

# THE HEARTBEAT Newsletter



## Doha Care Services Launches "Zumba Activities" Health Program to Boost Employee Well-being

By: Edison Gabin MN,RGN

Doha Care Services (DCS) has taken a proactive step towards combatting employee workload burnout by introducing a new health program called "Zumba Activities." This initiative aims to promote healthier lives and improve general well-being among employees, while also fostering camaraderie among the workforce and administration.

The increasing concern over mental tiredness and burnout among employees has prompted DCS to prioritize their well-being. Recognizing that employees often struggle to find time for exercise due to their hectic schedules, the primary objective of the health program is to encourage employees to actively participate in this fitness program.

One of the key aspects of the "Zumba Activities" program is to reduce stress and improve mood among employees. By actively monitoring their health conditions, DCS aims to provide an avenue for employees to manage their health through relevant activities and a regular exercise program.



# MENTAL HEALTH TRAINING PROVIDES VALUABLE LESSONS IN PATIENT CARE

By: Ann Mariel Bernardo, RGN

In collaboration with PNS (Private Nursing Services), Doha Care Services participated in a comprehensive Mental Health Training program from July 11 to July 24, 2023, at the MHS Education Training Room. This training aimed to equip nurses with the necessary knowledge and skills to provide quality care to individuals with mental health conditions and to support the mental health and well-being of DCS employees.

The training program consisted of a combination of lectures and clinical placements. Over the course of three days, three subjects are covered: Recovery Focused Care, Psychiatric Nursing Assessment, and Risk Assessment and Management. These topics provided the nurses with a solid foundation in understanding and addressing the unique needs of mentally ill patients.

The clinical placement took place at Psychiatry Hospital the following week. We were required to create a learning contract before starting our duties to establish our learning expectations. Each of us was assigned a preceptor; Ms. Sneha was allocated to the Male Ward, while I was assigned to the Female Ward. During the clinical placement, we discovered that providing care for mentally ill individuals requires a great deal of patience. We were fortunate to have the opportunity to engage in one-on-one conversations with clients, share information with them, and utilize therapeutic communication techniques to involve the patient in the course of treatment. On the final day, we conducted a SWOT analysis to identify our strengths, weaknesses, opportunities, and threats. We also completed our competencies and came together to exchange ideas, insights, and experiences.

I can state that we learned a great deal from the aforementioned training. We prioritize the safety of ourselves, our clients, other people, and the environment. We are conscious of our impact.

## Doha Care Services Employees and Nurses Lead Coastal Clean-up Drive in

By: Dyan Rose Austria, RGN



In a proactive effort to protect and restore the environment, employees and nurses from Doha Care Services recently organized a coastal clean-up drive at Wakra beach. With a positive movement towards change, the team aimed to promote advocacy in climate change within the community.

Equipped with hand gloves and trash bags, the participants dedicated two hours to picking up litter and debris along the coastline. Plastic bottles, cigarette butts, and food wrappers were among the items collected, with the goal of reducing the amount of waste that could potentially find its way into the ocean through water or wind.

The event saw a significant turnout, with employees and nurses from Doha Care Services actively taking part in the clean-up drive. Their commitment to the cause was evident as they meticulously combed through the beach, ensuring that every piece of trash was collected and disposed of properly.



# DCS IN COLLABORATION WITH PNS RECENTLY INITIATE “GOLDEN CATCH”

By: Bernadette Divina , RGN

Doha Care Services (DCS) recently organized a successful education and training activity titled 'Golden Catch: A Proactive Approach' on July 19, 2023. The event took place at the DCS Office, Marina Tower in Lusail, Qatar, and aimed to enhance staff awareness and increase reporting compliance of near misses to improve incident reporting and patient safety culture. The program was in line with the Quality improvement project with PNS and goals set by Hamad Private Nursing Services to improve patient safety and preventable incidents

The highlight of the event was a captivating presentation by Ms. Janice Bigcas, DCS Director of Nursing, who focused on near-miss fall prevention. Her informative session shed light on the importance of identifying and reporting near-miss incidents to prevent patient falls and related injuries.

Furthermore, Mr. Edison Gabin, DCS Nurse Educator, and Mr. Ariane Bernadette Daya, DCS Nurse Supervisor, highlighted the potential dangers associated with medication errors and patient falls. They stressed the importance of recognizing and reporting near misses, which are incidents where errors almost occur but are caught before any harm is done. By reporting and identifying near misses, healthcare professionals can learn from these incidents and implement necessary changes to prevent future errors . The lecture also provided participants with a unique opportunity for hands-on activities and learning by doing. Attendees were able to explore different strategies and approaches to address the high volume of OVAs received concerning patient safety incidents in the home care setting.



## DEMENTIA ONLINE TRAINING:A PATHWAY TO AWARENESS

By: Sainas Muhammed , RGN and Earl Adam Acol, RGN

A pathological state characterized by the decline in brain function resulting from exposure to several strokes or various diseases like Alzheimer's is referred to as dementia.

A broad range of symptoms, including a reduction in memory and cognitive abilities, as well as other symptoms so severe that they impair an individual's capacity to carry out everyday tasks, are linked to dementia.

Although dementia is a major contributing factor to the harm and loss of independence experienced by the aged worldwide, it is not a normal aspect of aging. The repercussions of dementia on caregivers, families, and communities as a whole are also social, psychological, physical, and economical. This adds to the difficulty of creating services that are more effective.

Not only do the individuals afflicted by dementia experience its effects, but their families and caregivers are also impacted. Patients with dementia experience a loss of community and an imbalance in familial relationships. Because families frequently put their own well-being at risk to give their loved ones the finest care possible, it also affects the state of the family's finances and health. The goal of this approach is to give all those who are caring for those who have dementia integrated support.

Doha Care Services trained nurses play a critical role in raising awareness and developing strategies for caring for individuals with dementia. The online Dementia training provides nurses with information about dementia that they can share with clients' relatives and carers through education. The program also includes exercises to help you understand how to care for a person with dementia. This is one of the most effective strategies to minimize the strain and exhaustion of caregivers. The participants are receiving the certificate of completion with a maximum of 1.5 hours.

## CLIENT ENGAGEMENT SUCCESS STORY



I have been taking care of my father's health for many years with Doha Care Nursing Service provider. My father has a very severe illness during the Corona pandemic. This has been a challenge for me and Doha Care.

A challenge for me because I had to take safety steps so as not to transmit the infection to my father. It was a greater challenge for Doha Care, who deal with many patients. The chances of transmitting the infection to my father were taken into account. But Doha Care's acuteness to exercise caution contributed greatly to safely crossing the critical Corona pandemic.

Doha Care was up to the responsibility during that critical period. My father was their top priority. This increased my confidence in them as a primary partner in caring for my father. I am not exaggerating when I say that all of my father nurses have become part of our family. They learn from us and we learn from them.

My father has been in constant and stable health for the past three years, and this would not have been possible without God's mercy, first and second, because of the high-quality care provided by Doha Care, which has not been affected during the past years. I am completely satisfied with the service provided by them. I will continue with them.

**HUSSAIN ABDULLA AL MAJED 1**

**9 September 2023**

# EMPLOYEE SPOTLIGHT

By: Florence Natividad

## WELCOME AND CONGRATULATIONS ON YOUR PROMOTION!



**Ms. LEA GRACE GABALES**



**Ms. DYAN ROSE AUSTRIA**



**Ms. LENELYN PASTOR**

**We are delighted to announce the well-deserved promotions of the following staff:**

**Ms. LEA GRACE GABALES - Promoted as Nurse Supervisor**

**Ms. LENELYN PASTOR - Promoted as Assistant Nurse Educator**

**Ms. DYAN ROSE AUSTRIA - Promoted as Quality Nurse**

The above-mentioned staff have been an integral part of our team, consistently demonstrating exceptional leadership, dedication, and a commitment to provide outstanding service and patient care.

Ms. Lea Grace Gabales, in her new position as Nurse Supervisor, is indeed a great addition to our Operation Department in ensuring and maintaining the highest standard of patient care, mentoring, and in planning and implementation of administrative operation of the nursing department. Ms. Gabales has been in the company for more than five (5) years now and also served as Head Nurse of Villa 6.

With the growing team, Ms. Lenelyn Pastor and Ms. Dyan Rose Austria, being in Quality Department also play an important role in maintaining and enhancing the excellent standards as we strive for in our healthcare services.

Ms. Pastor shall assist the Nurse Educator in planning and implementing training and supplemental education to all Nursing staff, developing nursing staff, and ensuring the achievement of CPD portfolio of Nurses. She is also the current Head Nurse of Villa 25 and has already been with the company for more than five (5) years now.

On the other hand, Ms. Dyan Rose Austria is working closely with the Service Line Leadership and staff to develop and implement performance improvement plans and activities in the bed side and to our clients. There is no doubt that she will be an asset to the Quality department with her more than five years of service to the company.

Once again congratulations to the promoted staff and we are confident that they will continue to make significant contributions to the success of the company.

# THE MODEL FOR QUALITY IMPROVEMENT ADOPTED IN DCS

By: Lourdes Capili

**The Model for Improvement (MFI)** is the most commonly used QI approach in health care. The MFI was developed by the Institute for Healthcare Improvement (IHI) in 1996 and published in *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (1996).

The MFI uses a rapid cycle process called Plan Do Study Act (PDSA) cycles to test the effects of small changes, make them, and ultimately spread the effective changes through the practice or organization.

**1.1 To enhance staff capacity in clinical practice to facilitate the provision of holistic care.**

**1.2 To improve nursing documentations to facilitate the provision of holistic care.**

**4.1 To enhance departments performance management (measurements, reporting, and decision making).**



**2.1 To improve staff to client communication.**

**3.1 To Enhance Joy in work.**

**What are we trying to accomplish?**

**How will we know that a change an improvement?**

**What change can we make that will result in Improvement?**

**ACT:** Based on what you learned from the test, plan for your next step.

**STUDY:** Analyzed the result and compare them to your prediction.



**PLAN** the test, including a plan for collecting data.

**DO:** Run the test on small scale.



# DOHA CARE SERVICES QUALITY IMPROVEMENT PROJECTS

Doha Care Services has initiated several improvement projects since 2021 to continuously enhance the quality of service provided to their clients. These projects include active initiatives such as:

1. Hand Hygiene Compliance
2. High Alert Medication Compliance
3. Nursing Documentation– Active Project
4. Education Program with Staff and client’s engagement
5. Staff Wellness Program to improve the overall health and well of employees and to prevent burnout.
  - ✓ Zumba Activities
  - ✓ Social Activities like Birthday, Farewell, EID celebration, International Nurses Day
  - ✓ Yearend Gathering
  - ✓ Environment Awareness Activities-Cleaning Drive
6. Communication platform
  - ✓ Staff Portal
  - ✓ Newsletter
  - ✓ Emails
  - ✓ Communication Board
  - ✓ Google Classroom
  - ✓ Meetings
  - ✓ Social Media communication application such as WhatsApp, Facebook, Instagram

In the communication platform's staff portal is the only completed project. However, it is occasionally updated with new DCS documents and user log-ins.



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

By: Quality Committee

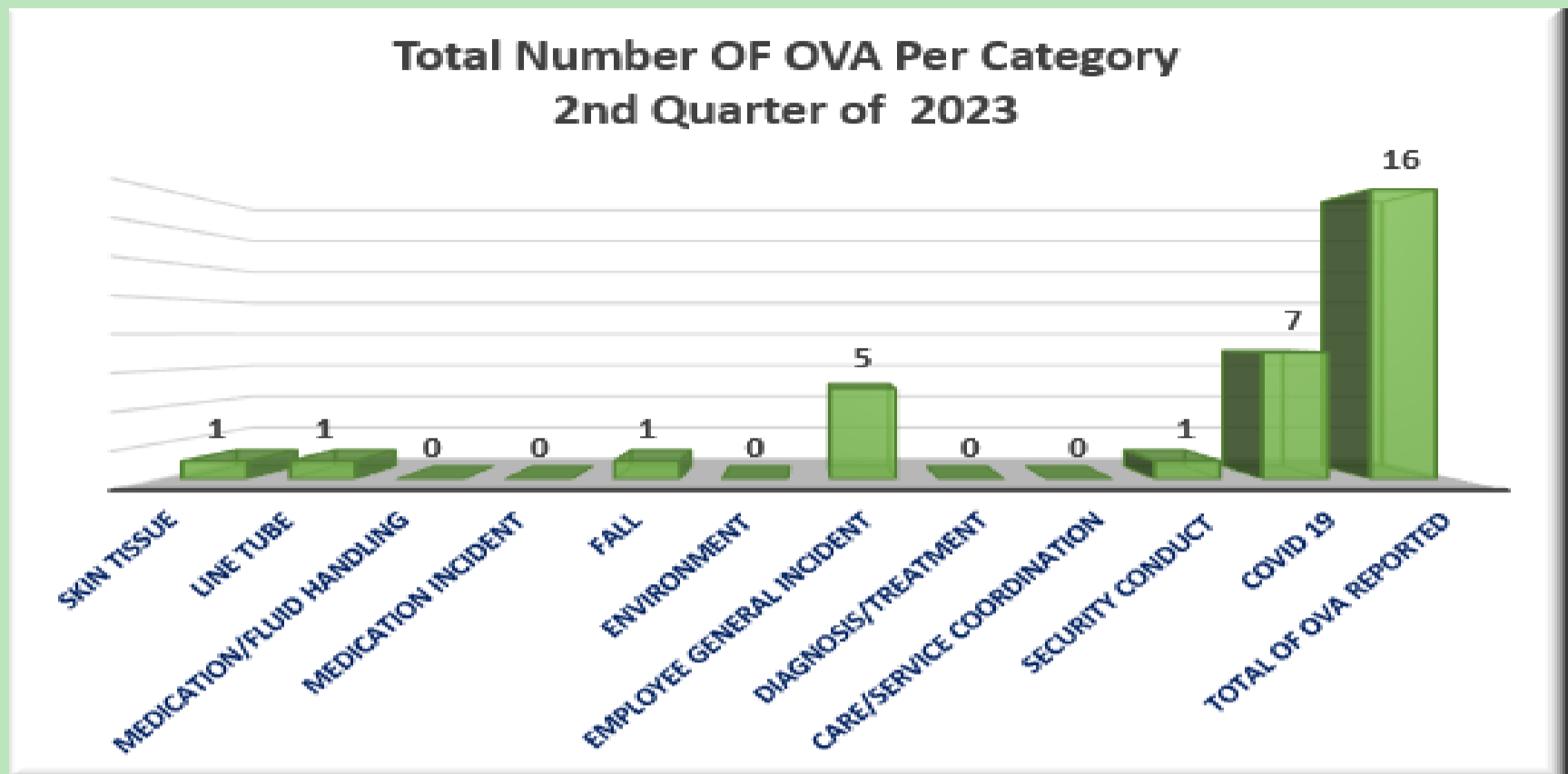


Figure 1: The graph indicates that the highest number of reported incidents is in the "Covid 19" category, with 7 incidents. This suggests that Covid-19-related issues have been a significant concern in the given context. Additionally, "Employee General Incident" and "Fall" categories have reported 5 and 1 incidents, respectively.

## EFFECTIVE COMMUNICATION 2nd Qtr 2023 (n=89%)

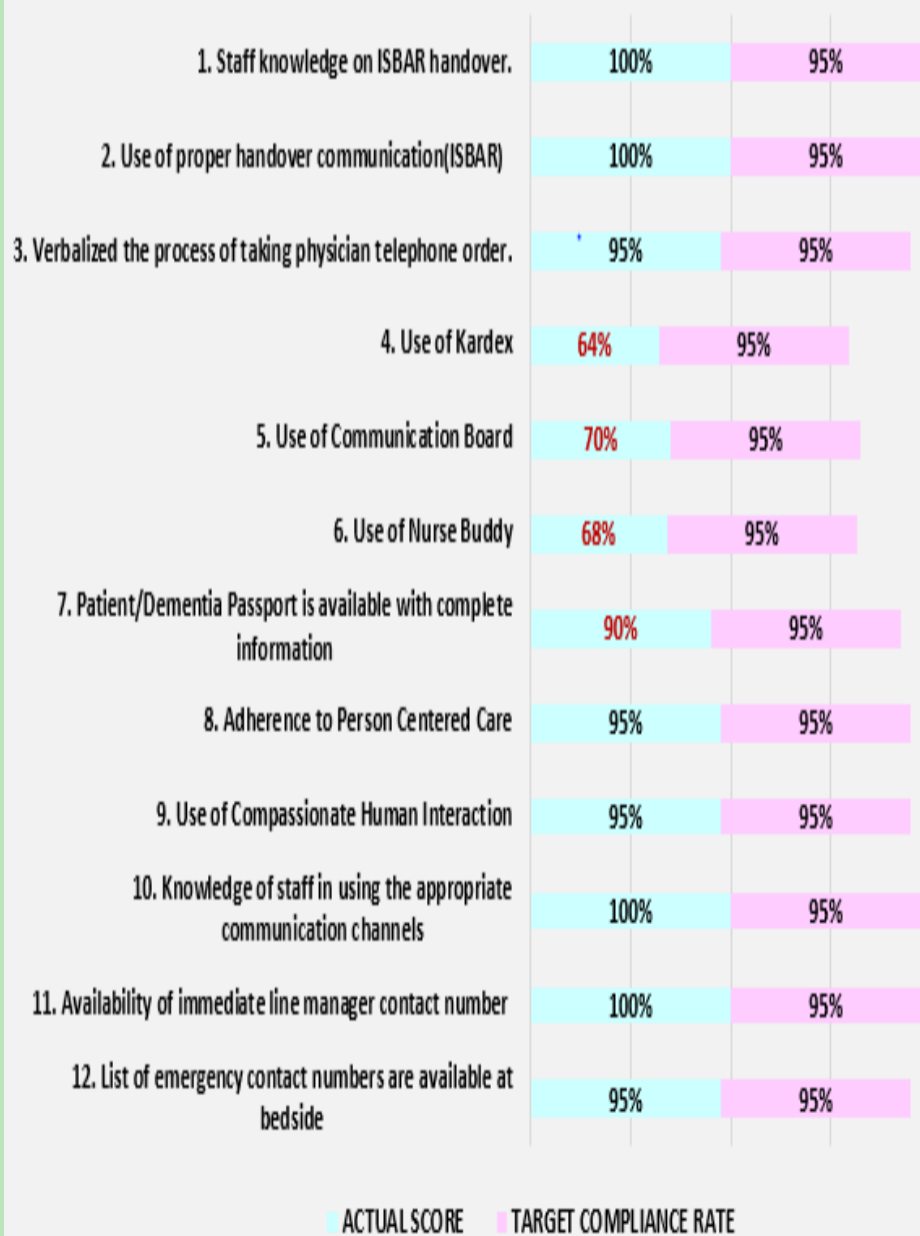


Figure 2: The graph illustrates the compliance rate of staff nurses to Effective Communication with four (4) indicators that fall below 95%.

## MEDICATION ADMINISTRATION 2nd Qtr 2023 (n=93%)

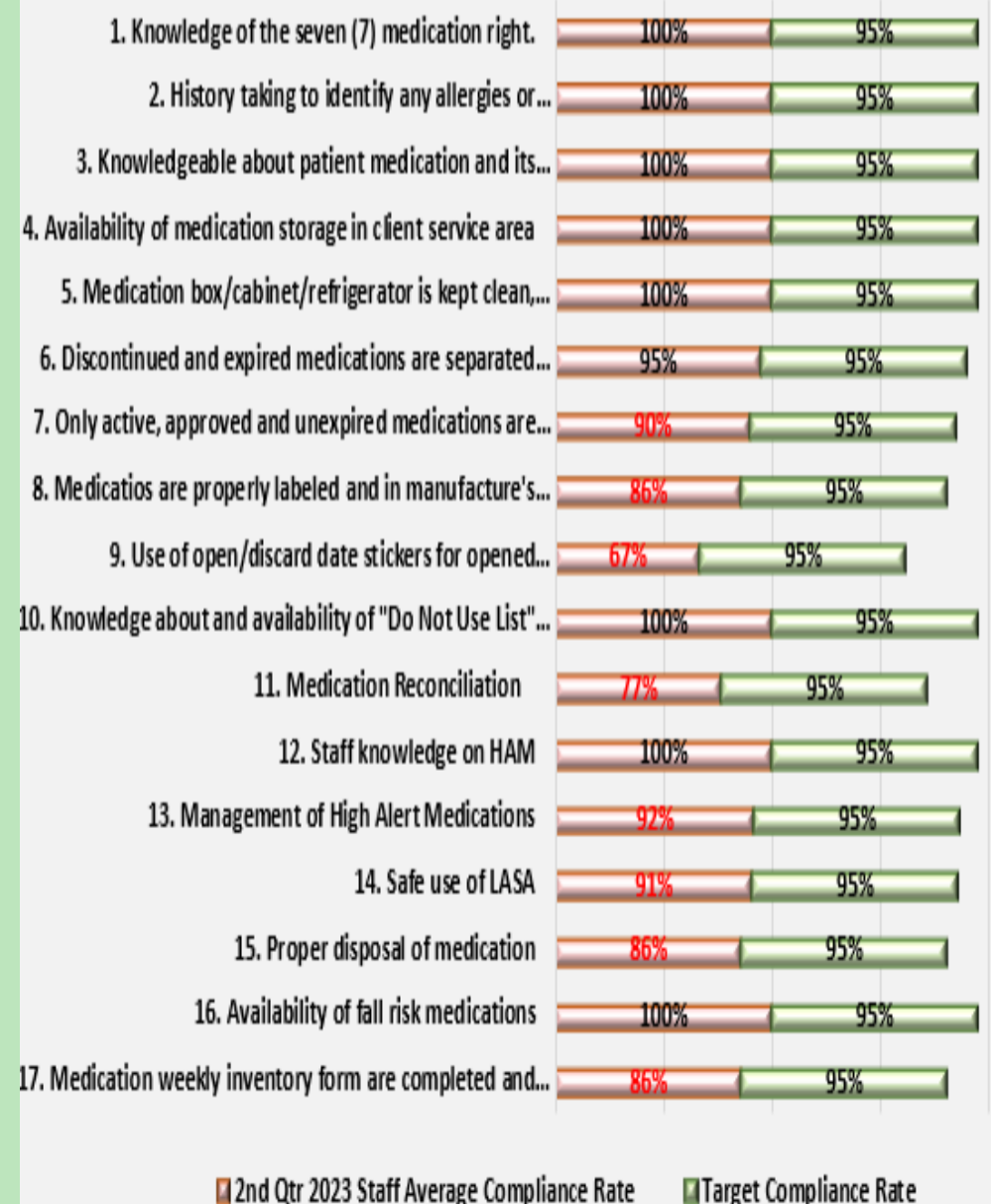


Figure 3: This signifies the compliance rate of staff nurses in Medication Administration in the 2nd Quarter of 2023 that shows the 67% compliance rate for the use of open/discard date stickers labels.



## 2nd QUARTER CLINICAL AUDIT OF 2023

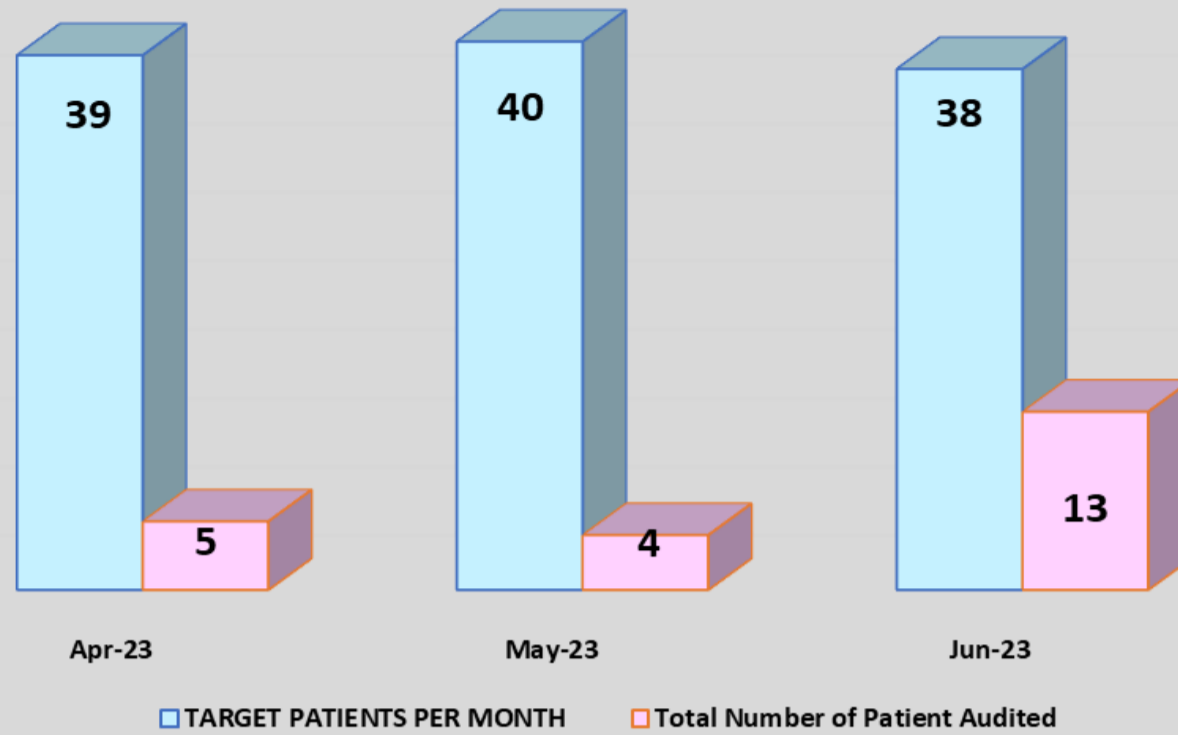


Figure 4: The graph illustrates the number of Monthly Target Patients and the number of Clinical Audits conducted for the 2nd Quarter of the Clinical Audit for the year 2023.

# AUDIT REPORT



## 2023 2nd QUARTER PMR DEMOGRAPHIC REPORT

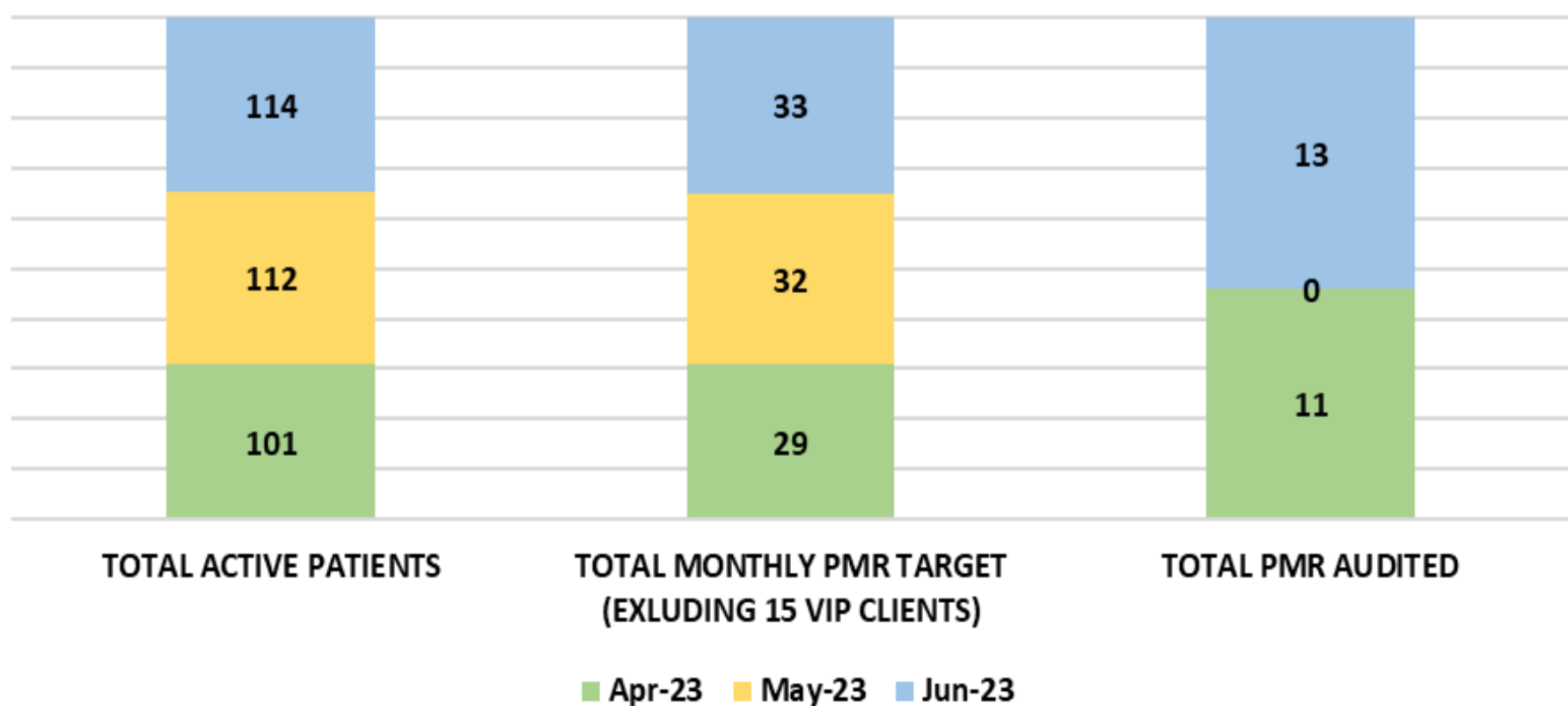


Figure 5: The graph shows the number of PMR audited during 2nd Quarter of 2023. There are 15 VIP clients excluded in the PMR audit that is managed and monitored by the PNS.



# Congratulations !!!

## **PNS Competency First Taker Achiever**

### **May 2023 Passers (4)**

Nimasha Chathurangani Ramanayaka

Divina Atieno Nyiendo

### **June 2023 Passers (2)**

Nuwan Dhanuska Thennakoon Appuhamilag

Raymond Jasmin

### **July 2023 Passers (3)**

Nishali Rajapaksha Hewa Heta

Mourine Mutheu Makau

Charity Njeri Githinji



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