

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

November 2021 | Issue 7

HHQI LEARNING EVENTS

- Middle East Forum on Quality and Safety in Healthcare 2021 - Don't miss your chance to earn up to 22.25 CPD hours!
- Clinical Care Improvement Training Program (CCITP)

Check out more
on page 4

PROGRAM HIGHLIGHTS

National Value Improvement Collaborative (NVIC) Virtual Learning Session 3....provided an opportunity for the teams to share their knowledge and experiences and learning....read more on page 5

PCCF EXPERIENCE

HHQI Train, Inspire, Engage...our programs have translated in spreading compassionate care and kindness through its quality improvement initiatives....read more on page 3

Optimizing Joy in Work and Staff Wellness within HHQI...we are inspired to optimize joy in work to reduce the stress and pressure that risks the level of staff engagement, productivity, environmental safety and person-centered care.....read more on page 4

OUR PROGRAMS

Staff Wellness Program...to continuously supporting our staff in creating a healthy and joyful environment. read more on page 2



Mr. Nasser Al Naimi
Deputy Chief of Quality, Center for Patient Experience and Staff Engagement, Director, Hamad Healthcare Quality Institute



Dr. Hanadi Al Hamad
Medical Director of Rumailah Hospital & Qatar Rehabilitation Institute (QRI)



Ms. Mariam Nooh J.H. Al-Mutawa
Acting Deputy Chief Nursing Officer, Executive Director of Nursing - Rumailah Hospital, Hamad Medical Corporation



Mr. Frank Federico
Executive Director, Strategic Partners Institute for Healthcare Improvement, Cambridge, Massachusetts



Ms. Susan Hannah
Senior Director, Institute for Healthcare Improvement



Dr. Sodzi Sodzi-Tetty
Vice President, Institute for Healthcare Improvement

NATIONAL VALUE IMPROVEMENT COLLABORATIVE (NVIC)



JOY AT WORK CORNER:

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

Quality Insights

...read more on page 6

معهد حمد لجودة الرعاية الصحية
Hamad Healthcare Quality Institute





Mr. Nasser Al Naimi
Deputy Chief of Quality Center for Patient Experience and Staff Engagement and Director Hamad Healthcare Quality Institute

HHQI ensures continuity of sharing insights on quality improvement that translates to improved patient care and safety, builds a caring environment and adaptability to change. I am so grateful that HHQI Insights has made a positive impact on us, it inspire us to read, listen and share.

In this is issue, I would like to welcome a respected IHI Vice President, Dr. Sodzi Sodzi-Tettey to share his encouraging leadership message.



Dr. Sodzi Sodzi-Tettey
Vice President, Global, at the Institute for Healthcare Improvement (IHI)

The Hamad Healthcare Quality Institute monthly newsletter is providing an excellent platform for shared learning, promotion of programs and celebration of

achievements. I am delighted to contribute to this latest edition. Our partnership with HMC is highly valued as we seek together to co-produce and co-design transformational high-quality healthcare. The Hamad Strategic Leadership team’s vision, drive and commitment will place Qatar on the global stage of Healthcare delivery. The resilience and expertise demonstrated to manage the pandemic proved the capabilities within the system to accomplish a further successful harvest of improved healthcare outcomes, now and into the future.

The growth and expansion of improvement science, led by Mr. Nasser and the Institute, across the healthcare system in Qatar is very impressive. The seeds that have been planted over many years have taken root with many fruitful examples of impact. I am very impressed with these yields, demonstrating harm reduction, more efficient and effective use of our valuable healthcare resources, a focus on joy in work and improved multi-disciplinary team communication.

We look forward to the approaching Middle East Forum, which, whilst virtual this year, has maintained the high caliber local and international acclaimed speakers and presenters, which will ensure that this high profile and high reputational event is a great success for the country and the wider region.

I very much look forward to visiting in the near future and meeting with many of you to witness your great achievements, first-hand. I also look forward to a codesigned future where we leverage the extensive Qatari expertise in healthcare quality and safety to achieve a whole system quality transformation with a robust documentation and dissemination of the impactful work through publications. Hold Fast.

STAFF WELLNESS PROGRAM



by **Dr. Khawla Ahmed**

Staff wellness is vital for the wellbeing of an organization. We at HHQI, initiated this program in June 2021 to continuously support our staff in creating a healthy and joyful environment, ensuring our psychological and physical wellbeing as we emerge from the worldwide pandemic.

We collaborated with the respective expertise in Nutrition and Dietetics, Physiotherapy and Mental Health Services at HMC to enable us to achieve the purpose of this program.

The topics of interest are as follows:

Managing our Mental Health

Joy in Work and Staff Wellness

Rest and Relaxation

Good nutrition: selecting healthy and nutritious food that will benefit lifestyle changes to live healthy

Ensuring fitness through ergonomics and to release physical stress

To achieve the program objectives, we used different approaches like presentations, workshops, activities, demonstrations and other methods as appropriate.



HHQI Train, Inspire, Engage

by Mark Agramon

Do you have a great interest to learn on quality improvement? If so, you should've come to the forum and learn with us.

Here's something worthy that we shared during our session.

- building Quality Improvement capacity and capability of healthcare professionals that will translate into improved quality of care and patient safety.
- enabling healthcare professionals to focus on person centered care improvement initiatives addressing the needs of the patients and their families.
- ensuring the continuity of the delivery of HHQI training programs in order to meet the evolving demand amidst the pandemic focusing on continuous improvement and patient safety.

We have invited 4 of our graduates and they shared their experience in our capacity and capability building programs and how it has been an enabler in providing person-centered care not just for their patients but also with their colleagues. They also shared their journey from being a graduate of our programs to being an HHQI Faculty. A journey which is remarkable as it has shown the HHQI's success in building the culture of quality improvement and safety across HMC and its healthcare partners.

Moreover, we are also overwhelmed when our poster was selected to be displayed in the Posters Hall. Our poster circles around the aim of building capacity and



HHQI Programs: Enabling Healthcare Teams to Drive Person-Centered Care and Transformation

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- Dr. Sikandar Aftab
- Emran Kanan
- Dr. Raana Siddiqui
- Dr. Gautam Sharma
- Maryanne Gillies

معهد حمد للتحسين في الرعاية الصحية
Hamad Healthcare Quality Institute

Introduction / Background

Qatar's changing healthcare landscape has meant that a renewed focus on quality improvement and efficiency is required to deliver sustained changes to maximize resources that will translate and influence person-centered care and patient safety. Hence, the Hamad Healthcare Quality Institute (HHQI) has been launched to focus on healthcare quality improvement and provide a framework to design and develop transformative programs with a mission to drive and support a person-centered learning healthcare system through improvement collaboratives, building capacity and capability utilizing the science of improvement to innovate and build efficiency and reliability supported by a robust quality data platform across HMC and the healthcare system in the State of Qatar.

As part of its mission of building capacity and capability, HHQI enables opportunities for all healthcare professionals to learn and apply quality improvement science focusing on areas of greatest need, including reducing harm, avoidable deaths and adverse patient outcomes, optimizing patient flow and efficiency, promoting patient-centered care and improving healthcare service delivery.

Since 2015, HHQI has been continuously providing a wide range of training and educational programs to meet the needs and expectations of the healthcare professionals at all levels to deliver the best care to the patients and their families. And in response to 'National Priority against COVID-19', HHQI continued to support HMC and Qatar healthcare system during this time of pandemic. The Capacity and Capability Building Team pioneered in developing a virtual approach aligned to its strategy in order to meet the evolving demand amidst the pandemic.

Learning Objectives

- To enable healthcare professionals to focus on person-centered care improvement initiatives addressing the needs of the patients and their families
- To build QI capacity and capability of healthcare professionals that will translate into improved quality of care and patient safety
- To ensure the continuity of the delivery of HHQI training programs in order to meet the evolving demand amidst the pandemic focusing on continuous improvement and patient safety

Methodology

HHQI has embraced the 'Dosing Approach' in its mission of achieving building capacity and capability for improvement.

Our Programs

- Targeting improvement leaders, prepare them to act as a resource and advisors on the national improvement agenda
- Targeting well trained staff, prepare them to lead the national improvement agenda
- Targeting front liners, who have excelled in foundational programs, prepare them to serve the national improvement agenda
- Targeting front liners, exposing them to the improvement world

Results

Utilization of the 'Dosing Approach' in Capacity and Capability Building has generated QI champions, advisors, leaders and experts equipped with the science of improvement knowledge and skills across HMC and its healthcare partners which enables healthcare professionals to embed person centered care and transformation in their improvement initiatives. Up-to-date, HHQI has trained and produced numerous graduates acting as change agents in their respective facilities and organizations.

Conclusion

The HHQI Dosing Approach has enabled and provided opportunities for healthcare professionals at all levels to adapt the science of improvement in their initiatives to drive transformation which results to patient safety and person-centered care in all aspects of care delivery.

Reference

- Lloyd R. Building improvement capacity and capability. *Healthcare Executive*, 2018 May;33(3):68-71.

capability and quality improvement for healthcare professionals that translated into improved quality of care and patient safety. It was also shared that our programs has made an impact in spreading compassionate care and kindness through its quality improvement initiatives.

Aren't you excited to hear us more? Join us in the Middle East Forum on November 12-14, 2021.

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Optimizing Joy in Work and Staff Wellness within HHQI

by Catherine Jamias

Quality is not just improvement but kindness and compassion all together. As we embark on our journey in optimizing joy in work, it is significant that we need to be there for each other, supporting and maintaining not just our physical health but our mental health as well. Despite of various activities, we manage to recognize and adapt the essentials of joy in work.

A big part of enduring work stress, burnout and taking care of our mental health is knowing, understanding and listening on what matters to you, to us. We faced challenges along our journey and until this day we choose to improve and develop ourselves – professionally and personally with a strong belief that - when handful things gathered it eventually grows big. We are inspired to optimize joy in work to reduce the stress and pressure that risks the level of staff engagement, productivity, environmental safety and person-centered care. Hence, the HHQI leadership took the initiative to build a culture of joy in work.



Last October, we are honored to spread and share our joy in work experience in the Person Centered

Care Forum with the theme of Compassion in Action: Spread Kindness. It gives us tremendous enthusiasm and inspiration.

“ Really very impressive and amazing attitudes and work environment”

Hoping to adopt all units the HHQI board especially the team building activity and how are you today?

Very good presentation of ideas

It makes me want to work in HHQI. I hope all departments in HMC will be like yours. So happy about department's efforts to make the staff have a happy environment. Good job.

It should be done in all department, but the problem is that some of the leaders following an old and tradition way of leadership which is supporting the work more than the team building”

What did you do for your team in HHQI was really great

Delegates Feedback

If you missed our session, join us in the Middle East Forum on November 12-14, and **Together We Learn.**

HHQI LEARNING EVENTS



- 9 Clinical Care Improvement Training Program Coach Meet
- 9 Improvement Leadership Program Cohort 4 Group Meet 3
- 12-14 Middle East Forum 2021 <https://www.hamad.qa/EN/AllEvents/mefash2021/Pages/default.aspx>
- 15-17 Intermediate Quality Improvement Course
- 17 Improvement Leadership Program Cohort 4– Webinar 2
- 18 National Value Improvement Collaborative (NVIC) Coaches Day
- 21-25 Fundamentals of Quality Improvement Course –English Virtual
- 23 Clinical Care Improvement Training Program Book Club
- 24-25 Clinical Care Improvement Training Program Cycle 17 Module 1
- 30 Fundamentals of Quality Improvement Course –Arabic Virtual
- 28-2 Dec VTE Al Majlis – in-person (Hajar Auditorium)
- 30 Improvement Leadership Program Cohort 4 Group Meet 4

National Value Improvement Collaborative (NVIC) Learning Session 3

by Dr. Raana Siddiqui

“In HHQI, we always believe that we need collaboration to drive improvement and accomplish big things” Mr. Nasser Al Naimi
 We believe that...“If everyone is moving forward together, then success takes care of itself” Henry Ford



With this spirit of collaboration, NVIC Learning session 3 was held on 6th and 7th of October 2021. It followed action period 2 based on the IHI Model of the BTS Collaborative. The virtual sessions were attended by 250+ participants across HMC, PHCC and QRC.

There were several sessions by HMC and international leaders- Mr. Nasser Al Naimi, Dr. Hanadi Al Hamad, Dr. Sodzi Tettey, Ms. Susan Hannah and Mr. Frank Federico. Also, there were sessions on Joy in work, Reliable Implementation, Sustainability and Spread, learnings from the work of NHS Highlands and Scotland, System wide Driver Diagram and learnings from the experience of NVIC teams.

These are the key points for Action Period 3:

- Consolidate the learning and sustain achievements - Sustainability: Maintaining and holding the gains during and after the improvement initiative. Continue the use of run chart to testing, implementation to sustainability.
- Aggregate the effect- proving value across and linking to value for money (Tahseen)
- Scale up and spread as per the IHI framework of Scale up and Spread.

HHQI continues to provide all the necessary support of building the capacity and capability, working with the teams to recognize primary and secondary drivers of Value Improvement across the system, help the teams disseminate the knowledge with publications, conferences, and forums, strategic partners and international events.

The NVIC Learning Session 3 provided an opportunity for the teams to share their knowledge and experiences and learning from each other with a spirit of collaboration.

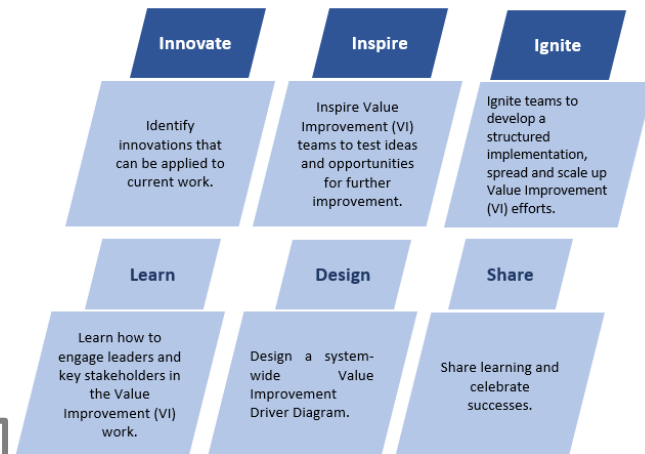


Figure 1. NVIC LS 3 Objectives



Learn Quality Improvement: Mini-Series

FAMILY OF MEASURES



OUTCOME MEASURE: are the measures you ultimately want to move. They tell you how the system is performing. It states: *Where are we going?*

PROCESS MEASURE: measures of whether an activity has been accomplished. It tells you if the parts or steps are performing as planned to affect the outcome measure. It states: *What are we doing?*

BALANCING MEASURE: assess whether the changes designed to improve one part of the system are introducing changes elsewhere. Looking at a system from different directions or dimensions. What happened to the system as we improved the outcome and process measures. It states: *What else is happening?*

Reference: 2nd Ed., *The Improvement Guide*

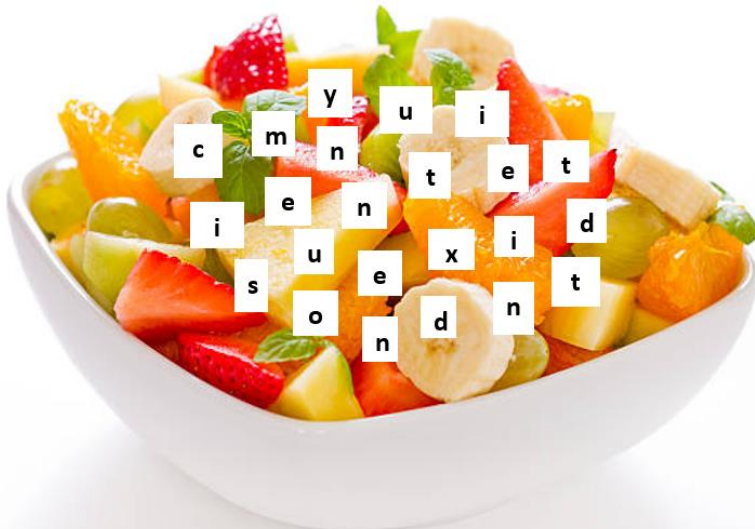


by Ana Jimena

Salad Bowl Letters

Use up all the letters in the salad bowl to fill in the spaces and find 8 words to complete the quote.

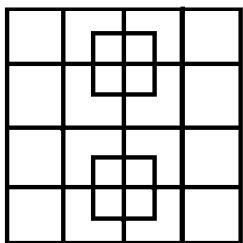
The first three (3) to submit the correct and complete quote will be notified. Email us at hhqi@hamad.qa



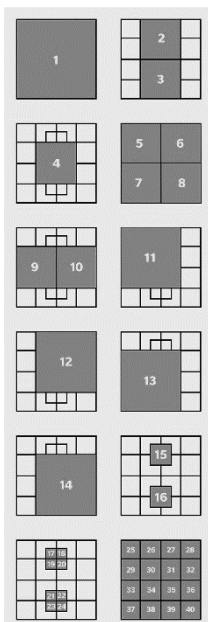
_x_ee_i_g Q_al_t_ _s e_p_c_a_i_n
a_d _ee_s m_et__g c_s_o_er_

Joy at Work Corner Issue 6 Answer

How many squares do you see?



40 squares



CONGRATULATIONS!
Think Outside the Box 3 Winners

Mohamed Aloui
Ambulance Service

Mark Edison Torres Baladad
Hamad General Hospital – Operating Theatre

Roy Henry Salta Licas
HICT – Al Wakra Hospital

The LEADERSHIP MOMENT

“The connectedness of who we are and what we do is totally related to our effectiveness”

Nancy Barry, Builds Women’s World Banking