

THE HEARTBEAT Newsletter



Doha Care Services DHP-AS approved CPD activity

By: Bernadette Divina, RGN

The Scientific Planning Committee (SPC) of Doha Care Services—in its aim to further educate, improve the infection prevention, and control best practices of DCS staff nurses in the bed side grounded in evidence- based scientific principles and to abide by the policies of Infection Control to stop the chain of infection, SPC is pleased to announce that an internal activity for the 1st batch of their staff nurses will be held on 16th of September 2022 at Doha Care Services Training room.

The event entitled “Infection Prevention Control: Best Practices in Home Care Setting” will be attended by the DCS staff nurses. This activity is an Accredited Learning Category 1 as defined by the Department of Health Care Profession - Accreditation Section and with approved CPD units of 6.25 will be credited to the attendees.

The Chairman of the Scientific Planning Committee of Doha Care Services is Ms. Janice Bigcas, Nursing Directress of the company, under the Supervision of Mr. Edison T. Gabin, the Associate Chairperson and Nurse Educator along with Ms. Rizza Joy Ayala, IPAC Committee Chairperson, Ms. Julie Ann Froma, Safety Committee, Mr. Allen Dela Rosa, IPAC Co-Chairperson, Ms. Love Dela Rosa, Home Care Committee, Ms. Annchar De Leon, Medication Committee, Mr. Sainas Muhammed Synudeen, Safety Committee Chairperson and Ms. Bernadette Divina, IPAC Committee. Looking forward for more CPD activities for DCS.

Doha Care Services on Point at “CONVERGENCE 2022: HAMAD-PNS EDUCATIONAL ASSEMBLY “BUILDING BRIDGES TOWARDS BETTER QUALITY NURSING SERVICES”

By: Edison T. Gabin, MN



Doha Care Services held the first Outsourcing Agencies’ Monthly Educational Plan for 2022 in partnership with Hamad-Private Nursing Services (PNS). The month of June 2022 with the designated topic about heart diseases as an active role in CONVERGENCE 2022: HAMAD-PNS EDUCATIONAL ASSEMBLY “BUILDING BRIDGES TOWARDS BETTER QUALITY NURSING SERVICES”. This is a 2-day conference-seminar scheduled on JUNE 26 and 27, 2022 from 0900H to 1200H at Doha Care Services Office, 12th Floor, Manarat Building, Lusail.



Ms. Kristine Flores from Cardiac Rehabilitation Nurse from HMC led the seminar and started with an amusing game, in which each group will connect the words to show the sequence of the normal blood flow in the heart. She discussed the different heart problems such as CORONARY ARTERY DISEASE, HEART FAILURE, and BRUGADA SYNDROME. It was an educative seminar that the participants thru face -to-face and zoom learned what are the factors that contribute to having heart problems, treatment, and rehabilitation. Moreover, it gave enlightenment on our role as nurses in recovery and attaining the quality of life of our clients.



An excerpt from the Monthly Conference Seminar facilitated by Doha Care Services...

By: Lourdes Capili

HEALTHY EATING PLATE

HEALTHY OILS
Use healthy oils (like olive and canola oil) for cooking, on salad, and at the table. Limit butter. Avoid trans fat.

WATER
Drink water, tea, or coffee (with little or no sugar). Limit milk/dairy (1-2 servings/day) and juice (1 small glass/day). Avoid sugary drinks.

VEGETABLES
The more veggies – and the greater the variety – the better. Potatoes and French fries don't count.

WHOLE GRAINS
Eat a variety of whole grains (like whole-wheat bread, whole-grain pasta, and brown rice). Limit refined grains (like white rice and white bread).

FRUITS
Eat plenty of fruits of all colors.

HEALTHY PROTEIN
Choose fish, poultry, beans, and nuts; limit red meat and cheese; avoid bacon, cold cuts, and other processed meats.

STAY ACTIVE!
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Harvard School of Public Health
The Nutrition Source
www.hsph.harvard.edu/nutritionsource

Harvard Medical School
Harvard Health Publications
www.health.harvard.edu

4 Facts about Heart Disease and Tobacco Use

2-4X

Smokers are **2 to 4 times** more likely to get heart disease than nonsmokers.

2X

Smoking **doubles** a person's risk for stroke.

Vaping and smoking can cause a **similar level of damage** to the arteries.



Long-term use of smokeless tobacco can **increase risk of dying** of heart disease and stroke.



RELATIONSHIP BETWEEN SMOKING AND CARDIOVASCULAR DISEASE

SMOKING INCREASES THE RISK OF CARDIOVASCULAR DISEASE IN MANY WAYS SUCH AS

DAMAGES THE LINING OF THE ARTERIES

CARBON MONOXIDE INHALATION REDUCES THE AMOUNT OF OXYGEN CARRIED BY THE BLOOD

NICOTINE INCREASES HEART RATE

CHEMICALS IN CIGARETTES INCREASING THE LIKELIHOOD OF BLOOD CLOTS

How much physical activity should you do?

150 minutes of moderate intensity activity each week, in bouts of 10 minutes or more

At least 2 days per week do muscle strengthening exercises that target all muscle groups, such as:



Recommendations can also be achieved by **20-60 minutes** of vigorous activity 3 days a week



Efforts should be made to reduce time spent in sedentary behavior each day

"If exercise could be purchased in a pill, it would be the single most widely prescribed and beneficial medicine in the nation."
— ROBERT H. BUTLER

The American Heart Association
Recommendations for Physical Activity in Kids

At least **60** minutes of moderate- to vigorous-intensity aerobic activity **Every day**

© 2016 Learn more at heart.org/KidsActivityRecommendations.

COMPASSIONATE HUMAN INTERACTION (CHI)

By: Earl Adam Acol, RGN

Going through hard times makes us feel weak and vulnerable. In times of uncertainty, we need up getting depressed and feel hopeless. As the pandemic catapults us in such an era. Volatility, uncertainty complex, and ambiguity.

How do we deal with this are we prepared to live and cope with this unparalleled turmoil over the long run?

Last July 17, 2022, DCS staff attended a workshop entitled compassionate human interaction it was a fun-filled activity where we share our experiences, ideas, and ways to cope with the current situation we are facing today, it was a delighting and comprehensive activity that was spearheaded by Ms. Justine and Ms. Marwa from Private Nursing Service.

When we learn from a crisis, we gain the knowledge and understanding required to be a better world in order to overcome the volatility uncertainty, complexity, and ambiguity here are ways to counteract each aspect.

Vision- we need to be optimistic and focused on the future

Understanding- developing empathy is vital for establishing relationships and behaving compassionately taking actions to support other people.

Clarity- facing complexity we need to break down challenges into management pieces and simplify where ever possible.

Agility- we need to be ready to adapt to the current situation and practice collaboration.

“Compassion is not a word; it is a feeling to be shared to everyone.”

Doha Care Services drives in Community Health Forum

By: Janice Bigcas, RGN



It has always been a productive and enjoyable event, as DCS participated on the recent efficacious Community Health Forum, organized by the Community Health team at Hamad Medical Corporation (HMC) last May 17, 2022. It envisioned the future community healthcare as part of Qatar’s National Vision 2030.

Our partner, Private Nursing Service was one active contributor and initiator of the forum. Ms. Nadya Al Rauili, Executive Director of Nursing, Private Nursing Services, Home Healthcare Services, and Community Medical Equipment Services emphasized that we need to focus on the community health development as there is a growing need, while Mr. Mahmoud Al Raisi, Chief of Continuing Care at HMC, stated that “In line with international best practices, our goal in Qatar is to develop more good community health programs that deliver strong patient care services. Research has shown that effective community care ensures better patient health and recovery outcomes and also brings about health sector efficiencies.”

INTERNATIONAL NURSES WEEK

By: Cheryl Joyce Catral ,RGN and Ann Mariel F. Bernardo, RGN

National Nurses Week begins each year on May 6th and ends on May 12th, Florence Nightingale's birthday, a British social reformer, and the Founder of Modern Nursing. National Nurses week is an established recognition event.

Nurses deal with patients on an individual basis and hence, get a special insight into their specific needs. They serve as the link between doctors and patients. Nurses carry out the care plan with medication and treatment administration, keeping a close eye on each patient.

To celebrate the Nurses' Week, the company; Doha Care Services conducted symposium entitled: Invest in nursing and respect rights to secure global health the activity was productive and full of knowledge. Doha Care Services shows support and is involved in the International Nurses Day by giving a simple token to Nurses. Foods were delivered on each villa. A "Pamper Day" was also given to nurses.

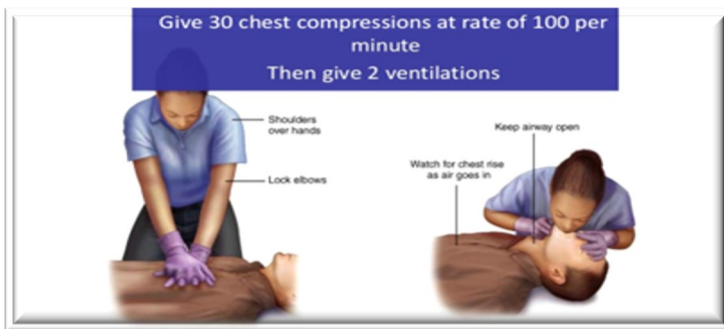
So, to sum it up, it is an occasion to encourage, honor and enhance the knowledge of nurses and recognizing the admirable and invaluable contributions nurses make in the communities they serve in nursing our world back to health.

International Nurses Week was observed to mark the contributions that nurses make to society.



BECAUSE DCS CARES ABOUT OUR PARTNERS

By: Sainas Muhammed, RGN



DCS actively participated in the PNS meeting conducted last July 20, 2022. They tackled care partner training that is part of their program. Its purpose is to strengthen and raise the level of patient safety for the continuity of the quality care provided.

They initiated the Basic Life Training that will start on August 25, 2022. It has two batches for English and Arabic language for the convenience and easy understanding of the learners. The training will be conducted by the Private Nursing Services Division free of charge.

Letters were distributed to all clients and clients' families for the nomination of the said training. Most of the care partner nominees preferred English as a training language. In addition, some clients send more than one

DOHA CARE INFECTION PREVENTION AND CONTROL UPDATES

BY: ALLEN DELA ROSA, RGN

Third quarter of 2022 has been very challenging because of the increase in Covid-19 cases among our staff nurses and clients. It was last July 11, 2022, when we recorded a new Covid-19 case from one of our staff nurses. Upon the confirmation of the new case, the Infection Prevention and Control Team (IPAC) together with the Management and Safety Committee reiterated the existing Covid-19 protocols. Improvements with the Covid-19 guidelines were done by the IPAC team and HR. Updated guidelines were immediately posted in each villa and announced to the official WhatsApp Group of the Company for effective information dissemination. The improvements include but is not limited to providing in-house Rapid Antigen Testing (RAT) for all the staff that will show signs and symptoms, those who will be exposed to the clients who tested positive, and those who will be exposed to another staff who were confirmed to be Covid-19 positive and suspected covid cases. Quarantine protocols were also made stricter because of the Covid-19 variants that will only show less symptoms but are highly contagious, that is why it has been decided that any of the employee who will be exposed to a suspected Covid-19 case should undergo isolation in Villa 7 until it is determined that they will not be showing any symptoms and will have negative RAT results. The management have also extended their support to all the employees by providing Vitamin C tablets, N-95 mask and other disinfecting supplies for each villa. Moreover, the IPAC team decided to reactivate the disinfection chamber located at the accommodation's entrance and provided necessary sets of PPEs that are appropriate to the client's situation, specifically for COVID exposure.

Aside from Covid-19, the Ministry of Public Health announced the first case of the Monkeypox virus in Qatar last July 21, 2022. Monkeypox was declared by World Health Organization to be a major health concern globally because of the rampant increase in cases worldwide. Before the first case was detected in Qatar, necessary information was already provided by our partner, HMC and Private Nursing Services to all the staff via the official WhatsApp Group of Doha Care Nursing Services. The information provided includes what the signs and symptoms of monkey pox are, and the necessary infection prevention and control measures to be done to prevent the virus from spreading. Monkeypox virus has two modes of transmission: first is animal-to-human transmission through bite or scratch, or direct and indirect contact with body fluids with infected animals; second is human-to-human transmission primarily through respiratory droplet particles after prolonged face to face contact, and direct contact with skin lesions of infected person or recently contaminated objects. Importance of hand hygiene, proper use of PPE and early isolation of people with signs and symptoms was emphasized in the information sheet provided by HMC and Private Nursing Services to help prevent the spread of Monkeypox virus.

As of August 13, 2022, we have discharged the last Covid-19 positive staff from quarantine with negative result for RAT on their 7th day. All in all, since the surge started in July 11, DCS had a total of 9 confirmed cases of COVID-19, in which all said staff have recovered. Everyone is encouraged to be part of the solution in preventing the spread of the virus and keeping each other safe and healthy by abiding by the guidelines and protocols.

Clients are our PRIORITY!!! DCS Clients Safety Indicators

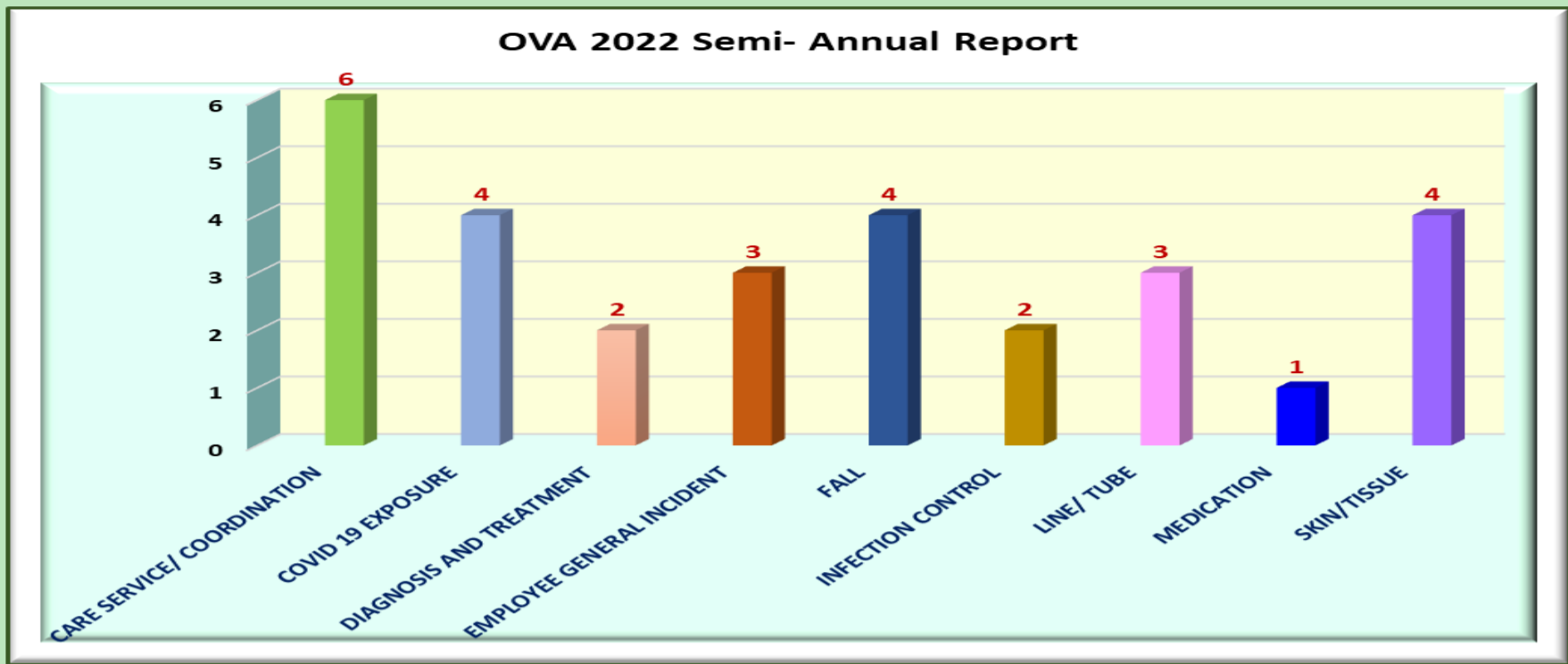


Figure 1: The Above graph shows the common incident occurs at the bedside from January 1, 2022 to June 30, 2022. The highest number of incidents reported are related to Infection Prevention and Control which has a total of Fourteen (14) reported incidents including Four (4) COVID-19 exposure (Patient tested COVID19 positive), Two (2) Infection Control (Patient positive to candida albicans and aureus), Three (3) Line /Tube (removal of PEG tube), Four (4) related to Skin Tissue (cut wound, abrasion, and abscess). Followed by Care Service and Coordination which has Six (6) reported incidents where patient and or patient's family refused to go to the Emergency department, Three (3) Employee General Incident (Responsible family member and or patient refuse to follow the treatment and noticed blood on diaper, Four (4) related to fall incident (fall from bed to floor) and One (1) related to medication (no stock medication available at the pharmacy).

DCS ensures that continues re-education is provided to Staff nurses, Patients, responsible patient family members, and care partners through face to face or online training and continuously providing education materials as needed related to Infection Prevention and Control, Proper Handling of Tube, Fall Prevention, Proper Wound Care, Importance of receiving treatment and continuously providing Staff Nurses with Proper PPEs to prevent transmission of possible diseases.

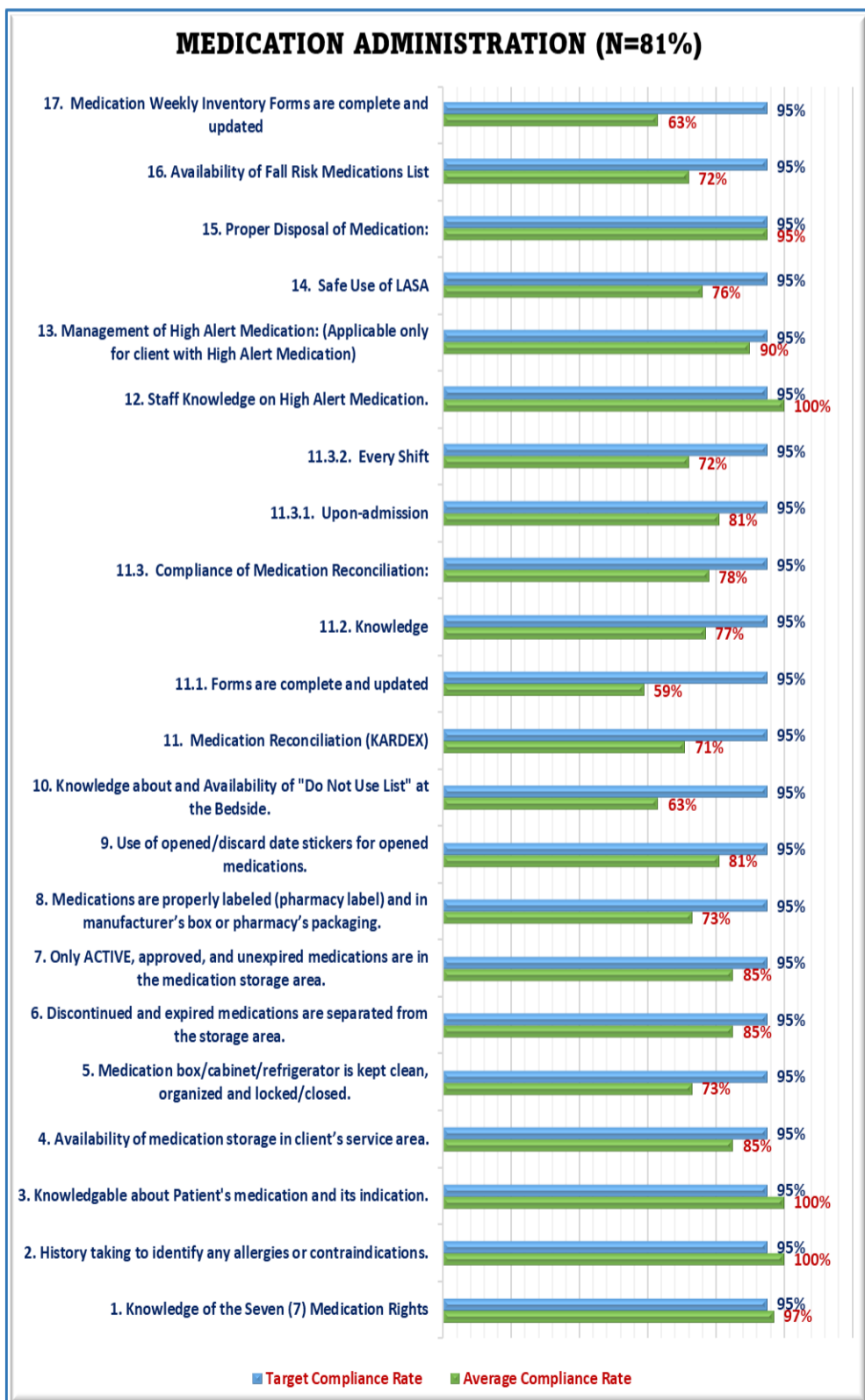


Figure 2: This graph shows the compliance rate of Staff Nurses per specific components in Medication Administration.

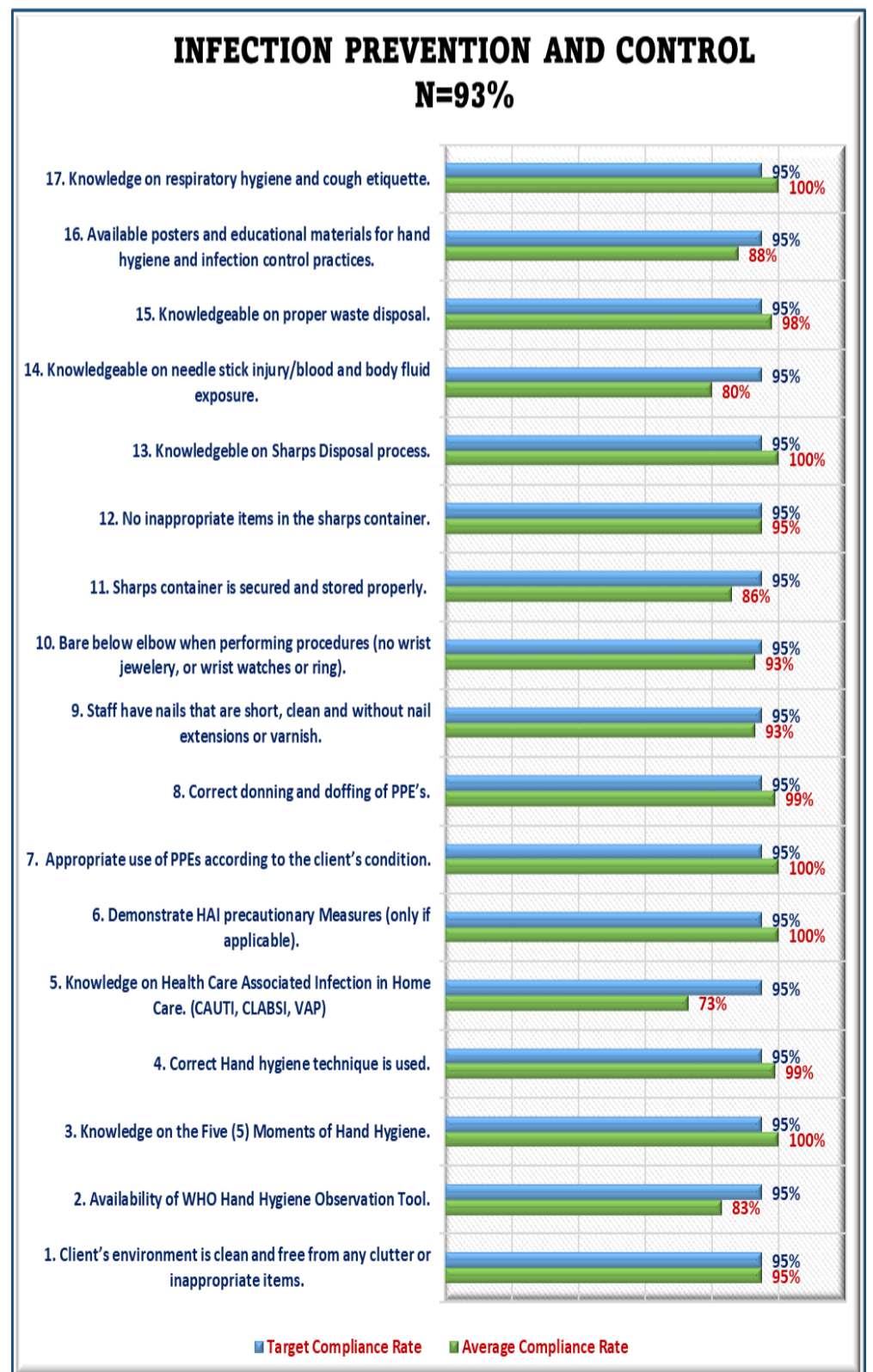


Figure 3: The graph shows the number of staff compliance with Infection Prevention and Control. It describes that Knowledge on Health Care Infection in Home Care (CAUTI, CLABSI, VAP) had the lowest compliance rate of 73%, followed by Knowledge on needle stick injury/blood and body fluid exposure with a rate of 80%.



CONGRATULATIONS FOR A JOB WELL DONE!!!

Ms. BERNADETTE DIVINA

PNS-PCC Staff Success Stories of Showing Person-Centered Care Grand Awardee.

DCS IS SO PROUD OF YOU!!!!

“Staff Success Stories of Showing Person-Centered Care”

Staff Name: Bernadette Divina

Yesterday is done, tomorrow isn't here yet, but what I do today matters. I want to make a difference in someone's life...those are my thoughts each day before going to work.

Every life has a story and as a private duty nurse, I get to help patients write their stories while creating my own as well. I receive so much more than I can give. What I am given through my experience is not material. Sure I get paid, but I also receive something of the heart that nobody can take from me, and it is something I can also use and share with others. What I learn from every patient and every family makes me stronger and better at what I do.

As a nurse, I am fortunate to have many people cross my path and from there, relationships grow. Close to my heart are two special moments among many, shared with a unique patient whom I called Baba Oud.

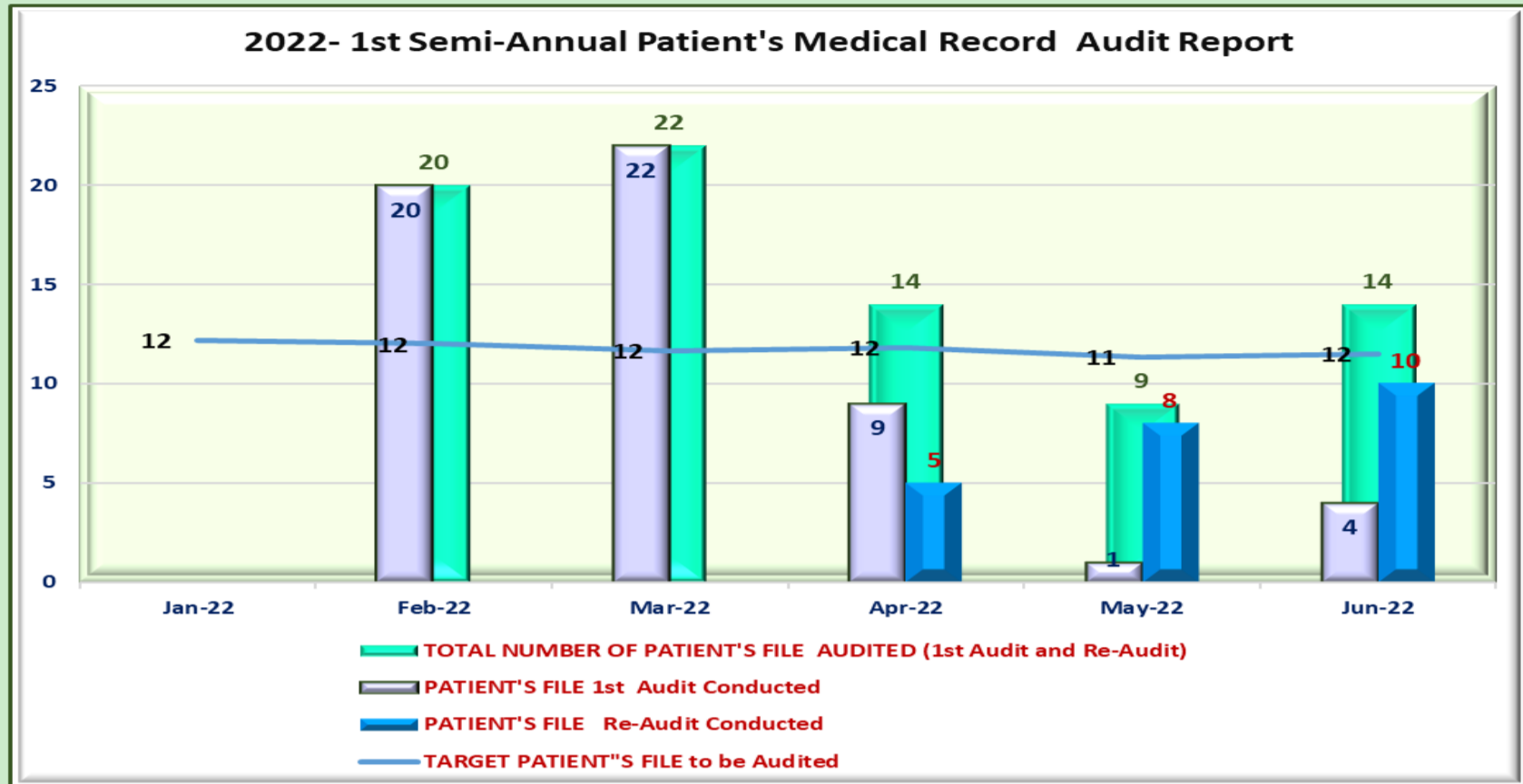
Baba Oud is in his early 90's, a retired Police officer. He was the epitome of a proud, dignified person. I am sure he maintained very high standards for himself and others. Baba Oud was diagnosed with Multiple CVA, Dementia, HTN and BPH. I couldn't forget the very first day that I met him in the hospital room, it was February of 2019. He is bed bound, on tracheostomy tube and NGT. I immediately felt my presence and purpose was ignored by him, it seemed that I simply don't exist but that didn't stop me from doing my job. After spending few days beside him, taking good care of him and cracking jokes like crazy, I sure got his attention and we became close buddies. The day he got discharged from the hospital after a long stay there, I told him this while holding his hand, "Baba lets go home...you have us from now on, lets rock this and live a long life." He just looked at me with those sad eyes, I couldn't read his mind but I'm sure he trusted us that he will be safeguarded and will have the opportunity to heal. That's the first time Baba Oud touched my life. He is a Dementia patient who is not oriented on his surrounding but upon hearing my voice, he looked at me with calm face and I simply smiled back reassuring him that we are just there for him.

The second magical moment I had with Baba Oud was when there's a domestic fire in the house caused by a faulty wire. The only people who were there that time was me, the caregiver, the housemaid, Baba Oud and his wife. Everything happened in just a second. The loud bang, the smoke and darkness that fully enveloped the whole house. Baba Oud is Oxygen dependent and on tracheostomy tube, thus, electricity is vital. I didn't have the chance to feel fear that time, all I had in mind was for Baba to be safe whatever it takes. My adrenaline rush reached it peaked and moved as the situation dictates. Good thing that we have all the emergency stuffs at room like oxygen cylinders, fire extinguisher and the likes. After securing that his airway is patent and he got enough ventilation, I called 999 and his sons to help us. Rescuers came and Baba Oud was safe and sound. No one got hurt.

I have found that my patients make me a better person. And each has impacted my life in some way. As a nurse, you see the world through so many eyes when you're caring for your patients and their families. Their stories have enriched my life so much. The pride and passion I have as a nurse is fueled by them.



Congratulations !!!



The graph shows the number of Monthly Target Patients Medical Record to audit and the number of PMR audit conducted for 2022—1st Semi-Annual PMR Audit .

PNS Competency First Taker Achiever

May 2022 Passers



Hasika Priyadarshani, RGN



Iresha Kalpani, RGN

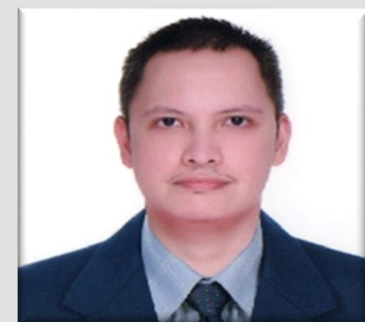
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Marie Prince Flores, RGN



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