

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

March 2023 | Issue 23

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HHQI LEARNING EVENTS

- Middle East Forum on Quality & Safety in Healthcare 2023
- Improvement Leadership Program – Webinar 1

OUR PROGRAM

HMC System-Wide Patient Flow Collaborative Learning Session 2 ...By bringing together healthcare professionals from different areas of the hospitals, the collaborative promotes a culture of collaboration and continuous improvement ...read more on page 4

QI SPOTLIGHT

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QUALITY INSIGHTS

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HMC SYSTEM-WIDE PATIENT FLOW COLLABORATIVE LS2

Don't miss the chance to register and join the forum!

Middle East Forum on Quality & Safety
in Healthcare **2023**
Healthcare Resilience in Extraordinary Times

Register
Now

16-19 March, Doha

Inspirational Keynotes on
Leadership, Resilience and
Sustainability in Healthcare



Dr. Don Berwick



Dr. Kedar Mate

MIDDLE EAST FORUM ON QUALITY & SAFETY IN HEALTHCARE 2023



JOY AT WORK CORNER:

Split the *Difference*

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



Mr. Nasser Al Naimi

Deputy Chief Quality Officer, CPESE and Director, Hamad Healthcare Quality Institute



Dr. Reham NegmEldin

A/AED, Hamad Healthcare Quality Institute

Dear INSIGHTS Readers,

As HHQI continues to serve as a resource for continuous quality improvement, it gives me great pride in saying that we had a power packed month of February with the launching of Improvement Leadership Program Cohort 5 and sessions of CCITP Cycle 18 Module 1. We also had two collaborative learning sessions- HMC System Wide Patient Flow and Age-Friendly Healthcare Systems which provided great learning to the participants. HHQI fulfils its objectives of sharing insights on quality improvement that translates to improved patient care and safety, builds a caring environment and adaptability to change.

Furthermore, I am so grateful that HHQI Insights has made a positive impact on us, it inspires us to read, listen and share.



Middle East Forum (MEF) On Quality and Safety in Healthcare 2023

2023 MEF theme of “*Healthcare Resilience in Extraordinary Times*” is particularly timely given the recent COVID-19 pandemic and its impact on healthcare systems worldwide. In Addition, Qatar has successfully managed the healthcare needs during the FIFA World Cup Qatar 2022. It's pride to see Hamad Medical Corporation and the Institute for Healthcare Improvement come together, one more time, to host this forum and provide a platform for healthcare professionals to connect and collaborate on healthcare Quality and Patient Safety and share their learning and experiences from those times.

With around 3000 healthcare leaders and practitioners annually attending from around the world, this event is sure to be a hub of innovation and knowledge-sharing. It's always inspiring to see so many dedicated healthcare professionals and executives, coming together with the shared goal of improving the quality, safety of care and experience for patients and communities. This year's forum is delivered in both in-person and virtual modes.

We hope all our colleagues will seize this unique opportunity to learn from one another's experiences and successes, and that the event will serve as a catalyst for ongoing collaboration and improvement in healthcare systems in Qatar, the region and around the world and we wish you all a productive and enlightening forum!



Program Now Available Online



NATIONAL VALUE IMPROVEMENT COLLABORATIVE (NVIC) AL WAKRA HOSPITAL-TEAM OPPORTUNITIES AND CHALLENGES

by Muna Atrash



In 2019, the Al Wakra Hospital Pediatric Inpatient multidisciplinary team have been driven and committed to implement Value Improvement Program (VIP) with the leadership of Dr. Mohamed Omar, Ms. Ghadeer Mustafa, Ms. Ayat Alsmadi and Ms. Marry Ann Tabios in collaboration with the Quality Improvement Coaches Ms. Muna Atrash and Mr. Emran Kanan of HHQI.

The Value Improvement (VI) key measures such as Performance, Capacity and Financial measures included in the box scores was identified.

Visual Management board was placed in the unit to display the updates and action plan of the projects that demonstrates transparency. As the project unfolds, the team identified areas for



improvement for some measures due to sudden changes in the lay out of the pediatric inpatient since the unit was transferred to Al Maha Center, a new facility. As a result, the team decided to make necessary revision in the measures to ensure positive outcome and to show flexibility

in accordance with the changes. Another unforeseen challenge is staff shortage which affects the weekly huddle and updating the box score in line with the unit report and monthly data collection. The team proved their resilience and commitment amidst challenges through the collaborative efforts of pediatric nursing and quality team. The VIP team continued to empower staff engagement by providing a safe and supportive environment.

Nevertheless, one of the success of the project is the distribution of Milestone Checklist aged 2 months to 5 years which is very important for mothers to identify key indicators of a child's health and development from the outcome of the performance measure: adopting learn the signs, act early checklist. The next step is to spread milestone checklist and assessment to the Pediatric Emergency Department, Pediatric ICU and Neonatal ICU. Another measures that was met is the percentage of communication related incidence as there was no reported communication issues in 2022. Although, target was not met on some areas, the AWH VIP team are striving to ensure patient safety, and staff quality practices though optimizing performance and increasing efficiency.

With all these experiences together with the team, I have learned that it takes an effort and teamwork to move forward to one direction in achieving one goal. My name is Muna Abdel Hakim R. Atrash, Senior Quality Improvement Reviewer, sharing our improvement journey.



THE HMC SYSTEM WIDE PATIENT FLOW COLLABORATIVE LEARNING SESSION 2



by Maryanne Gillies



by Emran Kanan

“The Right Care in the Right Place at the Right Time”

The Hospital-wide Flow Collaborative is an initiative that brings together healthcare professionals from different departments and disciplines to improve patient flow and reduce wait times across the hospital. The collaborative aims to identify and address bottlenecks and inefficiencies in the patient journey, from admission to discharge, and to implement evidence-based strategies to optimize patient flow.

Day 1 of the collaborative started with a virtual session in which all sponsors and leaders are invited. The Institute for Healthcare Improvement (IHI) senior faculty team shared the “Big Dot” aims to achieve transformation in Flow across the health care system, with a focus on creating a data driven learning system to deeply understand and reduce flow delays, length of stay, unnecessary acute hospital bed days, bed occupancy, healthcare harm and patient, family and staff experience in relation to hospital flow.

It was an honour and a privilege to have our executive leaders, Dr. Abdulla Al Ansari, Mr. Nasser Al Naimi and Prof. Abdul Badi Abou Samra and offer their encouraging and motivational leadership messages. Their combined leadership messages set the scene for an inspiring shared learning on Medical/Surgical, Unnecessary Bed Days (UBDS) and Emergency Department teams from Hamad General, Al Wakra Hospital , Al Khor Hospital, Hazm Mebaireek General Hospital, and The Cuban Hospital.



On Day 2 teams shared their storyboards to showcase their flow successes and achievements, whilst also highlights areas for further opportunities for improvement and their individualized “wish list” which enables ambitious improvement ideas to be surfaced. The team went on separate breakout rooms to allow specialised focus on current best evidence-based practice and proactive planning of the next action period, partnering with IHI in-person faculty Bonnie Geld, Kathy Luther, Mary Daymont, Eric Cruzen and Karen Murrell supported by local experts and HHQI faculty.

Third day session continued with a thoughtful and interactive exercise by Ms. Kathy Luther and Maryanne Gillies on *Using the Waste Wheel* and the *Waste Tool*. The real time recognition of opportunities to reduce redundancies and avoid waste and an interactive exercise to explore all the wastes in healthcare with teams identifying multiple areas for further improvement ideas.



The teams went on breakout sessions with the focus in Med/Surg: Building the Care Continuum and Interdisciplinary Communications, screening tools and motivational interviewing and for ED Workstream: Engineering Patient Flow, ED sub measures, ED Mental Health Innovations & ED Strategies for Improvement.

By bringing together healthcare professionals from different areas of the hospitals, the collaborative promotes a culture of collaboration and continuous improvement and helps to ensure that the patient is at the center of all decision-making.



by Cathy Jamias



by Ana Jimena

PLAN DO STUDY ACT (PDSA)

What is PDSA (Plan Do Study Act)?

An approach to test an idea by trialing a change on a small scale and assess its impact, building upon the learning from previous cycles in a structured way before the implementation.

Shorthand for testing a change by developing a plan to test the change (Plan), carry out the test (Do), observing and learning from the consequences (Study), and determining what modifications should be made to the test (Act).

A useful tool for documenting a test of change.

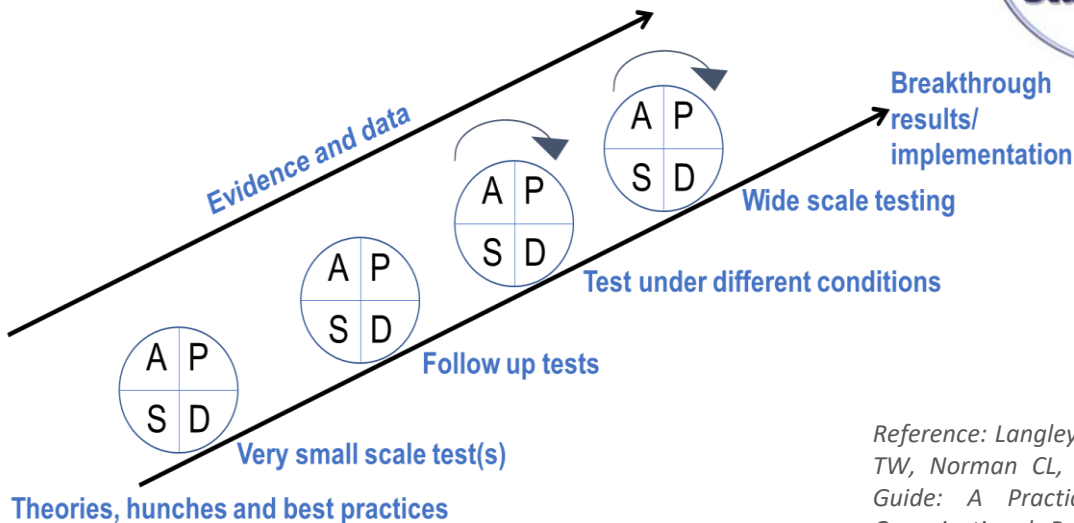
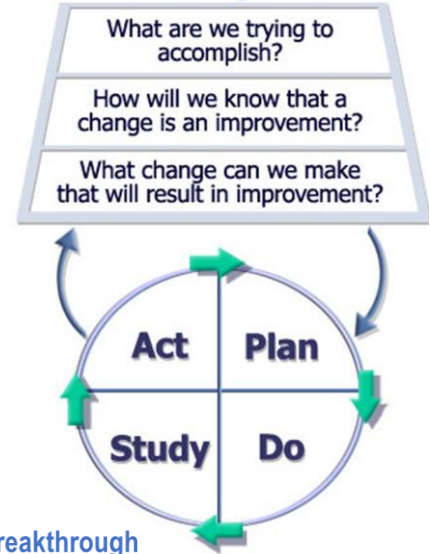
Sequence Of Improvement

The Model for Improvement is made up of a set of fundamental questions that drive all improvement and the Plan-Do-Study-Act (PDSA) Cycle.

This is how we use PDSAs in practice. We start with some hunch or theory (our predictions; the change ideas) and we test on a very small scale. We evaluate the data from that test and then plan for the next cycle; and so on. We don't implement any changes until we have done the sequential building of knowledge that we learned from running PDSA cycles.



Model for Improvement




Reference: Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.



Split the Difference. Shade the unnecessary letter in each square, the remaining letters form a mini- crossword made up of 6 words. Email us at hhqi@hamad.qa

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Issue 22
Something
Unique in the
Country Answer

1. What country has 7000 lakes? 
2. What country is home to the world's first university? 
3. In what country is the highest/biggest surf in the world can be found? 
4. From what country is the world's first postal stamp invented? 
5. Where can you find the southernmost city in the world? 
6. What country is home to the biggest castle built in the 13th century? 

CONGRATULATIONS!

Something Unique in the Country

Pamila Sundara Selvi Sundara Dhas
Women's Wellness and Research Center

Ameenuddeen Poothuparambil
Abdulhameed
Hospitality & Facilities Management

Asha Chungath Varijakshan
Hospitality & Facilities Management

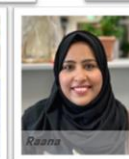
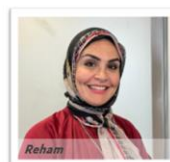
HHQI
LEARNING
EVENTS

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2023

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- 13 LearnQI with HHQI: Data Management in QI
- 15 Improvement Leadership Program – Group Meet 1
- 16-19 Middle East Forum 2023
- 22 Fundamentals of Quality Improvement Course-English
- 29 Improvement Leadership Program – Webinar 1

“ The creation of something new is not accomplished by the intellect but by the play instinct.”
Carl Jung

HHQI INSIGHTS EDITORIAL TEAM



Share your insights with us at hhqi@hamad.qa