

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

November 2025 | Issue 55

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- Improvement Coach Program
- Fundamentals of Quality Improvement Course

LEADERSHIP MESSAGE

ACC remains committed to sustaining this momentum. We look forward to deepening our collaboration with HHQI and continuing to embed value-based care principles across our operations, ensuring continuous improvement...read more on page 2



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QI INSIGHTS SERIES

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Share your Inspiring True Stories!

For more details email us at

hhqi@hamad.qa



12th Stars of Excellence

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 5



Mr. Nasser Al Naimi

Chief of Patient Experience and Director, Hamad Healthcare Quality Institute



Ms. Khadija Khalid M.Y. Mohamed

Executive Director Clinical Services Development, Ambulatory Care Services

Dear INSIGHTS Readers,

Hamad Medical Corporation (HMC) continues to champion a culture where patients, families, and staff remain at the heart of every experience we deliver. This commitment is reflected across all services, where compassionate care, safety, and continuous improvement guide everyday practice. Building on this foundation, the Hamad Healthcare Quality Institute (HHQI) has reinforced its essential role in shaping and sustaining this culture of excellence.

Through its diverse learning programs, coaching support, and system-wide improvement initiatives, HHQI empowers our workforce with the skills, mindsets, and evidence-based methodologies needed to drive meaningful change. By strengthening capability across all levels—clinical and non-clinical—HHQI ensures that teams are equipped to innovate, solve problems, and continuously elevate the quality of care. Together, we remain committed to advancing a healthcare environment that not only meets international standards but also reflects our values of compassion, respect, and excellence in every interaction.

In this issue, I am pleased to welcome Ms. Khadija Khalid Mohamed, Executive Director of Clinical Services Development at Ambulatory Care Services, who will be sharing her leadership message.

Hamad Healthcare Quality Institute's unwavering commitment to quality improvement and enhanced patient experience continues to guide excellence across the organization. In support of this vision, the Ambulatory Care Center remains dedicated to fostering a culture of excellence, continuous learning, and collaboration to ensure safe, efficient, and person-centered care.

ACC's active role in the National Value Improvement Collaborative reflects this shared purpose. Through strong team engagement, the ACC Value Improvement Program has led way to the development of ACC Learning Health System, advanced care pathways, strengthened service delivery, and championed value-based healthcare reinforcing HMC's mission of delivering high-quality, sustainable services.

We extend our sincere appreciation to Hamad Healthcare Quality Institute, whose partnership has been vital in building our improvement capabilities. Their expert coaching, structured training, and ongoing mentorship have enhanced staff competence in quality methodologies and empowered teams to implement evidence-based improvements. HHQI's support has also enabled the successful organization-wide scale-up of the Value Improvement Program within ACC, ensuring consistent and impactful improvement across all services.

This collaboration has led to the implementation of high-value and cost-efficiency projects that improved system performance, reduced inefficiencies, and produced significant cost savings. These results highlight the power of developing internal capability and demonstrate how empowered staff can drive meaningful, organization-wide improvements.

As we celebrate these achievements, ACC remains committed to sustaining this momentum. We look forward to deepening our collaboration with HHQI and continuing to embed value-based care principles across our operations, ensuring continuous improvement and the highest level of care for our patients, staff, and community.

My Quality Journey at Heart Hospital : From Uncertainty to Expertise

When I first began my journey at Heart Hospital, Hamad Medical Corporation (HMC), I had no clear understanding of the intricacies involved in quality management. Like many, I was initially unaware of the depth of processes and systems required to improve patient care and operational efficiency. With my basic knowledge gained from my postgraduate degree in Hospital Administration, I started my journey in Quality in 2012. Besides the clinical responsibilities, the passion towards Quality and improvement lead me to have a strong bond with HHQI.

Having an opportunity to participate in different programs initiated by HHQI like Fundamentals in Quality, Intermediate course in Quality, then Improvement Leadership Program and Improvement Specialist Program transformed my perspective and skillset, helping me to evolve from a novice to a confident, proficient professional in the field of quality improvement. Through the program, I gained comprehensive knowledge about quality management principles, including key tools such as root cause analysis, process mapping, and data-driven decision-making. The training equipped me with the ability to identify areas for improvement, implement evidence-based solutions, and monitor outcomes effectively. Moreover, I developed a deep understanding of collaborative teamwork and how to engage with multidisciplinary teams to ensure that quality initiatives were successfully executed.

One of the most significant milestones during this journey was the opportunity to lead several improvement projects. These experiences not only allowed me to apply my learning but also provided real-world challenges that required problem-solving, strategic thinking, and leadership. Through these projects, I saw

firsthand how quality improvements could lead to tangible benefits for both patients and healthcare staff and are beneficial to the organization itself.

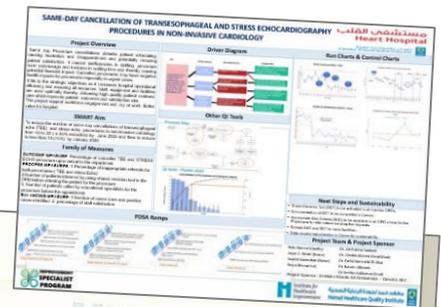
Looking back, the program has not only enhanced my professional development but also reinforced my commitment to driving continuous improvement in healthcare.

Dr. Smitha Anilkumar

Non-Invasive Cardiology
Heart Hospital



“I am now equipped with the tools, knowledge, and confidence to contribute meaningfully to the ongoing efforts to improve the quality of care at HMC.”



The Human Side of Improvement: Coaching for Change

by Dr. Raana Siddiqui



In healthcare, improvement often begins with data, tools, and charts—but it succeeds because of people. Behind every process change or new metric is a group of individuals learning, experimenting, and growing together. That’s why the human side of improvement matters as much as the technical one.

Beyond Tools-It’s About People

Many teams start their improvement journey eager to master methodologies-PDSA cycles, run charts, and driver diagrams. These are essential, but they work best in environments that nurture trust, curiosity, and openness. When team members feel safe to question, test, and learn from mistakes, improvement takes root and flourishes.

This is where coaching makes the difference.

The Role of the Coach

An improvement coach doesn’t come with all the answers. Instead, they help teams uncover their own.

Effective coaching in healthcare quality is about:

- Creating psychological safety – so everyone feels comfortable speaking up.
- Focusing on learning, not perfection – helping teams see failure as feedback.
- Building capability – guiding teams to apply improvement tools confidently and independently.
- Sustaining motivation – reminding teams why their work matters to patients and the system.

A good coach listens deeply, asks powerful questions, and helps others see possibilities beyond their current challenges.

Coaching in Action

Imagine a team struggling with delays in discharge summaries. Instead of prescribing solutions, the coach might ask, “What’s making this process hard for you right now?” or “What one small change could we test this week?” These questions shift the mindset from frustration to curiosity.



Over time, as the team sees results from their own ideas, they develop ownership—and that’s when improvement becomes sustainable.

Why It Matters

Change is emotional. It challenges habits, comfort zones, and long-held routines. Coaching helps people navigate that journey—balancing empathy with accountability. It turns resistance into reflection and uncertainty into action.

In essence, coaching humanizes improvement. It ensures that transformation isn’t something done to people, but something achieved with them.

Final Thought

As we continue building a culture of quality and safety, let’s remember real improvement happens when people feel seen, supported, and inspired. Coaching connects the science of improvement with the art of change. And when both align, meaningful transformation becomes not only possible—but inevitable.

Reference:

The Psychology of Change Framework to Advance and Sustain Improvement. IHI White Paper, 2018.

Langley, G., Moen, R., Nolan, K., Nolan, T., Norman, C., & Provost, L. (2009).

The Improvement Guide: A Practical Approach to Enhancing Organizational Performance. 2nd ed. Jossey-Bass.

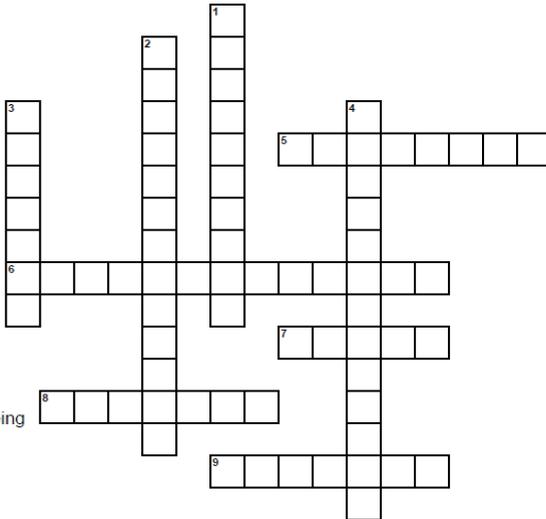


by Ana Jimena

Can you guess the words or synonyms defining Person-Centered Care? Email your answer at hhqi@hamad.qa

Across

- [5] generosity of spirit
- [6] Working together
- [7] mutual confidence
- [8] Self-worth
- [9] emotional awareness



Down

- [1] concern for others' wellbeing
- [2] open-mindedness
- [3] honoring differences
- [4] self-expression

Issue 54 Answer : *Caption this!*

"Why would I need a filter when I am already green?" – Sini A.



"When you promised to get fit, but your nap schedule is trying.?"- Emil A.



"They trained me to be smart and wise! So what?! Should I read it or eat it?"- Manal H.



CONGRATULATIONS!

Emi Antony
PLTCU2,/ AMC, Al Wakra Hospital

Sini Appu
Nursing & Midwifery Administration, WWRC

Manal Elhusseini
Translator Security, Health Facilities Development



Share your insights with us at hhqi@hamad.qa

HHQI
LEARNING
EVENTS

DECEMBER
2025

- 1-2 High Performing Organizations Program – C3 – Workshop 02
- 4 Fundamentals of Quality Improvement Course (English)
- 9 Improvement Coach Program – C2 – Webinar 05
- 10-11 Clinical Care Improvement Training Program Cycle 21- Module 2
- 15-17 Intermediate Quality Improvement Course
- 21 Learn QI with HHQI
- 22 Improvement Leadership Program C8 – Webinar 06
- 29 Fundamentals of Quality Improvement Course (FQIC): Arabic

“We must accept finite disappointment but never lose infinite hope.”

Martin Luther King Jr.



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