



Private Nursing Services Newsletter

Volume 1 Edition 2025



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Special thanks to HMC Corporate Communication Department for their support to PNS Team



Executive Note

PNS continues to demonstrate its dedication to enhancing person-centered care within the homes of Qatari patients. By encouraging deeper patient engagement—particularly through the proactive participation of Patient Advisory Council members—we strive to further improve the quality and responsiveness of our services.

As we await the outcome of the Planetree Person-Centered Care recertification, our efforts remain focused on supporting healthy aging and delivering personalized care that honors individual preferences. This commitment also extends to caring for families and care partners, ensuring a truly holistic and compassionate approach.

A sincere appreciation goes to all stakeholders whose contributions have made this progress possible.

Patient Experience Interview – We Value your experience





They greeted the team with smiles and were eager to have a photo taken.

After the photo was taken, they looked at it and were thrilled to see it. They were excited to know that their photo would be in the newspaper, which made the visit even more special.

The PNS nurses provision started in 2020-2021 and provides 24-hour care. When we asked the mother what she likes most about the service, she said, "I now have competent nurses taking care of my children, which lets me go to work outside the house. Since the service was started, I feel my children in safe hands."

When asked about how nursing care has affected her sons' health, she shared that their health has improved a lot, and they've had fewer hospital admission. "The care they get has really helped," she said.

During a recent home visit, the Private Nursing Services (PNS) team had the chance to meet with a family and learn more about the care they've been receiving and discuss the patient's needs and expectations. The family has three gentlemen who are on mechanical ventilators connected to tracheostomy (T-Tube). One of them shared that he dreams of becoming famous, showing his positive attitude despite the challenges.

The children were happy and excited during the visit.

We also asked her how the service could improve, and she said everything is great. "The service is excellent, and I appreciate all that PNS has done for us."

Lastly, when we asked if she would recommend Private Nursing Services to others, she said, "I would definitely recommend this service to anyone who needs nursing care. The team has been a big help, and I am very grateful for their care."

The Growing Impact of Golden Catch – Near Miss

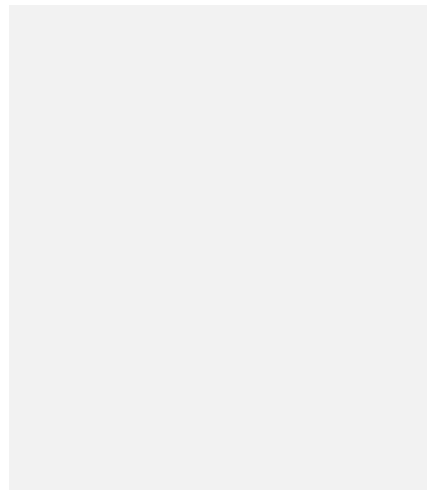


The impact of Golden Catch Near Miss is already being felt across our organization. These proactive measures are making a real difference in safeguarding our patients. The team is actively involved in continuing to educate all staff, with 1,020 employees having already received near-miss training.

A recent near-miss follow-up survey gathered positive feedback, showing that all staff members are interested in attending the training. As a result, near-miss education has now become an integral part of our new employee orientation program to ensure ongoing awareness and engagement.

This January 2025, four staff members were recognized for correctly reporting and managing near-miss incidents, further reinforcing our commitment to patient safety and proactive learning.

Every team member plays a role in patient safety. We encourage all staff to stay alert, report near misses, and contribute to a safer healthcare environment. Your Golden Catch could prevent a future incident and save lives!



PNS Leader and Staff Nurse recognize for Planetree Spirit Award



We are proud to congratulate Ms. Justine Plaatjies, Nursing House Supervisor, and Ms. Erilyn Leigh Manalo, Staff Nurse, for receiving the Planetree Spirit Award during the PNS Live Experience Evaluation on February 2, 2025.

This esteemed award honors individuals who embody the core values of Person-Centered Care—delivering compassionate, collaborative care that prioritizes the needs and preferences of patients,

families, and care partners. Their achievement is a proud moment for PNS and a true inspiration to us all. Their achievement is a proud moment for PNS and a true inspiration to us all.

PNS Recognized for Excellence in Timely OVA Management



On January 27, 2025, the Private Nursing Services (PNS) team was honored with the Corporate Quality Council Award for their outstanding dedication to the prompt review and closure of Occurrence Variance Reports (OVAs). This achievement underscores PNS's commitment to enhancing patient safety and operational efficiency within Hamad Medical Corporation (HMC).

The award also acknowledges the collaborative efforts between PNS and the Nursing Outsourcing Agencies.

Their joint commitment to timely reporting and resolution of OVAs has been instrumental in fostering a culture of continuous improvement and accountability.

This recognition reflects the organization's dedication to maintaining high standards in healthcare delivery and its proactive approach to quality assurance.



A Tribute to Service and Farewell to Ms. Shybi Joseph



On March 28, 2025, HMC proudly celebrated the remarkable career of Ms. Shybi Joseph with a heartfelt farewell party, honoring her more than 15 years of dedicated service. A respected and inspiring figure within the PNS team, Ms. Shybi Joseph served as a Senior Staff Nurse and Escort Coordinator, roles in which she consistently demonstrated exceptional commitment, compassion, and professionalism.

Throughout her career, Ms. Shybi has been a role model to many staff, inspiring colleagues with her tireless work ethic and dedication to patient care. Beyond her clinical duties, she also played a pivotal role as one of the Planetree Driver Leads in PNS, contributing significantly to the Person-Centered Care Certification — a testament to her passion for creating a compassionate, patient-focused healthcare environment.

As she embarks on a new chapter, the entire HMC family extends their best wishes to Ms. Shybi for success in her future endeavors. Her presence, leadership, and warmth will be deeply missed.

Celebrating Commitment: PNS Awards Nurses for Years of Service



PNS proudly hosted its annual Length of Service Awards to celebrate the unwavering commitment and loyalty of the nursing staff at HMC. This special occasion served as a heartfelt tribute to the nurses who have devoted years of dedication to patient care and the healthcare community. Through meaningful recognition ceremonies,

tributes highlighting their years of service, and awards celebrating nurses' excellence, PNS aims to express deep gratitude and admiration for their nurses. This year, the following outstanding staff members were honored for their continued service:

- Assia Bent Tahar
- Shanti Andrews

- Bawey Kunjumon
- Nagwa Hussein
- Gini Abraham
- Kala Loveline
- Nouredine Charchour

Each awardee has made a lasting impact on HMC through their compassion, professionalism, and tireless work, and their recognition is a testament to the vital role they play in the healthcare system.

Private Nursing Service Hosts 1st DAISY Awards, Honoring Extraordinary Nurses



We celebrated the commitment and empathy of its nurses on January 26, 2025, with its first Daisy Award ceremony, which also raised the spirits of employees.

Five nominees were recognized by PNS, and three exceptional honorees were chosen: Mr. Nouredine Charchour, Ms. Precy Quero, and Ms. Mercy Mercy Mugweru. Ms. Mona Al Khater, a member of the Daisy Awarding Council and Patient and Family Advisory Council, joined PNS executives in giving the awards during a memorable event honoring their outstanding service and compassion

Congratulations

To our most recent DAISY Honoree!

Nouredine Charchour, SN

“ His care to his patient is about human connection and being a lifeline when someone is lost in the storm. ”

Nominate your nurse today!



Congratulations

To our most recent DAISY Honoree!

Mercy Mugweru, SN

“ She always consider her patient's condition and the care she requires. Her time at her patient's house was difficult but she had to stay focused in providing compassionate nursing care and ensuring safety at all times. ”

Nominate your nurse today!



Congratulations

To our most recent DAISY Honoree!

Precy Quero, SN

“ Her exceptional commitment has left a lasting impression on the patient's family, earning her their trust and admiration. ”

Nominate your nurse today!








Acknowledging our Nurses: Abrar Honor of Excellence Awardees





Abrar Honor of Excellence Awardees (January- March 2025)

Sunita Kumari Sardar	Resala Care
Daisy Chepkurui Ondiek	Al Aella
Kusum Dhamala	Qatar Care
Gayani Dhanushka Nishani Serasinghe	Qatar Care
Madhushika Lakmali Jayalath	Qatar Care
Anna Lour Marie Caubalejo	Qatar Care
Anna Emmerich Mequiabas	Qatar Care
Leafar Andrade	Resala Care
Noelin Deles	Resala Care
Aakriti BK	Resala Care
Giselle Grabillo	Resala Care
Erica Vizcarra	Resala Care
Richie Brual	Resala Care