengths and can effectively improve quality in healthcare settings. The choice between Lean Six Sigma and the Model for Improvement often depends on the organization's specific needs, culture, and goals. Some organizations may even integrate elements of both methodologies to create a hybrid approach that best suits their context. HMC adopted the MFI as a primary methodology to initiate QI projects. The MFI's simplicity and robustness in initiating small, short-duration projects make it the best choice.

Coming back to our primary question, which one should we use?

It depends on the QI initiatives. In HMC, we have a standardized approach to use the MFI which is very easy to follow. However, when we look into reducing the variations and increasing Value and efficiency, some of the lean concepts like 5S, Kanban, Waste Wheel, etc., can guide to streamline the processes and reduce the variation thereby accomplishing the aim. So the lean and Six Sigma concepts can guide the Model for Improvement methodology.

HMC provides essential basic to advanced training based on "The Model for Improvement." On the other hand, you need Lean Six Sigma training and certifications to apply the methodology.

References: Anderson, J. (2023, September 25). The Best Six Sigma Certifications 2023: Enhance Efficiency - Proceffa. Proceffa. <https://proceffa.org/the-best-six-sigma-certifications-2023-enhance-efficiency/>, Porras, A. (2023, July 30). Exploring the Diverse World of Project Management Methodologies. 4Geeks Blog. <https://blog.4geeks.io/project-management-methodologies/>, Wilson, I. (n.d.). API - Associates in Process Improvement - Home. <https://www.apiweb.org/>

by Cathy Jamias

Figure out who likes what? Let's find out! Email your answer to us at hhqi@hamad.qa



BEACH CAMPING

Arshad, Shahina, Emran and Cathy all attend the beach camping, where they can swim, sand walk, catch fish and play football. Each one has a favorite activity.

Arshad's favorite activity isn't walking.
 Shahina doesn't know how to swim.
 Emran can't do his favorite activity without hooks.
 Cathy can stay on the water as long as she wants.

Can you figure out who likes what?

How about you what is your favorite activity when you go to the beach? Share it with us!

Issue 35 Answer : Where to go?

"The bus is moving to the left since we can't see the door from this side".
 This is applicable in Qatar and other countries who drive on the left side.

In which direction is the bus travelling?



"The bus is moving to the right since we can't see the door from this side".

This is applicable in India, UK and other countries who drive on the right side.

CONGRATULATIONS!

Mohamed Aloui

Ambulance Services Group

Ameenuddeen Poothuparambil Abdulhameed

Hospitality and Facilites Management

Nina Rachel Rosales Reyes

Al Wakra Hospital

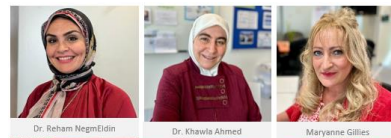
HHQI
LEARNING
EVENTS

APRIL
2024

- 16 High Performing Organizations Program – Action Plan 2 Session 8
- 17 Improvement Leadership Program Cohort 6 Webinar 7
- 21 Fundamentals of Quality Improvement Course
- 23-25 Intermediate Quality Improvement Course
- 28-29 High Performing Organizations Program – Workshop 3
- 29 LearnQI with HHQI Series 4- High Impact Leadership Behavior
- 30 Fundamentals of Quality Improvement Course Arabic

“There is no difference between theory and practice but in **PRACTICE** there is.”

Yogi Berra



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Share your insights with us at hhqi@hamad.qa