

PNS – PFAC ANNUAL REPORT



مؤسسة حمد الطبية
Hamad Medical Corporation

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Overview and Introduction to Private Nursing Services (PNS) Patient Family Advisory Council

The Patient Family Advisory Council (PFAC), composed of committed members of our community who are patients, care partners and family members, is a great resource for learning about many viewpoints and thoughts regarding patient experience. Through their active participation, the council plays a crucial role in helping us shape policies and initiative. The Patient and Family Advisory Council (PFAC) works in partnership with the leadership and clinical staff of PNS to create an environment of patient and family-centered care across the entire services and provide feedback regarding patient and family centered care activities. The

Patient and Family Advisory Council guides the Patient and Family Centered Care Philosophy and the way it is interpreted and implemented throughout the services.

Through this partnership, discussions and decisions about patient and family-centered care occur in our monthly meetings, and programs that align with the needs and expectations of our patients and their families.

Over the past few months, the PFAC has been actively engaged in various activities. They have provided valuable feedback on our service



delivery, patient communication, and facility improvements. The PFAC has significantly improved and changed PNS services within the last few years. By co-designing the different improvement projects, they have transformed from advisory councils to our partners and decision makers. Their input has been instrumental in identifying areas for enhancement and implementing changes that have positively impacted patient satisfaction and outcomes.

In addition to their advisory role, the PFAC has also been involved in organizing educational workshops and community outreach programs. These initiatives

have aimed to raise awareness about patient rights, improve health literacy, and foster a stronger partnership between healthcare providers and the community.

As we move forward, we are committed to further strengthening the PFAC's role in our organization. We value their unique perspectives and expertise, and we will continue to actively involve them in decision-making processes that impact patient care.



Reporting Structure

PNS PFAC is chaired by PNS Person-Centered Care Specialist, Ms. Mona Nasr and co-chaired by one of our family members, Ms. Nadiya Abdulla Hassan Mulahussain and eleven patient advisors.

There are two PFAC members who are steering committee members as well. The Steering Committee meets monthly to discuss specific topics and to update members about initiatives and seek their input on projects. The PFAC also provides feedback on the initiatives in the Steering Committee



Ms. Nadya Al-Rauili:
EDON:PNS/HHCS/CMES
PCC Executive Champion

We encourage patients and their families to be an active participant in all stages of their healthcare journey, acting as partners in planning and decision-making. Patient Family Advisory Council (PFAC) – Private Nursing Services is the cornerstone of that patient-centered approach. We can only make improvements and further elevate the experience of healthcare when we view it from the perspective of patients and their families.

Patient Family Advisors are crucial because their input will enable us to better understand and cater to the requirements of patients and their

families in all facets of care, as well as to enhance access, guarantee courteous and transparent communication, streamline procedures, and facilitate system navigation.

To improve and enhance the care given to all patients and their families and guarantee the delivery of high-quality, patient and family-centered care, the members of our Patient and Family Advisory Council will be dedicated to advancing patient and family-centered care at Private Nursing Services. They will also collaborate to address practice issues like access, communication, and customer service.



Ms. Mona Nasr:
Head Nurse, PNS
PFAC Chairperson

Patient and Family Advisory councils (PFACs) are an excellent way to help health care institutions and providers better understand the perspective of patients and families while also helping caregivers better identify the needs of their patient population and bring patient and clinicians views closer together. Numerous organizations collaborated with their PFACs to inform outreach, lower COVID-19-related obstacles, and promote long-lasting changes while the virus tore apart and decimated communities. To record lessons learned and assist the field in creating and maintaining high-performing PFACs. In Private Nursing Services we strive to encourage respectful, productive collaborations between nurses, families, and patients. Boost communication and collaboration amongst nurses, families, and patients. Change the culture to emphasize caring for patients and their families.

Boost patient health outcomes, safety, and high quality of care. Private Nursing services created a connection between the community and the hospital through

inviting concern individuals/different specialty during our PFAC to answer the families' concerns.

In recent years, The PFAC members talked about their medical experiences with staff, and other health care providers. Moreover, they discussed ideas for enhancing care, quality, safety, and services in our department by taking part in group conversations.

They were involved in discussion about policies, care procedures, and patient education resources from the viewpoint of the patient and family. They determined a few needs and concerns of the nurses, patient, and family such as (BLS/ First Aid, tracheostomy training, partnering care in dementia patient).

The PFAC member participated in workgroups/experiential activities to assist in incorporating the patient and family viewpoint into these initiatives (CHI-Arabic version).



Ms. Nadiya Abdulla Hassan
Mulahussain: PFAC Co- Chair

Person-centered care acts as a liaison with the private nursing service by communicating ideas and opinions to the Patient and Family Advisory Board whenever necessary.

Enhancing the relationship and communication between patients, families and staff.

I am thankful for their efforts and I am very happy for the wonderful and useful ideas for patients. We form the voice of the patient who cannot attend and we communicate their needs through the council.

We thank them for providing a platform that enables staff to hear from the patients and families they care for. We thank them for Involving patients and families in planning and implementing service improvement projects and patient programs.

I aspire to more new projects and cooperation, and I advise that any care partner share his voice with us in the council, and that we all be the voice of the patient and aspire to greater achievements, God willing.



Mr. Yousef Alemadi: PFAC Member

My name is Yousef Alemadi I am one of the patient family member of PFAC group.

I am pleased to be part of this group where we can express our thoughts and ideas and discuss the development of PNS to reach the patients satisfaction level.

I got invited to participate and give positive ideas and ensure that this service can be improved with help of everyone who needs assistance.

All proposals are welcome for discussion to see how this can be implemented.

Notes from our PFAC Members:

The PFAC members proposed significant improvement projects for 2023. The department's performance was significantly enhanced by such initiatives. Below are the most important improvements projects implemented:

PNS-PFAC Achievements

1. PNS Website

This idea was originated with the PFAC and a working group was formed by PNS and the patient's family members to transform the website from an informative to an interactive platform. All requests for nursing services were added and made easily accessible on the website. Accomplishments and frequent updates of PNS operations are available along with a link for the My Health Portal.

We have also provided website access to all in-patient case managers so they could submit requests for services on behalf of their patients.

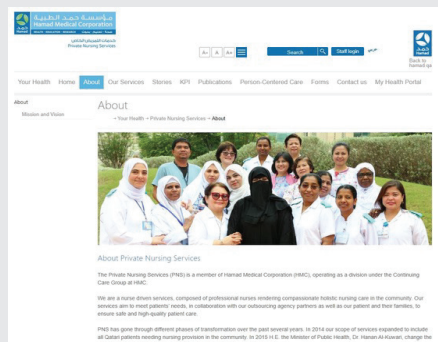
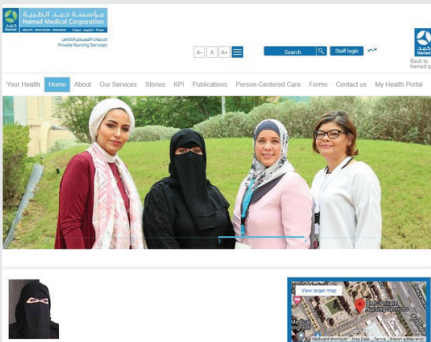
This SMS was formulated and translated into Arabic by the patient's family.

PNS Newsletters with an editorial team consists of patient's family who are contributing to write articles are being uploaded in the website.

The PFAC member created an Arabic-language SMS message that has been utilized as an automated response after the patient or family member successfully submits their requests via the website.

Additionally, PNS Newsletters with an editorial team consists of patient's family who are contributing to write articles are being uploaded in the website.

PNS Website



2. Staff Wellness Program

Our patients and their families observed that the assigned nurses were not doing as well as they had been doing before and during the Covid-19 outbreak. In the council meeting, a member of the PFAC voiced this concern. The PFAC then discussed ways to improve the situation by concentrating on staff wellness and ensuring that all nurses' physical, mental, emotional, social, and professional well-being are balanced, as well as by raising staff satisfaction with the support services provided.

Hence, several social gathering were conducted and patient's family members were randomly selected to attend different wellbeing activities with the staff.

In addition, to improve staff morale, PNS established new recognitions such as Abrarr Honor of Excellence award and Golden Catch Proactive Recognition. The criteria for both awards were formulated together with the patients and their family.



Sports Day

3. Tracheostomy Care and Management

Patient safety first is one of the most important goals in PNS. One of our PFAC members after an incident requested us to focus on improving staff clinical practice related to Tracheostomy Care /Management. In collaboration with the education and Respiratory Therapy teams in Rumaila Hospital 7 PNS champion staff has undergone training.

A tracheostomy care and management survey were co- designed with our patient's family to identify the level of confidence of the staff.

Management and Care of Tracheostomies, prioritizing patient safety is one of PNS's most important objectives. Following an event, one of our PFAC members asked us to concentrate on enhancing staff clinical practice regarding tracheostomy care and management. Seven PNS champion staff members have received training in cooperation with the teaching and respiratory therapy teams at Rumaila Hospital.



Desk Fit Exercise



Desk Fit Exercise

Tracheostomy Session

To assess staff confidence, a tracheostomy care and management survey was created in collaboration with the patient's family. We have already trained 12 care partners and 35 staff nurses, and we hope to teach more.

During our patient rounds and home visits, we are continuously assessing our

staff's competency. Patient's family and PNS Team had organized and conducted training for carers which was held on 10th August 2023. The patient's family and care partner who attended the training now have a stronger sense of commitment to and confidence in the care of their tracheostomized patient thanks to this training



First Aid Training for Care partners

With the goal of utilizing evidence-based approaches to lead and direct Person-centered care education, PNS hopes to maximize improvements for both the Qatari community and the healthcare system. Through ongoing education and the growth of their care partners, we hope to provide the best treatment possible for each one of our patients. In association with HITC, the Hamad International Training Center provided the care partners' first aid and resuscitation skills. Good feedback was provided by the attendees who indicated that the sessions were interesting, and they learned about the fundamentals of medical care, and the practical live sessions were well organized. To further spread the word about this training, PNS along with the patient's family created promotional video. These videos were

translated into Arabic and English and sent via SMS to all of our patients, their families, and home visits. We anticipate that more care partners will be trained in the future. 24 care partners were trained since the program started. Our constant goal is to improve staff and patient satisfaction. Furthermore, in collaboration with the PFAC, we successfully completed the following improvement projects which are the first of its kind in person-centered care.



BLS/First Aide Training

Compassionate Human Interaction (CHI) Participatory Approach focusing on Family and Care Partners (Arabic).

The "Participatory approach in Compassionate Human Interaction (CHI): Focus on Family and Care Partners" launch of PNS Compassionate Human Interaction Arabic Session are one of the most important projects recommended by one of our PFAC members.

PNS has piloted this training in Arabic for patients and their family members (PFAs), the first of its type since Compassionate Human Interaction (CHI) training began. This fits into the framework of our cooperative approach

with PFAs as PNS aims to attain Distinction beyond Person-Centered Care certification.

To strengthen the person-centered care culture and encourage active participation from our service users.

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To strengthen the person-centered care culture and encourage active participation from our service users.

They will be selected from the PFA members in accordance with basic qualifications in speaking, teaching, interests and dedication. The pilot training sessions will be scheduled for the Steering Committee and PFAC

members to evaluate teaching- learning experience and improved practice among the focused group. Furthermore, peer-review of the content of the presentation once ready, will be done and the evaluation tool will be made available to access the areas for improvement.

We encourage you to get in touch with us and register for the course. We guarantee entertaining interactions and enlightening exercises.



PFAC Brochure



One of the initiatives of the PFAC was creating a PFAC Brochure to encourage more patient and patient family to join and participate PNS-PFAC. We believe that we can make

improvements and further elevate the experience of health care when we view it from the perspective of patients and their families.

PFAC Online Application Form

PNS is taking steps to involve more patients and family members in their PFAC (Patient and Family Advisory Council). To facilitate this effort, a new form has been created which

interested individuals can use to apply for membership on the council. Making it easier for those who want to be a part of the council to apply and get involved.

Step 1

Become a PFAC member

1 2 3 4

Personal Information

Title*

First Name: *

Last Name: *

Nationality: *

Gender: *
 Male
 Female

Date of Birth: *
 / /

MM DD YYYY

Occupation & Organization: *

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Step 2

Become a PFAC member

1 2 3 4

Contact Information

Email *

Mobile No: *

Home Address:


City:

Will you allow your contact information to be shared with other PFAC members? *
 Yes
 No

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Step 3



Become a PFAC member

1 2 3 4

Care Experience

Have you or your family member been treated/admitted in any of these HMC facilities in the last six months? *

Yes


No. If my family member has not been a patient of HMC in the last six months.

Which HMC facility are you interested to become part of its PFAC? Please select all that apply. *

- Al Wakra Hospital (AWH)
- Ambulatory Care Center (ACC)
- Communicable Disease Center (CDC)
- Enaya Specialized Care Center
- Heart Hospital (HH)
- Home Healthcare Services (HHCS)
- Private Nursing Services (PNS)
- Women's Wellness and Research Center (WWRC)
- Emergency Department

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Step 4



Become a PFAC member

1 2 3 4

Council Information

Why would you like to serve as a Patient and Family Advisor? *

I agree that Hamad Medical Corporation can contact me to discuss the suitable opportunities on becoming a PFAC member. *

Agree

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Thank you for expressing your interest in joining the Patient and Family Advisory Council. We will be in touch with you shortly.

Once you have completed the task, you will receive an email confirmation immediately after.

SCAN HERE
and be a part of PNS PFAC



Get in touch with us:



40258015



Email Address: privatenursingservice@hamad.qa



Website Link: <https://www.hamad.qa/EN/your%20health/PrivateNursingServices/About/Pages/default.aspx> (EN)
<https://www.hamad.qa/AR/your%20health/PrivateNursingServices/About/Pages/default.aspx> (AR)



Location: Hamad Bin Khalifa Medical City Bldg. 318, 1st floor
Map Location: <https://www.google.com/maps/place/HMC+Private+Nursing+Services/@25.29827,51.507053,991m/data=!3m1!1e3!4m6!3m5!1s0x3e45dbad6a0dd335:0xa7d9665ee367b336!8m2!3d25.2982699!4d51.507053!16s%2Fg%2F11fsrgxp8n?hl=en&entry=ttu>

Conclusion:

With the shift in the health care, we are striving to engage patients in their everyday care activities. Like any profession, learning from the community can provide great insight on how to provide better service. Integrating Patient and Family Advisory Councils (PFACs) within the community setting is an excellent approach to learn from patients and increase the quality of care delivered in PNS and we are beginning to recognize the many benefits of working with patients and families. Please complete the application form and become one of the key persons who change healthcare in Qatar.