

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

July 2024 | Issue 39

HHQI LEARNING EVENTS

- Fundamentals of Quality Improvement Course
- Intermediate Quality Improvement Course

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PROGRAM HIGHLIGHT

Al Majlis: A Community for Improvers ...thanked everyone for their continued support and hard work to make a big difference impacting on the delivery of safe patient care outcome and continuously improving HMC's healthcare system.read more on page 3 & 4



COLLABORATIVES

Age-Friendly Healthy Systems Rumailah Hospital Celebration of the "What Matters Most To You?" Day ... "What Matters Most To You?" Day, a day that is also internationally celebrated to encourage healthcare professionals, caregivers, and families to have meaningful conversations ... read more on page 5



THE GRADUATES

Celebrating the Success of the High Performing Organizations (HPO) Program Graduation ... Last 3rd June 2024, the HPO program proudly celebrated the graduation of its first cohort with 26 healthcare professionals ...read more on page 6

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

AL MAJLIS: A COMMUNITY *for* IMPROVERS

JOY AT WORK CORNER:

Riddle *Time*



Hurry! The first three (3) to submit the correct answers will be published ... read more on page 8



Mr. Nasser Al Naimi

Chief Patient Experience and Director, Hamad Healthcare Quality Institute

Dear INSIGHTS Readers,

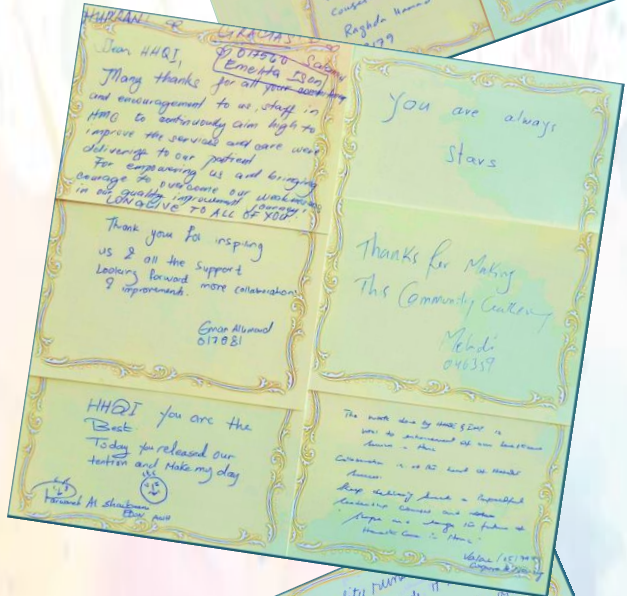
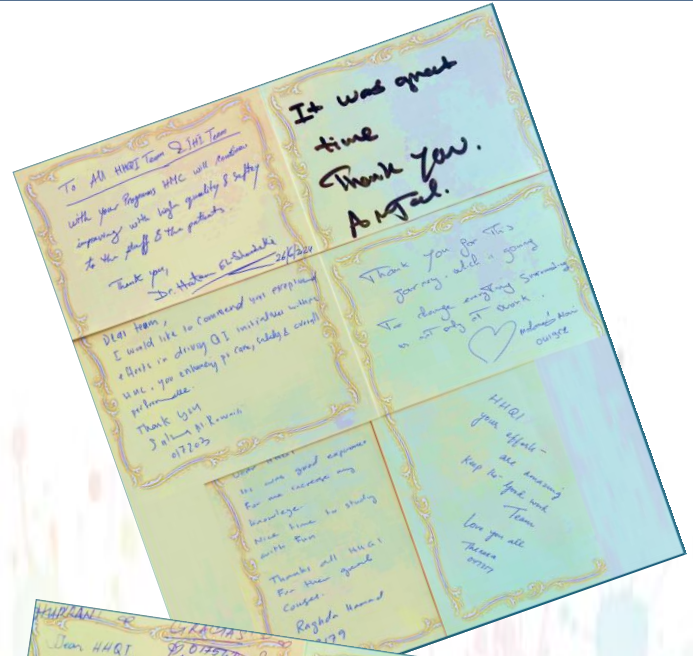
Greetings!

It is with great pleasure to highlight an important milestone in our improvement journey towards Quality Improvement in Qatar's healthcare system.

Creating improvement opportunities starts with gathering the right support systems to help you get there. An improvement coach / leader / specialist / advisor can help provide expert support for your teams to implement successful changes to continuously improve healthcare.

HHQI and IHI have created a pool of great healthcare improvers under their capacity and capability-building programs. Al Majlis- a day for Improver's, held on 26th of June 2024, wherein all graduates from different improvement programs of HHQI gathered, provided their insights and created a shared learning environment and networking opportunities.

This edition of HHQI INSIGHTS provides more details into the Al Majlis - a community for Improver's Day.



AL MAJLIS: A COMMUNITY for IMPROVERS



by Ana Jimena

Al Majlis, an annual gathering of healthcare system improvers, to celebrate the culmination of quality journey and successes of learning together and sharing of knowledge. Al Majlis held at Bayt Al Dhiyafah last 26th June were attended by 90 Quality Improvers from across HMC, who have completed advanced level courses being offered in HHQI and are co-developed with IHI. The celebration was also attended by senior HMC leaders.

The event was full of engagement and networking, starting with Mr. Nasser Al Naimi, Director of HHQI who gave his inspirational leadership message. Ms. Mariam Al-Mutawa, the A/CNO and Dr. Hanadi Al-Hamad, Deputy Chief Long-Term Care, Rehabilitation and Geriatrics, also shared their inspiring speech and thanked everyone for their continued support and hard work to make a big difference impacting on the delivery of safe patient care outcome and continuously improving HMC's healthcare system.



IHI Faculty: Mr. Michael Pugh, Mr. James Benneyan, Dr. Robert Lloyd and Mr. Frank Federico, have shared in a pre-recorded video, a deeper insight into the different HHQI/IHI programs:

- Improvement Leadership Program
- Improvement Coach Program
- Improvement Advisor Program
- High Performing Organization Program
- Improvement Specialist Program

Dr. Akhnuwkh Jones, Dr. Osman Nemer and Mr. Ali Abdal Sattar, were on a panel discussion facilitated by Ms. Maryanne Gillies to discuss their experience and on how they used the learnings from these programs in their workplace. Ms. Muna Atrash and Ms. Nadya Al-Rauili also shared their insights on the impact of the programs and how they applied the concepts learned in their daily work.



AL MAJLIS: A COMMUNITY for IMPROVERS

Dr. Al Munzer Zakaria the AED-QPS in Al-Wakrah Hospital has shared their strategy on the process of selecting candidates for the different programs and how the graduates are integrated and working together to strive for continuous improvement that focuses more on the patient being the center of all their quality improvement journey.



What made the event even more engaging were the booths developed and crafted by the HHQI Team which encompasses some of the key elements of HHQI such as Capacity and Capability Building, Collaboratives, Joy at Work, INSIGHTS and What Matters to You. There were fun and learning activities in all the booths which were truly enjoyed by the attendees. As what HHQI believe – we should always enjoy the learning journey.

Indeed, it was a successful event, and it won't be possible without having this Community of Improvers who are truly engaged and committed to improving our healthcare system.



AGE-FRIENDLY HEALTHY SYSTEMS (AFHS) RUMAILAH HOSPITAL CELEBRATION OF THE “WHAT MATTERS MOST TO YOU? DAY”



by Clara Rodriguez de las Heras Ballell

6th of June 2024, was the celebration of “What Matters Most to You?” Day, a day that is also internationally celebrated to encourage healthcare professionals, caregivers, and families to have meaningful conversations and ask the people who matter most to us, what matters most to them.



The Rumailah Hospital “What Matters” Team, joined in the celebration and invited patients, families, care givers and healthcare professionals to reflect on what matters most to them and those in their care. Also, participants were able to share what matters most to them on the event board and health care professionals were able to learn more about Age-Friendly and the 4Ms Framework.

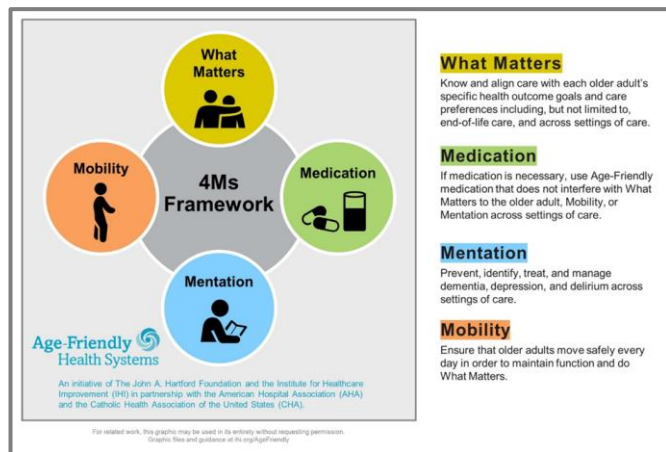


The celebration was opened by Dr. Hanadi Khamis Mubarak Alhamad, Deputy Chief Long-Term Care, Rehabilitation and Geriatrics and the National Lead for Healthy Aging and Mr. Nasser Al



by Emran Kanan

Naimi, Chief of Patient Experience and Director Hamad Healthcare Quality Institute offered their support and shared their motivational and encouraging leadership messages.



“What matters to you?” means, is having meaningful, careful, and kind human interactions with individuals, as well as their families and carers about understanding what matters to an individual in their life. These conversations can help inform decisions about a person’s health and care. When we engage with individuals about their health and care decisions, it can greatly improve their wellbeing and outcomes. Age-Friendly Care is a set of evidence-based geriatric best practices reliably used in the care of older adults. The interventions are a set, known as the 4Ms, and are adapted locally to the needs of the older adults. “What Matters” is the main pillar of the 4Ms Framework and focuses on knowing and aligning the care with each older adult’s specific health outcome goals and care preferences.



BUILDING HEALTHCARE SYSTEMS IMPROVERS



by Dr. Gautam Sharma

Celebrating the Success of the High Performing Organizations (HPO) Program Graduation

Under the leadership of Mr. Nasser Al Naimi, The Hamad Healthcare Institute (HHQI), in collaboration with the Institute for Healthcare Improvement (IHI), launched the High-Performing Organizations (HPO) Program last year. This initiative aims to transform healthcare services, focusing on creating safe, reliable, and effective care environments.

Last 03rd June 2024, the HPO program proudly celebrated the graduation of its first cohort with 26 healthcare professionals from across HMC, PHCC and Qatar Red Crescent. The HPO is a 51 CPD activity accredited by the DHP that includes 11 coaching webinars and 3 intensive in-person workshops.

These graduates have been equipped with skills in psychological safety, accountability, teamwork, communication, and negotiation. The program emphasizes transparency, reliability, continuous learning, and effective measurement. Graduates demonstrated leadership by collaborating with sponsors, senior executives, departmental leads, and other stakeholders, developing action plans to improve organizational culture and learning systems.



The first cohort is now positioned to influence ongoing projects within their facilities, driving improvements aligned with HMC's mission and goals. This milestone highlights the power of effective leadership and collaboration in transforming healthcare services. Congratulations to the graduates for their accomplishments and contributions to advancing healthcare quality and safety.



by Dr. Jawed Iqbal

How to Start a Quality Improvement Journey in Your Workplace – Part 1

Healthcare exists to help people maintain or regain their well-being continuing physical, emotional, mental, and social ability to cope with his or her environment. It is essential to provide quality care to every individual. Thus, continuous improvement is important in minimizing harm, improving outcomes, and delivering care beyond expectations.

The improvement starts at the micro-system which is then sustained and spreads to the meso-system and macro-system. The pre-requisite to any improvement is to appreciate your micro-system and align the improvement topic with the strategic priority of the department. Ask questions, why I should take this improvement work? And why now? What benefit it will bring to the organization?

Before going to the five principles of quality improvement science, let us understand what micro- system is and how to appreciate the system using 5Ps. A microsystem is a self-contained subsystem located within a larger system. It generally constitutes the smallest unit. A clinical microsystem, on the other hand, is a specific type of microsystem in the healthcare context. It is defined as a small group of people who work together on a regular basis to provide care to discrete subpopulations of patients. It is the place where patients, families, care teams, and information come together. Clinical microsystems are the small, functional, front-line units that provide most health care to most people. They are the essential building blocks of larger organizations and of the health system. They are the place where patients and providers meet.

Thus, understanding your micro-system is essential if you want to improve it. We can understand it better by collating information on 5Ps. 1. Purpose of Micro-system, 2. Who are your patients? 3. Who are those Professionals who provide the care? 4. What is the current Process in place? 5. What is the current Pattern (Department Data or dashboard)?

Once you know your micro-system then follow the five key principles of improvement, which are:

-  Knowing why you need to improve?
-  Having a feedback mechanism to know if improvement is happening
-  Developing an effective change that will result in improvement
-  Testing a change before attempting to implement
-  Knowing when and how to make the changes permanent.



Reference:

- *Assessing Your Microsystem Using the 5Ps*, 2013 Trustees of Dartmouth College, Sheffield Microsystem Coaching Academy
- *Associate in Process Improvement 2024* Copyright <https://www.apiweb.org/>
- G. J. Langley, R. D. Moen, K. M. Nolan, T. W. Nolan, C. L. Norma, L. P. Provost (2009) *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance*, 2nd Edition





by Ana Jimena

Riddle Time. Think out of the box for the answers.

Email your answer to us at hhqi@hamad.qa

What starts with a "t", end with a "t", and is full of "t"?

Forward I am heavy.
Backwards I am not.
What am I?

What is the largest ant in the world?

What is never used until it's broken?

What man cannot live inside the house?

What part of London is in Brazil?

Which table that doesn't have legs?

What 5-letter word has six left when you take 2 letters away?

Issue 37 Answer : *Hidden Words*

She **came** late every day.

Do good workers succeed?

I'll sing; you hum **on** key.

That will **be** a real help.

It's **only** a kilometer away.

Is it the **sixth** or **seventh**?

Eric owes me ten cents.

I made a **xerox** copy of it.

He came to **Africa** today.

Your **comb** is **on** the table.

We're **sending** **only** one book.

If I **shout**, he'll hear me.

That **man** ate **eleven** cookies.

If **AI** **concentrates**, he'll win.

He called **Mikko** a **lazy** boy.

In **April** I **only** came once.

CONGRATULATIONS!

Nina Rachel Rosales Reyes
Al Wakra Hospital

Priya Mathew
PEC-Hamad General Hospital

Hancelly Chacko
Al Wakra Hospital

HHQI
LEARNING
EVENTS

AUGUST
2024

- 1 Fundamentals of Quality Improvement Course (English)
- 6-8 Intermediate Quality Improvement Course
- 12 Joy at Work Series for Medical Trainees
- 12 LearnQI with HHQI-Dashboards
- 13-15 National Value Improvement Collaboratives Spread – Learning Session 4
- 15 Clinical Care Improvement Training Program-Cycle 20 – Introduction Module Prep Day
- 20-21 Improvement Leadership Program-Cycle 6-Workshop 03
- 26 Clinical Care Improvement Training Program-Cycle 20 – Introduction Module
- 27 Fundamentals of Quality Improvement Course (Arabic)
- 28 Improvement Leadership Program-Cycle 6-Group Meet 07

“Wisdom comes from making mistakes, having the courage to face them, and make adjustments moving forward based upon the knowledge acquired through those experiences” - Ken Poirot



Dr. Reham NegenBidin



Dr. Khawla Ahmed



Maryanne Gillies

**HHQI
INSIGHTS
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TEAM**



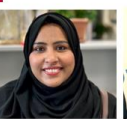
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