

Private Nursing Services Newsletter

Volume 1st Edition 2026



CONTRIBUTORS

Editor in Chief:

Ms. Erilyn Leigh C. Manalo, SN
 Co-Editor in Chief
 Ms. Maria Katrina Bacal, SN

Contributors:

Ms. Nadya Al Rauili, EDON Ms. Asmahan Abdo, DON
 Ms. Justine Plaatjies, NHS Ms. Mona Nasr, HN
 Mr. Hamdi Abu-Danhash, SN
 Mr. Murad Albustanji, NE 1

Arabic Translators:

Ms. Marwa Moghazi, NE 1
 Mr. Ahmed Badawy, PTR
 Ms. Assia Salhi, GRN
 Mr. Hamdi Abu-Danhash, GRN
 Mr. Murad Albustanji, NE 1
 Ms. Walaa Yousry, GRN
 Ms. Nagwa Hussein, GRN
 Special thanks to HMC Corporate Communication Department
 for their support to PNS Team

IN THIS ISSUE

- | | |
|---|--|
| 1 | Executive Note |
| 2 | Your Care, Our Priority |
| 3 | Celebrating Progress in Person-Centered Care across HMC |
| 4 | Changes in the Medication Administration Policy |
| 5 | Supporting corporate in-bed crisis and difficult discharge patients. |
| 6 | Unit Meeting: Updates, Farewell and Recognition |
| 7 | Acknowledging our Nurses: Abrar Honor of Excellence Awardees |

Executive Note



Amid the challenges and periods of uncertainty, the PNS team has continued to demonstrate remarkable resilience, and an outstanding commitment to patient care. Despite the difficulties faced, our nurses have remained steadfast in providing safe and uninterrupted care to our Qatari patients within the community, always ensuring that the well-being of our patients remains our highest priority.

This unwavering commitment is a true reflection of the strength, professionalism and collaborative spirit of our nursing workforce. Every member of the team has played a vital role in maintaining high standards of care, adapting to changing circumstances, and ensuring continuity of services during times when our patients and families needed us the most.

Together, we remain united and committed to delivering high-quality, patient-centered care while continuing to support and strengthen the health and well-being of our community.

Your Care, Our Priority



PNS would like to reassure all patients in the community that, amid uncertain and challenging times, we remain fully operational and fully committed to providing safe, compassionate, and uninterrupted care. We continue to receive patient requests and conduct home visits as usual, ensuring continuity of essential nursing services without disruption.

Our teams remain prepared, supported, and guided by strengthened safety measures to always ensure reliable and continuous care. To keep our patients connected and informed, SMS notifications have been sent resharing our hotline and email channels for any nursing-related concerns or assistance.

No matter the challenges, PNS remains dedicated to delivering quality care, ensuring patient safety, and supporting the communities we proudly serve.

Celebrating Progress in Person-Centered Care across HMC



At the latest Person-Centered Care (PCC) Corporate Steering Committee meeting, teams from across Hamad Medical Corporation (HMC) were recognized for the significant progress being made in embedding person-centered care across all sites.

Led by Nasser Al Naimi, HMC's Chief of Patient Experience and Director of Hamad Healthcare Quality Institute, the meeting provided an opportunity not only to review progress, but also to celebrate the dedication, energy, and collaboration of teams who continue to translate PCC principles into meaningful, day-to-day experiences for patients and their families. Dr. Khalid Al Jhalem, Chief Medical Officer, joined HMC executive leaders in recognizing the recent certification achievements of Al Wakra Hospital and Heart Hospital, alongside all previously PCC-certified sites across HMC.

These accomplishments highlight the sustained efforts of multidisciplinary teams in strengthening partnership, compassion, communication, and respect within care delivery.

Special recognition was also given to the Compassionate Human Interaction (CHI) trainers from Women's Wellness and Research Center and Hamad General Hospital for their outstanding contributions to workforce development. Their efforts have been instrumental in equipping staff with the skills and mindset needed to deliver compassionate, person-centered care both within and beyond their respective facilities. The Steering Committee also received updates on several key initiatives supporting this continued progress. These included the expansion of CHI training programs, enhancements to patient-facing digital platforms such as the Lbaih application, ongoing improvements to the HMC website,

and broader efforts to strengthen communication materials, recognition programs, and engagement with Patient and Family Advisory Councils (PFACs).

Changes in the Medication Administration Policy

Hamad Medical Corporation(HMC) continuously update their policies to improve patient safety, enhance the quality of care, and align with international standards. One of the most important areas that requires regular review is the medication administration policy. Recent changes in this policy aim to reduce medication errors, strengthen accountability, and ensure safe medication practices among healthcare professionals.

The updated medication administration policy emphasizes standardized administration timing, including the time sensitive and time non sensitive medication, and proper rescheduling. Healthcare staff are now required to follow stricter standards. PNS Nurses and outsourcing agency were trained about the new changes; many sessions were given by PNS education team.

In conclusion, the changes in the medication administration policy reflect the healthcare sector's commitment to patient safety and quality care. By following updated medication timing and scheduling, healthcare professionals can significantly reduce medication errors and provide safer, more effective treatment for patients.



Supporting HMC in-bed crisis and difficult discharge patients



Due to the increased demand for inpatient beds over the last six months, PNS have played a crucial role in supporting all HMC facilities. Their contributions include conducting eligibility assessments in a short time frame, preparing reports, obtaining approvals, and arranging with outsourcing agencies to provide nurses.

In addition, As part of the SANAD committee, weekly Bed Crisis & Discharge Review Meeting, including corporate leaders, case managers, equipment, and HHCS to foster continuous improvement and ensure safe and managed discharges. With the hands-on support of our leadership and management team, these efforts have been reflected in the high number of discharged patients in recent months. The average length of stay for difficult discharge patients has decreased, which supports overall bed availability.

Unit Meeting: Updates, Farewell and Recognition

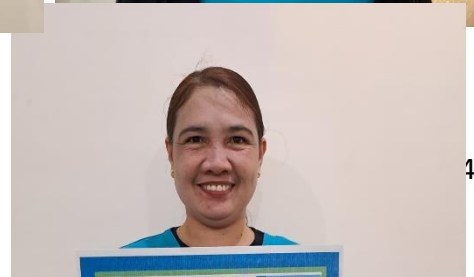


The unit meeting was successfully conducted on 5th March 2026, covering key updates on shift assignments, and operational adjustments to ensure safe and continuous patient care.

We also bid farewell to Ms. Cherry Rose Gaela, GRN who has been in the corporation for more than 10 years recognizing her contributions to the unit and wishing her continued success in her future endeavors.

We also congratulate Ms. Hoda Ahmed Elsayed Salem on her official designation as Infection Prevention and Control Reviewer, strengthening our commitment to patient safety and quality care.

Acknowledging our Nurses: Abrar Honor of Excellence Awardees





NAME	Nursing Outsourcing Agency
Vanessa Rafael	Qatar Care
Jasmen Pasco	Qatar Care
Madusha Geekinyange	Qatar Care
Lorna Cantos	Qatar Care
Annette Rangel	Qatar Care
Ruth Mutinda	Qatar Care
Kamesh Ticsay	Qatar Care
Lahiru Appunetthi	Qatar Care
Lea Boco	Qatar Care
Ivone Ochanda	Qatar Care