

# THE HEARTBEAT Newsletter



Doha Care Services Qatar National Sports Day 2023

By: CJ Catral, RGN

Aiming to encourage a healthy lifestyle across the country, Qatar's National Sports Day is a national holiday that falls on the second Tuesday of February every year.

On February 14, 2023, Doha Care Services hosted a Sports Day event for its employees at the Doha Care Services Accommodation. The event was centered around the concepts of team building, inclusivity, participation, and enjoyment, wellness, and fitness. Every employee, including the heads of every department, participated in great numbers. Several games are included in the curriculum, which allows staff members to demonstrate their abilities both mentally and physically. Several games are available, such as Tell Me the Word, Pop the Balloons, and Tug of War. A lively and enthusiastic participation in the activities was shown by the department heads and staff.

Following the incredibly enjoyable events, everyone on staff shared dinner and medals were presented. The day is also seen as a chance to strengthen relationships among the employees, foster better working relationships, and foster teamwork. Employee comfort levels can be raised through such activities, which will make communication easier and more natural when it's necessary.



# DOHA CARE SERVICES CPD ACTIVITIES

By: Julie Ann Forma, RGN

The final CPD session, "Infection Prevention and Control Best Practices in Home Care Setting," was held on February 24, 2023. Through group activities and individual demonstrations, participants are finding this exercise enjoyable. SPC watched and evaluated their performance, both individually and collectively. It is welcomed that 120 staff nurses have taken part in this internal CPD activity since September 16, 2022.

Members of the Scientific Planning Committee and speakers get a plaque from DCS management as a thank you for their commitment and hard work during this event. The management and personnel are eager to improve their knowledge and abilities at the bedside through the upcoming internal and external CPD activities.

Best wishes, SPC team!



# COMPASSIONATE HUMAN INTERACTION IN MENTAL HEALTHCARE

By: Dyan Rose Austria, RGN

Doha Care Services have completed Compassionate Human Interaction activity organized by Hamad Medical Corporation Private Nursing Service Department outlined to strengthen the mental health of diverse individuals, professionals, and health agencies. This aimed to broaden the knowledge, thoughts and understanding about the complications of mental issues.

The event was cooperated by participants in sharing their experiences and concerns supported by mental health experts, inspirational speakers, and psychologists that express their insights and strategies for overcoming mental well-being. Welcoming environment with informative mental health topics were discussed that includes the stress management intervention that foster resilience.

Each individual actively participates in activities that highlight compassion and self-care. It was a supportive way of positive empowerment with a variety of mental health resources tools. Effective communication techniques and self-awareness was concluded and that everyone must be an advocate to bring a new life of commitment to a mentally healthy self and community.



# DCS ENGAGED IN PREVENTION AND MANAGEMENT OF VIOLENCE (PMVA) DE ESCALATION AND BREAK-AWAY STRATEGIES

By: Lea Grace Gabales , RGN



In an effort to ensure the safety and well-being of both staff members and patients, and to prevent and manage workplace violence incidents , Doha Care Services has scheduled its employees to participate in the Prevention and Management of Violence and Aggression (PMVA) De-Escalation and Breakaway Strategies training course, which started on March 10, 2023. The training is led by the Hamad International Training Management Team at the ITQAN Clinical Simulation and Innovation Center.

The PMVA training course is an interactive learning exercise specifically designed to equip medical professionals with the necessary skills to handle aggressive and violent situations at work. By participating in this training, staff members will learn effective de-escalation techniques and breakaway strategies, ensuring their safety and the safety of others without endangering the aggressor.

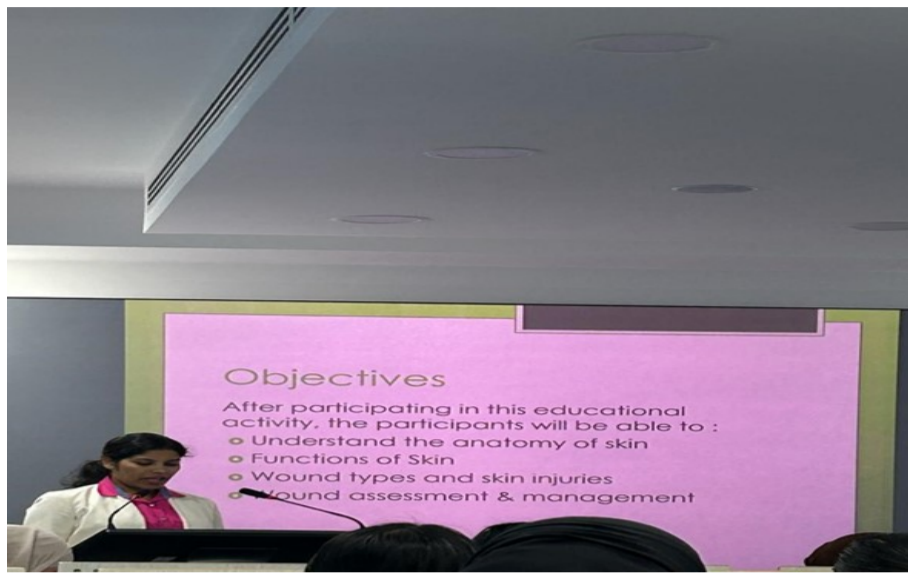
The training course aims to equip medical professionals with the necessary skills and knowledge to handle aggressive and violent behavior in the workplace without compromising the safety of both the staff members and the aggressors. Through interactive learning exercises, participants are taught various de-escalation and breakaway strategies to effectively manage challenging situations.

A group of staff nurses from different outsourcing companies participated in the collaboration of HMC Private Nursing Service. Two distinct sessions made up the activity. An engaging discussion with the participants and instructors in the morning. When faced with problematic behavior, it offers both non-physical and physical approaches to support individuals and teams. Two sets of participants were assigned to distinct simulation rooms during the afternoon session. Pairs of participants were engaged through return demonstration as the teachers modeled breakaway methods. All participants gathered to discuss their ideas and lessons learned from the training at the end of the activity. When it comes to the therapeutic management of anger and violence, the training follows best practice guidelines.

The Ministry of Public Health has recognized the importance of this training and has granted a total of 5.50 hours of CPD Points for Category 1 and 2 hours for Category 3.

# “Basics of Wound Management and Prevention and Management of the Pressure Injuries in the Community”

By: Ariane Bernadette Daya , RGN



Wound care is an important aspect of healthcare that involves the proper management and treatment of wounds to promote healing and prevent infection. Whether it's a minor cut or a severe burn, proper wound care is essential for the prevention of complications and reduced pain and infection.



As the numerous incidents of Skin Breakdown issue arise on previous months and managing wound has become a challenge, the **Private Nursing Services, Home Healthcare Services and all Outsourcing Agencies** conducted training for Basics of Wound Management and Prevention and Management of the Pressure Injuries in the Community. It was held at Qatar Care Training Office last March 7 and 8, 2023.



Mr. Edison Gabin, our nursing educator and Ms. Ariane Daya, Nurse supervisor are the Doha Care Services representative on the training. The aim of the training is to disseminate that wound care is an important aspect of healthcare that involves the proper management and to promote healing and prevent infection. Home Healthcare Services Wound Care Team was demonstrated and discussed the Wound Type, Stages of Wound, Factors that affect the Wound Healing and management of Pressure Injury. They also illustrated the **SSKIN Bundle Checklist** that may help the nurses in the community to prevent and manage Pressure Injuries.

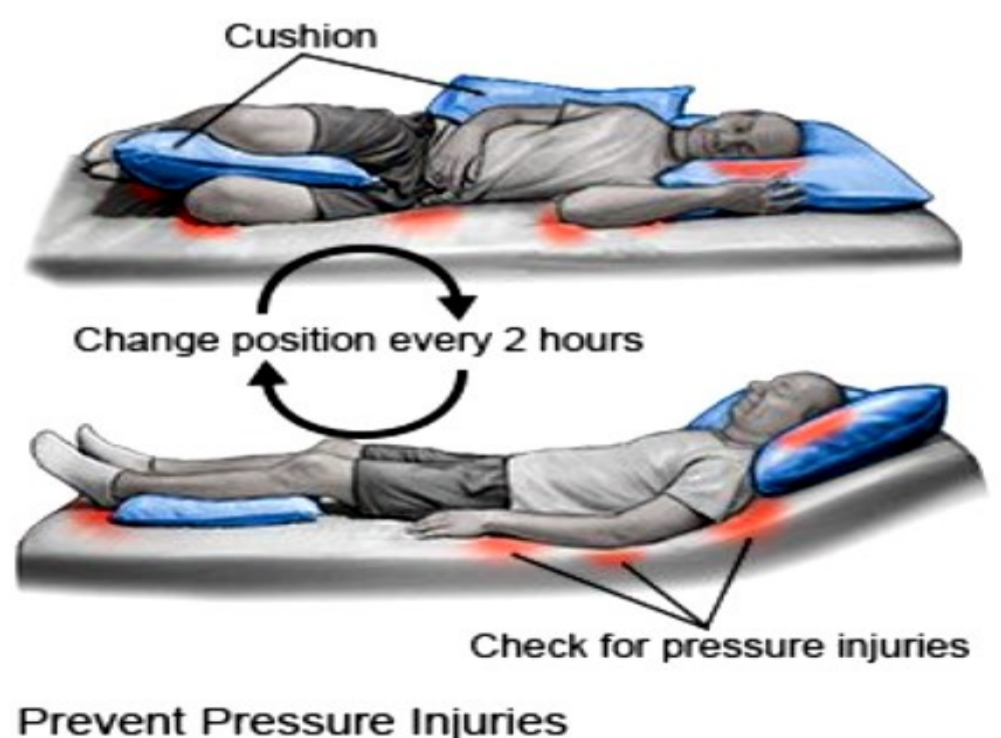
## BASIC WOUND MANAGEMENT

**1** Before treating the wound, follow infection control principles by washing your hands and wearing clean gloves.

**2** Cleanse the wound with mild soapy water and use a sterile instrument or saline flush to dislodge any foreign particles.

**3** Cleanse the skin surrounding the wound with mild soapy water to remove any possible contaminants.

**4** Gently pat the affected area dry with a clean pad or towel. Next steps will depend on the type and level of the wound.



# DOHA CARE SERVICES ACCREDITATION CANADA SURVEY



**ACCREDITATION  
CANADA**

By: Lourdes Capili



Doha Care Services is set to achieve its next target on the Accreditation Canada level in February 2024, which is a significant milestone for the company. The company's previous success in achieving the Gold Level has already made a significant impact on DCS as a committed organization in providing high-quality home healthcare services to its clients. The next step towards accreditation level is a testament to the company's dedication to providing the best possible care to its clients.



## What is Quality?

DCS adopted the quality definition :“Doing the right thing right, the first time, and every time, with continuous improvement” .

**Quality Services:** Services that are provided in a safe, effective, client - centred, timely, equitable, efficient, and recovery-oriented fashion.

## What is Quality Improvement?

An organizational philosophy that seeks to meet clients' needs and exceed expectations with a minimum effort, rework and waste, by using a structured process that selectively identifies and improves all aspects of care and service on an ongoing basis.— D. M. Berwick

## PATIENT SAFETY

### What is patient safety?

Patient safety was defined by the IOM as “the prevention of harm to patients.”

### What is people centered care?

An approach that consciously adapts individuals, carers’, families’, and communities’ perspectives as participants in, and beneficiaries of, trusted health systems that are organized around the comprehensive needs of people. - World Health Organization.

## FUNDAMENTAL VALUES OF PEOPLE CENTERED CARE

- ✓ Dignity and respect
- ✓ Information sharing
- ✓ Partnership and Participation
- ✓ Collaboration



# ACCREDITATION CANADA STANDARDS

By: Lourdes Capili and Janice Bigcas

## Accreditation Required Organization Practices

Required Organizational Practices (ROPs) are evidence-based practices addressing high-priority areas that are central to quality and safety. Health Standards Organization (HSO) defines an ROP as an essential practice that health service providers must have in place to enhance patient safety and minimize risk.

At Doha care services, all staff are responsible to implement the ROPs related policies and procedures by 100%, staff compliance with ROPs will be continuously monitored and reported to improve the practices.

SI/No.	Criteria No.	Criteria	Criteria Level	Owner	Brief Description on the process of implementation
Home Care Services	1.8	A safety risk assessment is conducted for clients receiving services in their homes.	Platinum	Home Care Committee	At the beginning of each service, home risk assessment is being conducted and tolerance to zero workplace violence is being discussed to client, client's family and care partner. The forms used in this process include the Home Risk Assessment Form, Nursing Progress Notes, and Informed Consent.
	3.6	Medication reconciliation is conducted in partnership with clients and families for a target group of clients when medication management is a component of care (or deemed appropriate through clinician assessment), to communicate accurate and complete information about medications.	Diamond	Home Care Committee	At the beginning of each service, each shift and during any changes with the client's medications, the reconciliation shall be done without fail with HHCS and so-staff nurses. The forms used in this process include the Medication Reconciliation Form and Nursing Progress Notes, Kardex.
	3.7	An interprofessional and collaborative approach is used to assess clients who need skin and wound care and provide evidence-informed care that promotes healing and reduces morbidity and mortality.	Platinum	Home Care Committee	At the beginning of each service, every shift and change in client's status, skin assessment and wound assessment shall be done with proper documentation. The forms used in this process include the Initial Assessment, Wound Assessment Flowsheet, Reassessment Form and Nursing Progress Notes.
	4.2	Working in partnership with clients and families, at least two person-specific identifiers are used to confirm that clients receive the service or procedure intended for them.	Gold	Home Care Committee	At the beginning of each service, during every procedure, during medication administration, proper identification shall be done with the use of identifiers. The forms used in this process include the Copy of Healthcard, SBAR handover in Nursing Progress Notes.
	4.10	Information relevant to the care of the client is communicated effectively during care transitions.	Platinum	Home Care Committee	Communication with the client, client's families, care partners and other health team member. The forms used in this process include the Nursing Progress Notes, Communication Board, Patient's Passport.

SI/No.	Criteria No.	Criteria	Criteria Level	Owner	Brief Description on the process of implementation
Infection Prevention and Control	8.1	Hand-hygiene education is provided to team members and volunteers.	Gold	IPAC Committee	Hand Hygiene is the most basic standard precautions that staff nurses, clients, client's families and care partners shall be knowledgeable. The form used in this process include the Patient and Family Education.
	8.4	Compliance with accepted hand-hygiene practices is measured.	Platinum	IPAC Committee	The application of knowledge in hand hygiene is being measured by self-assessment and clinical audits. The forms used in this process include the WHO assessment Form and Clinical Audit.
	10.23	Processes for cleaning, disinfecting, and sterilizing medical devices and equipment are monitored and improvements are made when needed.	Gold	IPAC Committee	Cleaning, disinfecting and receiving of sterile equipments must be done and monitored by the staff. The forms used in this process include the Equipment Sanitation Form, Sterile Supplies Form and Clinical Audits.

## Accreditation Required Organization Practices

SI/No.	Criteria No.	Criteria	Criteria Level	Owner	Brief Description on the process of implementation
<b>Leadership</b>	2.10	A documented and coordinated approach to prevent workplace violence is implemented.	Gold	Leadership Standard Committee-Operation Team, HR and Quality Team	Any incident of workplace violence shall be acted upon and investigated accordingly. The forms used in this process include the OVA and Incident Report Form
	9.7	A preventive maintenance program for medical devices, medical equipment, and medical technology is implemented.	Gold	Leadership Standard Committee-Medication Committee	All the equipment at the bedside shall be ensured to be in good condition and suitable for use by the client. The forms used in this process include the Demographic Form and Equipment Sanitation Form, which help to verify the cleanliness and functionality of the equipment.
	10.9	Patient safety training and education that addresses specific patient safety focus areas are provided at least annually to leaders, team members, and volunteers.	Gold	Leadership Standard Committee-Education and Training Committee, Safety Committee and HR	During the training period for staff nurses, safety is one of the main areas of education, along with training to support workplace violence and assurance of competence in handling combative clients due to their medical condition. The forms used in this process include the Onboarding Checklist, Patient and Family Education, PMVA Certificates, and Dementia Trainings.
	14.1	A patient safety plan is developed and implemented for the organization.	Gold	Leadership Standard Committee-Quality Committee	All risks and incidents that affect the safety of the client shall be evaluated, and a plan shall be put in place to increase the patient's safety. Refer to Client Safety Plan and Client Safety Report.
	14.4	A patient safety incident management system that supports reporting and learning is implemented.	Gold	Leadership Standard Committee-Operation Team and Quality Team	All the incidents related to client's safety shall be recorded and the root cause shall be identified to proceed to actions. Refer to Client Safety Report, Clinical Audit Report, OVA Incident Report, Risk Registry and System Analysis.
	14.6	A documented and coordinated approach to disclosing patient safety incidents to clients and families, that promotes communication and a supportive response, is implemented.	Platinum	Leadership Standard Committee-Home Care Committee	Any incidents that reached the clients needs to be disclosed to the clients and client's families and education shall be provided to anticipate any harm to the clients and corresponding care. The form used in this process include is the Disclosure Form.
	14.7	A documented and coordinated medication reconciliation process is used to communicate complete and accurate information about medications across care transitions.	Diamond	Leadership Standard Committee-Medication Committee	At the beginning of each service, each shift and during any changes with the client's medications, the reconciliation shall be done without fail with HHCS and so-staff nurses. The forms used in this process include the Medication Reconciliation Form and Nursing Progress Note and
	14.11	The governing body is provided with quarterly reports on patient safety that include recommended actions arising out of patient safety incident analysis, as well as improvements that were made.	Gold	Leadership Standard Committee-Quality Committee	All incidents shall be collected and reviewed, and the resulting actions and reports shall be communicated to all employees, along with the actions taken by the agency. This includes the Client Safety Report, OVA/Incident Reports, Patient Safety Week Reports, KPI, and System Analysis.

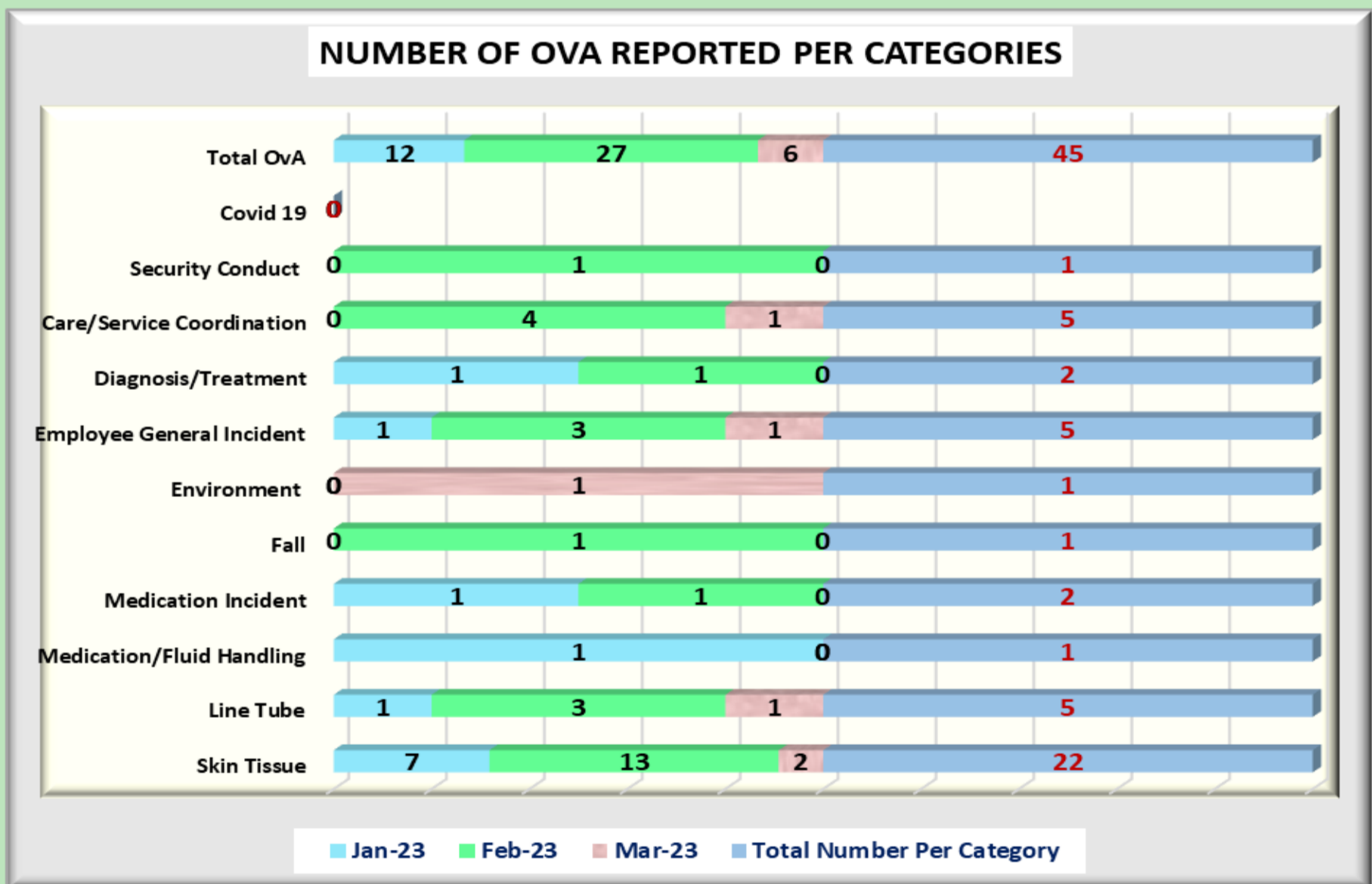
SI/No.	Criteria No.	Criteria	Criteria Level	Owner	Brief Description on the process of implementation
<b>Service Excellence</b>	3.8	A documented and coordinated approach for infusion pump safety that includes training, evaluation of competence, and a process to report problems with infusion pump use is implemented.	Gold	Service Excellence Standard Committee - Education and Training Committee, Medication Committee, Operation and Quality Department	To ensure the safe administration of enteral nutrition of our clients, the staff nurses are being trained in handling, manipulating and maintaining the infusion pump. The infusion pump is very useful in administering the desired amount of enteral nutrition of the clients. The forms used in this process include the On boarding Checklist, Medical Device Competency Checklist, and Clinical Audits.

## Accreditation Required Organization Practices

Sl/No.	Criteria No.	Criteria	Criteria Level	Owner	Brief Description on the process of implementation
<b>Medication Management</b>	1.5	A list of abbreviations, symbols, and dose designations that are not to be used have been identified and implemented.	Gold	Medication Management Committee	The Medication Committee and standard committees are educating all the staff and distributing copies of medication abbreviations and dosages. This is to ensure that medication errors are prevented. Refer to ISMP and Medication Handbook.
	1.7	A documented and coordinated approach to safely manage high-alert medications is implemented.	Gold	Medication Management Committee	Checking, administration and storage of high alert medications shall be strictly implemented through education and the compliance shall be monitored. The forms used in this process include the Patient Medication Record, Blood Glucose Form, Independent Double Checking, Patient and Family education and Clinical Audits.

## Clients are our PRIORITY!!! DCS Clients Safety Indicators

By: Lourdes Capili



**Figure 1:** The graph displays the number of OVA incidents reported per category during the 1st Quarter of 2023, which had a total of 45 incidents. The categories with the highest number of incidents during this period were Skin Tissue, Line Tube, Employee General Incident, and Care/Service Coordination. Skin Tissue had the most incidents with 22 cases, which were mainly due to redness, wound, and skin tear caused by bedridden, aged patients, or those wearing diapers. Line Tube had 5 incidents, including accidental dislodgement, NGT blockage, and tube leak. Employee General Incident had 5 incidents, including verbal/physical assault by clients/visitors and failure to complete medication compliance. Care/Service Coordination had 5 incidents, including refusal for treatment and client/family noncompliance for care.



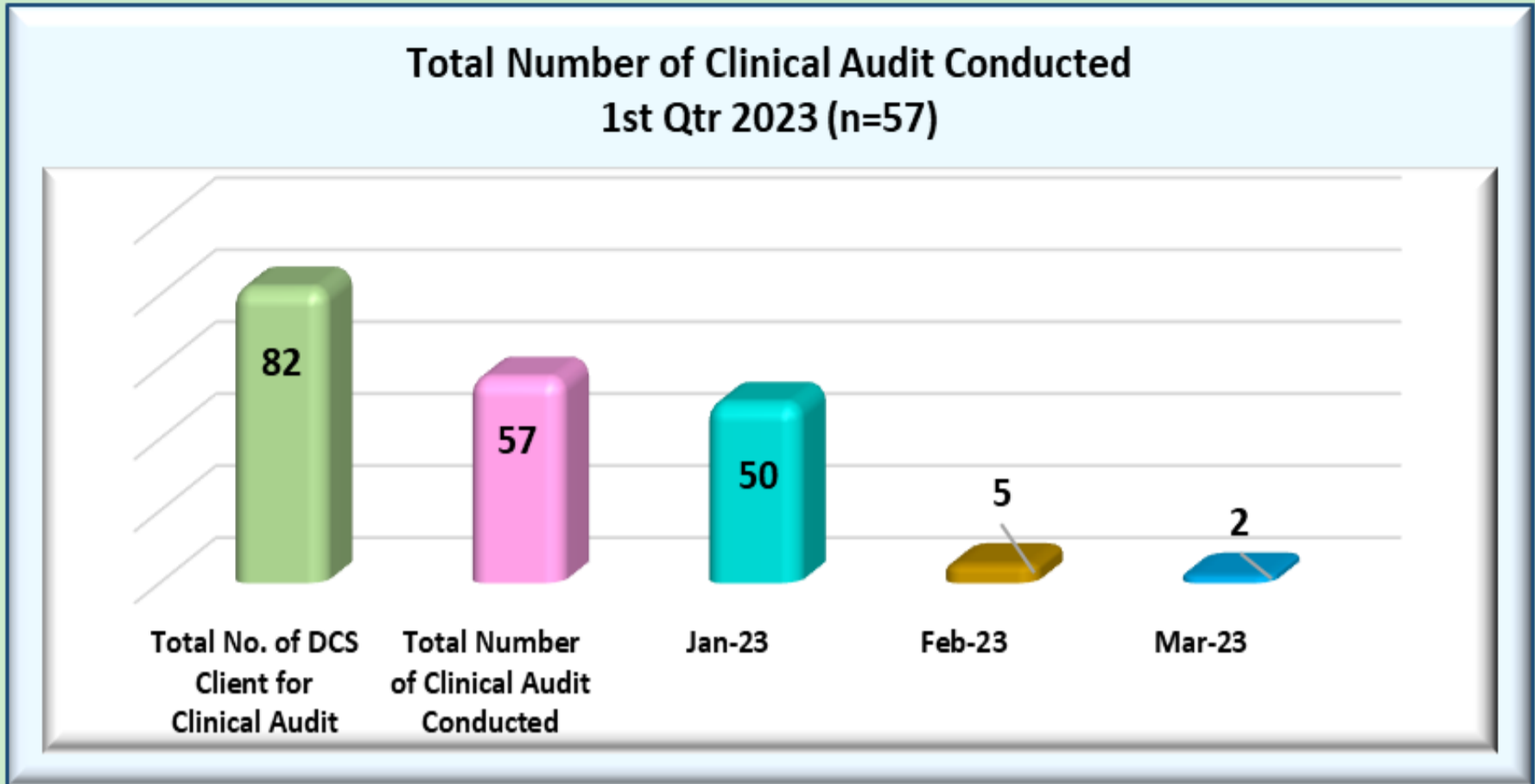


Figure 2: The graph shows the total number of Clinical Audit conducted for the 1st Quarter of 2023.

# AUDIT REPORT

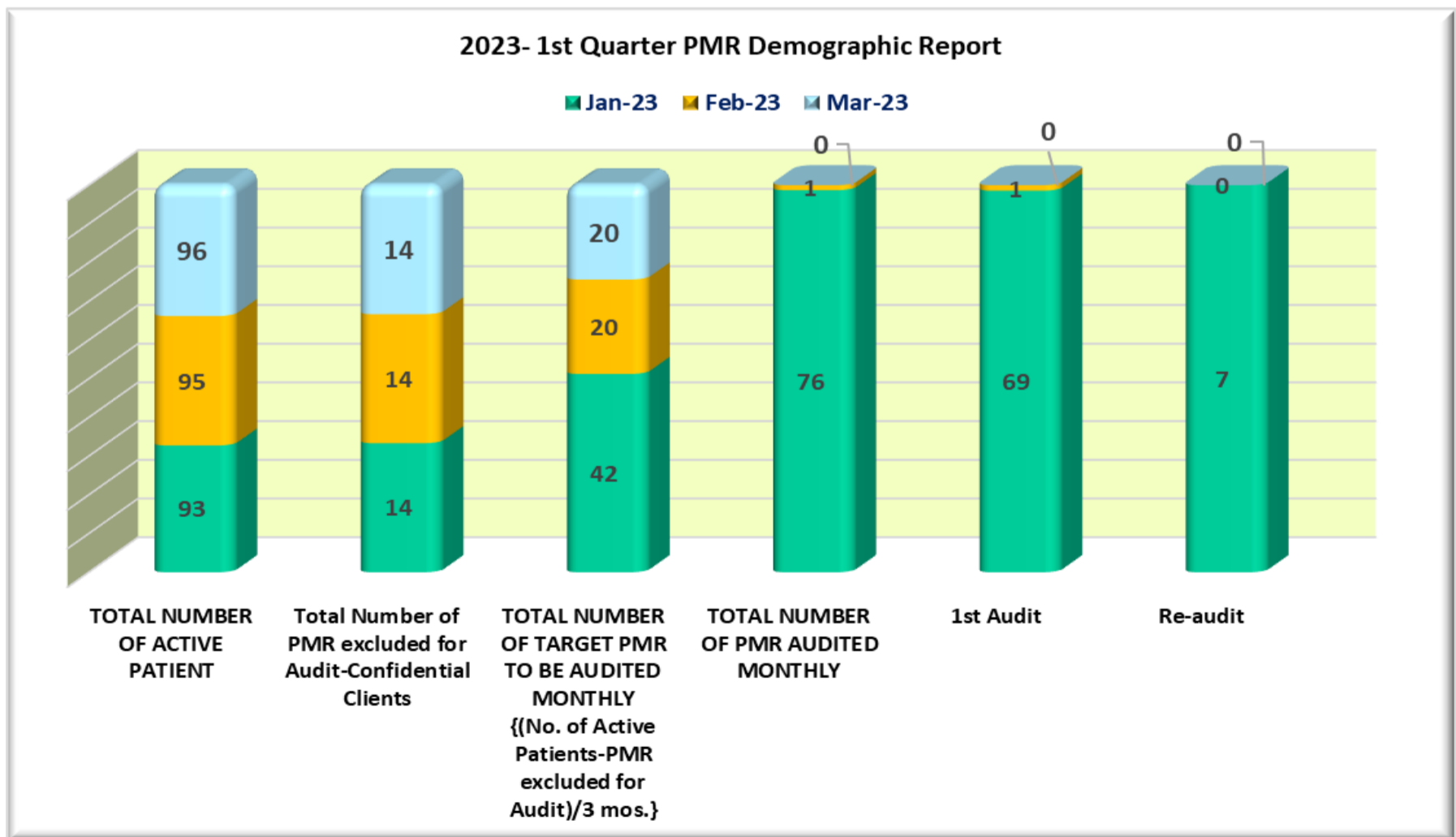


Figure 3: shows the results of the number PMR audit conducted for the months of January 2023, February 2023, and March 2023.



# Congratulations !!!

## PNS Competency First Taker Achiever

### February 2023 Passers (1)

Chamira Harshi Kumari Bandaranayake  
Mudiyanselage

### March 2023 Passers (7)

Nirmala Priyadharshani Kumari

Brenda Nyaata

Nirajan Wickramasinghe

Kelum Anuradhika Appulage

Walimuni Nisansala Abeysekara

Dulanjali Kumari Samarakoon

Nisansala Rajapakshe Peetage

### April 2023 Passers (14)

Gayan Piyumal Hettuarachchi

Prasanna Kumara Yapabandara Gedara

Panawennage Hashan Fernando

Anuradha Kumari Ariyapperuma Dona

Dinusha Chathurangani Rajasekara Gedara

Achini Erandika Herath Mudiyanselage

Nimasha Chathurangani Ramanayaka

Harshani Shashika Lakmali Samarakoon Ilandari Dewa

Geeganage Deepika

Thanuja Damayanthi Edirisinghe Athukoralalage

Mary Lyn Racho Lacson

Sandeepthi Gadi Srinivasa Gadi

Levie Nalaunan Baldo

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