معهد حمد لجودة الرعاية الصحية
Hamad Healthcare Quality Institute

INSIGHTS

HAMAD HEALTHCARE QUALITY INSTITUTE NEWSLETTER

September 2026 | Issue 65

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Share your Inspiring True Stories!

For more details email us at

hhqi@hamad.qa



Geriatric Dermatology (GeriDerm) Team



6 East and 6 Central Medical Units-HGH Team



JOY AT WORK CORNER:

First & Last!

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



Mr. Nasser Al Naimi
Chief of Patient Experience and Director, Hamad Healthcare Quality Institute

Dear INSIGHTS Readers,

Welcome to this edition of HHQI Insights. I am delighted to connect with you again as we continue our journey of sharing knowledge, celebrating achievements, and fostering excellence across our healthcare community.

In this issue, I am pleased to invite Dr. Adel Mohd. A. Wahab A. Al Naimi, Deputy CEO & Medical Director HMGH, GI/Hepatology Physician & IAEA Fellowship to share his perspective through the Leadership Message.

We hope you find this edition insightful and engaging, as we look forward to continuing our collaboration towards improvement.



Dr. Adel Mohd. A.Wahab A. Al Naimi
Deputy CEO & Medical Director HMGH
GI/Hepatology Physician,
IAEA Fellowship

Excellence in healthcare is not simply a goal; it is a commitment we renew every day, a responsibility we share, and a difference we make in the lives of patients and families. It begins with a clear purpose, is strengthened by compassionate leadership, and is realized through the dedication and collective efforts of our people. True excellence is reflected not only in outcomes, but also in the trust we earn and the quality of care we provide.

At Hazm Mebaireek General Hospital (HMGH), we are committed to building a culture where quality and patient safety guide every decision and action. We believe excellence thrives when people are empowered to speak up, learn from experience, embrace innovation, and continuously improve. By combining professional expertise with compassion, accountability, and teamwork, we can transform challenges into opportunities and achieve better outcomes for those we serve.

The Hamad Healthcare Quality Institute (HHQI) provides a valuable platform to inspire progress, share knowledge, foster innovation, and bring healthcare professionals together around a common purpose: delivering safer, higher-quality care. HMGH is proud to contribute to this journey, learn from others, and share our experiences to advance healthcare excellence across HMC.

As leaders, our responsibility extends beyond achieving results today. We must inspire people, shape culture, and strengthen systems that sustain excellence for the future. By empowering teams, removing barriers, and promoting shared accountability, we create an environment where everyone contributes to improvement.

At HMGH, excellence is a collective responsibility, patient safety is our highest priority, and continuous improvement is our shared commitment. Together, we will continue to raise the standard of care and deliver excellence every day.

"Excellence is built by people, sustained by strong systems, and measured by the difference we make in every patient's life."

PROGRAM HIGHLIGHT

Launching the Leadership Program Cohort 9

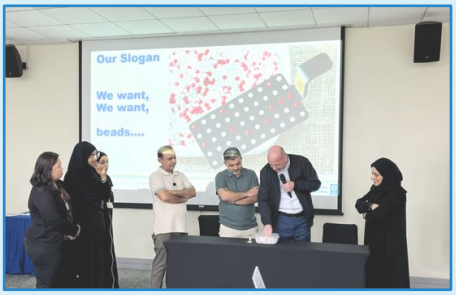


by Dr. Jawed Iqbal

*L*ast 03rd September, Improvement Leadership Program (ILP) Cohort 9 was launched, a transformative learning journey designed to develop leaders who can drive excellence, innovation, and sustainable results across the organization. Grounded in the principles of the High Performing Organization (HPO) Framework and the High Impact Leadership Framework, this program equips participants with the knowledge, skills, and behaviors needed to lead effectively in today's complex healthcare environment.

Throughout the program, participants will strengthen their ability to create a shared vision, foster a culture of continuous improvement, engage and empower teams, and make data-informed decisions that deliver meaningful outcomes. The curriculum emphasizes practical application, reflective learning, and collaborative problem-solving, enabling leaders to translate learning into action and impact.

As we embark on this journey, we look forward to seeing the 29 participants of ILP Cohort 9 grow as change agents and influential leaders who inspire others, champion improvement, and contribute to building a high-performing organization that delivers exceptional value and quality in every aspect of its work.













"High-impact leaders create high-performing organizations by empowering people, fostering continuous improvement, and keeping purpose at the center of every action."



INSPIRING STORY

GeriDerm: Beyond the Skin, Redefining Age-Friendly Care



Dr. Sara Saleh H. M. Al-Khawaga
GeriDerm Clinical Lead , Specialist, Dermatology



Dr. Wasim Akram,
GeriDerm Clinical Lead Associate Consultant, Geriatrics

At Hamad Medical Corporation's Geriatric Dermatology (GeriDerm) Clinic, we have learned that the skin can tell a much bigger story about ageing.

Established as a joint service between HMC's Dermatology and Geriatric Medicine departments, GeriDerm represents one of the first models of its kind, bringing both specialties together to provide integrated care for older adults. Our clinical experience and research demonstrate how the skin can serve as a window into systemic disease, function, wellbeing and healthy ageing.

Sometimes that window reveals something unexpected. In one of our published cases, a patient presenting with Kaposi sarcoma ultimately led us to the diagnosis of an underlying, previously unrecognized chronic lymphocytic leukemia. Our ongoing work examining skin manifestations among older adults with diabetes similarly highlights how visible changes in the skin may reflect the burden and complications of one of our patients' most prevalent chronic diseases.



Dr. Badria Al Mahmoud, Corporate Chair of Dermatology



Prof. Hanadi Khamis Al Hamad, Deputy Chief Medical Officer – Long-Term Care, Rehabilitation & Geriatrics, RH









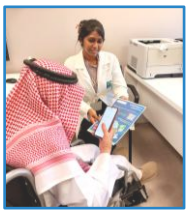
Note: HMC informed photography consent has been obtained from the patient that includes publication, media, etc.

This philosophy naturally aligned with the *Institute for Healthcare Improvement's (IHI) Age-Friendly Health Systems 4Ms framework: What Matters, Medication, Mentation and Mobility.* We began asking more than *"What is the skin diagnosis?"* We asked whether *itch was affecting sleep and quality of life*; whether *medications might be contributing to blistering or other skin disease*; whether *declining mobility was contributing to pressure-related skin problems*; and whether *changes in cognition, mood or self-care could be visible through the skin*.

These conversations have changed how we understand dermatological care in older adults.

Our recognition as an ***Age-Friendly Health System – Committed to Care Excellence*** represents an important milestone, but its greatest impact has been on how our team thinks and cares.





GeriDerm has taught us a simple but powerful lesson: ***in an older person, caring for the skin can be a gateway to preserving health, function, independence and dignity.***

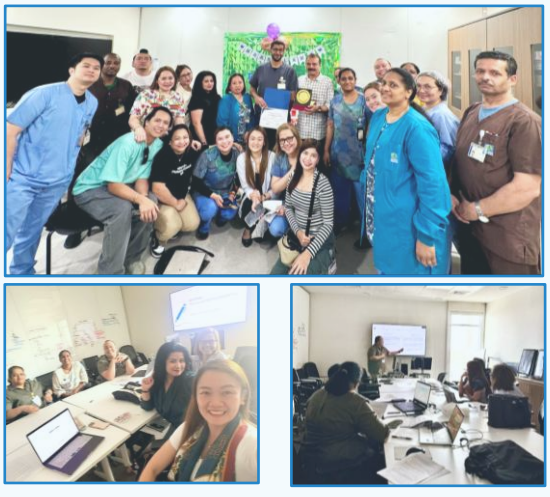
***Special Thanks to the Leaders and the AFHS Team**: Prof. Hanadi Khamis Al Hamad, Dr. Badria Al Mahmoud, Dr. Wasim Akram, Dr. Sara Al Khawaga, Dr. Wadha Al Shafi, Dr. Hanof, Dr. Shouq Al Thani, Mrs. Hala El Masry, Anh Jochebeth, Cynthia Elizabeth, Febu Joy, Hanene Aloui, Nashiba Hadrijul, Dr. Sameer Valappil and RH Pilot Team, coaches Novica Icic, Manju Mathew, Mostafa Elawady, Emran Kanan.*

QUALITY SPOTLIGHT

From Frontline Innovation to Published Impact: HGH Medical Nursing Teams Embark on Their Scholarly Writing Journey

Two years ago, the 6 East and 6 Central Medical Inpatient Units embarked on quality improvement (QI) initiatives aimed at reducing healthcare costs and enhancing patient experience. What began as frontline-led projects driven by dedicated nurses has since evolved into sustainable, high-impact initiatives that continue to deliver meaningful results.

This year marked an exciting milestone as both teams took the next step in their QI journey by transforming their work into scholarly contributions for publication in BMJ Open Quality, a respected peer-reviewed journal. Staff nurses from both units were invited to participate in the QI Clinics Manuscript Writing Workshop, equipping them with the skills and support needed to develop publication-ready manuscripts.



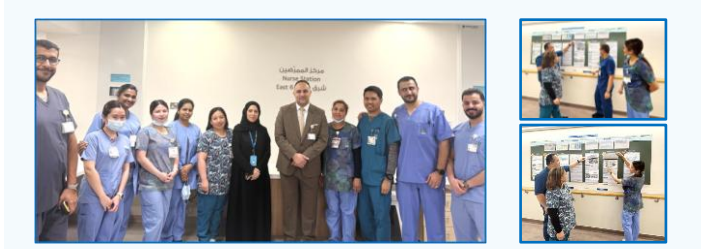
The initiative was spearheaded by Ms. Analyn Guibac Malabato, Acting Head Nurse of 6 East and 6 Central at Hamad General Hospital (HGH), as part of ongoing efforts to strengthen staff capability, engagement, and professional development. The workshop was made possible through the support of Mr. Mohammad Abuqamar, Director of Nursing for the Medical Inpatient Department, alongside Ms. Nadia Al-Mansoor, Assistant Executive Director of Nursing (AEDON), and Mr. Emad Mustafa, Acting Executive Director of Nursing (EDON). Their commitment to fostering a culture of research and innovation continues to inspire nursing excellence across HGH.



Ms. Analyn G. Malabato
A/Head Nurse
6 East & 6 Central Med-Units
HGH

During the workshop, the 6 Central Summit Team focused on developing their manuscript, *"Leanomics: A Concept for Sustainable Cost Reduction of Medical Consumable Items."* The project demonstrated a 50% reduction in costs through the implementation of the Kanban system, highlighting how simple, sustainable solutions can create significant organizational value.

Meanwhile, the 6 East Team developed their manuscript, *"Using Patients' Lived Experience to Redesign and Reduce Needle Pricks for Bedside Lumbar Puncture Through Co-Design."* Rooted in patient-centered care, the project achieved a 30% reduction in needle pricks by integrating patients' experiences into care redesign.



A key contributor to the team's success was Mr. Kenneth Jun Logrono, Head Nurse for Nursing Practice Performance and Improvement. Through his mentorship and expertise, participants gained confidence in academic writing and publishing. Ongoing support was also provided through weekly QI Clinics.

As the workshop concluded, participants left with enhanced writing skills and renewed confidence to contribute to healthcare knowledge. Their journey from quality improvement projects to scholarly publication highlights the vital role nurses play as caregivers, innovators, researchers, and change agents shaping the future of healthcare.

QI JOURNEY

REFLECTION

Beyond Numbers: My Journey from Data Analyst to Improvement Coach



by Ms. Shahina Shameer

There are moments in life that quietly transform how we see ourselves. For me, that transformation did not come from a dashboard, a report, or a performance metric. It emerged through my journey in healthcare quality improvement.

I began my career as a Data Analyst, finding comfort in numbers. Data provided clarity, revealed patterns, measured performance, and guided decisions. I trusted it because it was objective and reliable. My journey into healthcare quality started with the Fundamentals and Intermediate Quality Improvement programs, followed by the Clinical Care Improvement Training Program (CCITP). These experiences deepened my understanding of improvement science and eventually gave me the privilege of serving as faculty, helping others learn and grow.

Yet it was the Improvement Coach Program that changed something deeper.

While I had spent years learning how to analyze systems, I had not fully understood the power of conversation. Through coaching, I discovered that meaningful improvement is rarely driven by tools alone. It begins when people feel heard. It grows when teams are given the space to reflect, share ideas, and explore new possibilities. I learned that lasting change does not always start with an answer. More often, it starts with curiosity.

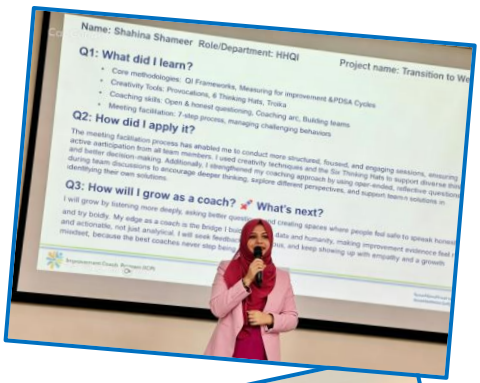
One lesson continues to guide me every day: *"A great question, asked with genuine curiosity, can move a team further than any tool ever could."*



Looking back, the greatest transformation was not in the teams I supported, but in myself. The program held up a mirror and allowed me to see beyond the role of Data Analyst or faculty member. I saw a coach, a listener, and someone who could help others discover their own strengths and confidence.

Today, I still believe in the power of data. Data tells us what is happening and where improvement is needed. But I have learned that behind every data point is a human story, behind every improvement is a team, and behind every lasting change is a meaningful human connection.

I entered this journey focused on numbers and outcomes. I continue it as an Improvement Coach, guided by curiosity, empathy, and a belief in people.





"Data tells us what is happening. Listening helps us discover what is possible."

The Power of Small Changes: How Incremental Improvements Lead to Big Results



by Ms. Ana Jimena

In healthcare and other complex systems, significant improvements are often associated with major transformations, advanced technologies, or large-scale initiatives. While these efforts can create meaningful change, some of the most sustainable and impactful results often emerge from small, incremental improvements that are applied consistently over time. These seemingly minor adjustments can accumulate into substantial gains in quality, efficiency, safety, and overall performance.

Quality improvement is founded on the belief that every process can be improved. Small changes such as eliminating a redundant step in a workflow, enhancing communication during patient handovers, standardizing routine procedures, or improving documentation practices may appear insignificant on their own. However, when these changes are tested, refined, and adopted consistently, their combined impact can be remarkable. Over time, small improvements help reduce variation, prevent errors, and create more reliable systems that support better outcomes.
Incremental improvement allows teams to learn quickly while minimizing risk. Rather than making large changes all at once, organizations can test ideas on a small scale, gather feedback, and adapt based on what works. This approach encourages innovation, promotes staff engagement, and creates a culture where continuous learning becomes part of everyday practice.

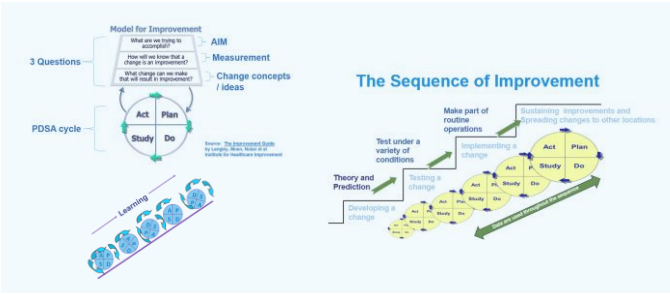
One of the greatest advantages of incremental improvement is its ability to promote learning while minimizing risk. Rather than implementing major changes all at once, teams can test ideas on a small scale, evaluate results, gather feedback, and make adjustments before broader implementation. This approach encourages experimentation, fosters innovation, and empowers frontline staff to identify practical solutions to everyday challenges. It also helps create a culture where continuous learning and improvement become part of daily work rather than a separate activity.

The Model for Improvement and Plan-Do-Study-Act (PDSA) cycles exemplify this philosophy. By testing small changes, teams can determine what works, build confidence in successful practices, and gradually expand improvements across departments or organizations. As evidence accumulates, these modest efforts often lead to significant enhancements in patient outcomes, operational efficiency, staff engagement, and patient safety.

History has repeatedly shown that excellence is rarely achieved through a single breakthrough. Instead, it is often the result of countless small, intentional actions taken consistently and purposefully over time. Every improvement, no matter how small, contributes to a larger journey toward excellence and high-quality care.

As healthcare professionals, we should recognize and celebrate these everyday improvements. A simple idea shared by a team member, a process refined through collaboration, or a small adjustment that saves time can become the foundation for meaningful transformation. When organizations embrace a mindset of continuous improvement, small changes become powerful drivers of lasting success.

Small changes, consistently applied, create the momentum that leads to extraordinary results.



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Imai, M. (1986). Kaizen: The Key to Japan's Competitive Success. McGraw-Hill.

JOY AT WORK CORNER



by Ms. Ana Jimena

First and last! All about Geography. *Complete the word.* Email your answer at *hhqi@hamad.qa*

Half of the Earth	H_____E
Large area of elevated flat land	P_____U
Sub-tropical grassland with scattered trees	S_____A
Art and science of mapmaking	C_____Y
Treeless Arctic or Alpine plain	T____A
Treeless grassland found in parts of Europe and Asia	S____E
Large, slow-moving mass of ice	G_____R
Completely surrounded by land, with no coastline	L_____D
Indigenous people of Arctic regions including Greenland and Canada	I___T
Island nation in the Indian Ocean, east of Madagascar	M_____S
Ancient hilltop complex overlooking Athens	A_____S
Vast grassland region spanning Argentina and Chile	P_____A
Large desert region spanning Botswana, Namibia, and South Africa	K_____I
East African ethnic group known for pastoral traditions	M____I
Underground layer of rock that stores water	A_____R

"Every improvement, no matter how small, creates momentum for excellence."

Anonymous

CONGRATULATIONS!

Elsa Teena Varghese
Outpatient Nurse, HH

Himani Chilwal
Occupational Therapy Assistant Technician, MHH

Sheena Sajan
Outpatient Nurse, HH

Share your insights with us at hhqi@hamad.qa

HHQI LEARNING EVENTS — SEPTEMBER 2026

3	Improvement Leadership Program Cohort 9 Launch
23 - 24	Improvement Leadership Program Cohort 9 Workshop 1

Issue #63 Answer : *Words Search!*

G	F	X	P	R	E	V	E	N	T	I	V	E	X	Z	X	S	K	B	E
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X	L	H	Q	O	A	K	N	V	D	G	I	N	S	R	E	N	R	G	K



Did you know?

*"Every **improvement project** begins with a simple question: "How can we make care safer, better, and more effective for patients?"*



Dr. Sahar Al-Shamari



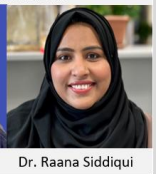
Dr. Reham Hassan



Dr. Jawed Iqbal



Ana Jimena



Dr. Raana Siddiqui

HHQI INSIGHTS EDITORIAL TEAM