



# Private Nursing Services Newsletter

Volume 4<sup>th</sup> Edition 2025

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## CONTRIBUTORS

### Editor in Chief:

Ms. Erielyn 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  
 Ms. Arlene Gomez, SN        Ms. Nagwa Ahmed, SN  
 Ms. Exequila Carmona, SN  
 Ms. Monika Bisht, Nurse Educator  
 Dr. Abdulkarim Agga, Nurse Educator  
 Mr. Ahmed Badawy, PTR

### Arabic Translators:

Mr. Ahmed Badawy, PTR

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

## Executive Note



Throughout 2025, we felt immense pride in the unwavering commitment of every member of our nursing staff, along with the invaluable support and collaboration from our community partners, including our patients and care partners, who played a pivotal role in enhancing the quality of care and achieving our shared goals.

These achievements, reflected in patient testimonials and recognition, as well as our prestigious accreditations and awards, such as the renewal of our Gold Accreditation for People-Centered Care, underscore our commitment to providing safe, compassionate, and exceptional care to every household in our community.

In 2026, we continue to expand our impact beyond patient care to include investing in the development of future nurses through clinical training programs, empowering leaders through ongoing education and training, and fostering effective partnerships that elevate the standards of community health services, ensuring sustainable value for the community and the healthcare system.

We take this opportunity to extend our heartfelt congratulations to all the nominees and winners of the Daisy Award. Your unwavering commitment to compassionate care, your professional excellence and dedication, and your continuous devotion to patient care embody the core values of the nursing profession and reflect the highest standards of quality and humanity in healthcare.

We are proud of the positive impact you have, which inspires us all to continue striving for excellence and giving back.

Together, we are working to build a healthcare system based on innovation, excellence, compassion, and humanity.

**Ms. Nadya Al Rauili**  
**Executive Director, Private Nursing Services**

# Patient Experience Interview - We Value your experience



Through person-centered, compassionate care, Private Nursing Services (PNS) continues to have a significant influence on patients and their families. One of the patients, who started receiving nursing care on April 17, 2023, talked about his experience and conveyed his sincere gratitude for the support that he has received.

He also said that his assigned nurse has shown remarkable professionalism, compassion, and understanding. He underlined emphasized that the nurse constantly makes sure he is comfortable and well, and that his medication is always given on schedule. In addition to lessening his physical discomfort, this level of focus has also reduced his anxiety and improved his mood.

Continued follow-up showed an improvement in the patient's health and an increase in his comfort and satisfaction with the care provided, as he repeatedly expressed his appreciation for the support he received. According to the nurse, positive progress was observed in the patient's condition, highlighting the importance of continuity of care, fostering trust between the patient and healthcare providers, and providing psychological support in achieving sustainable, individualized health outcomes.

During the discussion, the patient made a well-considered recommendation for improving community-based care: making more staff nurses available, especially for individuals who need nighttime care. He clarified that people who are unable to handle caregiving duties on their own would significantly benefit from additional support.

The patient gave a confident and appreciative response when asked if he would suggest PNS to others, praising the nursing team's expertise, professionalism, and commitment. This feedback demonstrates how PNS improves patients' comfort, trust, and quality of life when they receive home-based nursing care. Additionally, it reaffirmed the continuous need to increase compassionate care in the community, making sure that each patient gets the help they require at the most critical time.

## PNS Showcases Excellence in Dementia Care at PCC Middle East Forum 2025



Ms. Asmahan Abdo, Director of Nursing, and Ms. Marwa Moghazi, Nursing Educator, proudly represented PNS as distinguished presenters at the Person-Centered Care Middle East Forum 2025.

Their session, titled "Caring with Vulnerabilities: Addressing the Needs of Dementia Patients," highlighted innovative nursing approaches that promote compassion, dignity, and individualized care for vulnerable populations. The presentation was held on 25 October 2025, attended by healthcare professionals from across Qatar.

The presentation emphasized the collective effort of medical professionals and patient families in delivering holistic and person-centered care. It also showcased best practices and success stories that demonstrate how collaboration, empathy, and continuous learning can greatly enhance the quality of life for dementia patients.

The audience expressed deep interest, engaging in discussions on what more can be done from a broader perspective to support dementia care in the community.

This inspiring session reflected PNS ongoing commitment to advancing person-centered care and fostering a culture of compassion and excellence in nursing practice.

## PNS Shines at the Planetree International Conference 2025



Private Nursing Service is pleased to congratulate Ms. Marwa Moghazi on her outstanding accomplishments at the Planetree International Conference, which took place in Baltimore, USA, from October 12–15, 2025.

In her motivational talk at the conference, "Caring Together: Addressing, Dementia, Vulnerabilities Through Integrated Home-Based Support," Ms. Marwa emphasized PNS's commitment to patient-centered, compassionate care.

She was recognized for her exceptional dedication to advancing the concepts of humanized healthcare with the Spirit of Planetree Award for her significant contribution.

Ms. Mona received the Planetree Fellowship, a prestigious honor acknowledging her leadership and continuous efforts to promote excellence in person-centered practices. Their accomplishments bring great pride to the PNS team and reflect the organization's ongoing commitment to quality, empathy, and innovation in nursing care.

Congratulations were extended to Ms. Marwa and Ms. Mona for these well-deserved recognitions, and their success continued to inspire everyone.

## HHCS, PNS and CMES Infection Control Week 2025: Where Knowledge Meets Action



PNS would like to express their gratitude to the Corporate IPC Team for their ongoing assistance and enthusiastic involvement, which made the event a huge success.

Participants enjoyed the exciting learning environment that was produced by the participatory approach and hands-on demonstrations.

We were grateful for the HHCS Leadership Team's support and presence, which emphasized the significance of infection control in our day-to-day work.

Important subjects covered by the stations included:  
Hand Hygiene

Our committed frontline workers and link nurses supervised stations, and their passion and knowledge made the event educational and entertaining for all participants.

- PPE Donning and Doffing
- Cleaning and Disinfection of Medical Equipment
- VAP Bundle
- Aseptic Non-Touch Technique (ANTT)

## Quality Care 360: PNS Leads the Way in Patient Safety



Ensuring safe care for patients is a fundamental priority, yet newborns and children remain especially vulnerable to patient safety risks, our aim is to ensure that every child's journey through the health care system begins with safety and dignity.

With the sub-theme "Safe Care for Every Newborn and Every Child," the PNS Team celebrated the successful conclusion of Patient Safety Week 2025, which was centered around the topic "Quality Care 360: Advancing Safety Through Systemic Change."

This program demonstrated our

mutual dedication to the highest levels of patient care quality and safety. Everyone's commitment, teamwork, and professionalism are evident in its success. Every aspect, from preparation to implementation, showed excellence and teamwork.

The PNS Organization team received special recognition for their exceptional efforts in organizing a variety of engaging activities that significantly contributed to raising awareness and encouraging active participation throughout the event. These activities included the "Spot the Safety Error" booth, the

newborn and Pediatric Quiz Bee, registration and ushering, as well as the display of dioramas and posters. These initiatives raised awareness and reaffirmed the importance of giving every infant and kid safe, high-quality care.

The PNS Management Team expresses its gratitude to all leaders, committees, and participants for their exceptional contributions. Additionally, PNS Nursing Outsourcing Agencies would like to express their gratitude to the working groups for their important efforts.



This event was a huge success thanks to your hard work, which also confirmed our dedication to a culture of patient safety and high-quality care. Together let us build and sustain a future where quality and safety are deeply embedded in every angle of care let's make health care safer.

## Qatar Care Holds CPD Seminar on Palliative Care Essentials: Strengthening Compassionate Nursing Practice



With the belief that compassion is the core of quality care, Qatar Care successfully conducted a Continuing Professional Development (CPD) seminar titled *“Palliative Care Essentials: What Every Nurse Professional Should Know”* on November 2, 2025, at Bayt Al Diyafah, Hamad Medical City. The event gathered nurses from across Qatar for an enriching session on one of the most meaningful and challenging areas of nursing, palliative care.

Designed to enhance nurses’ competence and confidence in providing end-of-life and supportive care, the session aimed to help participants integrate new knowledge into their daily practice. By the end of the program, attendees were expected to define the core concepts and principles of palliative care, identify the needs of patients and families, and apply holistic, compassionate approaches in every aspect of their care delivery.

The seminar featured a distinguished panel of speakers, namely Benazir Banu, Ismail Atieh Ismail Abu-Sheikh, Lubna Mehmood, and Mohammad Farid Jamil Abusarah, who each brought valuable insight and clinical perspective on the evolving landscape of palliative nursing. The event was skillfully moderated by Ms. Marwa Moghazi, MPH RN, Nurse Educator at PNS, and Ms. Vesa Lara Malaine Raga, RN, Quality Control Officer at Qatar Care, with Dr. Abdulkarim Agga, Head of Education and Training at Qatar Care, serving as facilitator.

In her opening remarks, Ms. Moghazi reminded participants that *“education becomes powerful when it touches both the mind and the heart,”* emphasizing that technical skills alone are not enough without empathy and genuine human connection. This sentiment set the tone for the rest of the day, as each speaker highlighted that palliative

care is not solely about managing pain or symptoms but about enhancing quality of life and ensuring dignity until the end. Throughout the seminar, participants engaged in meaningful discussions and case reflections, sharing personal experiences and professional insights on caring for patients with terminal illnesses. Many described the session as both intellectually stimulating and emotionally moving. One participant remarked, *“Even when we cannot cure, we can always care,”* a statement that resonated deeply with everyone in the room.

The discussions also stressed the importance of holistic care planning that addresses physical, emotional, social, and spiritual needs. Ms. Raga encouraged nurses to integrate these dimensions into everyday practice, noting that *“holistic care is not an option, it’s the essence of nursing.”* Her message reminded participants

that palliative care, when practiced with sensitivity and understanding, can profoundly improve the patient and family experience.

Accredited under Category 1 by the Ministry of Public Health’s Department of Healthcare Professions – Accreditation Section, the CPD activity reflected Qatar Care’s unwavering commitment to professional development and quality education. The event provided an avenue for nurses to renew their sense of purpose and reaffirm their role as compassionate caregivers within Qatar’s healthcare system.

As the seminar came to an end, the atmosphere was filled with gratitude and renewed inspiration. The participants left with deeper insight and a stronger sense of commitment to providing comfort, dignity, and humanity in every patient encounter.

## AI A’ Ella Home and Health Care Shines Globally at Planetree International Conference 2025, Baltimore, Washington DC, USA



A Proud Milestone in Person-Centered Innovation and Excellence AI A’ Ella Home and Health Care, one of PNS Nursing Outsourcing Agency partners, proudly represented Qatar at the Planetree International Conference on Person-Centered Care 2025 in Baltimore, USA, where our organization was honored as a Finalist for the Global Innovation Award under the “Person-Centered Care Excellence” category. The unwavering support and vision of our CEO Mr. Abdulaziz Mohamed MS Al Maraghi and the Management of AI A’ Ella Home and Health Care empowered the Education and Quality Development team to successfully fulfill this

initiative. We also extend heartfelt gratitude to our Private Nursing Services (PNS) management and education team, for their continuous guidance, encouragement, and belief in our mission. Our recognized initiative, “Safe at Home – Reducing Hospital Readmissions through Person-Centered Home Care,” led & presented by Ms. Monika Bisht, Senior Nurse Educator, reflects our unwavering dedication to delivering compassionate, evidence-based care aligned with the Qatar National Vision 2030 and MOPH home care standards. The Al A’ Ella delegation, including our Business Development and Quality teams, proudly showcased our innovative approach before global healthcare leaders, learning admiration for creating safer, smarter, and more humane home care practices. This milestone is not just an award, it is a celebration of teamwork, compassion, and purpose. Together, we continue to advance Person-Centered Care across Qatar and beyond.

## Farewell and Best Wishes to Our Esteemed Colleagues



Charge Nurse Ms. Ma. Cleo Inigo and Staff Nurses Ms. Clarissa Songuad and Ms. Deborah Okemmuo have our sincere gratitude and best wishes.

These committed nurses have been vital parts of the PNS team for the duration of their employment, greatly enhancing the expansion and quality of our service. Their dedication, empathy, and professionalism have had a long-lasting effect on both patients and coworkers.

We are appreciative of their unwavering commitment and diligence as they embark on new adventures. All of us at PNS will continue to be motivated by their legacy of quality and collaboration.

We wish Ms. Cleo, Ms. Clarissa, and Ms. Deborah continued success and fulfillment in all their future endeavors.



## Daisy Awarding 2<sup>nd</sup> Cycle and Visit of Daisy Foundation Founders



On December 8, 2025, Private Nursing Services (PNS) eagerly celebrated the Second Cycle of the prestigious DAISY Award for Extraordinary Nurses under the inspirational leadership of Ms. Nadya Al Rauili, Executive Director of Nursing. The extraordinary community nurses whose unwavering devotion, compassion, and commitment to patient-centered care continuously shine through in their everyday practice were honored at this landmark event. Distinguished nursing executives, such as our Chief Nursing Officer Ms. Mariam Al-Mutawa, Executive Director of Nursing – Corporate Nursing, Ms. Alanoud Al Marri, and Executive Director of Nursing – Corporate Nursing and Mr. Thabit Mohammad Melhem, honored us with their presence.

Their distinguished attendance highlighted Hamad Medical Corporation's Leader's commitment to recognizing and elevating nursing excellence throughout all levels of service, especially to our nurses in the community.

During the nomination, a remarkable total of 35 nurses were nominated, each recognized for their extraordinary contributions to community care, their deep compassion, and their unwavering professionalism.

The five DAISY Award Honorees: Samira Al Balushi, Shanti Andrews, Moby Velickal, Niezel Joy Rangel, and Gleaza Lou Tanjay were celebrated for their exceptional dedication and the profound, life-changing impact they have made on patients and families within the community.

The event highlighted the PNS nursing workforce's collective strength, resiliency, and unwavering dedication in addition to showcasing individual outstanding skills.

As PNS expanded, the organization remained unwaveringly committed to empowering nurses and recognizing the exceptional care they provided daily, ensuring that their invaluable efforts are acknowledged, valued, and celebrated across the community.

