

# INSIGHTS

## HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

November 2023 | Issue 31

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### HHQI LEARNING EVENTS

- National Value Improvement Collaborative Spread 2
- High Performing Organizations Program

### PROGRAM HIGHLIGHTS

**High Performing Organizations Program...**is designed to expand the capacity for improvements in organizations by developing leaders and quality professionals ...read more on page 5

### COLLABORATIVE HIGHLIGHTS

**NVIC Spread LS 2...**were filled with rich discussions and relatable topics that will support and empower the teams to make positive and effective changes resulting in a better healthcare outcome.. read more on page 5

### QI SPOTLIGHT

**Nurse-Led Therapeutic Play In Pediatric Inpatient Al-Maha...**is a notable innovative approach aiming to provide support to hospitalized children by helping them release anxiety, manage stress, and cope with pain.. read more on page 3

### INSPIRING STORY

**The "I" in Quality...**all we need is to "trust our people", considering they are the subject matter experts and can easily pinpoint issues that matters and needs to be improved.. Read more on page 3  
**Inspiring True Stories..** For more details us at [hhqi@hamad.qa](mailto:hhqi@hamad.qa)



### HIGH PERFORMING ORGANIZATIONS PROGRAM



### JOY IN WORK MINI-SERIES WITH MEDICAL EDUCATION RESIDENTS



### JOY AT WORK CORNER:

### Things To Save

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. Abdulaziz Al Darwish**

*Deputy Chief Medical Officer for medical Staff Affair and Medical Workforce Planning and Performance*

Dear INSIGHTS Readers,

It gives me immense pleasure when I see team HHQI sowing the quality seeds through their Capacity and Capability programs that continuously develops QI champions across HMC that will support the healthcare system aligning to the national strategy.

HHQI's October program calendar were filled with so much learning activities like the National Value Improvement Collaborative Spread Learning Session 2 attended by over 200 healthcare professionals and leaders; launching of the High-Performance Organizations Program in partnership with the Institute for Healthcare Improvement and other QI trainings/courses being offered. In addition, a pilot workshop for Joy at Work Mini-Series for Medical Residents were effectively delivered. I am glad to share that they can spread joy for a healthy work-life balance.

On the other hand, I would like to welcome one of the HMC leaders, Dr. Abdulaziz Darwish, to share his inspiring leadership message with all of us.



Dear HHQI Insights Readers,

In the pursuit of delivering exceptional patient care, it is imperative that we, as a healthcare organization, continuously strive to enhance our services. As the Deputy Chief Medical Officer, I firmly believe that many of the HMC organizational challenges we face can be effectively addressed by leveraging improvement tools and methodologies. Data-driven approaches, thorough analysis, and the prioritization of efforts, along with gaining confidence in our solutions before implementing them at a large scale, are the keys to achieving this mission.

In healthcare, the stakes are high, and our patients rely on us to provide them with the best possible care. It is not enough to rest on our successes or rely on traditional practices. We must actively seek ways to improve our services, increase efficiency, and enhance patient outcomes.

To accomplish this, we encourage all our medical staff and teams at HMC to embrace the principles of continuous improvement. By collecting and analyzing data, we can identify areas where performance can be enhanced. Once we have a clear understanding of the issues at hand, we should prioritize efforts and focus on those that will have the most significant impact on patient care.

Crucially, we must not rush into implementing changes without first gaining a high level of confidence in our solutions. Rigorous testing, collaboration, and validation are essential steps to ensure that the changes we make will truly benefit HMC.

By adopting this mindset of continuous improvement and utilizing improvement tools, we can elevate the quality of care we provide. Let us work together with Hamad Healthcare Quality Institute, to bring about positive change, promote a culture of learning and growth, and, most importantly, ensure the best possible care for our patients. It is our shared responsibility and commitment to excellence that will drive our organization forward and deliver lasting benefits to those patients and families, we serve.

# INNOVATIVE EVIDENCE-BASED PRACTICES - PATIENTS RECEIVING NURSE-LED THERAPEUTIC PLAY IN PEDIATRIC INPATIENT AL-MAHA

**A**l-Maha Pediatric Inpatient Nursing team for Al Wakra Hospital is motivated to continue what the team has started in 2019 thru the Value Improvement Program. The team’s quality journey has started upon recognizing that there is a need for improvement in the Pediatric Inpatient Unit. The initiative has led us to develop and train nurses in utilizing evidence-based practices ensuring that the care provided will result in the improvement of quality of care for pediatric patients and this commitment aligns with the broader goal of continuously improving their care.

The introduction of *Nurse-Led Therapeutic Play* for hospitalized children is a notable innovative approach aiming to provide support to hospitalized children by helping them release anxiety, manage stress, and cope with pain through therapeutic play. This holistic approach is pivotal in pediatric care, acknowledging the multifaceted needs of the young individuals receiving medical attention. Despite facing limitations in budget and resources, the nursing team demonstrates creativity by utilizing items such as rag dolls, painting materials, and washable toys to enhance the care provided to the young patients. The team not only contributes to the physical recovery of the young patients but also strives to create a supportive and healing environment.



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As a result, from the series of team huddles, testing and modifying the change as needed and establishing staff engagement we are currently accommodating a total of 35 eligible patients who will receive therapeutic play every week. The patients-parents’ feedback were improved from 75% to 90% satisfaction. This initiative goes beyond conventional medical care, recognizing the importance of addressing psychological and emotional well-being in pediatric patients. The team’s next step is to extend the therapeutic play for the evening shift and during weekends.

Heartfelt thanks to our DON Ms. Ghadeer Mustafa for her lead and support, our pediatric division head nurses, and our pediatric inpatient and PICU nurses, for their unwavering support and compassion for giving the best care in every patient and patient’s family is truly remarkable.

Ayat Sulaiman Abdullah Alsmadi  
Head Nurse, Inpatient Al Wakra Hospital

# THE “I” IN QUALITY

Quality improvement is about giving the healthcare professionals and leaders opportunities to realize issues and problems and make everyone involved in transforming improvement initiatives. It includes a systematic and coordinated approach to solving a problem using quality improvement methods and tools with the use of science of improvement.

The formative years in my Quality Improvement (QI) journey started as a lead of the Clinical Improvement Team way back in 2019. The team was established to oversee the QI initiatives in the Medical Inpatient Unit of Hamad General Hospital. We collaborated using the three E’s framework: *ensure* (compliance with standards and policy), *enable* (help staff in their skills to lead project) and *empower* (enculturating staff and leaders to embrace the science of improvement in their daily works).

One of the concrete examples I had experienced is having the staff privileged to speak in



front of the leaders, in conferences, and present their poster abstracts to the public. This made them more inspired to do better making them feel valued and appreciated. Now, the “I” becomes an inspiration to be more participative and be involved in improvement projects to innovate newer practices. Innovations such as the Kanban system, flow lounge, and patient stories are some of the sustainable projects that are proudly supported by the staff and leaders.



As the team’s QI journey matures, I subsequently realized that staff involvement in QI is mutually beneficial in boosting engagement and helping to improve

quality thus leading to our 3-year department-project,

## Kenneth Jun Logrono

Clinical Improvement-  
Medical Inpatient



“What Matters to You, Matters to Me too”. This QI project aims at improving staff engagement score that includes first department-based second victim support program, tea times with leaders, kudos boards and any ideas that sparks joy at work. I could reason out a clear relationship between high scores on involvement, overall staff engagement levels and the success of the projects – all we need is to **“trust our people”**, considering they are the subject matter experts and can easily pinpoint issues that matters and needs to be improved. At this point, the “I” becomes the “improvement”, learning to deal with their daily problems using the science of improvement yielding to changes that they can



personally feel and experience first-hand.

Once again, as an Improvement Leader and Coach in my facility, I

realized that the “I” in quality is synonymous with responsibilities ensuring a balance between staff engagement and leadership buy-in. My journey in quality here at HMC fostered an inspiration for many staff nurses. I started building capabilities with the help of HHQI and IHI and I believe that these experiences I gained will help me give back to the system by paying it forward to the front-liners. Ultimately, the “I” in quality is no ordinary letter. The “I” stands for *individual ownership, inspiration, innovation, and improvement*. Making improvement happen requires staff engagement that enables connections between the aims of change. Just like I and my team’s experience with QI, I hope you have established your own “I” in your improvement journey.

## HIGH PERFORMING ORGANIZATIONS PROGRAM

by Dr. Gautam Sharma



The Hamad Healthcare Quality Institute (HHQI) in collaboration with the Institute for Healthcare Improvement (IHI) successfully launched the High-Performing Organizations (HPO) Program last October 18 and the first workshop was completed on October 29-30, 2023. The program unfolds over an eight-month duration, comprising three two-day in-person workshops and twelve coaching and learning webinars.



The HPO program is designed to expand the capacity for improvements in organizations by developing leaders and quality professionals. The program focuses on 4 learning domain areas: Learning System, Leadership, Patient Partnership, and Culture. The program learning objectives will support participants to become change agents in their area of responsibility. They will be able to assess and improve collaboratively with insights into psychological safety, accountability, teamwork, communication, negotiation, continuous learning, improvement measures, reliability, transparency and leadership for overall safe and reliable healthcare organizations.



## NVIC SPREAD LEARNING SESSION 2

by Dr. Raana Siddiqui



Learning Session 2 of the National Value Improvement Collaborative Spread saw a great learning and sharing experiences that took place for three days from October 23-25, 2023, and was attended by 250 participants inclusive of 45 teams from across HMC, PHCC and QRC.

Day 1, Coaches Day focused on the successes and challenges of Action Period 1 and the vision for the future state, reviewing the team's box scores highlighting the importance of Joy at Work and ways to achieve it and action planning for Action Period 2.

Day 2. As always, an engaging icebreaker started the day followed by an inspiring leadership message from Prof. Abdul Badi Abou Samra. The teams' representatives shared their experiences on the challenges and successes and their journey on the Value Improvement initiatives, the benefits in applying the value improvement methodology and its components, the quality improvement methodology and tools necessary to understand and enhance their VI initiatives for the new spread teams, Flow measures aligned with VI, data management, ideas on tracking progress and Joy in Work. Lastly, several value management boards were displayed for other teams to learn from it.



Day 3. Highlighted the team's insight into finance measure, a panel discussion with good representation from the leaders, physicians, nurses and pharmacists shared great ideas on how to engage key stakeholders in their value improvement work. World Café has provided participants with a good opportunity to learn from discussions and shared experiences.

The NVIC Spread Learning Session 2 were filled with rich discussions and relatable topics that will support and empower the teams to make positive and effective changes resulting in a better healthcare outcome and reaching a high level of engagement from all spread teams, coaches and faculty.

by Cathy Jamias



Ten things that you can SAVE. Can you find them?

Email your answer to us at [hhqi@hamad.qa](mailto:hhqi@hamad.qa)

L D F S E E S J T T M A J C L  
 F I A K F A J K D N D B S K E  
 Y Z V G U G W N P M R H S G K  
 E C B E P M X S M G M C Y U N  
 N M W L S E I L T G T F D M R  
 E P I A T Z Y S D R P L X A O  
 R H Y T T V A J H Q L H E O S  
 G V E X I E X C X K A A O W Z  
 Y A V S X C R G K O N B J T V  
 Y E N O M B Q F L J E S O Z O  
 A S P U C S N E Z G T R G M F  
 Y P N P R L A K T T E A G U O  
 Q D Y T I C I R T C E L E L O  
 G I K F C R G O S H G L A Y D  
 V S M R Q H N U C E T H W E U

Issue 30 Answer : Rebus Puzzle

What goes up Must go down

Win at ease

Try to understand

Metaphor

All things great and small

One thing after another

History repeats itself

Teamwork

Breakfast

Once upon a time

Multiple choice

No idea



CONGRATULATIONS!

Rebus Puzzle

Eliza Macaraeg Gaceta

DSCC DAAM 3

Alexis Ivory Tamondong Llamas

Nursing Informatics Department

Jinson Kochukutty Baby

Hazm Mebaireek General Hospital

HHQI  
LEARNING  
EVENTS

NOVEMBER  
2023

- 01 Improvement Leadership Program Cohort 5 Graduation Day
- 02 Fundamentals of Quality Improvement Course-English
- 06 Clinical Care Improvement Training Program Cycle 19 – Prep Day
- 08-09 Improvement Expert Program Workshop 2
- 12-13 Age-Friendly Health System Collaborative Learning Session 2
- 14 High Performing Organizations Program – Action Plan 1 Session
- 15-16 Clinical Care Improvement Training Program Cycle 19
- 19-21 Hospital Wide Patient Flow Collaborative Workshop- Emergency Department
- 22 High Performing Organizations Program – Action Plan 1 Session
- 26-28 Intermediate Quality Improvement Course
- 29 Fundamentals of Quality Improvement Course-Arabic
- 30 Workforce Wellness through Joy at Work session with Medical Education

“ Act with kindness but do not expect with gratitude ”

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Share your insights with us at [hhqi@hamad.qa](mailto:hhqi@hamad.qa)