

The NURSE ADVOCATE



By Nurses for Nurses

Issue 12, September 2014

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Welcome Message

By Professor Ann-Marie Cannaby – Chief Nursing Officer



Professor Ann-Marie Cannaby
Chief Nursing Officer

Welcome to Issue 12 of The Nurse Advocate. After a short break over the month of August the nursing newsletter committee has returned with many interesting articles and information on key developments from our nursing community. To introduce this edition, I would like to highlight some important information regarding the upcoming commencement of a new and exciting survey for our nurses.

Earlier this year HMC became a member of the National Database of Nursing Quality Indicators (NDNQi). You will have seen several articles in recent issues of this newsletter which refer to NDNQi and the RN Survey. I would like to take this opportunity to reinforce the importance of your participation in the RN Survey; this is a first in Qatar and this is your chance to have your say.

Participation in this survey is an important part of our quality journey and will allow us to:

- obtain an accurate picture of the RN work climate
- help identify how each unit is progressing along its journey of 'Best Care Always'
- identify unit specific opportunities for further improvement and growth

Between 6th and 27th October 2014, nurses will be invited to complete this confidential and voluntary survey. The survey is delivered through the NDNQi website, can be completed inside or outside the hospital, and asks eligible nurses questions about autonomy, nurse-nurse interactions, nurse-physician interactions, nurse management, pay, professional development and work enjoyment.

We know that satisfied nurses contribute to better overall outcomes - your satisfaction is important to us. In order to measure this we need your participation. Don't miss out on your opportunity to have your say and to give your opinion.

Further information can be found on pages 4-5.

I hope you enjoy this month's issue of the Advocate and as always I encourage you to submit your own ideas for content to the committee by emailing them at

Nursing.Newsletter@hmc.org.qa

Your Opportunity is Here: HMC Nursing Internal Transfers and Promotions Program

At HMC we recognize that nurses are at the core of great patient care. We understand that retaining expert nurses has a direct impact on improved patient outcomes and we are committed to providing a rewarding environment where you, our valued nurses, have opportunities to grow your career.

The HMC Nursing Internal Transfers and Promotions Program encourages the advancement of nurses' careers through a transparent transfer and promotion policy based on equal

opportunity. The Program supports nursing excellence by providing opportunities to move into new positions, through both lateral transfers and promotions, and it provides a mechanism to plan your professional development journey. It has been designed to increase role clarity and consistency and to provide nurses with opportunities to diversify and focus on an area of interest. The Program defines the required performance standards for the various levels of nursing practice and supports and encourages the

development of nurse leaders.

For more information on the HMC Nursing Internal Transfers and Promotions Program, including the step-by-step process for applying for a transfer or promotion, and other useful resources such as required forms, the new HMC CV template, the Personal Development Plan template, popular interview questions and tips for climbing the nursing career ladder, visit <http://nursing.hamad.qa/en/>. Your opportunity is here!

NURSING EXECUTIVE NOTICE BOARD



• **Code of Professional Behavior and Ethics for Nurses and Midwives Launch Event**

After months of reviewing various codes of ethics and professional behaviors for nurses, and midwives and consultation with a multitude of stakeholders, the Nursing Executive Committee (NEC) has signed off on the Hamad Medical Corporation (HMC) 'Code of Professional Behavior and Ethics for Nurses and Midwives'.

The Code is a set of standards which were defined by the NEC, describing the professional behavior or conduct that nurses and midwives are expected to uphold. The Code is a guiding document for nurses and midwives and can be utilized by patients, nurses and midwives, employers, the Qatar Council for Healthcare Professions and other bodies, to evaluate the professional behavior of nurses and midwives at HMC.

On 15 September Professor Ann-Marie Cannaby will introduce the Code to nurses and midwives during a series of sessions at the Club Hotel. Registration for this event is now closed as all sessions are full. The Code is available for download on the nursing website at the following link <http://cpbe.hamad.qa/en/index.aspx>.

• **Internal Vacancy Posting**

A change to the process for posting an internal vacancy was recently completed. The form, available from http://internalvacancies.hmc.org.qa/en/images/Internal_Vacancy_Advertisement_Request.pdf, can be edited in Adobe Reader and emailed to the Human Resources Department (HR).

Forms should be submitted no later than 3:00pm on Thursday, for posting on the following Wednesday. HR has confirmed that all postings will be completed on Wednesday of each week.


Staff are encouraged to access the HR intranet portal to see all available postings.

• **HMC welcomes Ms. Alison Robertson, AEDoN of Al Wakra Hospital**



Alison recently joined HMC as Assistant Executive Director of Nursing (AEDoN) for Al Wakra Hospital from a teaching hospital in London where she was Chief Nurse and Director of Operations.

Alison is both a registered general and sick childrens’ nurse and has worked clinically in acute and community settings. She is also a qualified health visitor. She has an MSc in community

 مؤسسة حمد الطبية Hamad Medical Corporation HEALTH EDUCATION RESEARCH CARE إدارة الموارد البشرية Human Resources Department			
Internal Vacancy Advertisement Request			
Advertisement Ref. Number: (HR Use Only):			
To be Completed by Requesting Department with Internal Vacancy (To be Filled Internally)			
Job Title:	Department:	Job Grade:	Job Code:
Facility:	Department:	Section:	
Date:	Number of Positions to Fill:		
Does Approved Job Description Exist? <input type="checkbox"/> Yes <input type="checkbox"/> No	Vacant? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Oracle Cost Centre:			
Notes:			
Departmental Contact Person Name:		Corporation Number:	Title:
Shifts: <input type="checkbox"/> Yes <input type="checkbox"/> No	Shift type: <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Night	Notes:	
Approval			
Immediate Supervisor Name & Signature		Facility CEO Name & Signature	
Date:	Corporation Number:	Date:	Corporation Number:
Job Advert (Must be Completed by Facility S/HRBP)			
Please enter a brief overview of the position. Think about the department the role is operating in, what you want the role to achieve, who the key stakeholders are and any other relevant information you would like applicants to know. (The text entered here will appear on the job advertisement)			
S/HRBP Name & Signature		Corporation Number:	
If the job is not budgeted or no budget number /evidence is enclosed, the vacancy cannot be advertised and the application cannot proceed. *If the JD is not enclosed, the advertising and promotion process cannot proceed. If this is a new role, it may require a job evaluation before a promotion can proceed. For Job Descriptions, see HIS link - http://hmcweb/hrjd/webclient/ListByTitle.aspx			
In order to ensure prompt processing and tracking, please print this form, complete and send via inter-office mail to: HR Building, Performance & Rewards/ Transfers & Promotions section.			
HR Use Only:			
Specialty- Sub Specialty:			
Posting Matches Approved Job Description: <input type="checkbox"/> Yes <input type="checkbox"/> No		HR Law/Exempt:	
Date Form Received in HR:		Date of Posting Job Advertisement:	
Date of Closing of Job Advertisement:		P&R Team Member Signature & Initials:	

health studies and is a visiting professor at the Florence Nightingale Faculty of Nursing and Midwifery, Kings College London.

Prior to moving into senior managerial positions Alison worked clinically for many years within the pediatric setting, specializing in the care of children, and their families, with cystic fibrosis.

Alison has held several chief nurse posts in England and was responsible for leading the development and implementation of a number of initiatives to improve the safety and experience of patients.

She is looking forward to understanding how she can adapt and use her knowledge, skills and experience to lead and develop nursing at Al Wakra Hospital to ensure that standards of care are the very best they can be. She is delighted to have been given this opportunity.

We welcome Alison to the HMC nursing team.

Caring at 35,000 Feet: A HMC Nurse's Experience of an On-Flight Emergency

Researched by Siji John, SN, CICU (Coronary Intensive Care Unit) – HH

As nurses, we are usually involved in lifesaving and emergency treatment in the confines of our work environments. We get up and go to work daily, expecting to deal with high stress situations that require us to act quickly to provide effective care; we are prepared for this. When Staff Nurse Ancy Phillip of Heart Hospital found herself onboard an Air India flight from Cochin to Doha, she wasn't expecting to have to utilize her nursing skills mid-air, but she did, and what she thought was a straightforward flight back to Doha became a lifesaving encounter.

Ancy, who works on the Critical Care Unit (CCU) of Heart Hospital, was sitting comfortably in her seat with her family as the plane took off for Doha. Shortly after takeoff, an announcement was made on the public address system; on-board attendants were asking for any medical personnel on board to come forward. From the rear side of the aircraft where Ancy and her family were seated, they could see a commotion at the front. For a moment, she looked around for the presence of a medical doctor as she felt that a physician would be the right person to attend to a medical emergency. She realized quickly that nobody else had stood and in this case Ancy was the most qualified person on board. She knew she had to take control and walked towards the scene



of the commotion.

As Ancy approached, she explained she was a critical care nurse. To her alarm the passenger was unconscious, breathless and without a pulse. As she was making an assessment she was joined by a male clinical nurse from Dubai who proceeded to assist her. They started resuscitating the patient by assisting his breathing with an ambubag for 25 minutes and administered chest compressions for four minutes. After 30 minutes of strenuous procedures on board, the patient showed signs of life but was still drowsy and was experiencing slurred speech. Ancy requested that the crew land at a nearby airport so that the, now 'patient', could receive complete medical treatment. As a result they made an emergency landing at Cochin International Airport

and she handed the patient over to a doctor; he came on board to ask for the details and the medical intervention they had carried out. Later, the patient was taken to a multi-specialty hospital in Cochin by the Airport Emergency Ambulance and he survived.

Ancy's courageous and timely action were applauded by the passengers, crew members and the medical team who treated the patient afterwards. She also received praise and commendations from her superiors and colleagues at Heart Hospital. What Ancy did at the time of an extreme emergency situation outside of her normal environment was a true example of a nurse's ability to remain calm under pressure, apply treatment and make effective life-saving decisions.

NDNQI RN Survey 2014

By Michaela Vickers, DON Corporate Nursing

Further to the information I have provided in previous editions of The Nurse Advocate, below is the latest update on the NDNQI RN Survey.

In the last month we have been very busy learning the systems and processes required for the effective implementation of the

NDNQI RN Survey. I have specifically been working with the RN Survey Coordinators from each site, developing education materials,



producing template letters, inputting data onto the NDNQI website and making sure that none of the requirements are overlooked.

All eight facilities' nurses will have the chance to do the survey in October, which means that the survey period will run from 09:00h on the 6th October to 08:00h on the 27th October. If you receive an invitation to complete the survey, you can complete it only once within this 3 week period. Posters should already be up in your facilities advertising the

survey but if not, they will be very soon.

Some of you will already have attended education sessions giving you more information on the survey, why we are undertaking it and how you can get involved. Education sessions will take on a variety of formats; from one hour formal sessions with CNE points to small gatherings on your unit, which will provide you with a brief summary. Please try to attend at least one of the sessions to ensure you are

informed about the survey and what will be happening in the coming months.

If you need any more information, please contact your RN Survey Coordinators:

- Al Khor – Awad Amayrh / Hanan El-Khoumi
- Al Wakra – Mathew Jacob / Jamal Allatayfeh
- The Cuban Hospital – Tania Gonzalez
- Heart Hospital – Kakoli Roy / Joyce Kurian
- Hamad General Hospital – Akram Assaf / Daisy Thomas
- NCCCR – Emelita Ison / Thankam Panicker
- Rumailah Hospital – Jessy George / Avelino Torres
- Skilled Nursing Facility (SNF) – Sudha Rathinam/ Lynne Mendonsa / Lisha Abraham
- Women's Hospital – Sini Appu.

As mentioned previously, this survey will be a first for HMC and for Qatar. Let's make it a huge success!

Service Overview: Cardiac Rehabilitation Program

Researched by Michelle Marginal, SN and Nermin Ibrahim, SN, Cardiac Rehab - HH

In June 2011, Heart Hospital established Qatar's first Cardiac Rehabilitation Program. The Program is designed to help individuals, who have experienced heart problems, to recover. The initial Program began with a single phase, growing to two, and a third phase is currently in the planning stages.

One of the key areas of this Program is teaching lifestyle modifications; educating patients on healthier living, exercise and the importance of accommodating their condition. The Program is led by a multidisciplinary team, which includes physicians, nurses, exercise specialists, physiotherapists, occupational

therapists, pharmacists and dietitians, who all work together to ensure the best possible care and education dissemination and overall recovery results for the people enrolled on the program. Cardiac rehabilitation specifically measures outcomes such as: improvement in exercise capacity, changes in blood glucose and lipid levels, anthropometric measurement changes, reduction in anxiety/ stress levels and patient satisfaction.

There are currently two functioning phases in the Cardiac Rehabilitation Program, with the third phase to be established in the near future. Phase one starts in the hospital while the patient is admitted and involves

exercise, counseling and education to help patients understand their condition and how to manage it. In 2013, 3,392 inpatients successfully undertook phase one.

Phase two begins after the patient leaves the hospital and is completed in an outpatient setting. This phase is a structured, medically supervised, outpatient program for patients with heart disease. This phase includes exercise, prescription review/renewal and circuit training, along with the inclusion of other specialty clinics which may include nutritional counseling, pharmaceutical counseling, vocational counseling, stress management and referral to



smoking cessation and psychiatric clinics, if needed. The Program serves five different groups of patients with one female-dedicated session. The group exercise sessions last for one hour, three times per week (Sunday-Tuesday-Thursday), and can last from six weeks to three months, depending on the patient's condition and risk stratification. This phase of the Program formally commenced in January 2013 and assisted 724 patients in its first year.

Phase three is currently in the planning stage and will be up and running in the near future. This phase will be the maintenance element of the Program; helping people to maintain a lifestyle beneficial to their condition. It will take place in the community outside of the hospital and will aid the final part of the recovery process for patients.

The Nurse Role

Nurses play a vital role in the Cardiac Rehabilitation Program; we are central to the coordination of services across disciplines - maintaining effective communication across all teams. We are key figures for patients and staff, from the point of referral into the service. We undertake the role of patient advocate and prove to be very influential during their treatment phases; for example, we make connections with patients and follow up with them after they have completed the initial phase and motivate them to continue to the second phase. Our knowledge and experience in this department puts us in a unique position to provide education and support to patients who have experienced a cardiac event or who have undertaken heart surgery. We ensure that our patient's

journey, which can last for months, is as successful as it can be by setting goals, motivating, supporting and monitoring the patient's progress.

"Being a nurse in Cardiac Rehabilitation is a rewarding experience. Patients frequently request to be seen repeatedly by our inpatient team and a lot of our patients want to extend their stay or participate again in the outpatient Program after discharge. We have a lot of patients visiting us after they finish the Program just to say hello and thank you. That shows that our patients are satisfied and regard our Program as helpful for their recovery."
 Tagoug Agab, Charge Nurse, Cardiac Rehabilitation.

The team is led by our Director, Dr. Mohammad Al Hashemi, along with Manal Al Shamari, the Program Manager. When asked to comment on the nurse role, Ms. Al Shmari explained that "Our Cardiac Rehabilitation Program nurses excel because of their holistic approach and the high level of support they provide our patients. We always have positive feedback from our patients."

Other achievements:

- Star of Excellence Award for the Phase I Cardiac Rehabilitation Service in 2012
- Formulation of Phase two protocol, which includes clinical indicators to monitor compliance and efficacy
- Active member in clinical research in collaboration with QCRC (Qatar Cardiovascular Research Center)
- Successfully performed Cardiopulmonary Exercise Test (CPX) and Innocor Test for measuring cardiac output non-invasively for the purpose of research and risk stratification

For more information about Cardiac Rehabilitation, you can contact us at Tel. 44395653
Email- Cardiacrehab@hmc.org.qa
Twitter- [@QatarCRehab](https://twitter.com/QatarCRehab).

New Applicants Invited for the Leadership for Change Program

Dr. Bardiya Abdulla Al-Lenjawi, AEDoN, Corporate Nursing

Hamad Medical Corporation (HMC), on behalf of its partners the World Health Organization, the International Council of Nurses, the Supreme Council of Health and the Primary Health Care Corporation, is seeking applications from Qatari nurses for the Leadership for Change (LFC) program. The program commences on 19 October 2014 and lasts one year.

The LFC program is delivered through lectures, self-assessment workshops and projects based at the work place. The program aims to develop the leadership skills of nurses and to support them with the knowledge they need to influence policy and health system improvements. It is designed to help nurses develop quality, cost effective models of service delivery in the hospital setting and to be effective contributors to their broader healthcare teams.

Fourteen Qatari nurses from across HMC have completed the program and today they are driving positive change in their units and departments. Asma Mosa Al-Hanjara, a Head Nurse in the Trauma Unit at Hamad General Hospital, is a



Asma Mosa Al-Hanjara, HN, Trauma Unit, HGH

graduate of the LFC program and is encouraging her colleagues to apply. "This program is different from other programs I've taken part in. It equips us with strategic planning and thinking skills and helps us to build strategic alliances within our units and departments. It also enables us to improve our skills by applying what we learn through implementing our projects inside the hospital. This

is helping us develop our skills and improve the performance of our units," says Ms. Al-Hanjara.

All Qatari nurses at HMC are encouraged to apply. Full details on the program, including an application form, are available from Margarita Hubalde at MHubalde@hmc.org.qa. Deadline for applications is 18 September 2014.

Al Khor Hospital Nurses: Reaching Out to the Community

Researched by: Ms. Jisha Marium Jose, SN, and Ms. Neeta Iype, SN- AKH

When Al Khor Hospital (AKH) first opened its doors it served a remote but rooted community. As the surrounding areas have developed, the community that AKH serves has also grown.

AKH continues to cater to the needs and the demands of the local population who reside in the northern outskirts of the city. A large proportion of the population is made up of laborers in industrial areas.

Community service has always been an important part of Hamad Medical Corporation's (HMC) medical services. In keeping with this, AKH organizes activities to reach out to the local communities, to promote better health and to disseminate simple health education and prevention messages, with the purpose of strengthening the community and achieving a healthy lifestyle. Nurses are always involved in such activities.

One such campaign was the recent "Diabetes Awareness Campaign". About 16% of the adult Qatari population, between the ages of 20 and 79, are diagnosed with diabetes, according to a statement issued by Action on Diabetes (AOD-Gulf times, July 2013). Diabetes is the leading cause of adult blindness, end-stage kidney disease, and also puts people at an increased risk of early heart disease and stroke. Public awareness about the disease is very



low, and many people with diabetes do not understand all they can do to control their disease and prevent complications.

In response to the above and as part of a wider HMC campaign, several community services were conducted in AKH to increase public awareness regarding diabetes; for example:

- Under the leadership of nursing management, AKH's diabetes educators arranged an exhibition at the hospital's main entrance with the theme, "Protect Our Future". Nurse volunteers offered blood sugar monitoring and provided education regarding diabetes, care, the importance of lifestyle changes, ways of controlling the disease and its associated complications. Around 200 patients were screened and those who were found to be at risk were referred to a physician for further management. Some visitors needed a little encouragement to take the tests and for this reason we had small gifts as a way of encouraging people to be involved. This proved successful.

- Understanding that tests in a single location would not reach the wider community, we also took the campaign to a branch of Lulu shopping center and Katara. The activities were motivated by the knowledge that a multitude of small and simple actions can make meaningful outcomes for people with diabetes and those at

risk. This was a message we tried to convey to the public in encouraging small changes to their lifestyle.

- In addition, a school health program was organized at Al Khor Prep School. Patient educators and a subspecialty nurse provided general information about diabetes, the importance of blood sugar checking to detect the disease early and the risks to students. Nutritional counseling was also provided in a simple and easy to understand way by the dietitian.

Future Plans for Community Outreach

Another important campaign, which is still in the planning phase, is the Al Khor Medical Camp, which will cater to the less privileged community from the Al Khor, Dakhira and nearby remote areas. This campaign is intended to cover a larger group and targets 1000+ visitors - particularly patients who are influenced by the following factors:

1. Many bachelors need to travel into the city to attend a health center, which is difficult for them.
2. Treatment at Al Khor Hospital, unless an emergency, needs to be preceded by a referral from a health center.
3. Low waged laborers neglect their health problems until they escalate, resulting in an emergency situation.

4. Workers are unaware of hospital procedures and health card application processes.
5. Language barriers can result in a reluctance to seek care.
6. Lack of transportation to attend appointments.
7. Job related issues preventing proper health care.

Provision of the AKH Medical Camp ensures that people who fall into the above categories will be able to access basic medical services such as blood pressure, blood glucose and cholesterol checks. They would also have access to ECG and Ultrasound services where required. The current plan for the medical camps includes the service provision of a General Practitioner, as well as Cardiology, ENT, Personal Counseling and Oral Screening Clinics, along with pharmacy services. Patients requiring further treatment will be referred to the appropriate department thereafter. Plans are also in place to provide free health cards to the workers.

Alongside the aforementioned clinical services, the Medical Camp will also be a forum to promote better health; utilizing the setting and space to promote anti-smoking campaigns, traffic awareness and drug abuse information. We aim to provide multi-language leaflets to support this initiative.

The Great Nurse Resilience

Researched by: Rubie Yves Ignacio, SN, Optha OR – RH

“In my 6 years of nursing experience I have seen and been with nurses who are so brave to work every day as if no burdens are on their shoulders. They have mastered, I guess, the art of leaving all the heartaches and problems as they enter the doors of their units.”

– Rubie Yves Ignacio, Staff Nurse, Optha OR.

If you have been a nurse for a number of years, it is likely that you have witnessed a colleague demonstrate an act of pure resilience at one time or another; in fact, you may have been that nurse at some point. Nurse resilience is evident through their ability to put their own personal issues behind them and to remain focused on their work at hand, often under stressful circumstances, regardless of their own personal circumstances.

Staff Nurse, Rubie Yves Ignacio, tells us of a time when she heard a patient’s family member shouting at her colleague: “You don’t understand how it feels to be waiting here for a long time while your father is in need of an operation!” Her colleague replied calmly and reassuringly, “I understand it must be very difficult to be in your situation right now. Please know that we are doing everything we can to speed up the utilization of the operating rooms.” Although the nurse’s response seems to be exactly



what you would expect, Ruby explains that her colleague’s response touched her because she knew that the nurse of whom she had just overheard, had only moments before this encounter received a message to say that his own father had passed away – he was in fact about to leave to say his final goodbye.

Offering another example of what we are describing as nurse resilience, Ruby tells of other circumstances that she has witnessed her colleagues work admirably through; for example, working on the recovery of post-operative children when their own children are sick, and she has witnessed a colleague smiling, comforting and reassuring a patient

the very morning after her husband had announced he was leaving her.

Ruby explains that she feels that the nurse mentality is a very committed one. “Nurses know that people are relying on them and that they need to leave their personal burdens outside of the work environment, in order to be effective in their jobs. I think this is not something that all people can do but for a nurse it is essential; patients need strength and compassion from their nurses, she explains.

Ruby suggests that what enables nurses to apply this attitude is the fact that nursing is not just a job for most nurses; it is a calling and they see their work as their mission.

A Very Happy Birthday at the Children’s Rehabilitation Unit

Researched by: Johncy Paulose, SN, Al Maha 1 - RH

The pediatric nurse role is varied; we have our clinical commitments and responsibilities, which are vital to our role in caring for and treating children, as well as a prominent supportive role, which is particularly important for children who spend a degree of

time away from their mothers and families. When children have long-term conditions, they can miss out on many of the fun activities that healthy children will partake in, as part of their everyday life. The pediatric nurses on the Al-Maha 1 Unit at Rumailah

Hospital recognize the importance of providing children with as many positive and happy experiences as they can while they are in a hospital setting; this includes making birthdays extra special.



Putting the extra effort in has never been more important than with one little girl, who for privacy reasons we will call Sophie. Sophie has lived in the Children's Rehabilitation Unit at Rumailah Hospital for her entire life – she has recently turned 11 years old. Sophie has had muscular dystrophy from birth; a disease that attacks every muscle in her body. She can't walk, but talks in four languages fluently. She attends regular school even though she is on ventilator support. The nurses describe her as the heart of the Unit.

About a week before her 11th

birthday the head nurse asked Sophie "How do you want to celebrate your birthday this time?" Sophie gave the question some thought and soon said "I want to celebrate my birthday with jungle zone."

On the morning of her birthday Sophie was extremely happy. The nurses she has come to know and love got her dressed in a new dress and she spent the morning receiving birthday wishes and gifts, all the while telling the nurses to "Get ready, they [the party people] are on the way". The nursing aides decorated the Unit and other children started to get

excited about the upcoming activity. The nurses had organized for Sophie's favorite cake to be on the table with candles.

At 9:30 am the organizers arrived with balloons and gifts. They sang songs and danced for Sophie. She cut her cake. Her eyes shined when Sister Badriya hugged her and assisted her with her first bite. Sophie looked around to see all of her family, nurses, doctors and therapists helping her to celebrate. It was an amazing day in her life and one that would not have been possible without the efforts of the nursing team.

Sophie's nurses witnessed how important the day was for her and all strongly agree that if children are unable to leave the hospital, it is still so important that they know they are special and that a day like their birthday is an occasion that should be marked with their favorite things.

"Although we have activities for our children throughout the year, mostly every month, birthday celebrations which are just for them, show them that they are important and I am happy that my nurses make sure that every child enjoys the family atmosphere even when they are in hospital," says Ms. Badriya DON-RH.

Plastic Surgery Triage Clinic: Improving Patient Satisfaction and Quality of Care

Researched by Sudha Rajan, HN, PASS Clinic and Plastic Surgery OPD – RH

The Plastic Surgery Outpatient Department at Rumailah Hospital is a sub-specialized department that offers consultation and urgent treatment for all patients with anesthetic, reconstructive and functional disability. Before the introduction of its Triage Clinic, the Department was consistently overwhelmed by walk-ins and emergency patients when combined with the usual scheduled

appointments. It was clear that the current process for managing patients could not deal with the numbers of visitors presenting. The problem was evident in frequent overcrowding, noisy hallways, long waiting times, frustrated staff and dissatisfied patients.

In December 2012, the Department introduced the Triage Clinic to its existing services. The primary aim

of this Clinic was to better manage the patient process, which would in turn alleviate some of the problems the Department had been facing. Importantly, the Clinic needed to cater to all types of patients; those with scheduled appointments and those presenting in an emergency, to ensure the best possible care in all circumstances.

As with any new service, there was



a degree of uncertainty as to exactly how successful the new system would be, although triage systems in other areas had clearly been very positive additions. Looking at what has been successful elsewhere is a very good tool when searching for solutions to service problems. It means you are not going in blind; you have indicators of what to expect and a blueprint for how it should work.

It did not take long to see that the Triage Clinic was very successful. Some of the most notable areas of improvement were as follows:

- Specialized treatments such as those for hand trauma patients

were dealt with more quickly than before, which meant better prognosis for the patient

- Patients reported better satisfaction with the service as a whole, noting that they experienced less anxiety because they had been seen and dealt with on their first visit, rather than having to return
- Nurses reported better time management and a lighter atmosphere as a result of less crowding and noise
- The introduction of allocated times and walk-in options improved patient access and trauma care
- More immediate care reduced the chance of infection in patients

- There was more time to disseminate thorough patient education, due to better time management

The Triage Clinic has brought a number of benefits to the Department. Since its implementation, and to ensure standards are being maintained, the service the Clinic offers is measured quarterly through staff and patient surveys, audits of cases re-presenting (e.g. due to delayed wound healing) and by monitoring the number of patients visiting and receiving treatment. The applications of FOCUS (Find a process to implement, Organize a team, Clarify the process, Understand the variations, Select the desired outcome) and PDSA (Plan, Do, Study, Act) are also used as quality improvement measures.

The Triage Clinic is now open from 8am to 3pm Sunday to Thursday and has been a very positive example of how changes to existing systems, which were previously sufficient, are at times necessary to bring about improvement. In this case the Triage Clinic has made an incredible difference to our service; improving both patient satisfaction and patient outcomes.

Education News

Researched by Sheeba Pattattu Sankaran, RN, MSN, Nurse Educator, and Leena Varghese, RN, MSN, Nurse Educators, Nursing & Midwifery Education & Research

In this section we aim to keep you updated about educational developments, courses and other learning associated activities.

1. Accessing educational records and ANCC certificates - all HMC Nursing staff:

All nurses can now access their educational record and ANCC certificates by following this procedure:

1. Go to HIS gate

2. Select Nursing Department
3. Select training courses attendance
4. Enter the user name and password you are using for HMC e mail
5. Now you can view and print the educational record and ANCC certificates

2. Education Session Update: Infants Who Hurt - Sucrose for Procedural Pain Management In

Pediatrics

Pain is harmful to infants' behavioral and neurological development. Infants who are sick experience multiple invasive procedures in emergency, acute and critical care units. Oral sucrose is safe, inexpensive and effective in reducing pain in hospitalized babies who undergo invasive procedures. Sucrose can be used alone, or in combination with analgesics and other non pharmacological interventions, to

provide analgesia. A baby-friendly initiative of administering sucrose was initiated to reduce the harmful effect of pain in infants in the pediatric inpatient units of HGH.

As per the sucrose administration protocol, an education session on the use of sucrose in managing procedural pain in infants was conducted by a nurse educator. 210 pediatric nurses successfully completed the education. Ongoing activity, such as informal clinical mentoring, is being undertaken by the pain resource nurses. Additionally, pain resource nurses are monitoring how many infants receive sucrose for procedural pain and its effect on pain management. A future



challenge is to get the sucrose orders written for all the infants. Our future vision is to have sucrose written as nursing orders rather than medical orders.



The Nurse Spotlight

Researched by Ritze P. Siason, SN, Observation Unit - RH

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 and to celebrate their contributions to our profession.

This month we are celebrating.....

Who: Ms. Khadija Khalid M. Y. Mohammed

Position: Head Nurse –
Ophthalmology Theatre
Hospital: Rumailah Hospital

Background

Ms. Khadija Khalid M.Y Mohammed (Ms. Khadija) is an intelligent, committed, caring and innovative nurse. Although she won't confirm her age to us, we know her to be the youngest Head Nurse to join Rumailah Hospital in 2014.

Ms Khadija's journey into nursing was fuelled by her desire to help people in need of care and medical aid and



Ms. Khadija Khalid M. Y. Mohammed

her skills are grounded in education. She graduated from the High Institute of Nursing in 2008 and immediately joined Hamad Medical Corporation (HMC). Ms. Khadija's ability to adapt to new environments was clear to her peers from the beginning and in 2009 she became a valued member of the Recovery Room team within Rumailah Hospital's ENT and the Ophthalmology Theatre. As a quick learner who was happy to try new things she found that her interest in nursing and learning grew and she has since completed her bachelor's degree

in nursing education at the University of Calgary-Qatar. After graduating, Ms. Khadija, rejoined HMC in the role of Head Nurse within the same department.

Ms. Khadija is an active nurse; she participates in groups and brings forward innovative ideas to help her fellow nurses, benefit patients and support other staff within the hospitals to enable the best possible care. An example of one of her 'extra' activities is the "Hello, My Name Is" campaign, which she devised to empower nurses to promote and utilize proper nurse-patient interaction; developing positive nurse relationships with patients for the benefit of both patients and nurses. An article was written about this in a previous issue of The Nurse Advocate.

Outside of her work, Ms. Khadija loves being at home and spends most of her time with her family and friends. She feels that her day is incomplete unless she has read some of her latest book or a magazine. She

is appreciated as a happy person who always keeps a smile on her face, especially when dealing with patients.

Questions and Answers:

Q: What is the most enjoyable part of your job?

A: The most enjoyable part of my job for me is that I get to constantly learn new skills as the healthcare environment changes. I learn something every day. Nursing is a lot of hard work but if you are passionate about what you are doing, it's all worth it and you enjoy it. Helping people get back to optimal health gives me a good feeling.

Q: What do you find most challenging about your job?

A: As a nurse I perform critical duties

under high pressure as part of a day's work. We work on weekends, during holidays and undertake shift work. Demanding schedules are part of our job and are expected from our role – this can be both challenging and rewarding. The patients we work with need an advocate and it's an honor to be there for them.

Q: What does being a nurse mean to you?

A: For me, being a nurse is a commitment; to care for, to sympathize with, to heal and to treat those people who are sick. I am proud to be a nurse as I have been given the opportunity to help and to care for those people who are in need, which is a very important job. My role brings me a lot of personal and professional

satisfaction and I feel that being a nurse is not just a job; it is a way of life.

Q: What are your goals for the future?

A: I want to be realistic about how much I can actually accomplish as a new Head Nurse. I really want to be the best that I can be, and learn and explore everything that I need to know. I want to be an accomplished Head Nurse within the Department. Also, I would love to join more committees, do more activities and become an important figure within the wider hospital setting. At the moment I am focused on learning how to become a really great Head Nurse within the Ophthalmology Theatre and I will work up from there.

USEFUL LINKS

Researched by Ritze P. Siason, SN, Observation Unit - RH

The internet is a useful resource for nurses; there are many sites dedicated to the nursing profession which offer clinical and research information, community channels and humor, critical thinking perspectives, further learning opportunities and career advice, etc. This month we share with you the following sites:

- www.bestsampleresume.com/nursing-resumes.html

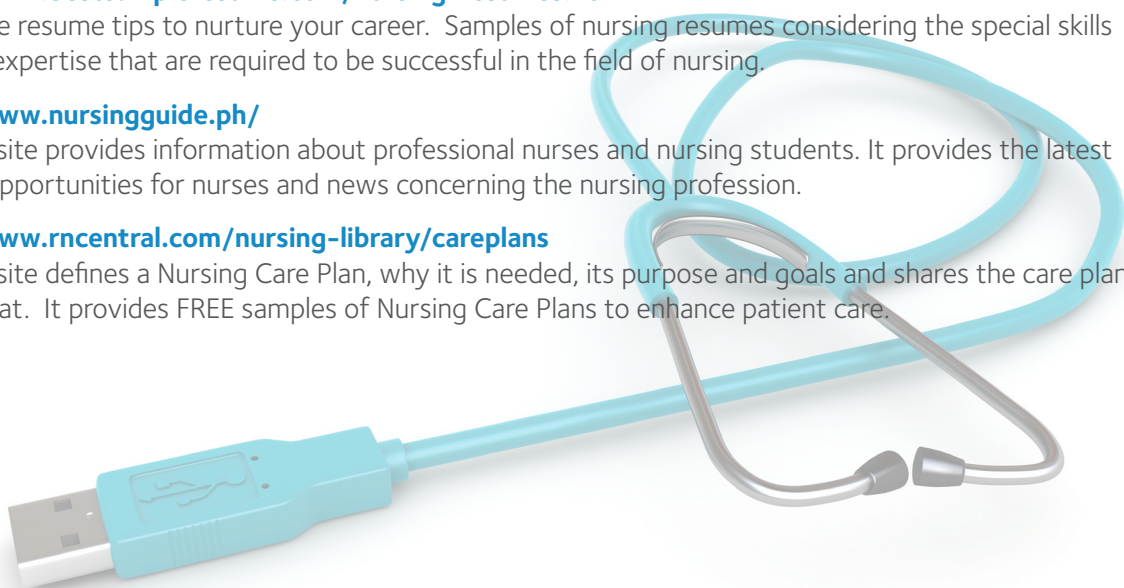
Nurse resume tips to nurture your career. Samples of nursing resumes considering the special skills and expertise that are required to be successful in the field of nursing.

- www.nursingguide.ph/

This site provides information about professional nurses and nursing students. It provides the latest job opportunities for nurses and news concerning the nursing profession.

- www.rncentral.com/nursing-library/careplans

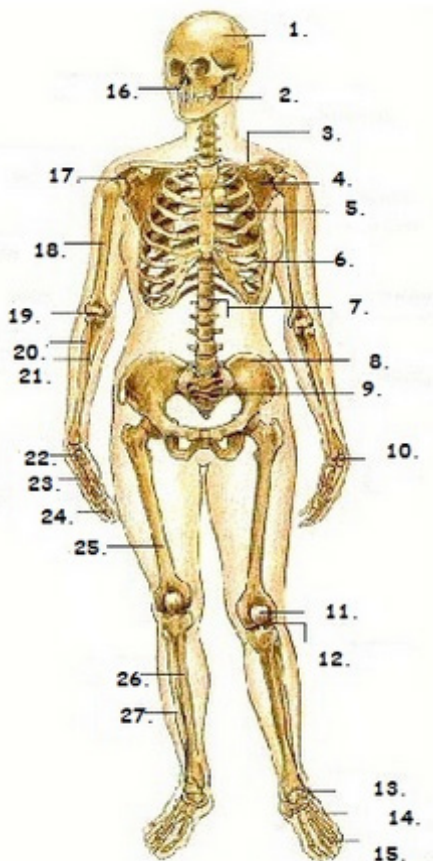
This site defines a Nursing Care Plan, why it is needed, its purpose and goals and shares the care plan format. It provides FREE samples of Nursing Care Plans to enhance patient care.



Fun Stuff

Researched by Shilah C. G. Ancheta, SN - WH

Do you know your bones? Try to fill in the names of each of the bones numbered in the diagram below. (Answers in next month's issue.)



1. _____
2. _____
3. _____
4. _____
5. _____
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26. _____
27. _____

How Effective is our Communication with you?

It is very important that you, our valued nurses and midwives, have access to relevant, up-to-date information; especially information about changes and improvements, new initiatives, events and opportunities. Below is a link to a brief survey designed to help us improve our communication with nurses. Your feedback is important as we need advice from our nurses on major initiatives that will affect them, such as the development of the next Nursing Strategy. We also need to know that when we announce an event for our nurses, that the message will reach you.

The questionnaire is available at the following link <https://www.research.net/s/SM9HNMW> and the survey will remain open until 3pm on 30th September. It will take approximately 5 minutes to complete and your answers will remain anonymous. Please take the time to complete our survey.