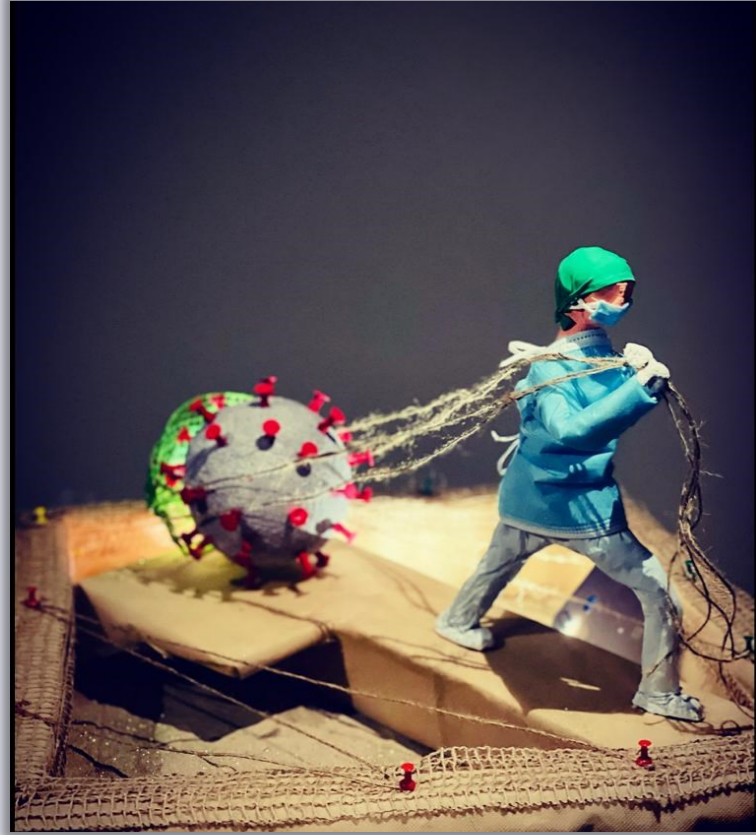


In the celebration of *International Nurses' Day* on May 12, 2021, Qatar Care launch the Search for the International Nurses' Day Memento 2021 with its global theme, **A Vision for Future Healthcare**.

The objective of the competition is to memorialize the significant contributions of nurses as frontlines in the time of the pandemic. The memento shall serve as an inspiration to the community as reverence of their hard work and participation in ensuring client safety in various aspects of health care delivery.

في إطار الاحتفال باليوم العالمي للممرضات في 12 مايو 2021، أطلقت قطر كير البحث عن يوم الممرضات العالمي 2021 بشعاره العالمي، رؤية للرعاية الصحية في المستقبل. الهدف من المسابقة هو إحياء ذكرى المساهمات الكبيرة للممرضات كخط أمامي في وقت الوباء. يجب أن يكون التذكار بمثابة مصدر إلهام للمجتمع تقديراً لعملهم الجاد واهتمامهم في ضمان سلامة المريض في مختلف جوانب تقديم الرعاية الصحية.

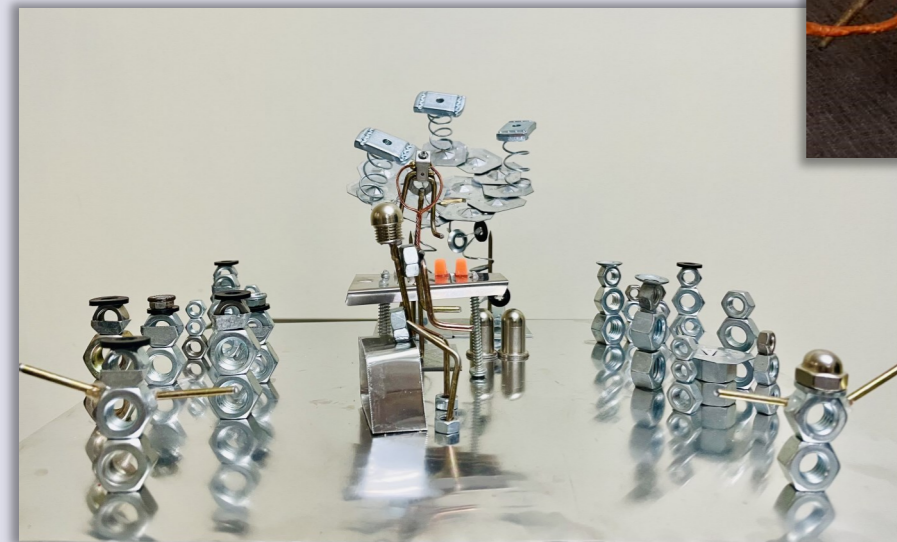


**Male Staff Entry** متسابق فيلاه الممرضين  
*Second Place* الفائز بالجائزة الثانية



**Villa 6 Entry**  
*Third Place*

متسابق فيلا رقم 6  
الفائز بالجائزة الثالثة



**Villa 8 Entry**  
*Grand Winner*

متسابق فيلا رقم 8  
الفائز بالجائزة الأولى

community connection • news matter

Vol. 1 ISSUE 2 July 2021

# The Pages

QATAR CARE NEWSLETTER

**FEATURED HEALTHCARE PROFESSIONAL:**  
*Nadya Al Anzi*  
**An Inspirational Story.**

*Clients* success stories:

- *A Baby Care Experience*
- *My Mother's Journey to Recovery*
- *Caring for Elders*

**QATAR CARE CELEBRATES:**

*International Nurses Day*

# Editor's Note

Welcome again for taking time to read and browse the second issue of our Newsletter, "The Pages." It has been a great pleasure to know that you have received a copy and made your significant feedback on its improvement during our first issue. We are truly pleased and honored for having you with us in this journey in spreading positive vibes to our readership in the community.

We highly appreciate your continued patronage of our humble publication that brought substantial awareness and provided diverse information from our operations to the clients and about our services offered in general.

We thank the higher management for giving this opportunity to share with the community what you have made us proud of in this healthcare journey. This served as an inspiration for all of us including our current clients who have been very supportive of our endeavors. Moreover, this serves as a bird's eye view of who we are for the benefit of our prospective clients in the end.

This issue highlights three important aspects of our service

delivery i.e., focusing on Elderly Care and Clients' Experiences, Education and Training of Staff and the celebration of the World International Nurses' Day featuring our most outstanding nurse as well as our featured healthcare professional who both serve as inspiration not only for us but for others as well.

As our world is in perpetual state of change, we, too, continue to survive in meeting the pressing demands and challenges of our community, particularly this time of pandemic.

May we all continue to strive together and work hand in hand in winning this battle against this covid crisis that the world is currently facing.

Many were lost but fortunately many, survived.

Be well and stay safe as always.



**Dr. Alvin B. Abainza, PhD, JD, CIPT**  
Sr. Marketing and Communications Director  
Chief Editor, "The Pages"

## Uy: Hailed as an Outstanding Filipina Healthcare Professional

By Ariane Terado, RGN



The Philippine Overseas Labor Office-Overseas Workers Welfare Administration (POLO-OWWA) of the Department of Labor and Employment and Philippine Embassy in Doha, in celebration of the International Women's Month, gave recognition to outstanding women who are example in ensuring, protecting and promoting the welfare of the Overseas Filipino Worker (OFW) in Qatar and showcasing women empowerment.

Mary Rose Uy, the General Manager of Qatar Care was hailed as the winner of the Outstanding Filipina Healthcare Professional. She is a licensed nurse, a mother and a community leader. She is an active member of Philippine Nurses Association - Qatar (PNA-Q), and was recently elected as Business Manager of the organization. She was appointed as Treasurer of Philippine Profession-

al Organization- Qatar (PPO-Q), an umbrella organization of the 14<sup>th</sup> professional organization in Qatar. During her term as the President of PNA-Q (2019-2020), she organized activities to help not only the Filipino Nurses but also other OFWs. With her team and the organization, they organized medical missions, gift giving, and donation drives especially during the pandemic. As the general manager of Qatar Care, she led a team to participate the Ministry of Public Health program on COVID-19 as volunteer swabbers since March 24, 2020.



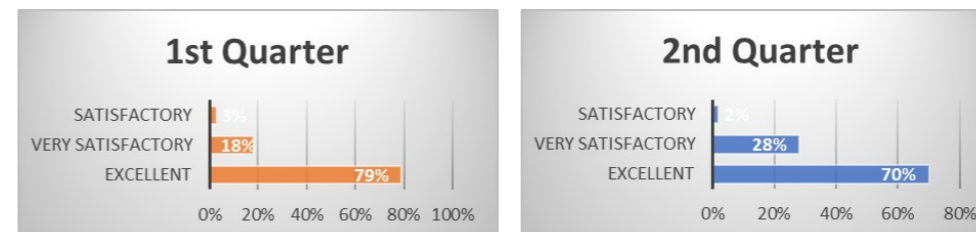
(from left to right) The "Marilag" Award was handed over to Ms. Uy by the Philippine Ambassador to Qatar H.E Hon Alan Timbayan in the Philippine Embassy last March 21, 2021. The ceremony was attended by Labor Attache Hon Adam Musa, Vice Consul, Hon Benjamin Celebio, OWWA Welfare Officer, Ms. Evelyn Laranang and others. The Philippine Nurses Association- Qatar (PNA-Q) received at the same time the Outstanding OFW Organization award.

## Qatar Care Performance for the 1st and 2nd Quarter of 2021

**Facts.  
and  
Figures.**

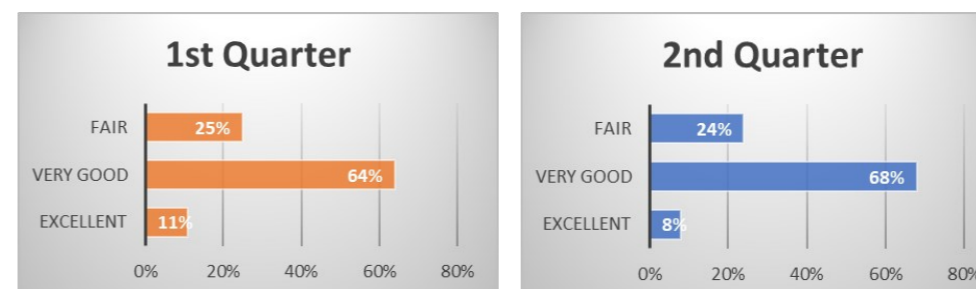
### Client Satisfaction Survey

How satisfied are you with Qatar Care's services?



### Staff Satisfaction Survey

How would you rate your organization as a place of work?



## Infection Prevention and Control

### Hand Hygiene Compliance Rate



### Rate of Needlestick Injury



## Human Resources



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**Dr. Alvin B. Abainza, CIPT**  
Sr. Marketing and Communications Director

## Healthcare Staff Recruitment: Challenges during Pandemic

By Jennifer Manalo, Recruitment Officer

Across the world, healthcare as an industry has long faced a shortage problem. Now, in a midst of a pandemic, the rising demands became a biggest challenge to all healthcare industry including Qatar Care.

It was in March 2020 when Qatar started banning travelers from 15 countries including the Philippines, where our manpower is mostly based. The Human Resource Department contingency plan focused on local hiring of both permanent and temporary nurses, applied retention strategies on existing employees, cross-training and talent acquisition to fill in vacancies.

For overseas manpower, communication played a vital key in keeping all hired candidates onboarding process until Qatar borders opened for new workers.

Since January 2021, the company have deployed a total of **38**



workers that tallies to **15.16%** of the total number of employees. There is still more work to do, and there is also a need to consider why some of the employees want to leave the company and other actions the office can take to encourage them to stay.

This will be the focus of efforts the HR Department will be dealing until the end of this year. The department want to make sure to provide the right staff with the right motivations and skills amidst the pandemic.

## ONE STEP AT A TIME:

### From Caregiver to Head Nurse

A success stories of Kathlene Bianco and Maria Cristina Rombaoa

By Glourdeza Vergara, HR Officer

In a world of nursing, the marketplace is very demanding, there is a plenty of opportunity, and it all starts with personal development, self-improvement and making measurable progress.

Qatar Care has consistently supporting career paths of employees who have ambitions and drive for growth opportunities. The story of our two head nurses, Ms. Katlene and Ms. Cristina marked their determination to a road of success.

Both were licensed nurses in the Philippines, but, with little experience, accepted the caregiver position of the company. They were offered to process their nurse trainee license to fill the lacking of experience of becoming a registered general nurse. According to Ms. Kat "At first, I was not thinking about the job description as long as there is an opportunity abroad that will help advance my career". For Ms. Tina working overseas is a perfect time for her

personal growth *"I used to be the usual staff who is friendly and talkative, that thin girl who loves to eat".*

After getting her nurse trainee license, Ms. Cristina was offered a Head Nurse position, she claimed *"I was hesitant to accept the position, I never imagined to be an administrative staff. I was not sure if I can do both as a staff nurse and handling twenty staff nurses as their head. But because of the support of my superiors, I learned to adjust and adapt to different personalities including clients. It took me more than 4 years to become a registered general nurse but it was never too late".*

Ms. Kathlene took a year for deciding to continue her career ladder, she said *"I can't concentrate with my work that time, I unexpectedly lost my father, it left me devastated and broken. When I decided to pursue my career plans, I knew I was ready and became one of the registered general nurses. Being a licensed nurse was also challenging, I was once rejected to be assigned in Qatar Foundation Clinic and able to handled difficult clients. I was looking for new opportunities, so, when the company opened the Head Nurse position, I personally emailed my interest for the position and without any recommendations. During interview, I was nervous and anxious but very proud when I got the position I applied for."*

Head Nurse's word who wants to follow their paths;

*"Don't let anyone rush you, go at the pace in which you feel most comfortable that works best for you. Be fully prepared for the challenges and continue to work diligently to attain your goals"-* Ms Kathlene Bianco



*"Success defines in different perspective. Some days may feel like we mess up, stand up and life must go on. We can rest, but we must not give up because life is a continuous learning process" -* Ms. Cristina Rombaoa



Internal talent acquisition is one of the tools in retention process. In Qatar Care, great talent is needed, and everyone can make a difference regardless of their title and inexperience. Besides, Qatar Care can fully augment that to reach one's overall potential.

## Qatar Care's Education and Training Head Holds

### PNAQ Presidency

By Ariane Terado, RGN



Peach Dale Esloyo won as Philippine Nurses Association - Qatar President held during the elections of officers last February 3, 2021. He was previously the business manager of the said association. He is the first Nurse Educator of Qatar Care, the first and biggest home care company providing health and medical service in Qatar since 2007. He holds a Masters of Arts degree in Nursing and currently pursuing his doctorate degree.

Prior to his election to the organization, Mr. Esloyo is currently the CPD chairman and coordinator of Qatar Care Continuing Professional Development Program.

He has led the accreditation of Qatar Care to its very first DHP activity-based CPD training which has expanded to more than 30 QCHP activity-based training to date. He pioneered to have the company accredited by the Philippine Regulation Commission of the Philippines as a foreign CPD provider for nursing, first in Qatar and second worldwide. He already had conducted and spoke to more than 40 accredited educational sessions to more than 2,000 internal and external healthcare audience in Qatar since July 2018. He was also the past secretary of the Philippine Professional Organizations in Qatar.

The Philippine Nurses Association Qatar is an organization accredited by the professional organization in Qatar of the Philippine Embassy. Apart from Esloyo, a new set of officers was elected.

Joining him are Norwil Baguio as Vice President, Vesa Lara Malaine Raga as Secretary, Jane Lam as Treasurer, Grethel Hajan as Auditor,

Mary Rose Uy as Business Manager and Zorayda Zaide as Public Relation Officer. Virtual Oath Taking Ceremony was officiated by the Philippine Labor Attaché David Des Dicang last February 24, 2021

*"We will never falter and continue to be the beacon of hope among (the) Filipino nurses and the community they serve most especially that our service is direly needed in these challenging times. More awaits this 2021." - Peach Dale Esloyo.*



## Qatar Care Incident Management System

By Shareen Jimlani, RGN

In October 2020, Qatar Care underwent Accreditation Reacquisition Survey.

One of the most important foregoing points required in this cycle is the Patient Safety Incident Management System. Although Qatar Care already has an Incident Reporting Process and ECDAS process, Qatar Care preferred to review and revisit the policies and procedure regarding the incident management system.

The Quality Management Department and the Education and Training Department held a meeting to discuss the Final Draft of the Comprehensive Incident Management System. The Incident Reporting Process and the ECDAS process were incorporated into the developed system. Since this process also aims to empower not only the patients and their families but as well as the staff. Instead of calling it the Patient Safety Incident Man-

agement System, it was agreed upon and with the approval of the Higher Management to call it as the Qatar Care Incident Management System.

Furthermore, after finalizing the Comprehensive Qatar Care Incident Management System, the process was simplified and created the 8-fold Approach QC-IMS. The 8-fold Approach QC-IMS aims to facilitate ease of understanding the process.

The Client and Family Advisory Council chaired by Ms. Michelle Lagahid and facilitated by Ms. Bea Lamanero held a Zoom meeting along with the council which included patients and their families and frontline staff last February 18, 2021. Ms. Vesa Lara Malaine Raga, one of the Quality Control Officers and a council member, initially presented the "8-fold Approach Qatar Care Incident Management System". During this meeting, they reviewed and gathered inputs from the client, families, and the council members

and this includes the incident reporting process, the disclosure process, analyzing incidents, recommending actions, and monitoring feedback and improvement.

Moreover, with the approval of the whole council, it was decided that information about the recommended actions and improvements made following the incident analysis shall be shared with the clients, families through the Client and Family Advisory Council.

The implementation of the Qatar Care Incident Management System took effect on March 1, 2021. It highly emphasized the processes on how cases must be closed and being able to gather the recommendations based on the result of the case investigated on and processed. It was also decided to share the result to certain groups where learning can be drawn from the cited case analyzed using the 8-fold approach.



## Qatar Care Celebrates:

By Ariane Terado, RGN

# International Nurses Day

Qatar Care celebrated the International Nurses Day last May 12, 2021. It is the day to honor the commitment, dedication and hard work of its nurses. The celebration started by passing out treats such as cupcakes and roses to the staff nurses headed by the General Manager Ms. Mary Rose Uy.



A celebration was commemorated with a program that was conducted thru video conference at six o'clock in the evening. The theme of the nurse's week was "Nurses: A Vision for Future Healthcare." Through this theme the mechanics for the

search for the International Nurses Day Memento 2021 was hauled out. The staff were able to join the contest representing their Team Villas. The first prize was awarded to Villa 8 headed by Ms. Riza Mae Gerong, second prize went to Male Nurses headed by Mr. Jonathan Medalla and the third prize given to Villa 6 headed by Ms. Joanne Liao. As part of their award, the winners received a cash prize from the company and award of appreciation.

Included in the program was to give an award to the Most Outstanding Nurse of the Year. The following were the nominees, Winnie Laggui, Fency Arjery Ferido, Ricardo Suarez, Angel Hanawon, Marlu Joy Billanes, Kamesh

Ticsay, Sarah Amboy, Ian Panaginip, Merly Mange, Bernadelli Dayrit, Emirose Domingo, Madelien Largo, Elvie Pabayo and Jeneth Bajen. The winner of the award went to Ricardo Suarez. As part of his award, he received a cash prize and

award of recognition.



**Ricardo Suarez, Jr., RGN**

*Most Outstanding Nurse of the Year*

Part of the program was the presentation of new activity of the Education and Training Department headed by Peach Dale Esloyo. Raffle draw was one of the awaited parts of the program of the staff with three major prizes arranged.

The celebration ended successfully with most of the staff were able to join, the owners, some of the stakeholders and the administration heads.

This tradition will be celebrated by the company every year during the International Nurses Week, which takes place every May 6-12.

## Nurse Managers

### Toward High Impact Competence

By Peach Dale Esloyo, RGN, MAN

May 18, 2021, Tuesday marks the era of the renaissance - not in the form of arts but rather an impetus of increasing knowledge, skills and attitude towards global competence.

On February 2021, the Education and Training Department (ETD) in coordination with the Operations Department conducted a needs assessment survey to all the heads and supervisors of Qatar Care and Prime Care on doing physical assessment, performing ISBAR, managing medications, practicing infection prevention and control, and demonstrating fall prevention practices. These knowledge and skills are part of Patient Safety Goals (PSG) of both companies. Determining the current level of self-perceived competence on PSG was the justification of the survey. Overall, these nurse managers from both companies have perceived a self-rating of eight (8) out of 10 (1 lowest, 10 highest) in terms of these

goals. Competence on physical assessment and fall prevention are found to be the part where these managers found themselves the least and most competent, respectively.

With the help from the Operations Department, the ETD conducted the Nurse Managers Competency Training and Assessment by Peach Dale Esloyo, ETD Director, and was attended by the supervisors Apple Sadernas, Rhodora Imma Villaraza, Jerry



Mae Espino, Roxanne Gregorio and Zorayda Zaide. Also, the head nurses in attendance were Deesa Maquiling, Vanessa Mae Agacoili, Riza Mae Gerong, Ma. Cristina Rombaoa, Jo Ellen Abuel, Kathleen Joy Bianco, Joanne Liao and Jonathan Medalla.

Ms. Sadernas, Qatar Care supervisor mentioned that, "If I were to describe the activity, the more fitting word could be 'challenging'. The activity was challenging, it will make you question whether your knowledge will remain stuck up or not, you would realize how far (your) knowledge goes from being students previously to the moment where we are working as professionals. Also, it makes me think the importance of continuous learning, studying, and reading and these concepts should not stop even when we have finished our studies."

Like the renaissance, the competency training and assessment has shed light on the minds of these nurses as they continue to embark competence and model out of what it means to be a head nurse or a supervisor to their respective staff.

Qatar Care Education and Training Department believes in the pursuit of excellence in providing healthcare services to the community by pursuing lifelong learning through educational activities that make one competent, knowledgeable, skilled and emotional prepared staff. Thus, ensures a safe and effective care which is after all the end goal.

## OPERATIONS DEPARTMENT

### Competency and Training of New Staff

By Roxanne Gregorio, RGN-Supervisor

Competency program is vital in assessing one's clinical knowledge, skills, and abilities. Through competency programs, we are able to measure how competent our licensed nurses are in applying those skills in their everyday work as home care nurses. Competency program also highlights the importance of continual improvement of skills and knowledge by encouraging nurses to participate in trainings and seminars that relate to improvement of quality in healthcare practice. With this been said, Qatar Care has not failed to help their nurses to improve their competency, skills, and knowledge by providing free seminar, training, and return demonstrations. Qatar Care ensures that it has established definitions and structures for nurs-

ing competency. Competency levels necessary for nursing professionals, training methods appropriate, individualized and effective for each patient. Through this, Qatar Care has always been number 1 in providing the best quality of care in home care setting.

The Qatar Care nurses who work in home care setting have usually received most of their training in hospitals. However, hospital setting entails different skills and competencies from work in home care, thus Qatar Care provides professional development to raise the nurses' understanding of gerontological and home care nursing that represent quality health care.

Home Care nurses must have a diverse set of skills. Newly hired nurses are required to be exposed and trained in critical elderly care for three to five days. Qatar Care makes sure that the newly hired staff should be familiar with the home care settings, thereby improving their skills and abilities most especially on bedside care. The Qatar Care Education and Training Department also provides seminars and return demonstrations to assess and eval-

uate the nurse's competency. It will also help determine gaps in staff performance that need to be closed to ensure safe and competent care.

Competency evaluation systems are customized for each job description and service offered. If the nurse is qualified to provide nursing services, Hamad PNS, for example will perform a competency review. The competency assessment will ensure that the staff has skills and abilities they need to perform to meet the expectations of their job description and organizational policies and procedures.

Home care nurses meet challenges everyday related to advance nursing care, making challenging decisions, and resolving essential nursing problems. Nurses must recognize their responsibility to ensure their on-going competence, understanding how to critically assess and intervene to ensure patient safety and quality. Qatar Care guarantees that the nurses deployed in each homes are skilled, equipped and knowledgeable enough to provide their compassionate care.

## HOME NURSING at its BEST; *Caring and Dedication*

By Ricardo Suarez Jr., RGN, *Awarded as the Most Outstanding Nurse of 2021-Qatar Care.*

Choosing a profession relating to health or medical career is a rewarding job but, also a tough one. It is important to know where you are passionate and pursue that dream of yours! A good nurse strives for excellence at all times, completes any given task with high levels of accuracy, diligence and pays attention to every detail of his/her clients.

Working in a home care services industry like Qatar Care is one that is an incredibly rewarding job, a key opportunity to career progression that is why I'm working in this institution. As one of the staff of Qatar Care, I truly appreciate the help and support coming from the management, how they valued their staff, and working with interesting individuals.

When you work in a care home, you will have the opportunity to get to know the people in your care. Although these individuals will be towards the sunset of their lives and will likely have medical needs, they are fascinating people with a wonderful appreciation. At the end of each shift, you will be able to head home with

the knowledge that you have made a real difference to the residents' quality of life. The care you provide to elderly people daily is valued, appreciated, and vital to sustaining their quality of life.

For half of my entire life as a nurse working in different areas of nursing, I could say working in home care is one that I truly love the most. Each time I have a special moment with one of my patients, I can reflect on the moments I had with my family and relatives. I am passionate about improving the quality of life for all of my clients and that is a constant validator that I am in the right profession. It is not just a career to me, it's a calling."

Receiving recognition as the Most Outstanding Nurse of 2021 is extremely an honour and privilege given by the management of Qatar Care. This is a Wow! A moment for me, and humbled that some of my colleagues also felt that I deserve this kind of recognition. I am more energized and charged up to take up a new and challenging role that would work for the benefit of the organization and to my

profession. I know that I have faced several challenges especially during the pandemic, but each of those has strengthened me to become the person I am today, a thorough professional who knows exactly what he wants, someone who set his/her eyes on a goal and does not lose sight of it unless it is achieved.

Receiving this award of recognition would not be possible without the inspiration from my family, seniors, and my colleagues from whom I have the deepest respect and whom I have derived it from to challenge myself and perform better.

And to all the Staff Nurses and Caregivers working in home care we are at the center of every healthcare setting with the generosity of spirit, special sensitivity, and a desire to help, comfort, and provide care. Be dedicated to duty and be an advocate of change.

# What's Up!



By Normarie Lego, RGN

It has been more than a year since the world was hit by the COVID-19 pandemic. Truly, the whole society suffered physiologically, emotionally, and financially. Its impact is utterly tremendous that until now, we are still not yet sure when it will end as new variants are mutating and emerging.

Thankfully, the development of the COVID-19 vaccine gave hope to all mankind. The vaccine administration has brought light to our dream of going back to how the world used to be i.e. going out without the fear of contracting COVID-19.

According to Centers for Disease Control & Prevention (CDC), COVID-19 vaccines are safe and effective at keeping

## COVID-19: Choose to be Vaccinated!

us from getting COVID-19. It will also help keep us from getting seriously ill even if we acquired COVID-19.

Globally, the World Health Organization reported that as of 23 June 2021, a total of **2,624,733,776** vaccine doses have been administered.

Glad to know, countries are doing their part to keep their people safe through the COVID-19 vaccination including the State of Qatar.

At present, according to the Ministry of Public Health Qatar, a total of **3,041,661** vaccine doses had been administered to the residents of Qatar since the start of the campaign.

**A**bout **1,676,351** had already received the first dose and **1,365,310** residents are fully vaccinated. Qatar utilized the Pfizer BioNTech, Moderna and AstraZeneca COVID-19 vaccines, which were considered to be the highly effective ones. Qatar made sure that the vaccines are widely accessible to its resi-

dents at no cost. Currently, registration of children aged between 12-15 years old are already being vaccinated in Qatar.

On the other hand, Qatar Care had made sure to follow the guidelines given by the MOPH on vaccination especially that it is in healthcare sector. All of its staff are 100% fully vaccinated, these compose of all the healthcare staff, administrative staff and drivers.

The government of Qatar launched controlled gradual restrictions in accordance with the set of timetables they have set. The order of lifting was set by the government to continuously protect the community while reestablishing the social and economic life. The State of Qatar had imposed the restrictions for the second phase last 18 June 2020.

Though receiving the COVID-19 vaccine is not a 100% guarantee, it is for sure, will decrease our risk and gives us the necessary protection. It is our best option to achieve the world's recovery level.

Get vaccinated now and be one with the world in fighting COVID-19.

## Now and Beyond

### Future of Education 2050:

#### The Life Ahead

By Dr. Alvin Abainza, CIPT



Our world is in a perpetual state of change. There are always multiple versions of the future—some are assumptions, others hopes and fears.

According to a study by Microsoft, the average human being now has an attention span of eight seconds. This is a sharp decrease from the average attention span of 12 seconds in the year 2000. No wonder the ads in social media platforms are limited to 8 seconds or less. It is important to realize that at this point in time, we are more impatient than ever. And very few people will trade extra seconds of their time for reading the contents because they feel it is very valuable. The pandemic has raised innumerable impact to many sectors in the society. It resulted to various closures of institutions and led to various disruptions in industrial operations.

One of the greatly affected by pandemic is the education sector. It led to serious disruptions that even educators themselves failed to fully address the demands of the current state of affairs. Many resulted to improvisation of their approaches without sacrificing the quality of education. However, many still failed to meet the needs of the learners in different levels especially in the primary and middle schools. Parents were pressed with the changes where they were forced to be fully involved in their children engagement in on-line school whether it's modular, synchronous or asynchronous approach.

Complaints were raised left and right regarding the new normal of education for the past 2 years. These range from poor internet connection, time difference, technical issues, and the lessons are taught virtually. Face to face class interaction, in which majority was used to do pre-covid, for now be in vain and it would take some more years before everything will return to normal that people were used to.

The book published by Organisation for Economic Co-operation and Development (OECD), "Back to the Future of Education," made people imagine of something that happened over the last 20 years that one would have never expected to occur. Be it the pandemic, smart phones or something else, the truth is that the future likes to surprise the humanity. As the world is in a perpetual state of change, a need to prepare for it must consider not only the changes that appear most probable, but also the ones that everyone is not expecting.

Inspired by the ground-breaking of 2001 Schooling for Tomorrow scenarios, the book provided a set of scenarios on the future of schooling, showing not a single path into the future, but many. It says, that using the scenarios can help identify the opportunities and challenges that these futures could hold for schooling and education more broadly.

It suggested to use those ideas to help better prepare and act now. Whether parents or students, teachers or educational leaders, researchers or policy makers, the book has been written for all those who want to think about futures that have not occurred to play their part in shaping the future that will transform the mindset of educators in various fields of discipline.

These are the scenarios that can be used to inspire, to dream and to transform:

**Scenario 1: Schooling Extended** - an intensification of the current front-end, massive school model.

**Scenario 2: Education Outsourced** - an outsourcing of schooling and resulting surge of learning markets.

**Scenario 3: Schools As Learning Hubs** - a re-purposing of schooling and transformation of schools.

**Scenario 4: Learn-As-You-Go** - the end of school-based learning and demise of schooling.

Education must evolve to continuously deliver its mission and purpose in educating individuals to develop as persons, citizens and professionals regardless of their area of interest and expertise. Thus, these modern shifts in learning objectives and scenarios would require the reorganization of formal and informal learning environments of institutions and reimagining teaching and learning contents and delivery in a more differentiated way.

Disruptions did not only happen in education but in almost all sectors of the society. The pandemic changed the people's perspective about how they do things and how individual learn things. Systems upgrade were expedited. Many resulted to automation when higher managements never have thought of adapting them. Sometimes, unexpected events can truly level up one's situation in a blink of an eye. Just like education, it has grown to a different level every time, however, this time it took a thousand leap of disruption.

But in search for a more effective approach in looking at the future and being able to adapt to the disruptive changes, being healthy in all aspects must be at the core of it all while we educate ourselves. What is important these days for all though is being able to stay healthy and safe from covid and other related diseases. Many have thought that life is indeed too short, tomorrow maybe one's last day to enjoy life. Some have realized that doing what's best for oneself must be done now before its too late. A lot of people were not able to make it. Whatever life may offer, stay grounded. After all, life is what we make it.



## HEALTH WATCH

### COVID-19

By Apple Niesa Sadernas, RGN

With different variant cases of COVID-19 reported. One should not let his/her guard down. As we all know covid-19 is an infectious disease caused by the novel corona virus. Older people with underlying medical condition and children are the most vulnerable to this disease.

The virus transmits mainly due through coughing, sneezing from a droplet of saliva or discharge.

How can we prevent its spread? The best way is to be aware about its symptoms, and how one gets to acquire them.

According to WHO, COVID -19 has wide range of symptoms.

**How to avoid and slow down the transmission:**

- Wash hands regularly with soap and water or use alcohol based hand rub
  - Maintain at least 1 meter distance between you and people who coughs and sneeze
  - Avoid touching your face
  - Cover your mouth and nose when coughing and sneezing
  - Stay at home if you feel unwell
  - Refrain from smoking and other activities that weaken the lungs
  - Practice physical distancing by avoiding unnecessary travel and staying away from a large groups of people
  - Wear mask
  - Keep room ventilated
  - Tiredness
- Less common symptoms:**
- Aches and pains
  - Sore throat
  - Diarrhea
  - Headache
  - Loss of taste and smell
  - Rash on the skin and discoloration on fingers and toes
- Serious symptoms need medical attention:**
- Shortness of breath/difficulty of breathing
  - Loss of speech or mobility or confusion
  - Chest pain

**People who are infected with COVID-19 will develop mild to moderate illness and recover without hospitalization**

- Fever
- Cough

*If you develop these symptoms seek medical attention or go to the nearest health center or dial 109 or 16000.*

# Clients success stories:

## A Baby Care Experience of Madame Nouf Rashid Al-Sulaiti

By Jerry Mae Espino, RGN

Nursing care is not an easy task. Aside from knowledge, it also requires a meaningful skill to provide compassionate care to various clients. For the parents, aside from choosing to have a child, one of the biggest decisions that they will make is deciding who will care for their child especially during the early developmental stage.

To get to know first hand, how they get through this challenging moment in their lives, an interview with our most valued client Madame Nouf Rashid Al-Sulaiti who availed our service since 2017, was conducted for our readers to perhaps learn or get inspiration from their story. She gave a constant positive feedback regarding the services provided by Qatar Care as well as the performance of the assigned nurses.

### 1. What made you decide it was time to take action and avail our services?

I was a first-time mother with an almost premature new-born baby boy and zero experiences in handling babies. Besides needing basic help, I was keen on relying on a professional with training in the medical field for the added comfort and safety in which such service would provide. My son was underweight and newly circumcised, so I felt it required specialized care.

### 2. Why did you choose us to provide the necessary care that you wanted?

Qatar Care is a well-known nursing service provider in Doha and many of my friends and family members were already availing their services. In particular, the first nurse I was assigned had just ended her contract with my sister-in-law, so first-hand experience and her positive feedback was very comforting.

### 3. What were you feeling before starting the service?

Naturally, there was hesitation letting

someone new into our home and to handle our new baby. But I was also very tired and overwhelmed by the new motherhood experience, so I needed the help.

### 4. How did you feel during the services provided?

I was quickly comforted by the professional service and the care and attention provided by the nurses. They were keen to ensure my baby was very well cared for and in line with my expectations and instructions, which were fully respected and supported.

### 5. What was your biggest challenge, and how did you overcome it?

Leaving the night nurse alone with the baby. Again, naturally, at first it is very challenging for a new mother to give her baby to someone new. I would sleep in the next room and keep checking in almost every 30mins, but that left me even more exhausted, especially since the



nurse never gave me a reason to worry about her service. Within a few days, I realized I had nothing to worry about, as I knew my baby was in good hands.

### 6. What is the greatest thing that makes you happy about us?

Quality of nurses and their service. Sched-

ule flexibility. Cleanliness - the nurses always wash their hands before handling the baby, without me even asking. Keeping accurate records of all matters related to the baby. Politeness. Patience. Honesty and openness. Constant feedback on all matters related to the baby. Regular contact and updates from management and admin. Making the client feel appreciated.

### 7. What is one piece of advice you would give to someone who wants to avail of similar services with us?

Do it without hesitation :)

### 8. Tell us what we should improve more on our services

None so far. We are very happy with all your services and support.

### 9. Any other feedback you have for us would be so appreciated.

Keep up the wonderful work. You are making our lives so much easier and our children safe and happy.

With this constant positive feedback that we received, we are more inspired by doing our best possible service with our well trained staff. In attaining quality care and excellent service, it is important to select highly competitive caregivers and maintain an open healthy communication with our clients. Everyone has its own preferences in choosing the best care that they need and the best choice will always be Qatar Care.

“Qatar Care is a well-known nursing service provider in Doha and many of my friends and family members were already availing their services. Do it without hesitation; A piece of advice that I can give to someone who wants to avail similar service.”

# The frontline: Qatar Care Employee Welfare – A Priority Above All



By Rowena Dimpaso, RGN

Qatar Care recognizes that many staff may feel unsettled in these challenging times. The COVID-19 pandemic is today's biggest issue in the company affecting employees' vacation, psychological and physical fatigue, and inevitable exposure to the virus. Despite these, many of the afflicted employees still do their job effectively and go to work every day despite being stressed out.

On the other hand, this pandemic has brought significant changes to the way we work or celebrate important events of the company thus adapting to it helps us to manage these changes. Getting on top of this issue is important, though challenging for the company and the management.

Qatar Care management was able to identify the real needs of the employees through the Employee Satisfaction Survey which was conducted in the first quarter of this year. Thus, as a part of our commitment and dedication to our staff and employees, we give importance to the result of the survey. Thus, different programs and activities were prepared and concluded for the past months to maintain and help achieve the work-life balance of the employees and eventually further improve their job performance.

Continuing professional development training or seminars by the Education and Training Department was carried out online to ensure that the staff will remain competent in their professional practice. Also, we have the opportunity to celebrate International Nurses' Day on May 12, 2021, with its global theme, "Nurses: A Voice to Lead - A vision for future healthcare." We celebrated it by giving cupcakes and flowers to all staff as a token of appreciation for their hard work and dedication, especially during this

pandemic. On the night of the event, an online program via Zoom was held to present and announce the winner for the most artistic and relevant Mementos that were created by the staff. The objective of the competition was to memorialize the significant contributions of nurses as frontlines in the time of the pandemic. It was a highly successful event since everyone was cooperative and participative enough to meet the desired objective of the event.

As the chairman of the Employee Welfare Committee, on behalf of all its members, we are overwhelmed by the untiring support that we received from the owners and administration in terms of employee welfare. The successes of all the activities will never be possible without everyone's cooperation. Guided by its mission and vision, and values, Qatar Care will continue its commitment to protect the welfare of its employees and provide a second home that is conducive for our employees not only to succeed, grow, feel equal, but also to ensure the sense of belonging.

## On people - centered care: Are You People-Centered Care Ready?



By Vesa Lara Malaine Raga, RGN

Health systems continue to struggle with issues of quality, safety and responsiveness to the needs, legitimate demands, and reasonable expectations of the people whom health care systems were set up to serve.

Thus, Qatar Care introduced People-Centered Care approach in its health care system. The overall vision for people-centered care is one in which individuals, families and communities are served by and can participate in trusted health systems that respond to their needs in compassionate, humane, and holistic ways. This approach is co-designed around stakeholder needs and enables individuals, families, and communities to collaborate with health practitioners and health care organizations in the public, private and not-for-profit health, and related sectors in driving improvements in the quality and responsiveness of health care.

Integrated People-Centered Care approach works to assist care providers in ensuring accessible, comprehensive, and coordinated services across a continuum of care. It

also ensures the provision of team-based care and services by incentivizing collaboration among providers.

Integrated People-Centered Care was developed in response to growing enthusiasm for health system integration. It addresses the "How" of integration for both policy makers and health systems/authorities - providing evidence-based direction on how to implement integrated care and services in accordance with international best practices. It identifies who the stakeholders are, and then defines what is Individuals Engagement, Community Engagement and Patient Engagement.

Qatar Care believes that it is important that an education program be developed for patients, families, and communities, so, they are better informed and better able to co-create what matters to them. From patients and families being dependent on the health care system to meet their needs, to individuals and communities having personal accountability for managing their health and well-being. It creates positive change at the system level by focusing on critical role in achieving integrated care for people and communities within their jurisdictions.

Moreover, by application of this approach to our current practice, we observed positive

impact on patient safety, adherence to care plans, satisfaction with care, and quality of life, as well as nurses' satisfaction, patient trust and loyalty, good public reputation, and a cost-effective and sustainable health system resulting from appropriate health care use by empowered patients.

In summary, People-Centered Care approach positively impacts quality of life and alleviates the care burden in terms of job strain among staff. Hence, it does not necessarily increase resource acquisition but utilization and maximization. It is acceptable to conclude that providing People-Centered Care can be seen not only as a societal investment, but also as a strategy to sustain and improve well-being among patients and their families, the healthcare providers, and the others involved in the delivery care.

Embracing People-Centered Care comes with challenges, that implicates rational changes, particularly on how care is delivered and how patients and their healthcare providers interact. However, despite of the challenges associated with this shift on approach. Its benefits, indeed, are remarkably presenting major opportunities in improving health outcomes. Therefore, healthcare systems must find a way to effectively implement People-Centered Care approach because People-Centered Care is the future.

## The Philosophy of Collaboration

By Peach Dale Esloyo, RGN, MAN

Alexander Graham Bell who is well known for his invention of the telephone tells us that great discoveries and advancements inevitably necessitate the collaboration of many minds. Thus, no efficient company will function without cooperation. Workplace collaboration entails individuals working together to solve issues across agencies, management levels, and functions.

As part of its operational plan 2021, the Education and Training Department of Qatar Care under the direction of Mr.



Dr. Jessie Johnson

Peach Dale Esloyo, MAN with the relentless support of Ms. Mary Rose Uy, RGN, General Manager; and Dr. Alvin Abainza, CIPT, Senior Marketing and Communications

Director have met with the Dr. Jessie Johnson, Assistant Professor at University Calgary Qatar at Qatar Care office on 20 April 2021. The meeting was to collaborate on the possible collaborations on Cerebrovascular Accident.

On May 10, 2021, Mr. Esloyo with Ms. Vesa Lara Malaine Raga, RGN, and Ms. Normarie Lego, RGN, both In-service Committee personnel, met virtually with

Dr. Hadi Mohamad Abu Rasheed, MD, CGC PCT, CGC ISID, head of Qatar Cancer Society's Professional Development and Scientific Research Department, to discuss potential topics for cancer education to all healthcare practitioners in the State of Qatar.

The topics discussed on these ventures were based on the needs assessment survey done among healthcare staff on 05-07 April 2021. The application for both activities will commence on the third quarter of 2021. "I think collaborations like this benefit both of the institutions and strengthens capacity." Dr. Johnson brought up.

Qatar Care, like Alexander Graham Bell, will continue to invent and decode ways to comprehend what seems to be difficult in these trying times.

## Reflections: A Case Study Presentation Competition

By Peach Dale Esloyo, RGN, MAN

The Qatar Care Education and Training Department, led by its Director, Mr. Peach Dale Esloyo, MAN, organized the "Reflections: A Case Study Presentation Competition" as part of its mission to achieve excellence through education.

This competition was intended for all Qatar Care and Prime Care healthcare staff, with the aim of making them comprehensively present cases they had handled or are currently being handled.

The Education and Training Department obtained 11 case studies during the preliminary round. These case studies were screened based on case uniqueness, originality, and material comprehensiveness, yielding the following top five (5) case studies:

- Qatar Care Team 1 - Gastric Adenocarcinoma
- Qatar Care Team 2 - Genitourinary Tuberculosis
- Qatar Care Team 3 - Cerebrovascular Accident

- Qatar Care Team 6 - Vocal Cord Paralysis and
- Prime Care Team 2 - Wolcott Rallison Syndrome.

Raga, RGN, as well as the Guest Judges, Ms. Connie Vendicacion, MAN, an Educator from Hamad Medical Corporation, and Mr. Geoffrey Leysa, MAN, Nursing Supervisor from Kaiser Baldwin Park Medical Center



(Left to Right: Esloyo, Villanueva, Ignacio, Arma, and Raga)

Due to unexpected circumstances, members from Qatar Care Team 1 and 2 led the way for Qatar Care Team 8 with their case study on Bronchial Asthma.

The Finals of the "Reflections: A Case Study Presentation Competition" were held via Zoom on April 1, 2021, with a live telecast via the Qatar Care Facebook Page. The activity's Chief Judge was Mr. Peach Dale Esloyo, MAN, who was joined by the Resident Judges, Ms. Normarie Lego, RGN, and Ms. Vesa Lara Malaine

After four (4) hours of presentations and discussions, the winners were announced. Qatar Care Team 8 came in third, Qatar Care Team 3

came in second, and Prime Care Team 2 was crowned overall champion. The "Finals" were judged based on the submitted content and overall presentation.

Indeed, it was an incredibly entertaining but highly insightful activity that enabled the brilliant presenters to show off what they had.

Reflections is only one of the many quality enhancement programs available through the Qatar Care Education and Training Department.

## My Mother's Journey to Recovery

By Roxanne Gregorio, RGN-Supervisor

A few months back, I was looking on the Internet for a company that could provide me a great home physical therapy services for my mom, and it was a great decision to contact Qatar Care. The person who I talked to over the phone was very accommodating in answering my questions with regard to the services that I am looking for. The good thing is, they offer not just PT services but also nursing service for geriatric needs which I would also need in the future for my mother's daily needs.

The Physiotherapist who was assigned to my mom was Jade. She did a great job all around, I cannot praise her enough. She is very competent, highly skilled at what she does and always recommends best physio practices. She explains the issue, sets

realistic goals, and above all she is very pleasant and positive and that makes her patient look forward to her visits. By all means, I highly recommend her professional and humane service.

**I also highly recommend Qatar Care for it provides services and great staff from the supervisor who helped me with my inquiries about the services of the Physical Therapy staff who helped my mom.**

— Madame Maha Al Nashar

## Caring for Elders

By Riza Mae Gerong, RGN-Head Nurse

As an essential component of health care quality, Qatar Care focuses on client's positive experience that includes the optimal health care delivery. Patients are valued highly when they seek and receive care, such as getting timely appointments, easy access to information, acquiring health education and good communication with health care providers.

Considering client experience is a key step in moving toward people-centered care. By looking at several aspects of clients experience, one can assess the extent to which patients are receiving care that is reverent of and perceptive to individual patient preferences, needs and values. The evaluation of patient experience of the services along with other components such as effectiveness and safety of care is essential to providing a whole picture of health care quality.

One client, Madame Moshina Al Hawal, received the health care services from Qatar Care for almost 3 years now. She mentioned that this institution provided their family a quality nursing service as the immediate nurse of their patient ensure that the necessary health care needs are met. "Firstly, the nurse delivered and demonstrated a compassionate nursing care to me by valuing our preferences and prioritizing our needs. Secondly, health education are imparted to all family members, current status of the patient are well explained and the significant others are well informed. Moreover, we received necessary instructions on how to maintain the continuity of care even in the ab-

sence of the care provider-nurse. Thirdly, good communication is displayed by our nurse as she able to understand the needs and provide the necessary care to our patient. Lastly, the nurse treated our mom not as a patient but a family, for example, she will talk about something more fundamental and deeper than a patient—she showed compassionate care than just providing or doing what her job description is.

**Continue to teach and train more effective and outstanding nurses same as we have.**

— Madame Moshina Al Hawal

This experience of the client shared in the health care services provided is vital and widely used as an indicator on measuring the quality of services received of every individual. The client satisfaction plays an important aspect in the improvement of the services offered and the recommendations of client helps the healthcare institution- Qatar Care to provide and maintain effective optimal nursing care to the people of Qatar and hopefully, worldwide.



## Service with a Heart

By Vanessa Agcaoili, RGN—Head Nurse

There are lots of important things to take into consideration when taking care of elderly clients. It is not easy for the elders, who were once independent becomes dependent on you or on others for their basic care. As a Nurse in a far away country, with unique people, customs and traditions, I get to learn a lot of things and still learning a lot of ways in providing the best quality of service that I could offer to my clients.

On July 17, 2018, I begun taking care of Client S. A 76 years old, female who has a known case of hypertension, hyperthyroidism and disease. Conscious and coherent with occasional mood swings. She can ambulate but with minimal assistance. Caring for her is a bit of a challenge. I need to take a lot of thought on how to approach a fine old lady who does not speak my language and we can only communicate through Arabic in which I lack either. I even remember she told her daughter that I am “mushkilla” in terms of talking to her in which I feel a bit of a shame because how can I converse to her and attend her needs and give care and assistance if I cannot understand what she is saying? In a few weeks, the longer I stayed with her the more I felt ineffective. I could not understand her so how can she trust me. How can she relay the things that she wanted to happen if I cannot understand not even a word. Luckily, this language barrier did not stop me from providing the necessary service that my client needed.

One of the characteristics of being an effective nurse is that you should be flexible.

The term flexibility means ability to bend or adapt on changing forces. In which nurses are trained to have the willingness and ability to respond on the changing circumstances. First of all, I have accepted the fact that I am only the person my client have so I need to do the job well done. Step by step I learned to communicate with her. Though it is hard and I do not have all the time to learn their language I learned it otherwise by engaging myself more to my client when in terms of speaking of her preferences, her needs and wants.

My client have been very independent her whole life. She often tells me stories o how she raised her 9 kids, took care of them even her grandchildren. She told me how she cooks, wash their clothes and every chores a typical mother would do. That is why it has been tough for me because sometimes she forgets that there are things she should not and could not do anymore. But with proper explanation and assistance, little by little, she came to realize the things that she can do now is limited.

In this profession, having only the skills will not take you anywhere. You have to have the compassion as well. Every person has unique needs. One has to have a wide variety of approach so he/she can attend every single one of them. Always remain calm and understand them because elderly may become short tempered, they become grumpy over little mistakes. One has to understand them that this is not personal but part of the normal course of the process of unwellness.

Reliability always counts make them to trust you and ensure they can depend on you. If you take enough time to listen to them while being reliable and dependent, you will see that they can be easily handled.

*You have to treat them like a family and so they will treat you in a way you wanted to be treated too and most importantly you have to give them the best quality of service with a heart.*



## Selfless Encounter

By Irene Ygan, RGN

There are just some of the statements that, we healthcare providers encounter on a daily basis or have come across in the past. The safety, dignity, self-worth and respect for nurses have always taken the back seat when caring for what most people would label as “difficult patients.” As an esteemed occupation, the field of Nursing has trained us to be resilient in these unlikely circumstances and thus, we are expected to receive these kinds of backlashes with grace and high level of professionalism. In the years of our practice however, plus the stressors that we face in our everyday lives, we cannot avoid the fact that there are a couple of times that we, as humans and as nurturing as we are, question ourselves: “Is it worth it? Am I compromising my own dignity so as to render the type of care that is expected of me? How about my own sanity? My own emotions? My own self-respected?”

Looking back years ago, I was assigned to a demented client who was aggressive, demeaning and had the worst bouts of mood swings. There were times when I was slapped and smacked for no apparent reason and be blamed for things that I never did. These events were traumatic for me and I thought of stopping my work as a nurse. I was close to losing my will to serve and about to give up. I would literally drag myself to wake up and get up. I was thinking that I may have lost my touch in handling these circumstances. My confidence and self-esteem were at its lowest and for a moment, I felt that I was burned out. I was devoid of motivation and had to endure feelings of drowning from my responsibilities.

Being bombarded with such hurtful experience, I eventually found my own way of dealing with such patients being tagged as difficult. First, I would go back to the basic question everyone is being asked when entering this field: *“Why did I want to become a nurse?”. Simple, want to be able to render my care to those who need it and be able to make a difference in the lives of many people.* Asking myself this question pulls me back to the time when I was just a student- eager to learn and eager to help. It makes me feel grounded and reminds me of the oath that we have sworn to.



### 9. What is your greatest strength?

My greatest strength is knowing my weakness and working to improve it and being a team player with leadership abilities which makes me a good communicator. Also, curiosity about learning new things and sharing my knowledge and skills with others. Also, I consider my team as one of my greatest strengths.

### 10. What is your biggest weakness?

My biggest weakness is that I am workaholic which sometimes leads me to be quite stressed.

### 11. How do you manage work-life balance?

Prioritizing and time management are my ways to manage work-life balance. Besides, I believe in the art of delegation and always keeping connected with my team.

### 12. What is your view of the current pandemic that we are experiencing right now and how were you able to cope with the demands?

The pandemic has been very destructive and stressful but as healthcare providers, we can cope well under stress. Also, the crucial factor is teamwork. It gives us the courage, strength and ability to achieve our goals.

### 13. How did you manage stress among your team members, especially this pandemic?

- Looking after the staff well-being is my primary concern. In this context, we launched the Staff Wellness Program in one of our Isolation Facilities in collaboration with Mental Health Services. In addition, there is a staff hotline for Mental Health Consultation.
- Maintain communication among the team in consistent and clear way.
- Being visible to the staff by doing site visit to Quarantine and Isolation Facilities.

### 6. How do you motivate people?

I motivate people by being a visible leader, appreciating staff’s work, avoiding blame culture and encouraging a healthy working environment.

### 7. Give us an example of the tough decision that you had to make?

As a healthcare professional, I always take decisions. But how tough it is, depends on the situation. For me, one of the toughest decisions that I made was when I enrolled in the master’s degree program to develop myself professionally where I had to give up many important things on personal level in order to achieve this goal.

### 8. Tell us your major contributions to the community?

My major contribution as a community leader is to support and successfully discharge patients from the hospital who was admitted for almost 20 years. I am a member of the team who is responsible for the integration between HHCS and other community services in HMC. Currently, I am the Community Nurse Lead for the Covid 19 pandemic.

As a HHCS Leader, we succeeded to vaccinate (COVID-19) a wide range of patients in the community and being the Executive Champion with Person Centered Care for HHCS & PNS and for successfully obtaining the Gold Certification in December 2020 with my team.

### 14. What is your major advice to those who are in the health care sector and to the nurses in general?

As a healthcare professional, we are all should be proud of ourselves as we are providing compassionate care and considered ourselves as givers in all times and this is a very rewarding job.

### 15. What is your message to the nurses in general?

**Firstly, you are all doing a rewarding job, so you should continue to do better and always try to walk an extra mile to develop your skills and practices and secondly, make sure to take care of yourselves and maintain your work-life balance.**

It has always been an enthralling engagement with Ms. Nadya as she always set valuable examples not only to her team but also to others based on her innumerable learning experiences. Her perspective about work-life balance and professional work are truly an inspiration to mirror from. Her sense of leadership in times of a stressful situation like the pandemic is something that we can all benefit from i.e. to remain focus on our roles and be the best model of healthcare practitioners at all times. Moreover, she emphasized immensely the importance of teamwork where she never takes all the credit for a job well done but she shares it and owes it to her hard-working team which is indeed a leadership inspiration that we can significantly adapt amidst this challenging time.

To Ms. Nandya Al-Anzi, may you continue to serve as an inspiration for all of us not just for being a true professional healthcare practitioner but also as a mother, a colleague and a friend. May Allah grant you more blessings, sound health, abundance, and strength to continuously serve more for the benefit of the community as well as the entire humanity as a whole.



# An Inspirational Story: *Nadya Al-Anzi*

**Executive Director of Nursing for the Hamad Private Nursing Services, Home Healthcare Services and Community Medical Equipment Services**

By Mary Rose Uy, RGN—General Manager

Inspirational stories truly give us a different perspective of life. It makes us more grounded in our profession in truly expressing compassion to others. People who give reverence to their stories because of their humble experience and what they have gone through gives us hope and pure inspiration to other people to become much better of who they are. More often they are passive workers and while they are working in silence, they are not aware that they are actually achieving their dreams and aspirations in life and for others. The wealth of experience and their diverse work engagements means so much for those who are struggling to make their ends meet in terms of achieving their goals in life.

I am supremely proud to share with you, one of the inspirational stories we have gathered and documented over the years. I am

## 1. Tell us about yourself as a person and as a professional healthcare practitioner?

I have a master's degree in Public Administration with specialization in Public Policy. I obtained my bachelor's in nursing science at Qatar University. In addition, I also obtained my Business Management, HR Management and Public Relation Diplomas from Cambridge Training College in the United Kingdom. My qualifications made me developed an interest to do post-graduation studies in Executive Business Management from ILM. I completed my Leadership Program from Qatari Leadership Centre and Leadership for Change as well. I am an accomplished professional with many years of experience in healthcare mainly in the community healthcare setting.

I was one of the original team members who established the Home Healthcare Service (HMC-HHCS). HHCS was one of the first community services in the Middle East to be JCIA accredited and subsequently received reaccreditation in 2012 and 2015. In addition to this, my accomplishments as being the first Case Manager in HMC (In-Patient and Community, we established the implementation process of casemanagement at HMC).

My role as Nursing House Supervisor and Director of Nursing in the HHCS, prepared me to formalize a structure for the Private Nursing Services when I was appointed as AEDON in 2014. In setting up the Private Nursing Service, I developed the process to support Nurses in the Community in terms of professional re-

quirements and educational needs. I also initiated the process to safely discharge long-term patients from HMC facilities to home.

My greatest strength is my ability to rebuild systems which enables me to apply the evidence-based practices.

## 2. How would you describe yourself in three words?

**Transparent, Compassionate and an Influencer.**

## 3. How do you define success? Success to me is defined by the following:

- The respect my staff has for me. In order to be successful, you have to respect your team and be respected by them.
- Fairness - I strive to see all members of my team grow and I support each and everyone.
- Healthy work environment - I believe teamwork, empowering and supporting my staff, are all part of creating a healthy work environment.
- Expand critical thinking skills - I encourage my staff to use their critical thinking skills - I am giving them opportunities to grow by involving them in the day-to-day operational activities of the department.
- Take ownership for mistakes: There

extremely overwhelmed when I received the positive confirmation of our featured inspiring individual to be included in our second issue of our newsletter, "The Pages."

Having said that, I would like to thank Ms. Nadya Al-Anzi for accepting our request to having her featured in our newsletter where I for one was delighted by her leadership amidst this pandemic and her story that would greatly inspire our staff and other colleagues in the healthcare profession.

In the celebration of the World's International Nurses' Day, let us get to know more about her and her strategies that she employs at work as she answers some of the most fascinating questions that many readers would like to know including her long-term goals, aspirations and current role in her organization, to name a few.

is a no-blame culture in our department, and this encourages staff to own up to their mistakes and learn from it.

- Putting myself in the staff's shoes, by being compassionate.

## 4. How do you handle conflict in your team?

I strongly believe in letting staff members involved and engaged in dialogue - It sounds simple and it is. The conflicts can arise often in chaotic and stressful environments. In this context, I believe in mentoring and coaching staff by helping them to figure out how to resolve conflict on their own and finding different potential solution would be some of the best approaches I employ.

While I believe that conflict sometimes is normal in any workplace, and that means they are also more likely to happen in different types of situations, I try to be proactive and identify areas that likely to cause conflict and find ways to transform these situations into learning opportunities. In our organization, good education and training course on conflict management are provided and this gives them the tools to handle conflict in their working environment.

## 5. What is your greatest life's challenge and how did you manage to surpass it?

Balancing between my personal life (mother & wife) with my professional life and how to maintain this balance is considered my greatest life's challenge and I manage this by prioritizing and maintain-

Second, I can proudly say that I have mastered the skills of deep breathing techniques to be able to remain calm despite all the negativities that surround me. Only then can I face my patients and try to pacify them without injuring their feelings or my own. Third, the saying that no man is an island really brought me back to my feet. Asking for support from my peers, my immediate head and my family was a huge help. I can say that this story is not only my success, but theirs as well. Next, I have learned how to condition myself to be as understanding and as patient as possible whenever I am dealing with these kinds of cases. Bearing in mind that they will not be acting up like this if not for the pain or the situation they are in. And lastly, by always clinging to my values and my pledge to dispense care and



comfort to all those who need my service, because at the end of the day, they may forget my name but I bet, they will never forget how I made them feel.

## Finding life's meaning through Compassionate Care

By Elvie Pabayo, RGN

Nurses are simply defined as professional individuals who care for the sick but there is more beyond that definition. **Becoming a nurse is one of the most selfless acts a person can undertake.** In a society of so many different races, cultures, customs, and beliefs, nurses are a universal gift to all, and the dedicated work that they do and the kindness they deliver on a daily basis should serve as a reminder of the fundamental humanity inside us all.

When I was young, I am very fascinated in looking at those nurses in their white uniform, how well they carry and present

themselves while working. At a young mind, I thought that being a nurse is the only cleanest and noblest job in the world because they save lives and they are called as modern-day heroes. Despite that thinking it did never cross my mind that I'll become a nurse someday for my dream profession is to be a teacher. But really, God indeed has better plans ahead for me. He works in ways that human mind cannot fathom. Who would have thought that the job that fascinated me when I was young would become a reality to me.

Studying nursing course was not that easy at all for it requires stable finances to sustain your needs at school and to accomplish your projects. And coming from a simple and humble family, I saw myself as a burden towards my mother who's a single parent. There were times when I want to quit and give up the opportunity that is in front of me so that I could lessen the financial burden that my family is facing. But my mom is my greatest fan and supporter who encourages me all along with my nursing journey and with that I had graduated and passed my nursing licensure exam.

Being a full-fledge nurse, I first worked at a manufacturing company as a company nurse for almost 2 years. With that kind of field, I am into, I learned to value the importance of health and safety education towards my colleagues. As time passed by, I want to practice my profession and to gain more experience in the hospital setting, that is why I worked at a tertiary hospital in our town as a staff nurse. Working in the hospital did not only enhanced my knowledge and skills but also it helped me to have a better understanding towards my patient and their families, to just not only care for them but to help them as well in coping with their sickness and teach them to look upon the beauty of every situation.

Even though nursing profession is very in demand in our country, the compensation wasn't enough to sustain and support my family's daily needs. I have decided to work overseas to explore and to be globally competitive in the nursing field. It was exactly 17 months since I arrived here in Qatar working as a homecare nurse. Homesickness is my number one enemy working away from my family. It is very difficult, especially at times when family members are sick and you are not there beside them, and all you can only do is to pray and to provide them with their needs. But I am ever grateful, that in this desert

land I have found my second home, my second family who helped me endure all the challenges that life has thrown at me.

At first, working as a homecare nurse, I thought that it would be easier because you will be attending only to one patient but I was totally wrong. Being new to their culture and ways, I find it very hard to communicate with them due to language barrier and some of the family members do not trust you easily when they knew that you are a newbie. Sometimes they will treat you as a housemaid rather than a healthcare provider. **Inadvertently with the course of time, I have learned to adapt and adjust based on the needs of my patient and their families to be able to build rapport with them and to be an effective healthcare provider.** I worked

as a reliever nurse assigned mostly to elderly patients. Taking care of elderly patients is close to my heart because it reminded me of my mom. I am easily attached to my patients and it has been a joy and privilege to be a part of their daily lives, witnessing how they battle with their illness and yet they could still give you a warm smile and even laughter's. I consider working with them as if I am rendering care to my loved one's way back home and that whenever I miss my mom the most, I can somehow find comfort through my patient's genuine smile.

When I think about all the patients and their loved ones I have worked with, I know most of them do not remember me, nor do I, but I do know that I gave a piece of myself to each of them and we share the value of life in a single moment that we were together. This is the reason that keeps me pushing forward on doing nothing but only the best that I could. At this point of my life, **I find meaning and purpose of my existence - to be a sunshine in a person's darkest moment of time, because it is not merely me who inspires my patients but they too inspire me the most.**

