

# EXPERIENCE PERSON-CENTERED CARE AT PRIVATE NURSING SERVICES

December 2023

Private Nursing Services (PNS) provide, exceptional healthcare services that are customized to meet the specific needs and preferences of our patients. Our philosophy revolves around person-centered care, recognizing the importance of actively involving you and your family in every step of your health journey.

We believe that true wellness extends beyond medical treatments alone. It entails feeling confident and in control of your healthcare decisions, actively participating, and engaging in your own well-being.

Transparency is a key value for us, and we strive to keep you informed by sharing key performance indicators (KPIs). Your feedback is highly valued as it drives our continuous improvement efforts.

When you choose Private Nursing Services as your nursing care provider, you can expect to experience compassionate care and support in a nurturing environment. We prioritize your unique needs and are committed to delivering the highest quality of community healthcare. Trust us to be your partner on your journey to wellness.

They can expect a range of benefits and a high level of care. Here are some key aspects you can expect:

- 1. Person-Centered Care:** We prioritize the individual needs and preferences of each patient. Our healthcare professionals take the time to understand your unique circumstances and tailor care plans accordingly.
- 2. Customized Healthcare Services:** We provide personalized healthcare services that are specifically designed to meet your requirements. Whether you need assistance with medication management, wound care, rehabilitation, or other medical needs, our team will develop a comprehensive plan to address your specific situation.
- 3. Compassionate and Supportive Environment:** Our team is dedicated to creating a healthy and compassionate care environment where patients feel comfortable and supported. We understand the importance of empathy and compassion in healthcare and strive to provide emotional support alongside medical treatment.
- 4. Transparency and Communication:** We believe in open and transparent communication with our patients. We share key performance indicators (KPIs) to keep you informed about the quality of care you are receiving. Your feedback is highly valued and plays a crucial role in our continuous improvement efforts.
- 5. Focus on Wellness:** At Private Nursing Services, we go beyond medical treatments and focus on your overall well-being and wellness. We encourage active participation in your healthcare decisions and provide resources and guidance to empower you to take charge of your health.

6. **Community Healthcare:** We are committed to delivering the highest quality of community healthcare. Our health services are designed to support patients in their own homes and community, promoting comfort and familiarity.

Choosing Private Nursing Services means choosing a healthcare provider that is dedicated to your well-being. We strive to exceed your expectations and provide you with the care and support you deserve.

ESSENTIAL HEALTHCARE DATA

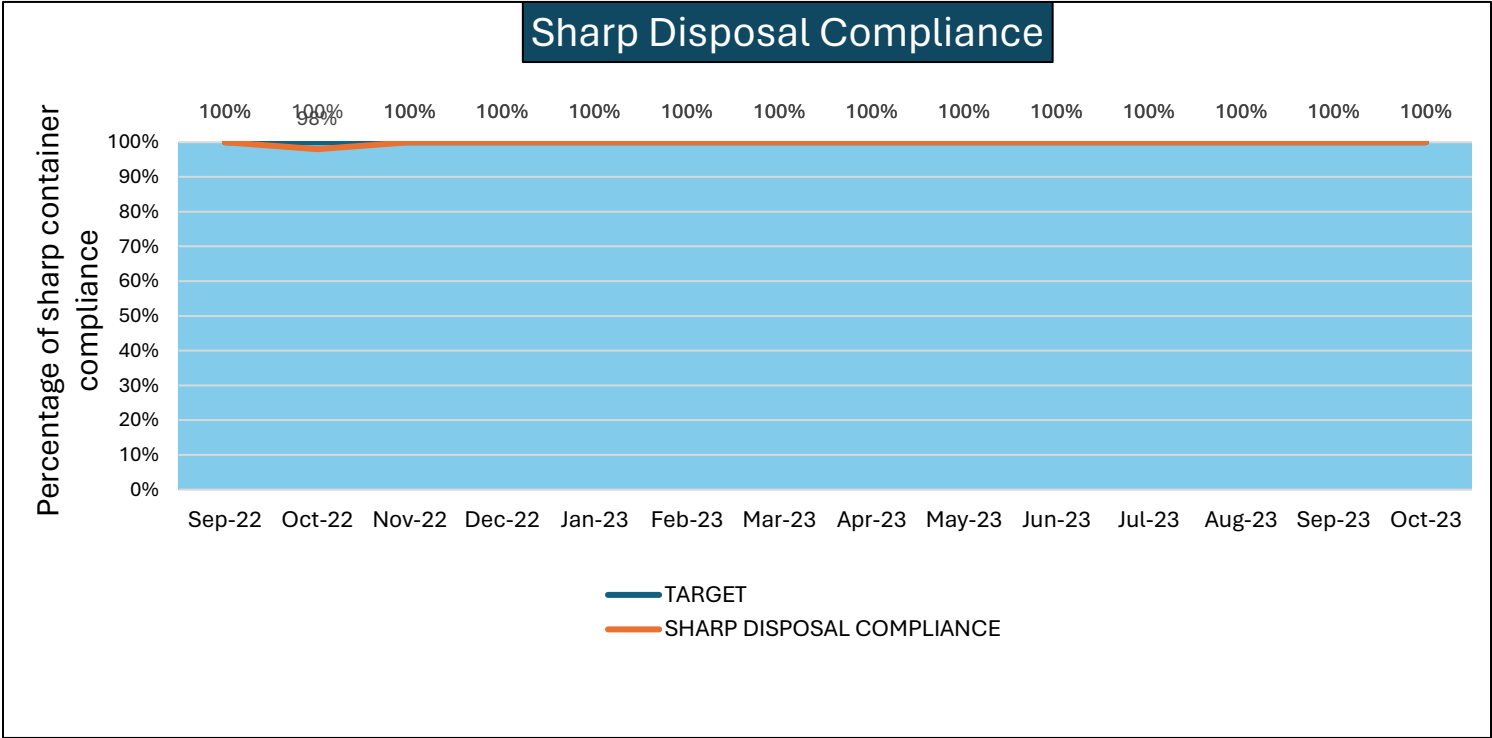
AT A GLANCE

We are happy to introduce key data sets that we are now making public as part of our continuous effort to assist you in making decisions regarding your healthcare:

Clinical Quality Measures

These are system of measurement that demonstrate the efficiency and quality of the Nursing healthcare services we offer. To make sure that our care is up to standard we carefully monitor several patient outcomes and treatment success system of measurement. These steps assist us in keeping an eye on and raising the standard of the medical care you get at our facility.

1. Availability of sharp disposal at home:



Why do we need sharp boxes at home? Used needles and other sharps are dangerous to people if not disposed Correct and safely because they can injure you, your family and may spread infections that cause serious health conditions.

We are pleased to announce the high level of compliance with sharp disposal boxes availability at patient homes during the first, second and third quarters of 2023, with an average percentage of 100%. This signifies that all patients consistently had access to proper sharps disposal containers in their homes.

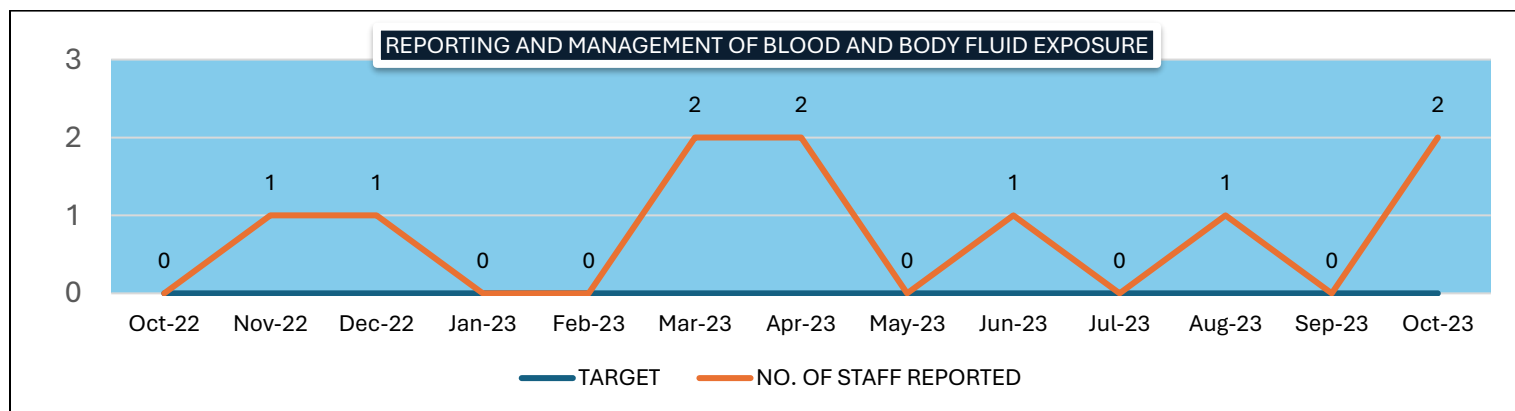


In October 2023, our dedicated PNS team monitored 95 patients who were receiving injections therapy. We are proud to report that not a single instance of noncompliance with the availability of sharp boxes at the patient's home was identified during this month.

To ensure ongoing compliance, we took proactive measures such as educating our staff about the importance of proper maintenance of sharp boxes in the patient's home. We also provided education to family members on the proper handling and disposal of sharp boxes, encouraging them to request sharp containers from the PHCC. Our staff was further reinforced on the safe use of sharp boxes and the disposable policy.

We are committed to maintaining the highest standards of safety and will continue monitoring during tracer visits to ensure compliance with the availability of sharp disposal boxes at patient homes.

## 2. Reporting and management of blood and body fluid exposure



Why should you be careful when you have skin cuts or abrasion/ if you get splashed in the eyes, nose or mouth / needlestick injury ?

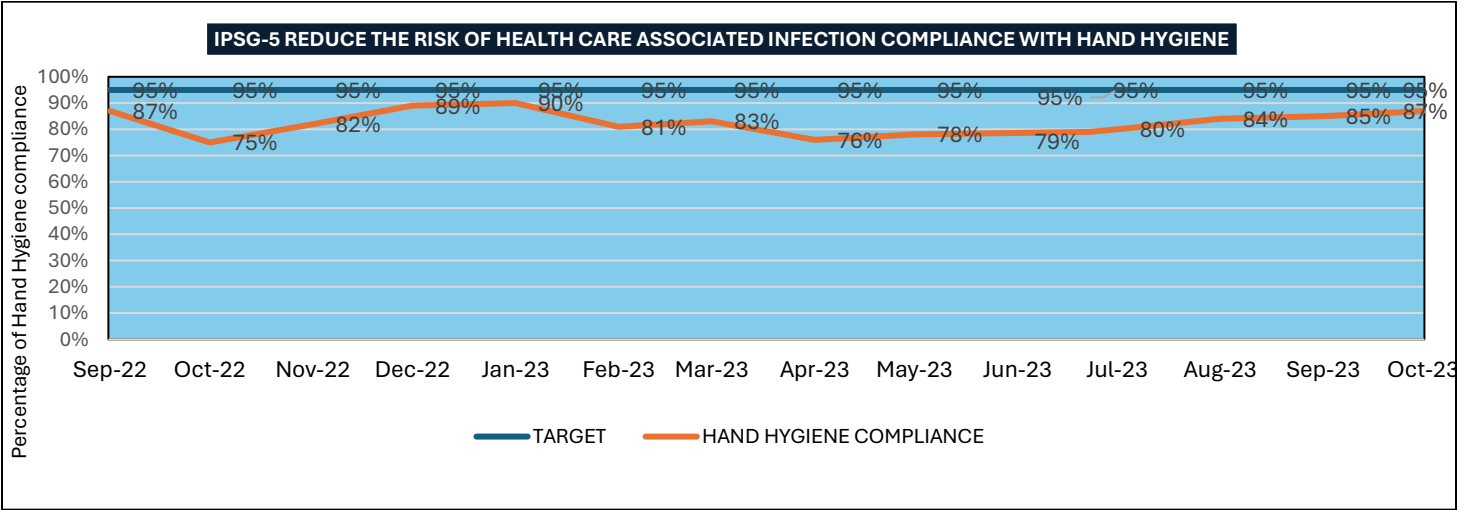
In PNS your safety is our priority. You should know that the blood and other body fluids (such as spit or urine) can carry viruses and bacteria that could infect you if you are exposed to them.

During the first quarter of 2023, specifically in March there were 2 incidents of bloodborne pathogen (BBF), 3 incidents in April and June respectively. In the third quarter, there was one incident of BBF.

In October 2023, there were no incidents of needle stick injuries reported. However, there were instances where staff members accidentally injured themselves while attempting to recap insulin syringes. Immediate action was taken, and the affected staff members underwent serological tests. They also visited the nearest medical facility for further evaluation and received necessary treatment.

To address this issue, an analysis was conducted with the staff and Nursing Outsourcing Agency infection control link nurse. Educational activities were conducted to enhance staff knowledge on body fluid exposure. Emphasis was placed on safe handling of sharps and ensuring the safety of patients. Staff members were encouraged to report any incidents and follow proper management procedures. Ongoing monitoring during tracer visits was also emphasized to maintain a safe environment in healthcare settings.

3. Reduce the risk of health care associated infection compliance with hand hygiene



A clean hand is a caring hand. Did you know a clean hand is the number 1 way to prevent you from getting infections? Cleaning your hands – either with soap and water or by using hand sanitizer – may seem like a small action, but it’s one that can have a big impact on your health. Hand hygiene is an important lifetime habit for staying healthy. Because of this, keeping good hand hygiene is our top focus at PNS in order to keep you healthy.

Hand hygiene is a critical aspect of infection prevention and control in healthcare settings. It plays a significant role in reducing the transmission of pathogens and preventing healthcare-associated infections. This report provides an overview of the hand hygiene compliance rates for the first, second, and third quarters of 2023, along with a detailed analysis of the observations and missed opportunities in October 2023.

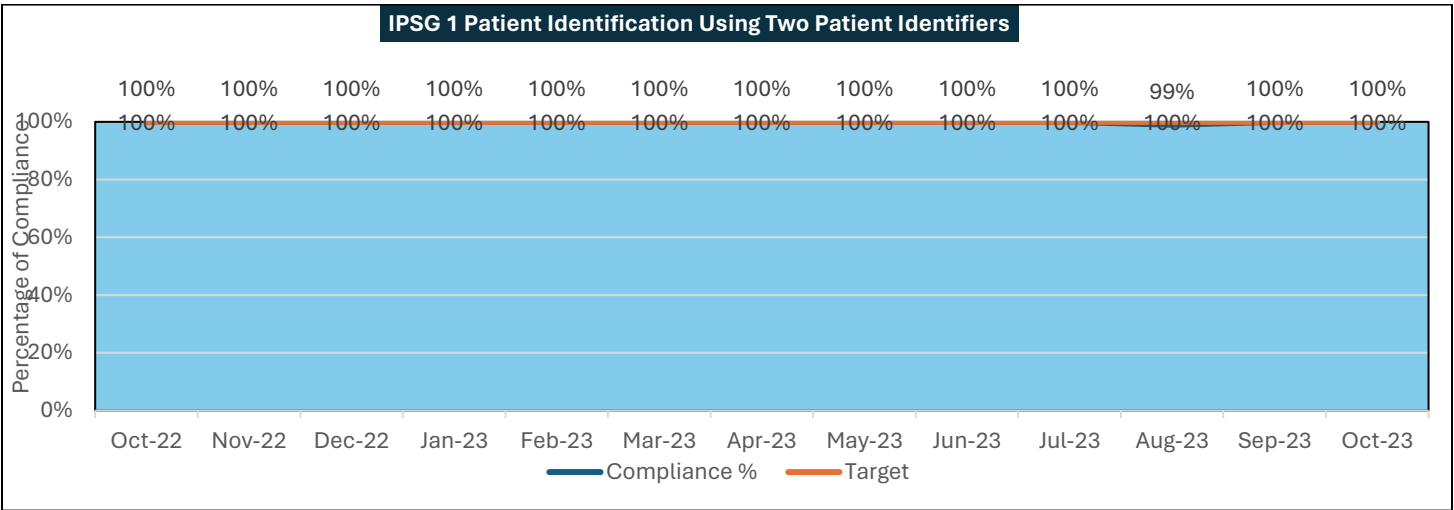
Hand Hygiene Compliance Rates:

- 1. First Quarter of 2023:  
- Average Percentage of staff compliance: 81.25%
- 2. Second Quarter of 2023:  
- Average Percentage of staff compliance: 79%
- 3. Third Quarter of 2023:  
- Average Percentage of staff compliance: 85%

Hand hygiene compliance is a crucial factor in preventing the spread of infections in healthcare settings. As we mentioned previously the first, second, and third quarters of 2023 have shown varying levels of compliance, with the third quarter demonstrating the highest average percentage. However, there were still missed opportunities identified in October 2023, highlighting the need for continuous efforts to improve compliance.

By implementing the recommended actions, including editing protocols, reeducation, and reinforcement, monitoring during tracer visits, and recruiting secret observers from patient family healthcare facilities can enhance hand hygiene practices and further reduce the risk of infections.

4. Patient Identification



Why do you think it is important to identify you correctly? It is important that you know the importance of identifying you correctly. Please work with your assigned nurse to identify you correctly to prevent the wrong patient getting the wrong medication errors or wrong treatment. We monitor our staff during home visits and its important that you as patients/family do the same.

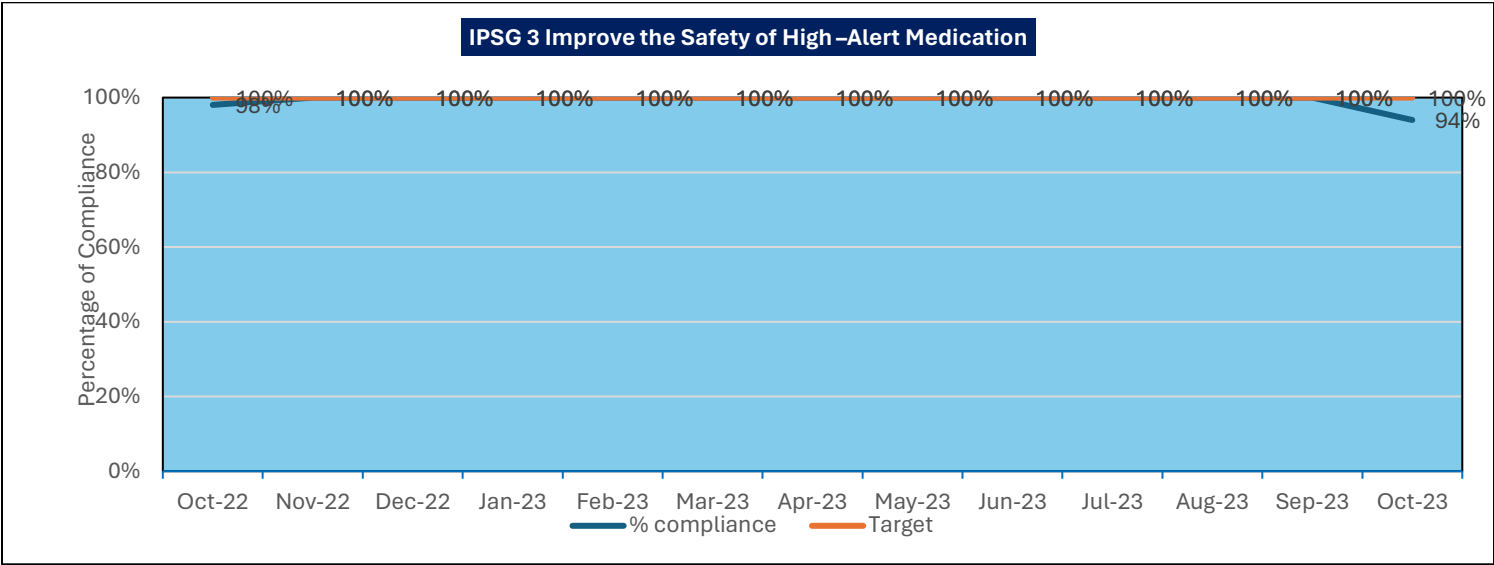
By correctly identifying patients we ensure patient safety and prevent medical errors. Compliance target rate for the third quarter of 2023 was achieved, with a high level of compliance observed in October 2023 by conducting reeducation, increasing tracer visits and recruiting secret observers from patient family, healthcare facilities can ensure ongoing compliance with the patient identification policy .Additionally, recommendations and actions are provided to enhance compliance with the patient identification policy.

Analysis for October 2023:

- Total observation visits: 84
- Correct patient identification compliance score: 100%
- All 84 observation visits demonstrated correct patient identification.



5. Medication safety of high-risk medications:



Medication safety is one of the most important pillars of patient safety. Working with your assigned nurse by listening to her/him teaching about how to safely use and store certain types of medication can keep you and

your family safe. There is a reason why they call it high alert medications they can cause significant harm to your body if not taken in a safe manner.

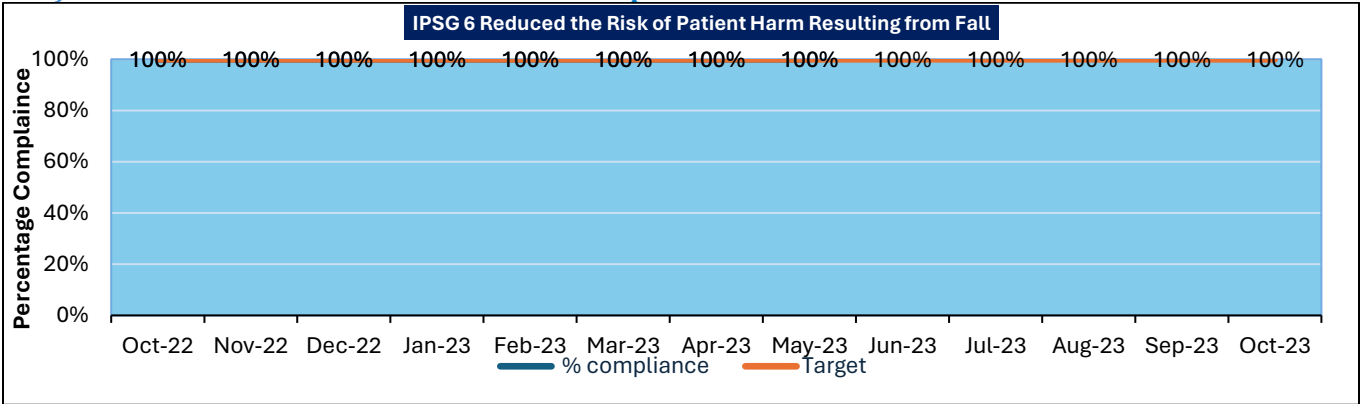
We are pleased to announce that in the third quarter of 2023 all employees complied 100% with the high alert medication instructions, which was noted in the patient's medical record. This indicates a positive outcome in terms of staff compliance with education on the safe use of this type of high alert medication.

During the analysis conducted in October 2023, it was found that 94% of the education provided on high alert medication was documented in the patient's medical record. This indicates a high level of documentation compliance, which is crucial for patient safety.

Based on these findings, it is recommended to continue monitoring staff compliance with education on high alert medication and ensure that it is properly documented in the patient's medical record. It is also suggested to continue conducting monthly audit file reviews and tracer visits to maintain and improve patient safety practices.

6.Reduce the risk of patient harm resulting from fall.

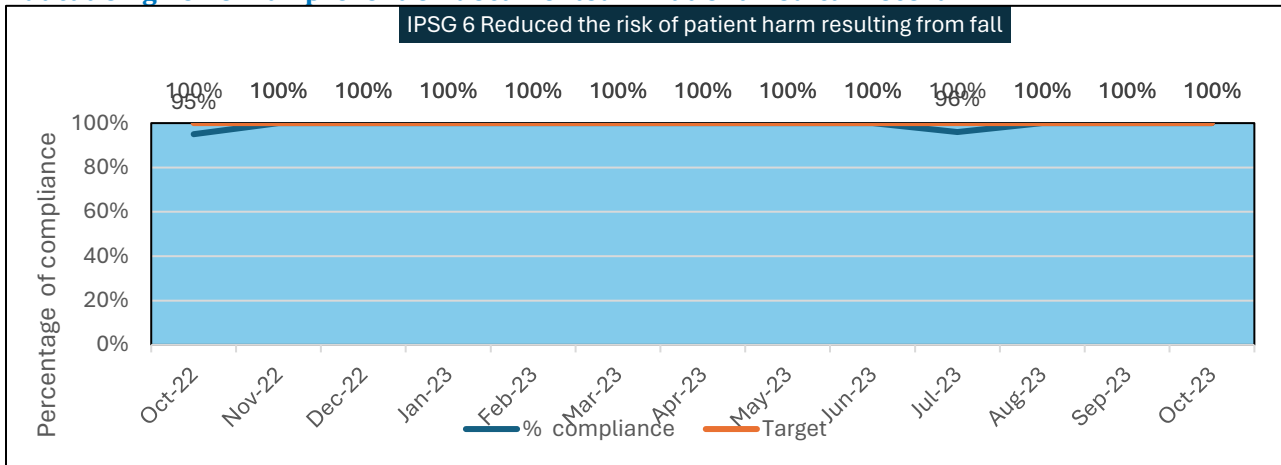
a) Initial fall risk assessment documented in patient medical record.



One of the highest reasons for patients being admitted to hospital is from injuries related to falls. It's important that you and your assigned nurse make sure that your home environment are safe from anything that can cause you to fall. therefore, our nurses, when you are admitted to the services, do an assessment to see if you are at risk of falling and how to keep you safe.

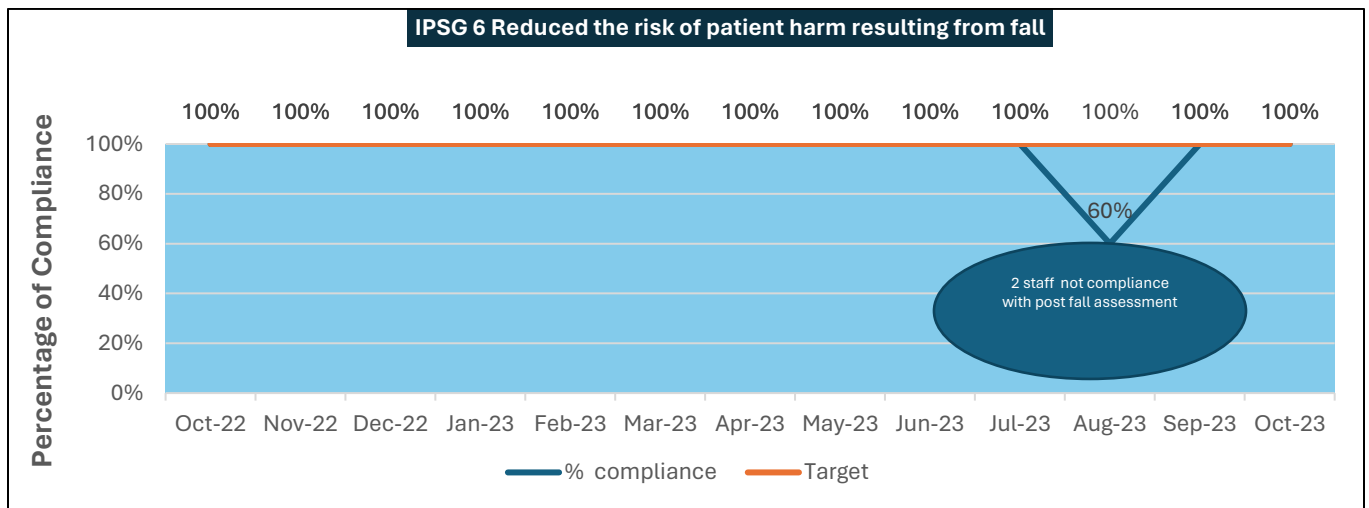
The Initial Fall Risk Assessment is important. This assessment helps identify patients who are at a higher risk of falling and enables healthcare providers to implement appropriate preventive measures.

**b) Education given on fall prevention documented in Patient Medical Record.**



Education on Fall Prevention: Providing education on fall prevention is essential to ensure that patients and their care partners are aware of the necessary precautions and strategies to prevent falls. It is important to document this education in the patient's medical record to track the dissemination of information and ensure that all relevant parties are informed.

**c) Post fall assessment documented in Patient Medical record.**



Post Fall Assessment: After a fall incident occurs, conducting a post fall assessment is vital to evaluate the patient's condition, identify any injuries, and determine the factors that contributed to the fall. Documenting this assessment in the patient's medical record helps healthcare providers track the patient's progress and implement appropriate interventions to prevent future falls.

By focusing on these three key areas - initial fall risk assessment, education on fall prevention, and post fall assessment - healthcare facilities can effectively reduce the risk of patient harm resulting from falls. Proper documentation of these assessments and interventions in the patient's medical record ensures a comprehensive approach to fall prevention and enhances patient safety.

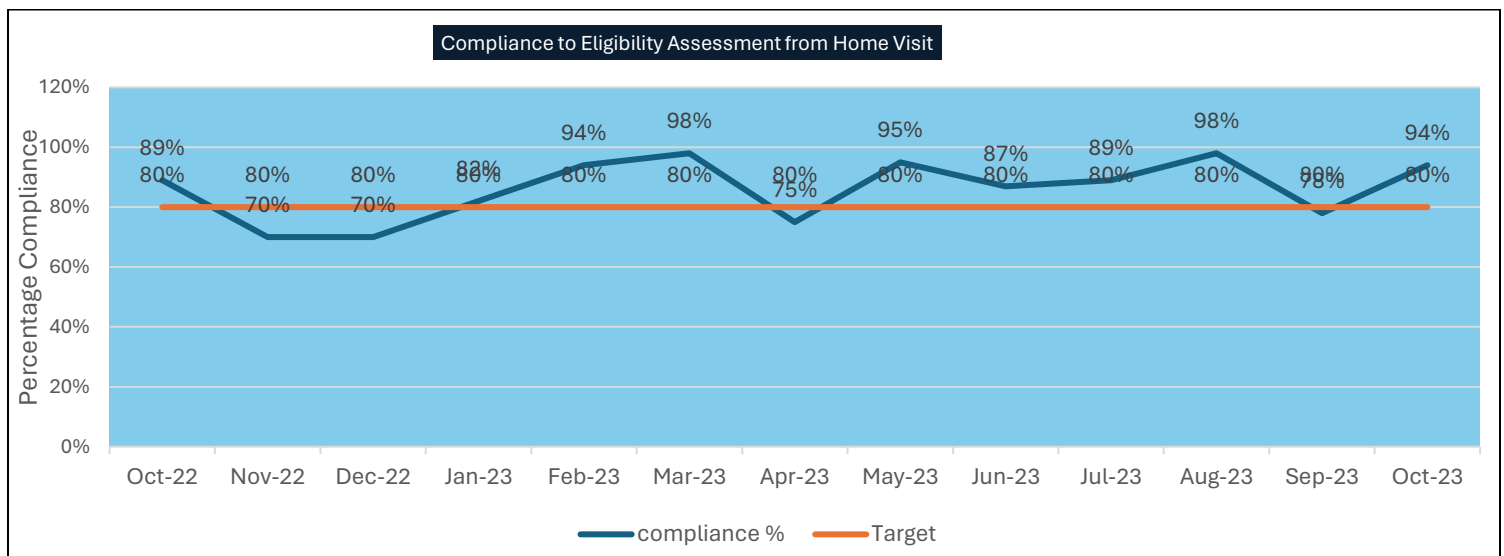


## Efficiency Measures

We strive to enhance the efficiency of healthcare services at our facility. This includes effective resource management, streamlined processes, and minimizing waiting times for starting the service. Our focus on efficiency allows us to provide timely and effective care to our patients.

The goal of our focus on efficiency in healthcare services is to provide the best possible care to our patients in a timely and effective manner. By effectively managing resources, streamlining processes, and minimizing waiting times for starting the service, we aim to optimize the delivery of healthcare services and enhance the overall patient experience.

### 7. Percentage of compliance with Eligibility assessment by home visit within three working days from receiving the request with completed documents.

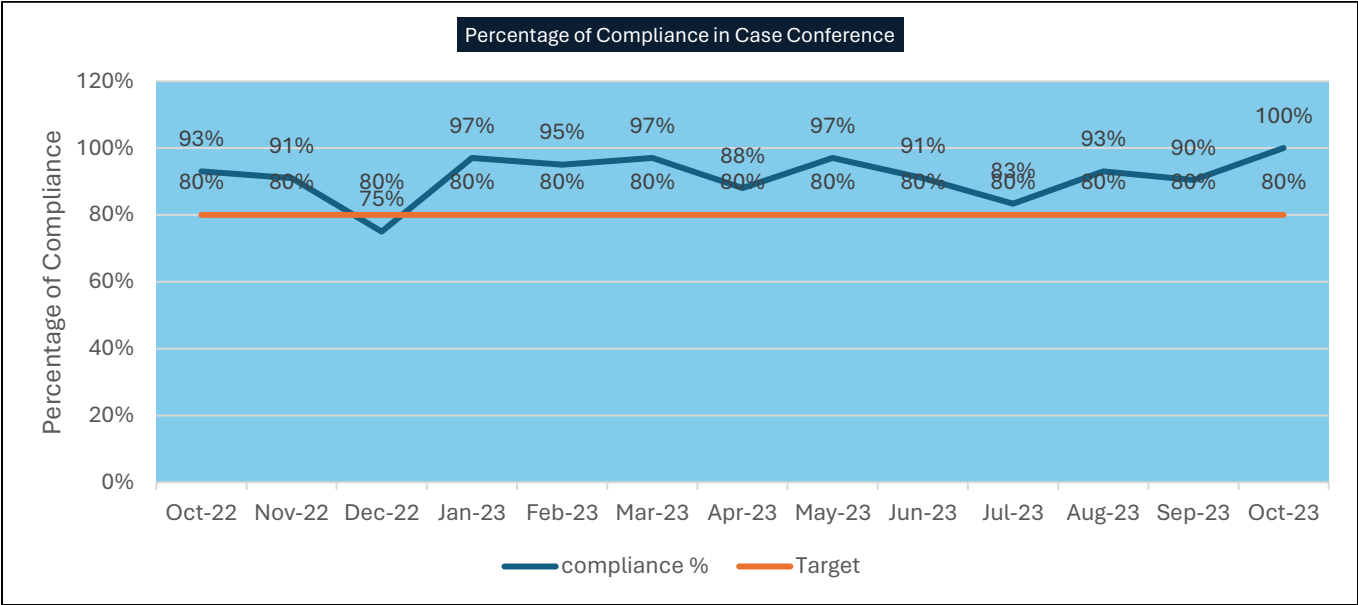


To make the admission process easy for our patients/families we are trying to do an admission assessment within 3 working days when we receive your completed request, This is one of the most important key performance indicators (KPIs) for the Home Visit team and compliance with the eligibility assessment within three working days is vital. This KPI measures the percentage of referrals that are assessed for eligibility compliance within the specified timeframe from receiving the request with completed documents.

The Home Visiting Team reported a 94% compliance rate for October 2023. 31 out of 33 cases were monitored for compliance with criteria met indicators within three working days.

Compliance with the eligibility assessment within three working days is a vital KPI that ensures timely access to care, streamlines processes, enhances the patient experience, facilitates effective resource allocation, and enables data-driven decision making. By prioritizing this KPI, healthcare providers can optimize the delivery of services and improve overall patient outcomes.

8. Percentage of compliance in case conference with completed documents within three working days

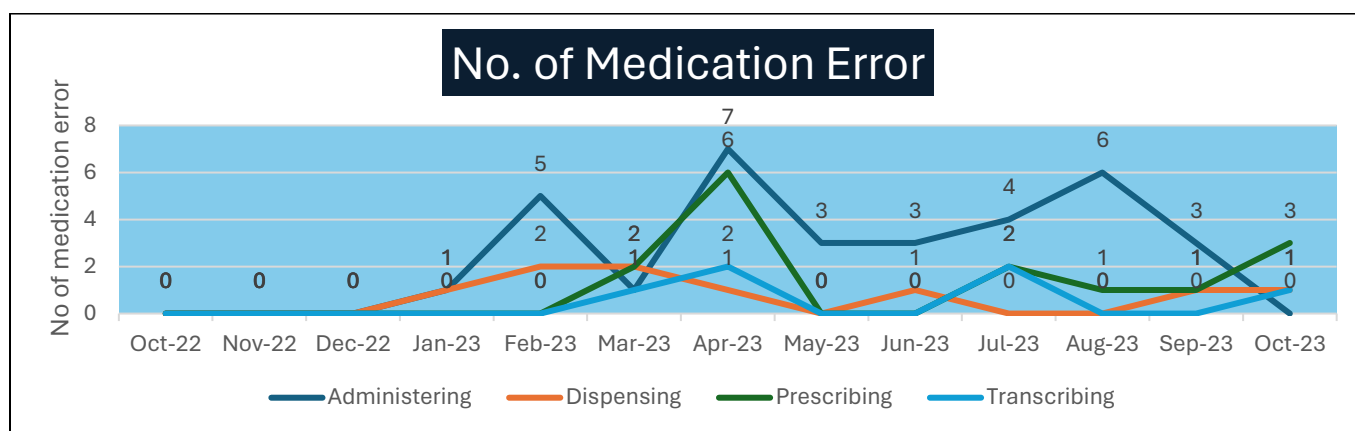


Discharging patients safely from hospital is an important goal for our services. We aim to make sure that your loved one is transferred home in a quick and safe way. therefore, our staff is assessing patients within three working days after receiving your completed request

We are happy to report that in the month of October 2023, the compliance rate for the case conference team was 100%, with a total of 27 referrals. All 27 referrals were assessed for compliance within three working days.

To maintain a good compliance rate, it is important to enforce the need for Case Managers to confirm with the family their attendance for the case conference at the appointed time. This ensures a proper workflow and reduces the chances of non-compliance.  
Overall, assessing referrals for compliance within three working days is crucial to provide timely and coordinated care, enhance patient satisfaction, and improve healthcare outcomes.

## 9. Number of Medication Errors reported through OVA in PNS including Administration, Dispensing, Transcribing and Monitoring errors.



One of the most noted medication safety mistakes found was patients suffering injuries that could have been prevented. In PNS we are working hard to keep you safe from medication harm and mistakes. We want to keep you safe at home and free from hospital admission. Following your doctor's orders is one of the steps to prevent you from medication harm.

During the month of October 2023, Private Nursing Services (PNS) department identified a total of five medication errors. These errors consisted of three prescribing errors, one transcribing error, and one dispensing error. This report aims to provide an overview of the incident types and propose recommendations for improvement.

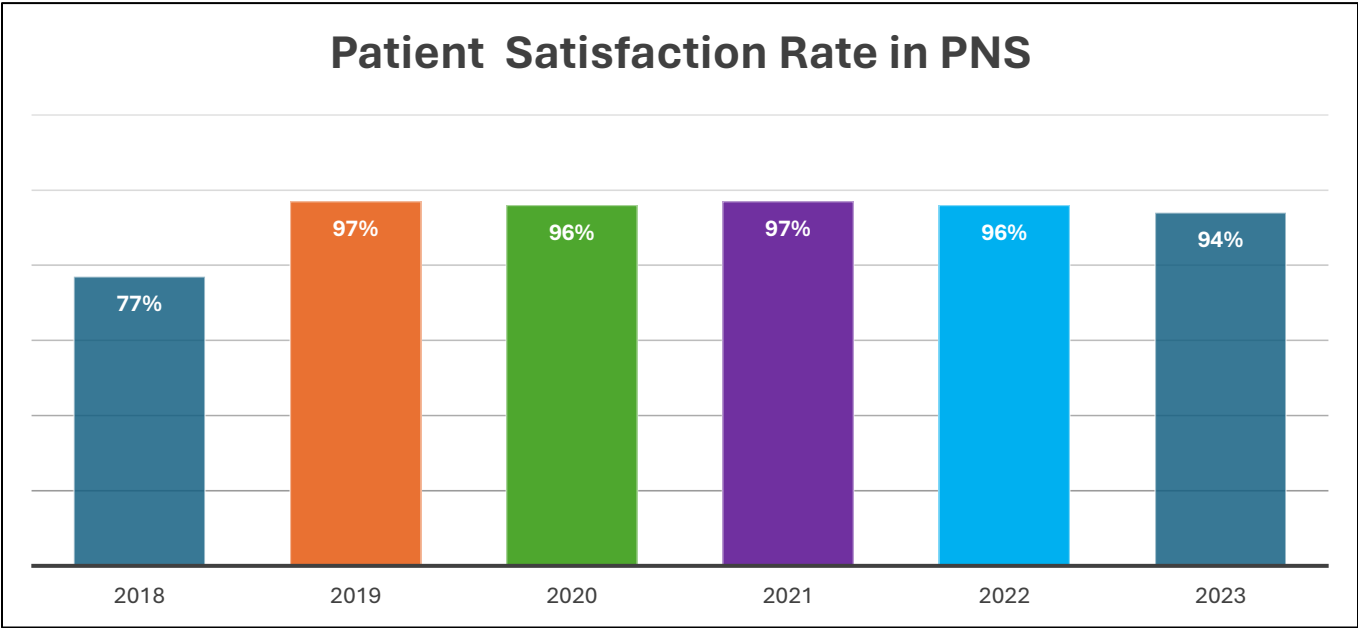
The October 2023 medication error investigation highlights the importance of addressing medication wrongly prescribed from doctors, nurses writing wrong medication names or doses, and medication wrongly dispensed from the pharmacy within PNS department. By reeducating staff on safe medication practices, monitoring compliance, and conducting file audits, the organization can proactively minimize medication errors and enhance patient safety.

## Service Excellence Measures

We are extremely proud of our commitment to delivering outstanding patient experiences. Our service, excellence, evaluates patient satisfaction, communication, and the overall care experience. Your feedback is

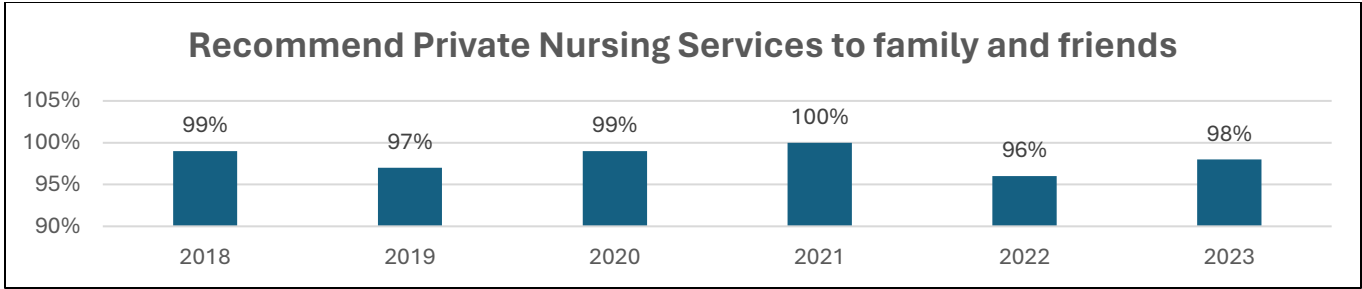
incredibly valuable to us, as it helps us continually improve the quality of care, we provide to meet your needs Care and exceed your expectations.

10. % rate of Patient Satisfaction with Nursing provided by PNS Department:



At PNS, your experience is of utmost importance to us. We highly appreciate your feedback, as it helps us prioritize and measure the satisfaction of our patients. By understanding how well we meet your expectations, we can make any necessary improvements. Our dedicated team is committed to providing exceptional customer care throughout your admission under PNS ensuring that it is as comfortable and stress-free as possible.

11. Recommend Private Nursing Services to family and friends:



We recognize that the patient’s experience serves as the initial point of contact for many patients and greatly influences their entire healthcare journey. Your satisfaction is a top priority for us, and we genuinely value your feedback and opinion. By evaluating the percentage of patients who are satisfied with their overall outpatient experience, we gain valuable insights into how we can consistently maintain and enhance the quality of care we provide. Your feedback serves as a driving force for us to continually improve and deliver the exceptional service you deserve.

At PNS, we deeply appreciate the trust you have placed in us for your healthcare needs. Our commitment lies in delivering the highest standard of care with a person-centric approach. Your feedback and satisfaction play a crucial role in shaping the quality of our services, and we eagerly look forward to continually serving you with excellence and compassion.

**12. Staff Support survey**

In July 2023, Survey was conducted with 528 employees to evaluate staff support services. The findings from surveys highlight the need for attention and improvement in staff support services. It is crucial to address the concerns raised by employees and take proactive measures to enhance their satisfaction and well-being.

To promote work and personal life balance, employee well-being, and stress reduction, the Private Nursing Services (PNS) has launched a staff support program. This program provides emotional support, comfort in distress, condolences, social wellness initiatives, and health promotion activities

By implementing the recommendations, the Private Nursing Services can work towards enhancing staff satisfaction, well-being, and overall work environment. This will contribute to increased employee engagement, productivity, and organizational success.

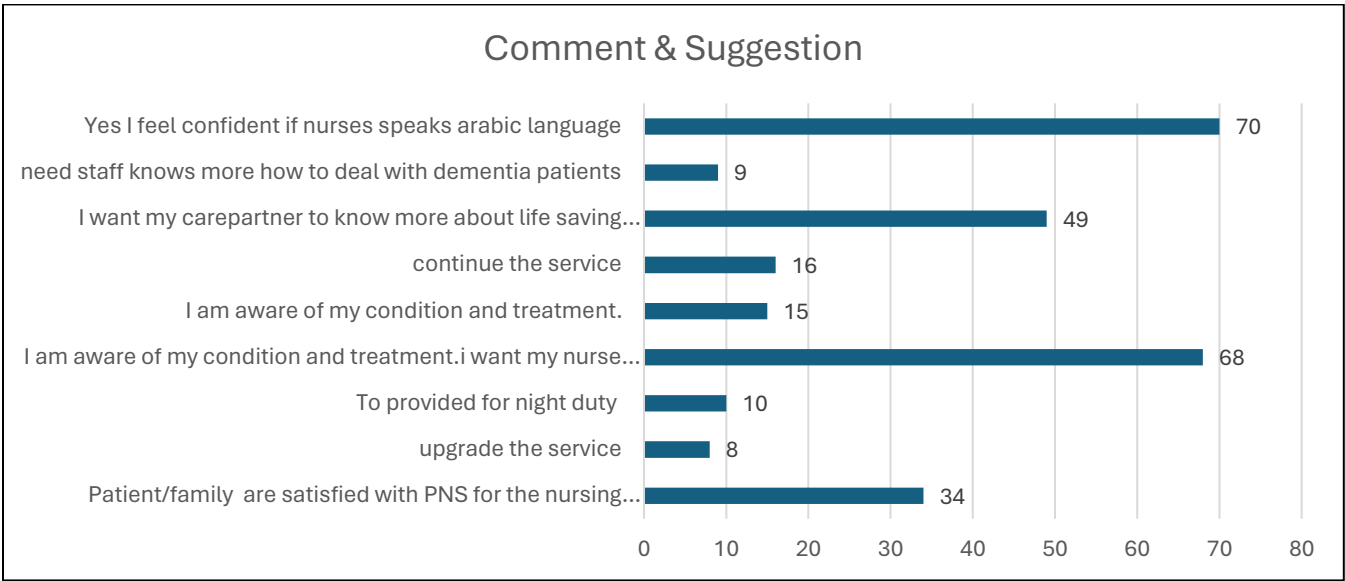
**13. Care Partner Program**

The PNS Patient Care partner Program is of utmost importance and has achieved a remarkable milestone. Among the 861 PNS patients, an impressive 98% have successfully completed the program's training. This achievement highlights the significance of the program in ensuring high-quality care and support for patients. The completion rate demonstrates the commitment of both the patients and the Care Partners in actively participating and acquiring the necessary skills and knowledge to deliver exceptional care.

This accomplishment serves as a testament to the program's effectiveness in equipping care partners with the expertise needed to provide optimal care, enhance patient outcomes, and promote patient satisfaction.

14.Patient experience interview

Voices of the patient/resident/family mechanisms have been used to drive changes in the organization.



The feedback from patients has led to several actions being taken to improve the Patient experience at PNS. Here are the key actions and their outcomes:

1. Nurses' Competency Assessment: Patients expressed the need for competent nurses to be assigned to them. As a result, PNS implemented competency validation for Nursing Outsourcing Agencies before providing nursing services. If they are unable to pass, they will not be assigned to any patient affiliated with private nursing services until after completing the training and evaluation stages.

2. Language Preference: One patient requested an Arabic-speaking staff member. In response, the team at PNS organized a meeting with the Volunteer department to arrange an Arabic session, ensuring that the patient's language needs are met.

3. Tracheostomy care management: PNS has initiated a project in compliance with the suggestions made by the Patient Family Advisory Council (PFAC). This council comprises patients and their families who provide valuable insights and feedback to improve the patient experience. Their suggestions regarding tracheostomy care and staff confidence have been considered, and appropriate actions have been implemented.

In response to a patient's preference for staff to be more confident in managing tracheostomy care, PNS has taken several actions to improve the quality of care provided. Nurses at PNS and care partners have received specialized training in tracheostomy care and management.

These actions demonstrate PNS's commitment to addressing patient concerns and continuously improving the quality of care provided. By implementing competency assessments, addressing language preferences and by offering specialized training, PNS aims to enhance patient satisfaction and deliver a more personalized and efficient outpatient experience.

**WE APPRECIATE YOUR DECISION TO CHOOSE PNS FOR YOUR HEALTHCARE NEEDS! THANK YOU FOR ENTRUSTING US WITH YOUR CARE AND ALLOWING US TO BE PART OF YOUR HEALTHCARE JOURNEY.**