

# The NURSE ADVOCATE

By Nurses for Nurses



Issue 1. June 2013

## Welcome to the first issue of Hamad Medical Corporation's Nursing Newsletter

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### Welcome Message



Dr Ann Marie Cannaby

It is with great pleasure that I introduce the first edition of The Nurse Advocate; a newsletter written by our nurses, for our nurses. This publication will be a valuable communication channel which will strengthen our nursing community through sharing development opportunities, stories of mutual interest and celebrating our achievements as we move forward.

I would like to thank the members of the newly formed Nursing Newsletter Committee for their efforts and enthusiasm in producing the first edition and their commitment to continuing it. I also extend my thanks to the nurses who have contributed to the content by offering ideas and information. I encourage those of you who are interested in participating in future editions to contact the Nursing Newsletter Committee. Initially, the newsletter will be published quarterly with the goal of monthly publication as we progress.

As a nursing workforce of over 8,000, across multiple sites and landscapes, we must remember that we are one community with a shared goal; to deliver the safest, most effective and compassionate nursing care based on the individualized needs of the patients and their families. We are working together with the aim of becoming one of the best nursing services in the world. The Nurse Advocate will enable us to communicate, with those things in mind. I look forward to contributing to and reading all future editions.

إنه لمن دواعي سروري أن أقدم لكم العدد الأول من نشرة التمريض الدورية "صوت التمريض" وهي نشرة دورية تكتبها الكوادر التمريضية بالمؤسسة لتُنشر على طواقم التمريض، وسيمثل هذا الإصدار قناة اتصال هامة للكوادر التمريضية يتم من خلالها مشاركة فرص التطوير بينهم والمواضيع ذات الإهتمام المشترك، والاحتفال بالإنجازات التي نحققها خلال مسيرتنا.

وأود أن أتقدم بالشكر لكل أعضاء لجنة نشرة التمريض الدورية التي شكلت مؤخرًا على الجهد الذي بذلوه وعلى الحماس والالتزام الذي أظهره لاستكمال إصدار هذا العدد. كما أتقدم بالشكر لكل الكوادر التمريضية التي ساهمت في إثراء محتوى هذا العدد من خلال تقديم الأفكار والمعلومات، وأدعو كل المهتمين بالمشاركة في الأعداد القادمة للتواصل مع لجنة نشرة التمريض الدورية. سنعمل حاليًا على إصدار النشرة كل ثلاث أشهر، ثم ستطرح على نحو شهري في المستقبل.

وباعتبارنا قوة تمريضية يزيد عددها عن 8.000 ممرض وممرضة يتوزعون في مختلف مواقع ومرافق المؤسسة، ينبغي علينا أن نتذكر دائمًا أننا مجتمع واحد نحمل هدفًا واحدًا هو تقديم خدمات تمريضية آمنة وحانية وفعالة، تعتمد على تلبية الاحتياجات الفردية للمرضى وأسرتهم. وسوف نعمل معًا لنقدم خدمات تمريض على مستوى عالمي، فيما ستمكنا النشرة الدورية من التواصل ضمن تلك الأهداف. وأنا أتطلع قدمًا للمشاركة في الأعداد القادمة وقراءتها.

## Introducing 'The Nurse Advocate' Newsletter Committee

Your Newsletter Committee is comprised of frontline nurses across Hamad Medical Corporation. Each member chairs a sub-committee at each of their respective facilities, ensuring that all nurses have a voice.

The purpose of 'The Nurse Advocate' is to raise the image of nursing and support communication across the corporation by recognizing the achievements of our nurses and multidisciplinary teams, highlighting educational offerings - both locally and abroad, as well as to highlight international nursing news.

If you are interested in submitting a story for inclusion in 'The Nurse Advocate', you may contact your hospital member directly or alternatively email it to: [nursing.newsletter@hmc.org.qa](mailto:nursing.newsletter@hmc.org.qa). All articles will be reviewed by the Nursing Newsletter Committee prior



**Front Row (L-R)** Ms. Rezielyn Dorado Clanor, Ms. Dawn Ould, Mr. Brent Foreman, Ms. Kristene Facultad. **Back row (L-R)** Ms. Kristine Luzano, Mr. Jebin Augustine, Ms. Rakhi Sasidharan, Mr. Tawfiq Elraoush, Mr. Zuhi Naimodeh, Ms. Noronha Maria Daisy, Ms. Jyothi Shadakshraian. **Absent** Mr. Afshin Ahmed, Ms. Ritze P. Siazon, Ms. Yaumaris Tapanes, Ms. Melane Augustin, Ms. Fatima Mohd., Ms. Shilah Ancheta

to publication. Please refer to the last page of this newsletter for a list of

committee members and the locations they are representing.

## Naming the Newsletter Competition

We wanted to give every nurse the opportunity to suggest a worthy name for our newsletter. A competition was held between May 9th and May 16th and there was an incredible response; we received suggestions from over 200 nurses and had over 800 names to choose from. To make the selection fair, we replaced all of the entrants' names with numbers to make them anonymous and asked all of the committee members to select their top three - the one with the most votes was chosen as the winner. We also awarded prizes to second and third place.

### ....And the winner is

Mr Julius Icban, RN, and frontline nurse at the residential compound (Rumailah) came up with the winning name: 'The Nurse Advocate'. He received a brand new iPad Mini (16gig, wifi + cell) and an assortment of Patchi chocolates for his winning entry. Mr Icban is originally from the Philippines and has been a nurse in Doha for 13 months, along with his wife who is also a nurse at HMC. We caught up with him after he received his prize:

"I had several entries in mind, but I ended up submitting "The Nurse Advocate" and "The Advocate". I thought that these two titles were perfect for the newsletter because, as mentioned in the flyer, it is made by nurses for nurses. I figured that the newsletter should take on the role of nurse advocate; to give inspiration and motivation to all the nurses who will read it....

I was not expecting to win because I was sure there were too many entries. I was surprised that Dr Ann Marie Cannaby and Mr Brent Foreman came to our unit to personally congratulate me.... Seeing my suggestion on the front of the first edition of the newsletter will be priceless".

### ....And the runners up are

We would like to give special mention



Competition winner: Mr Julius. Icban, RN, receiving his certificate and prize from Dr Ann Marie Cannaby - Executive Director of Nursing (Corporate)

to the two runners up who were both awarded Jarir Bookstore gift vouchers worth 100QR:

- 2nd place: Ms. Reena Samuel, Home Health Care Services
- 3rd place: Ms. Anie Scariah, MICU-HGH

Thank you to everyone who submitted their suggestions; there were many excellent names put forward. We were so pleased with your enthusiasm!



### Nursing Strategy

As you are all aware, last year, under the guidance of HMC's nurse leaders and the Executive Management Committee, the groundwork for a Strategy designed to transform the Corporation's nursing service began. The result is a Strategy that articulates the link between nursing practice, education, leadership, governance and research. In the coming weeks every nurse at HMC will receive a hard copy of the two-year action plan that serves as the foundation for this Nursing Strategy. This document can also be downloaded at the following link: <http://intranet/nursingstrategy.htm>

### IHI

The first Middle East Forum on Quality Improvement in Healthcare (IHI) in Qatar was held at the Qatar National Convention Centre from 17 to 19 May 2013. This first of its kind event in the Middle East provided HMC staff with access to the IHI's methodologies and expertise. To enable HMC staff to build on the lessons learned at the Forum, staff have been given free access to the IHI Open School. More than 1,400 staff have already registered. To register for the Open School visit the following link: [www.ihl.org/hamad](http://www.ihl.org/hamad).

### Pediatric Celebrations

On June 16 and 17, 2013, 706 HMC nurses received accreditation through Canada's University of Toronto as part of the partnership between SickKids International and HMC. The accreditation is part of HMC's commitment to developing pediatric clinical programs and staff through education, training and child health research in Qatar. This accreditation informs our patients that HMC's pediatric nurses have met a quality standard. It demonstrates both their knowledge and skills and is another example of our commitment to quality and accountability.

## International Nursing News... 1,2,3: *Researched by Jyothi H. Shadashraiah, RN*

### 1) HMC Nurses Attend international Nursing Conference in Melbourne, Australia

As part of Hamad Medical Corporation's (HMC) commitment to developing Qatari nurse leaders, two senior members of the Corporation's nursing administration recently travelled to Melbourne, Australia to take part in the 25th Quadrennial Congress of the International Council of Nurses (ICN). Dr. Nabila Al-Meer, HMC's Deputy Chief for Community Care and Supreme Council of Health Nursing Affairs, and Dr. Badriya Al Lenjawi, who leads the professional development of HMC's nursing workforce, along with more than 5,000 delegates from over 130 nations participated in the five day conference which focused on leadership across specialties, cultures and countries. The occasion marked the first time Qatar was represented at the event.

The Conference focuses on the development of nurse leaders and specifically the importance of linking clinical areas with leadership. The theme for this year's Conference was 'equity and access to healthcare' and Dr. Al Lenjawi says nurses were inspired to think beyond their boundaries in order to protect and promote health.



"As nurses we are all working towards the goal of ensuring that our respective nursing services are on par with the world's best. The conference provided a great opportunity to discuss the issues and challenges faced by

nursing workforces worldwide and it underscored why nurses must be at the center of the delivery of safe, effective and compassionate patient care," said Dr. Al Lenjawi.

Dr. Al Lenjawi, who presented on the importance of developing Qatari nurse leaders and the significance of the ICN Leadership for Change program, added that Conference speakers stressed the importance of maximizing the potential of nurses. The ICN's Leadership for Change program was recently launched in Qatar as a partnership between the World Health Organization, the Supreme Council of Health, HMC and the Primary Health Care Corporation. Fifteen HMC Qatari nurses are enrolled in the program, which is the first of its kind in Qatar and is designed to assist nursing leaders in the effective management and implementation of strategic and tactical plans.

The ICN is a federation of more than 130 national nursing associations, representing more than 13 million nurses worldwide. The ICN is thought to be the widest reaching international organization for health professionals.

## 2) Spain: Nurses and doctors equally competent for simple ailments

- Spanish studies find nurses and doctors equally competent in providing primary care for common health issues.
- A study was conducted in 38 general practices in Catalonia and 142 general practitioners and 155 nurses participated.
- The investigators measured how well patients' symptoms were resolved and how satisfied patients were two weeks after the result.

Read more: <http://www.medscape.com/viewarticle/781169>

## 3) USA: American nurses receive international Red Cross award

- Five nurses from the United States have been awarded the prestigious Florence Nightingale Medal by the

International Committee of the Red Cross in Geneva for their exemplary service.

- Four American Red Cross nurses and a nurse practitioner from Navy are among 32 outstanding nurses from 16 countries around the world to receive this medal, which is the highest International Red Cross distinction that can be awarded to a nurse.
- The hundred year old award is given to nurses who distinguished themselves in the time of peace or war by their exceptional courage and devotion to victims of a conflict or disaster, or exemplary service in the areas of public health or nursing education.

Read more: <http://www.redcross.org/news/press-release/American-Nurses-Receive-International-Red-Cross-Award>



## World-Renowned "Watson Caring Science Institute" Conference comes to Doha

World-renowned Nursing theorist, Dr. Jean Watson, PhD, RN, AHN-BC, FAAN and several other members of her caring science institute, joined approximately 100 nurses from across Hamad Medical Corporation as well as the University of Calgary – Qatar, to discuss her model of 'Human Caring Theory' and its relevance for Nurses in Qatar, at the Wyndham Hotel in Doha.

The Watson Caring Science Institute is dedicated to creating and sponsoring Caring Science/Caritas research, education, training and support to serve current and future generations of healthcare professionals worldwide.

Dr. Watson, who was also joined by Mr. Anthony Disser Senior VP at Kindred Healthcare, Ms. Susan Mazer CEO of Healing Healthcare Systems and Mr. Robert Browning Director of Heartmath, delivered a comprehensive program which covered Watson's Human Caring Theory and Practices, healing healthcare environments,

Healthcare administrations role in caring science, heart science & research.

During the two days, a number of opportunities were taken to discuss Dr. Watson's work and the application of her nursing theory at HMC. Like many of you, the attendees recalled taking Dr. Watson's theory as part of their nursing curriculum, but appreciated the work so much more now that they had an opportunity to hear of its impact on nursing and the patients we care for. The two-day program specifically focused on the understanding and application of Dr. Watson's 'Ten Caritas Processes'. This work, along with other nursing theories will be further explored as HMC Nursing develops a nursing professional practice model in the coming months.

This spectacular conference was made possible through the support



provided by Education City, Solutions for services and healthcare, our wonderful nurses from NCCCR Hospital and conference organizer Aimee Finn, program manager Corporate Nursing.

For more information on the Watson Caring Science Institute and Dr. Watson's 'Human Caring Theory', please visit: <http://watsoncaringscience.org>

## NCCCR Nurses Volunteer for Medical Camp: *Researched by Ms. Noronha Maria*

To mark World Labour Day 2013, nurses from NCCCR volunteered and gave support to an external medical camp with the aim of raising health awareness and assessing the health issues of the labor workforce in Qatar. The medical camp was held at the Medical Commission at Abu Hamour on 10 May 2013 and was organized by FOCUS Qatar, with patronage from the Supreme Council of Health.

More than 500 workers of varying nationalities received health check-ups at this event. The check-ups involved blood tests, vital sign monitoring, blood glucose monitoring, weight measurements and physical assessment etc. The outcomes of this event were positive; some workers who had not actively sought treatment



before the camp had health issues identified and were referred for treatment. Some urgent cases were also identified.

We would like to offer our admiration to the nurses who volunteered; for their commitment to healthcare and their hard work during this event.

## Nursing Services: Highlighting Home Healthcare

*Researched by Zuhdi Odeh, RN / Angela Chandler, RN.*

The Home Healthcare Service (HHCS) is the only HMC service to offer holistic home care to patients; the Service provides an innovative and unique nurse-led multi-disciplinary team who cover a wide range of patients in the comfort of their own homes.

HHCS began in 1996 under the Department of Geriatrics. It grew from a single doctor and nurse who continued a level of care to patients after discharge and into their homes. The intention was to monitor the patient's medical treatment outside of the hospital, providing patients and their families with education around their illness to achieve an optimum continuation of care.

Utilizing a multiplicity of services through structured and regular monitoring, HHCS has played a big role in decreasing the workload of Hamad Medical Corporation's inpatient and outpatient units. The Department



ensures high quality medical care is provided by experienced community trained staff. Our aim is to reduce admissions to hospital, shorten hospital stays, provide seamless continuity of care following patient discharge, and decrease outpatient clinic appointments.

A feature of the HHCS is the strong emphasis on education to patients and their families as part of their ongoing care. We have specialist nurses for patient education, diabetes education and sub specialty wound care nurses along with equipment educators. Information leaflets have been

developed on a variety of topics for patients to refer to at home.

The availability of medical equipment for use in patients' homes, supplied by this department, has made a significant improvement in the quality of patient care. A variety of medical devices and machines are available according to needs. Training and education is provided to both patients and their family, which ensures safety and

facilitates continued independence for families caring for their relatives at home.

The nurses involved in home healthcare are proud of their achievements and their department.

*"I am proud to be a member of a dynamic and rapidly expanding Home Healthcare Service which now has a*

*staff of over 200 and has achieved two JCI accreditations in 2009 and 2011. We are the first Home Healthcare Service accredited by JCI for Home Care Standards in the Middle East. I hope that in the near future, the Qatar delivery model of Home Health Care will become an integral part of the history of Qatar and become a benchmark for other countries to follow." – Zuhdi Odeh, R.N.*

## Small Things Make a Big Difference: *Researched by Jyothi H. Shadashraiah, RN*



While researching content for our first newsletter, the nursing newsletter committee were told a story by a colleague, which we wanted to share with you. It highlights that the smallest of actions from us, as nurses, can benefit the overall patient experience; we feel this is an important message. This is a true story but the names have been changed.

*On an evening shift in the Pediatric Emergency Department, Ann was posted on the busy respiratory wing and assigned her patients. At the very start of her shift a baby was brought onto the wing in respiratory distress. The parents were anxious and yelled at the staff, including at Ann who was directly administering care. Ann, although a little upset by this, was professional and understanding as to the parents'*

*frame of mind and did not allow this to affect the care she provided. The baby was later transferred to the PICU and Ann moved on to the next patient. This was a particularly busy night and the pressure on the staff as a whole was constant. Ann reached the final hour of her shift, extremely tired and a little sensitive about the confrontation she had faced early in evening. Ann received her last patient; a three year old girl brought in by her mother for nebulization. Ann greeted the mother with a comforting smile and cared for the child. As Ann administered the last dose of nebulization, the child's mother came up to her, held her hand and thanked Ann for her smile; she explained that it had immediately made her feel at ease. Ann was deeply moved by this after such a difficult day and it highlighted to her how important her approach to nursing was and how the smallest thing, such as a smile, can add to the care she provides.*

## Educational Resources: *Researched by Tawfiq Elraoush RN Senior Educator, NER*

HMC encourages its nurses to utilize opportunities to achieve professional development. Please find below a range of educational resources for your information and review:

- **IHI Open School:**

Offers educational courses (with CNE points) to health professionals across disciplines. For more information please visit: [www.ihl.org/hamad](http://www.ihl.org/hamad)

- **Leadership and Management Programs:**

A modular training program consisting of '8 Pillars of Excellence in Nursing Leadership & Management' is now available. Nurse Managers and senior staff nurses with an interest in leadership and management are encouraged to demonstrate a sustained commitment to self directed professional development

activities complementary to contemporary best practice. For more information call: 95216

- **Nursing Grand Rounds (coming soon):**

"One learns to be a practitioner through education and socialization into practice by other practitioners" (Benner, 2000). Nursing Grand Rounds(NGR) is an educational opportunity for HMC nurses to

promote excellence in nursing through scholarly presentations. NGR provides staff nurses with a forum to share clinical expertise and nursing best practice, system-wide. Nurses may gain new knowledge, learn new skills or improve current ones in an environment of learning which focuses on both e science and

the art of nursing. For more information, please call: 98917

- **ANCC Magnet Conference:** More than 7,500 nurses and nursing executives from top hospitals gather to share evidence-based practices at the ANCC National Magnet Conference®. Everyone who seeks

to improve their institution's nursing program and learn about Magnet is invited to register. Attendees return to their hospitals energized, motivated and equipped to improve their nursing practice. For more information visit: [www.anccmagnetconference.org/](http://www.anccmagnetconference.org/)

## A Day of Fun for Al Khor Emergency Department Nurses

Researched by Jisha Marium Jose



The Department made their way to Ras Al Halah 'the purple island' where they went trekking and set up

their tents and camp fires before enjoying a group barbeque. In a bid to relax and build their working friendships

they played a number of group games and enjoyed a variety of activities.

This was the 6th Department away day organized by Al Khor Emergency Department staff and one which they hope to continue.

"It was so much fun, filled with finger licking food and entertaining games all shared with our colleagues who we have come to call friends. I can't wait for the next one" said Jisha Marium Jose, RN.

## Nurse Spotlight: Researched by Kristine S. Luzano, SN

### The Nurse Spotlight



**Who:** Ms. Asmaa Mosa Al Hanjara  
**Position:** Head Nurse - Trauma Surgery  
**Hospital:** Hamad General Hospital (HGH)

- Change Program.
- Diploma in Neurolinguistic Programming (2009).
- A graduate of the Trauma Services Program at the University of Arizona Medical Center (2011).
- Received 'Best Head Nurse' award from colleagues

HMC is fortunate to have a number of exceptional nurses. In the nurse spotlight we hope to share with you the achievements of our colleagues to celebrate their contributions to our profession.

#### Achievements:

- 10 years of clinical, organizational and staff development experience.
- Certified trauma nurse (2011).
- A student of the Leadership for

during the 2012 GCC nursing day celebrations.

- An active learner; attending conferences such as 'Cracking the Code to Hospital Wide Patient Flow' (USA-2012 and 'GCC Nursing Experiences in Emergency and Disaster Preparedness (KSA-2012)

#### Community Activities:

Along with her incredible contributions

to the trauma surgery ward at HGH, Asmaa Mosa actively uses her expertise to contribute to community education; on May 8th 2013, she was invited by Qatar University to be a guest speaker at the Qatar Road Safety Studies Center. Road traffic accidents are the leading cause of death in Qatar, making public education and awareness particularly important. As head trauma nurse, Asmaa Mosa often witnesses the results of these accidents first hand.

In her presentation, entitled 'How to be a Safer Pedestrian', she discussed the dangers of the road and highlighted some safety measures to help people avoid road traffic accidents. The presentation was very well received by those who attended and demonstrates the positive impact our nurses can have inside and outside of the hospital environment.

## USEFUL LINKS

The internet provides many sources of information and networking opportunities specifically for nurses:

<http://www.nursing-portal.com/>

This UK site offers nurses links to online journals as well as other points of interest, including its main selling point; a nursing research engine with links to over 6,000 sites.

<http://nursetalksite.com/>

As featured in the 'American Journal of Nursing' and 'Registered Nurse',

Nurse Talk provides "a voice by and for nurses...and it's funny too!"

<http://allnurses.com>

"Helping you become a better nurse".

This is a social networking site for nurses, boasting a membership in excess of 700,000 members.

<http://www.learningnurse.com/>

"Assessment & learning resources for nurses". This is a comprehensive site which supports informal nurse learning, continuing education

and professional development.

Whether you are a new nurse or very experienced, this site has something to offer you.

<http://www.nursingtimes.net/>

Both a weekly magazine and website, nursingtimes.net publishes original nursing research and a host of clinical articles for nurses at all stages in their career. The site provides professional and clinical news service as well as an in-depth section on relevant, timely nursing issues and topics.



**"I'm sure they do make your shift easier. However, I don't think roller skates are in the dress code."**

### GET INVOLVED IN THE NURSING NEWSLETTER

Would you like to contribute to this newsletter? Do you have an interesting story or suggestion for the next issue? If so, please contact the nursing newsletter committee by emailing: [Nursing.Newsletter@hmc.org.qa](mailto:Nursing.Newsletter@hmc.org.qa) or speak directly with your hospital representative.

COMMITTEE MEMBERS	REPRESENTING
Mr. Afshin Ahmed, RN	Al-Khor Hospital
Mr. Brent Foreman, AED	Corporate Nursing
Ms. Dawn Louise Ould	Corporate Communications
Ms. Fatima Mohd. Nagi Mohd.	Al Wakra Hospital
Mr. Jebin John Augustine, RN	Hamad General Hospital – Emergency Dept
Ms. Jyothi Shadakshraian, RN	Pediatric Emergency Center (PEC)
Ms. Kristene Joy Facultad	Skilled Nursing Facility
Ms. Kristine Siapo Luzano, RN	Hamad General Hospital – Inpatient Dept
Ms. Melane Augustin, RN	Hamad General Hospital – Outpatient Dept
Ms. Noronha Maria Daisy, RN	NCCCR (Nat. Center for Cancer Care and Research)
Ms. Rezielyn Dorado Clanor	Heart Hospital
Ms. Ritze P. Siazon, RN	Rumailah Hospital
Ms. Shilah Corazon G. Ancheta, RN	Women's Hospital
Mr. Tawfiq Elraoush, RN	Nursing Education & Research
Ms. Yaumaris Ramirez Tapanes	Cuban Hospital
Mr. Zuhdi Naimodeh, RN	Home Healthcare Services (HHCS)