

# INSIGHTS

## HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

February 2022 | Issue 10

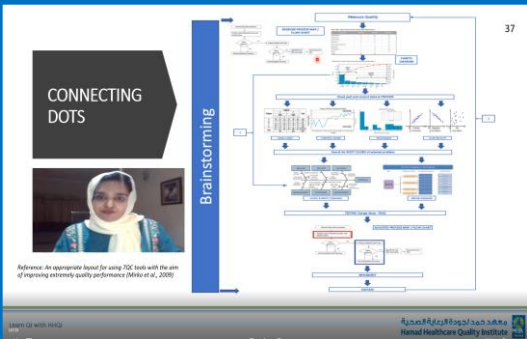
### HHQI LEARNING EVENTS

- Learn QI with HHQI Webinar: Managing QI during the Pandemic
- Clinical Care Improvement Training Program (CCITP)
- Intermediate Quality Improvement Course – Virtual

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**Launch of Learn QI with HHQI Webinar.....**It is literally true that you can succeed best and quickest by helping others to succeed. HHQI's new initiative "Learn QI with HHQI Webinar", everyone is invited and given the prospect to join the....read more on page 2



### THE IHI BREAKTHROUGH SERIES COLLABORATIVE

**The IHI Breakthrough Series Collaborative....** The IHI Breakthrough Series (BTS) Collaborative is a systematic approach to health care quality improvement in which organizations and providers test and measure practice innovations. ....read more on page 4

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**My Journey to Self-Actualization....**I am Iman and I am a person who was addicted to sugar and cola. It was a great challenge to incorporate healthy diet to quality improvement into my life.....read more on page 5



### HHQI SALUTES THE FRONTLINE STAFF

The challenges of the current pandemic have touched us all in different ways, although none of us have escaped its grasp. In the midst of everything, it is our frontline colleagues who are tirelessly protecting us. ....read more on page 3



### JOY AT WORK CORNER:

#### Riddle Time

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



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معهد حمد لجودة الرعاية الصحية  
Hamad Healthcare Quality Institute



## HHQI DIRECTOR

**Mr. Nasser Al Naimi**

Deputy Chief of Quality Center for Patient Experience and Staff Engagement and Director Hamad Healthcare Quality Institute

Thanks to all of you who are working within clinical teams and departments to support the needs of our healthcare system, in the middle of this wave of COVID. We, in HHQI, want to support you and keep the communication with you through our HHQI INSIGHTS, where we share all the updates and opportunities that can help you maintain the Quality of care and Safety of your patients.

I would like to welcome one more HMC leader, Dr. Hanadi Al Hamad, Medical Director of QRI and Rumailah Hospital to share her leadership message.

## LAUNCH OF LEARN QI WITH HHQI WEBINAR

**by Ms. Smita Prasad**

It is literally true that you can succeed best and quickest by helping others to succeed.

HHQI's new initiative "Learn QI with HHQI Webinar", everyone is invited and given the prospect to join the QI journey across the system.

We feel proud & are pleased to announce that "Learn QI with HHQI" webinar was launched successfully on January 17, 2022, with a participation of well engaged 146 HMC staff.

As part of the institute's Capacity and Capability Building Strategy, this Webinar series are developed to contribute and provide another opportunity of learning on different quality improvement topics that can enhance the knowledge and skills in quality improvement science and methodology. We are targeting all healthcare workers and staff from support services who are interested to learn and gain knowledge on Quality Improvement.

The webinar series are an Accredited Group Learning Activity Category 1 as defined by the Ministry of Public Health's Department of Healthcare Professions - Accreditation Section.

## MEDICAL DIRECTOR

**Dr. Hanadi Khamis Al Hamad**

Medical Director, Rumailah Hospital and Qatar Rehabilitation Institute  
National Lead for Healthy Ageing for the Qatar Ministry of Public Health (National Health Strategy 2018 - 2022)

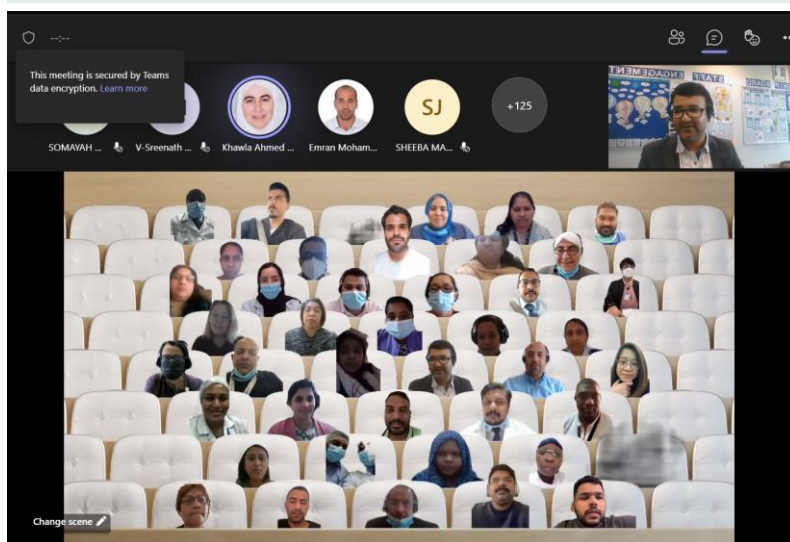
Dear Insights Readers,

We have partnered with HHQI over the years on several successful projects, starting from remarkable presence in the Clinical Care Improvement Training Program (CCITP) and accomplishing tens of successful quality improvement and patient safety projects over the different cycles of the program, since it started in 2011. Those years of coaches training, and faculty development have helped us expand the needed calibers in Enaya, Rumailah Hospital (RH) and Qatar Rehabilitation Institute (QRI). Confidently, Enaya Male unit team took care of piloting the Value improvement methodology on its first spread wave outside Heart Hospital and led the journey of value Improvement spread to RH and QRI.

We have celebrated 100 weeks of Value Improvement in November 2011 and we plan to sustain the efforts and spread in more units that are serving our fragile patients from Rehab and Geriatrics populations.

Our partnership with HHQI and IHI, is a long-standing one that we intend to keep and practice for the best of our patients care and family's engagement.

For 2022, we have 10 different topics every month around Improvement Capability, Quality Improvement, Patient Safety, Person and Family Centered Care and Triple Aim. Each topic promotes awareness regarding QI that can support the participants to apply it in their day-to-day activities and be part of the QI initiatives in their departments and facilities.



# HHQI SALUTES THE FRONTLINE STAFF

The challenges of the current pandemic have touched us all in different ways, although none of us have escaped its grasp. In the midst of everything, it is our frontline colleagues who are tirelessly protecting us.



Throughout the COVID-19 pandemic, you rose to the challenge, masking-up and putting your own lives in jeopardy to honor your calling. You filled the desperate need for caregivers, bravely serving as the final barricade against a deadly disease - working long shifts and sometimes in the most infected areas serving as selfless examples of leadership in truly extraordinary times. You cared for the sick, advocated for public health measures, and have participated in vaccinating millions of people. Some of you even came out of your vacation, rising to an extraordinary occasion. You have sacrificed yourselves in the face of danger to protect not just your families but the whole community as well.



As we enter 2022, another wave of Covid-19 is rearing its ugly head, but we are so fortunate that we have the dedication of our frontline staffs working tirelessly and fearlessly to protect us from it. It has changed your everyday work into a ceaseless bombardment of possible exposure to a deadly virus. You were—and are—risking your own health for the lives of others, with the added fear that you could be infecting your loved ones at home. The covid times has elevated your sacrifices to a new extreme.

We in HHQI, would like to extend our heartfelt gratitude to all the frontline staffs... to all healthcare professionals, to our government officials, police force, cleaners, drivers, security staff and many more.

Thank you for saving us, giving us the care, for the love and human touch needed in time of pain and suffering, for holding the hands of our loved ones who died without us, for continuing to be there when we needed you. Thank You Frontliners for making impossible choices on behalf of the health of our nation, for isolating yourself away from your families, for standing outside in PPE to administer hundreds of COVID-19 tests, for missing holiday celebrations so you could keep your loved ones and community safe.



You are truly the unsung heroes who keeps our healthcare systems running. We are so grateful and proud of you. We promise not to forget all your sacrifices.

We are full of  
**GRATITUDE...**  
We Salute You ALL!



# THE IHI BREAKTHROUGH SERIES COLLABORATIVE



by Ms. Maryanne Gillies

The IHI Breakthrough Series (BTS) Collaborative is a systematic approach to health care quality improvement in which organizations and providers test and measure practice innovations and share their experiences in an effort to accelerate learning and widespread implementation of best practices. It applies a period of preparation, followed by three learning sessions with action period in-between.

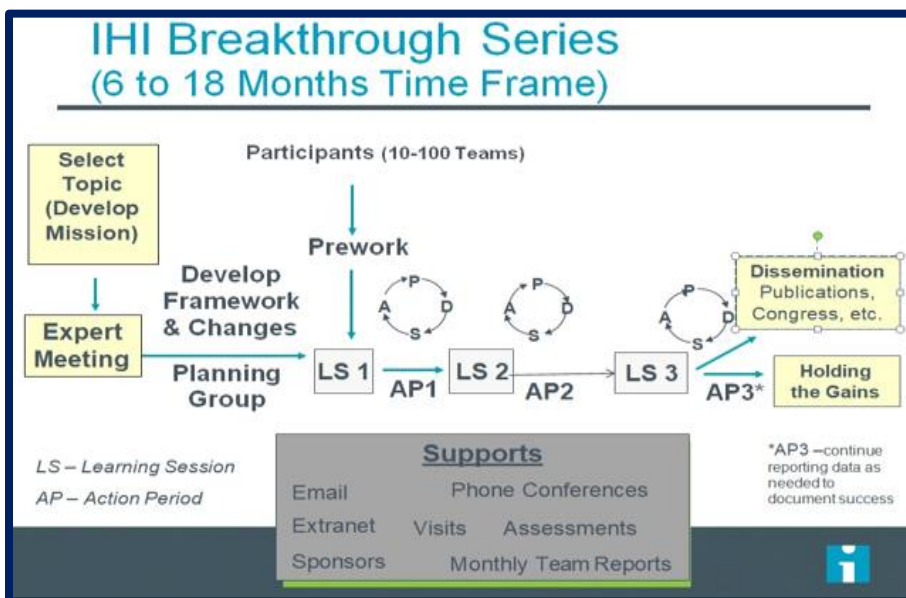
The BTS Collaborative Learning method relies on adaptation and implementation of existing knowledge in multiple settings, working towards a common aim to achieve breakthrough outcomes within a specified timeframe.

Participating in a Collaborative provides an excellent opportunity to create long-term success.

This method can help leaders and teams accelerate work that is underway already, deliver emerging strategic priorities, build new evidence and make meaningful progress over time. It is important to note that the work of genuinely transforming care is a multi-year process and continues beyond the timeframe of the collaborative.

When choosing teams to be part of a BTS collaborative, it is helpful to consider the following attributes of highly effective teams:

- The purpose and objectives of the team are clear
- The roles of team members are clear
- A climate exists that seeks and supports participation of all team members



- A climate exists that supports problem solving and learning
- Decision making processes are clear
- Leaders model a clear conflict resolution process
- The team practices good housekeeping: clear agendas, start and stop times

- Leadership is distributed and shared among team members
- Team members' strengths are utilized to the fullest
- The team encourages risk taking and creativity
- The team has a method to assess itself as a team



**HHQI INSIGHTS EDITORIAL TEAM**

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- Dr. Raana Siddiqui
- Mark Adrienne Agramon
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# MY JOURNEY TO SELF IMPROVEMENT

I am Iman and I am a person who was addicted to sugar and fizzy drinks. It was a great challenge to incorporate healthy diet to quality improvement into my life. For me, there never has been such a thing as drinking fizzy drinks. There is only drinking too much, and then looking into an empty bottle, bewildered, about how this could have happened — again. I was used to drinking 3-4 liters every day.



If you have no idea what I'm talking about, then trust that I have a different response to insulin than you. I am, finding myself at the utter mercy of sugar, so, I made a commitment and a decision to let go of the substances that messed with my state of being, and to change my lifestyle in 2022 in a way that supported the life I wanted to lead.

So, my journey begins. Using the quality improvement methodology and tools, I set my aim, identified measures and lastly tested many change ideas based on the root causes of why my weight keeps on increasing coupled with body weakness and severe fatigue despite lots of walking and limiting my food intake. Then I studied and dug deeper asking myself the 5 why's arriving to the conclusion that drinking too much fizzy drinks is the main reason.

With all of these, I have concluded that foods are material things, and material things are nothing compared to the richness of self-actualization - turning to sugar to help me numb out, too exhausted when facing and processing difficult emotions. A magical combination of knowing the pain of the old way, deep, to-the-floor-of-me-self-love, supportive new structures and routines in my life. Also, I have to stay off it by developing a more reasonable work schedule, more sleep at night, make a regular routine of journaling and calling friends to share and talk about it. But the most important thing I want you all to remember is that you can't make positive behavior change without vast self-love and having supportive new structures and processes in your life. I have managed to bring my addiction down to 300 ml/week and still working towards completely eliminating it and I am sure to achieve it soon.

This is my story. Now, it's your turn to share how you reflect and attain self-love/improvement and how you have incorporated the science of improvement to achieve your goals.

Thank you.



## HHQI LEARNING EVENTS



- FEBRUARY 1 Clinical Care Improvement Training Program – Coach Meet
- FEBRUARY 2-3 Clinical Care Improvement Training Program – Cycle 17 Module 2
- BREBURY 13-17 Fundamentals of Quality Improvement Course – Virtual (English)
- BREBURY 15 Clinical Care Improvement Training Program – Book Club
- BREBURY 16 Improvement Leadership Program Cohort 4 Group Meet
- BREBURY 20-22 Intermediate Quality Improvement Course – Virtual
- BREBURY 20-24 Fundamentals of Quality Improvement Course – Virtual (Arabic)
- BREBURY 21 Learn QI with HHQI Webinar: Managing QI during the Pandemic



by **Ana Mar Jimena**

**Riddle Time**

Solve the riddle below.

The first three (3) to submit the correct answer will be notified. Email us at [hhqi@hamad.qa](mailto:hhqi@hamad.qa)

What word in English language does the following:

The first 3 letters signify FROM

The first 5 letters signify FOREMOST

The first 10 letters signify a great FIGHTER

While the entire word signify an important race for our society to keep running safely.

What is the WORD?

\_\_\_\_\_

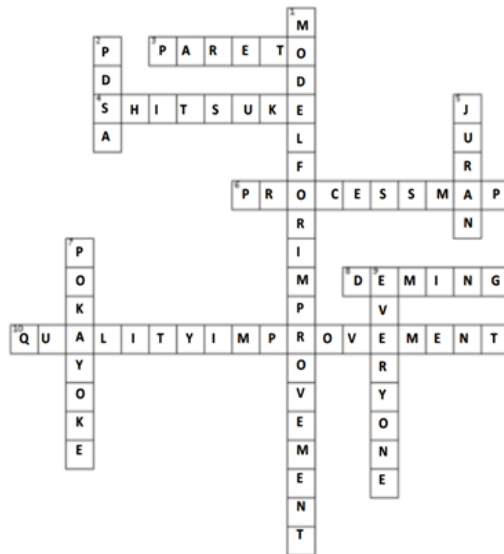
**CONGRATULATIONS!**  
All About Quality Winners

**Ryan Paul Elano Borja**  
Al Khor Hospital

**Milet Buitizon Lontac**  
Hospitality and Facilities  
Management

**Awad Amayrh**  
Communicable Disease  
Center

*Joy at Work Corner  
Issue 9 Answers*



“We spend a lot of time designing the bridge, but not enough time thinking about the people who are crossing it.”

**Dr. Prabhjot Singh**  
Director of Systems Design  
at the Earth Institute

**Quality Insights**

**Learn Quality Improvement:  
Mini-Series**

**QUALITY IMPROVEMENT TOOLS**

**Brainstorming**

*creating bigger and better ideas*

**Check sheet**

*counting and accumulating data*

**Histogram**

*process centering, spread and shape*

**Pareto Chart**

*focus on key problems*

**Fishbone/Cause and Effect Diagram**

*find and cure causes not SYMPTOMS*

**Scatter Diagram**

*measuring relationships between variables*

**Process Flowchart**

*picturing the process*

**Data Overtime-Run Chart & Control Chart**

*tracking trends*

**Driver Diagram**

*captures entire program in a single diagram*