

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

February 2026 | Issue 58

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LEADERSHIP MESSAGE

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Share your Inspiring True Stories!

For more details email us at

hhqi@hamad.qa



IMPROVEMENT SPECIALIST PROGRAM – WORKSHOP 1



LAUNCH of THE ESSENTIALS of LEAN METHODOLOGY COURSE (ELMC)



JOY AT WORK CORNER:

Puzzle Person-Centered Care!

Hurry! The first three (3) to submit the correct answer will be published ... read more on page 7



Mr. Nasser Al Naimi

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

Dear INSIGHTS Readers,

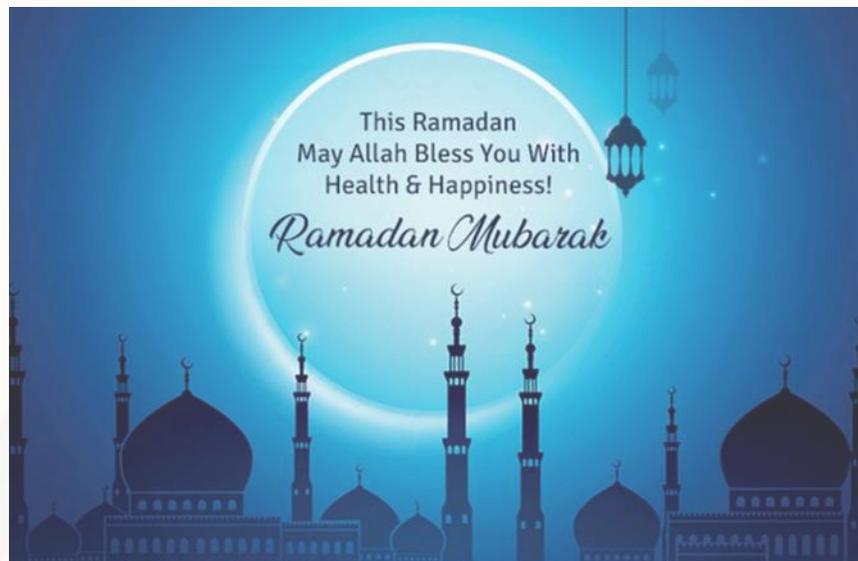
As we welcome the blessed month of Ramadan, I would like to extend my warm wishes to all colleagues observing this special time. Ramadan is a period that encourages reflection, compassion, patience, and a renewed commitment to purpose-values that closely align with our shared mission of advancing quality and excellence in healthcare.

At HHQI, this season reminds us of the importance of mindful service, collaboration, and continuous improvement in the care we provide to our patients and communities. While we remain dedicated to maintaining high standards of care during this month, it is equally an opportunity to support one another, foster teamwork, and demonstrate empathy in our daily work.

HHQI Insights continues to serve as an important platform for disseminating and celebrating the impactful quality improvement work taking place across our organization. By sharing your initiatives, lessons learned, and success stories, we strengthen collective learning, inspire innovation, and promote the spread of best practices across teams and facilities.

We encourage all teams to actively contribute to HHQI Insights and showcase the meaningful improvements being implemented in your areas. Your contributions help build a culture of transparency, collaboration, and continuous learning that ultimately enhances patient care and outcomes.

Thank you for your dedication, commitment, and contributions to quality improvement. Wishing you and your families a peaceful and rewarding Ramadan.



by Mr. Mark Agramon

**LAUNCH OF THE ESSENTIALS OF LEAN
METHODOLOGY COURSE (ELMC)**

“The first cohort of the Essentials of Lean Methodology Course (ELMC) was successfully delivered through a strong and purposeful collaboration between Rumailah Hospital and the Hamad Healthcare Quality Institute. Thoughtfully tailored to Rumailah Hospital’s operational needs and priorities, this CPD-accredited program strengthened a culture of continuous improvement aimed at delivering safer, faster, and more reliable patient care.

The initiative reflected shared leadership and accountability for quality, sustainability, and measurable patient outcomes. A multidisciplinary faculty guided participants in applying Lean principles and tools - focused on waste reduction, workflow efficiency, and value creation - related and applicable to clinical settings. Through highly interactive sessions, staff were empowered to translate learning into action by forming improvement teams and initiating unit-level Lean projects. Ongoing coaching and structured follow-up support will ensure improvements are embedded into daily practice, sustaining gains over time and ultimately enhancing patient experience, safety, and outcomes across services.

**IMPROVEMENT SPECIALIST PROGRAM –
WORKSHOP 1**

“Workshop 1 of the Improvement Specialist Program (ISP) was held on January 18 to 20, 2026 marked the official start of a one-year learning and improvement journey for 26 committed participants. Led by the HHQI Faculty, the workshop brought together passionate healthcare professionals united by a shared goal: to lead meaningful, sustainable improvement initiatives within their organizations.

The session laid a strong foundation for the year ahead, introducing participants to the core principles of quality improvement and the expectations of the program. Through guided discussions, practical examples, and faculty insights, participants began shaping their improvement initiatives—projects they will develop, test, and refine over the next 12 months. More than just a technical introduction, Workshop 1 fostered a sense of purpose, and shared accountability, emphasizing that improvement work is not only about tools and methods, but about people, collaboration, and impact.

As participants move forward in the program, they will continue to be supported by the HHQI Faculty through coaching, learning sessions, and peer exchange—strengthening their capability to drive change and create better outcomes for patients, teams, and the health system.



The Power of Recognition in Driving Sustainability: Celebrating our Nurses through the 3rd Kaizen Event and ‘Thank You’ Day across HGH Inpatients



by Mr. Kenneth Jun Logrono

“16 February 2026— The Hamad General Hospital’s SSC Medical and Surgical Inpatient Units proudly hosted their 3rd Kaizen Session and “Thank You” Day, a meaningful event dedicated to recognizing the collective efforts of the SSC frontline inpatient staff. In 2025, these areas were considered high-risk due to the high incidence of hospital-acquired conditions (HACs). Today, they stand among the most improved units, demonstrating measurable progress in reducing pressure injuries, falls, and blood culture contamination through focused, unit-level interventions.

This 3rd Kaizen session marked an important transition into the sustainability phase of these improvements for 2026. Rather than celebrating short-term gains, the event emphasized maintaining momentum and embedding successful practices into everyday workflows. Four staff members from 6 Central, 4 West, 4 North QRI, and 2 West units were invited to share their practical change ideas drawn from frontline experience, many of which will be evaluated for scaling and standardization across other units.

Another highlight of the event was the recognition of staff champions and head nurses from each unit who played key roles in driving improvement initiatives. Since the inception of Project 30 in SSC Inpatients, marked improvements have been observed not only in performance data but also in staff’s capability and engagement to lead projects, their accountability in presenting challenging data, and their willingness to improve.



Sponsored and led by our supportive leaders, Mr. Emad Mustafa, Acting EDON of HGH, and Ms. Nadia Al-Mansoor, AEDON of SSC Inpatients,

the “Most Improved Units” Awards were presented to 6 West, 6 East, 3 West, Neurosurgery, 4 West, 4 North QRI, and 2 West. The “Sustainability Awards” were given to 5 East, the Stroke Unit, 6 Central, 4 East, and the Cardiology Unit, while the Medical Bay Units received the “Resilience Award.” These awards were presented by the Directors of Nursing—Ms. Nagwa Nana, Mr. Rida Al-Balawi, Mr. Mohammad Abuqamar, and Ms. Daisy Thomas—and coordinated by Mr. Kenneth Jun Logrono, Head Nurse for Nursing Quality.

Recognizing staff efforts and contributions is a critical factor for sustainability, complemented by collaboration and leadership support. As one of the leaders reflected, **“If you want to go fast, go alone; if you want to travel farther, go together.”**

Three key focus areas of our Kaizen activity:

1. Respect for people through meaningful staff appreciation
2. The critical role of teamwork and collaboration
3. Viewing “non-compliance” as a systems issue rather than individual behavior

The 3rd Kaizen and recognition event reinforced that sustainable improvement is a collective endeavor. Recognizing staff contributions not only celebrates achievements but also strengthens motivation, ownership, and teamwork—essential elements for sustaining gains and continuing to deliver safer, higher-quality care for every patient.

From the Front Lines to the Front of the Room: My Journey from Hardcore Operations to an Improvement Leader

If you had told me ten years ago that I would one day, be facilitating process mapping sessions, coaching teams through PDSA cycles, and speaking about culture change, I would have laughed. My world was “operations”; fast-paced, action-oriented, and defined by one thing: “*get it done!*” Every day was a test of endurance and decisiveness. Problems surfaced, and we fixed them. Fires ignited, and we put them out. Success was measured in speed, stability, and survival.

But over time, I began noticing patterns. The same problems kept returning. We were excellent at responding—but not at preventing. We were moving fast yet not always moving forward.

That realization changed everything.

Stepping into a Quality Improvement role felt like crossing into unfamiliar territory. Instead of providing answers, I began asking questions. Instead of directing action, I learned to create space for reflection. It was humbling. Improvement work requires patience, curiosity, and a willingness to look beneath the surface.

I discovered that what looks like a single mistake is often a signal of a deeper system issue. A delayed discharge is rarely just a scheduling error; it is a reflection of interconnected processes. A medication error is not simply human failure; it is a system asking to be redesigned. The work shifted from fixing people to fixing processes and that shift was transformative.

As I grew into improvement leadership, I realized that true transformation is not about tools alone. It is about purpose. Sustainable change happens when people understand why their work matters. It is about building capability so teams can solve their own challenges. And it is about embracing the complexity of change, the experiments, the setbacks, and the small wins that build momentum.



My journey from operations to QI coach to improvement leader has been a shift from commanding to coaching, from correcting to connecting, and from maintaining to transforming. It has required unlearning as much as learning. But at its heart, it’s still about the same thing I cared about in operations: helping our teams do their best work and provide exceptional care. The difference now is that we are not just fixing problems—we’re building something better, together.

Today, I no longer see operations and improvement as separate worlds. My frontline experience is not something I left behind; it is the foundation of my leadership. It allows me to connect with teams, honor their realities, and help them see that improvement is not extra work, “it is better work!”

To those still in the thick of operations: your experience is powerful. You know where the friction lives. You understand the pressure. And you are uniquely positioned to turn daily challenges into lasting change. The journey from doing the work to improving the work may feel uncertain—but it is one of the most meaningful transitions you can make.



Frontline healthcare professionals are the heart of the system, where strategy meets reality and patient outcomes are shaped moment by moment. In large, integrated systems like Hamad Medical Corporation—where excellence and sustainability are strategic priorities—frontline growth is not optional; it is essential.

Here is a practical guide to building skills, managing behavior, and progressing professionally.

1. Growing Skills: From Competence to Mastery

Intentional skill development is key. First, maintain clinical excellence by staying current with guidelines and treating every shift as a learning lab. Second, embrace improvement thinking by learning to map processes and run small tests of change. Finally, study human factors to reduce errors and improve communication. Growth isn't about doing more—it's about doing smarter.

Ask yourself: What new capability did I build this month?

2. Managing Behavior: Professionalism Under Pressure

Technical skills open doors; behavior determines trajectory. Practice emotional regulation by pausing before reacting and using structured communication like SBAR. To manage stress, protect your focus time and use micro-recovery breaks. Remember, professional accountability means owning mistakes and closing communication loops. Your reputation is built quietly, through consistency.

Practical habits:

- Pause before reacting
- Close communication loops
- Ask for help early
- Own and learn from mistakes

Ask yourself: How did I respond under stress?

Maya Angelou

“Do the best you can until you know better. Then when you know better, do better.”

2. Professional Progression: From Frontline to Influence

Advancement doesn't always mean management. Consider the clinical leadership pathway by becoming a preceptor. Follow the improvement pathway by joining innovation pilots. Or pursue education by facilitating training and earning certifications. Leadership begins before titles.

Ask yourself: What impact did I create?

A Growth Framework

Frontline healthcare professionals shape outcomes, culture, and future capability. Skill growth, behavior management, and career progression are daily practices embedded in routine work.

The question is not: “Will opportunities come?”

The better question is: “How intentionally am I preparing for them?”

When frontline staff invest in capability and professionalism, they don't just advance their careers—they strengthen the entire healthcare system.

Growing at the Frontline
Building Skills, Managing Behavior, Advancing Professionally

1. Grow Skills Intentionally
Ask: What new capability did I build this month?

2. Manage Behavior Under Pressure
Ask: How did I respond under stress?

3. Progress with Purpose
Ask: What impact did I create?

Reflect & Grow

- What did I Learn?
- How did I Respond?
- What Impact did I Create?
- What's Next?

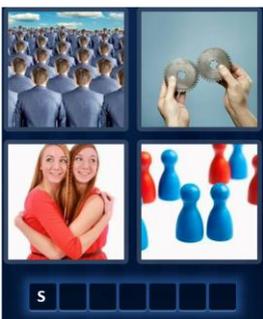
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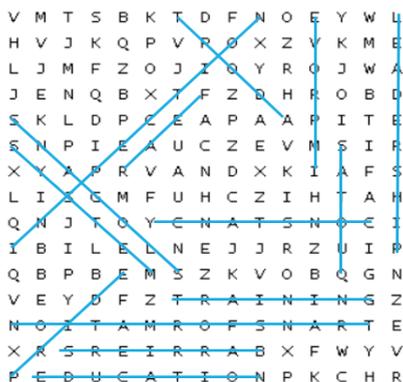
by Ana Jimena



Picture time! It's 4pics1word game and guess the answer. First letter is your clue. Email your answer at hhqi@hamad.qa



Issue 57 Answer : *Caption this!*



CONGRATULATIONS!

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Share your insights with us at hhqi@hamad.qa

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LEARNING
EVENTS

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“Quality is not a finish line you cross once—it’s a standard you raise every time you choose to learn, refine, and try again.”
anonymous



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