

# NEWSLETTER

AUG|2018



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**Heartiest Congratulations to AMC Family on Successfully Continuing the Quality Journey on ISO 9001-2015 QMS Standard & Achieving Pakistan National Accreditation Council (PNAC) recognition: First ever hospital in private sector of Pakistan.**

**Chief Executive Officer  
Dr. Hassaan Khan**

The ISO 9000 family of standards is related to quality management systems and designed to help organizations meet and exceed their customer's and patient's requirements for providing quality services. In the days ahead, we will continue to improve on what we say we are doing by making evidence-based decisions.

PNAC is worldwide accepted accreditation council of Pakistan that will augment the trust, believe and expectations of all our patients who are getting services at our facility. AMC feeling proud in announcing that we have included all our departments in order to get this national and international body recognition.

The process for getting ISO 9001-2015 certificate and PNAC recognition was definitely a hard nut to crack that was not possible without AMC team's continuous efforts, commitment, dedication and support for the QMS. It just shows that "We are capable and we can do it" – indeed, "We did it!" No doubt, we have learned a lot in this process and this will help us to continually improve and maintain our quality standards, and motivate others to live by these standards.





## INTRODUCTION:

We, at Ali Medical Center (AMC), provide acute care to adults, adolescents and children. We also offer personal psychotherapeutic care for individuals, couples and families with emotional and psychological distress. We address a range of psychological issues from minor distress to severe psychological displacement, using profound experience and skills and employing both classical and innovative investigation techniques to diagnose and manage both common conditions and more complex psychological dysfunctions. Our department of Psychology is recognized for its expertise in the provision of health and clinical areas to those of all ages at an individual and organizational level.

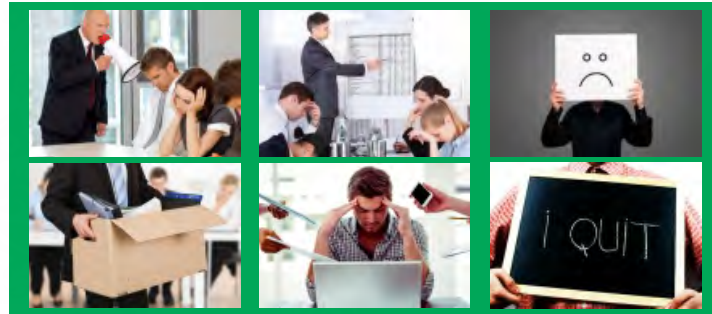
## BACKGROUND:

We spend nearly one third of our adult life in offices. The office environment can have an impact on how well we perform and feel. Working in a safe and comfortable environment helps to keep one focused on what's important in doing their job. But creating and regulating such an environment is proving to be a challenge nowadays.

## KEY CHALLENGES:

The main issues faced by the employees affecting their work efficiency and performance are:

- High Stress
- Harassment
- Job Dissatisfaction
- High Turnover Rate
- Low Motivation and Morale
- Employee Relationships/Interaction
- Lack of Productivity
- Challenging Transition



## WHAT WE CAN OFFER:

All the above mentioned issues faced by the employees have an impact on their work efficiency and accuracy ultimately resulting in poor work performance. Hence it is imperative that we address these issues and resolve them. We can provide you with the following services.

### • Dealing With Stress

Employees can be guided on how to deal with and manage the increasing amount of stress as well as managing time to meet the deadlines.

### • Harassment: Victim and the Victimizer

Proper counselling can be provided to the victims of harassment to help them cope with the trauma. Sessions with the victimizer can also be arranged to reveal the genuine (psychological) reasons behind the harassment.

### • Increased Motivation and Morale

Motivation of the employees can be boosted to help improve the overall morale of the organization resulting in increased work performance and efficiency.

### • Personality Profiling

The personality type along with the strengths and weaknesses of every individual can be listed which can aid in hiring, conflict management, team building etc. The applicants' personality can be matched with the Job Description to get the right man for the job.

### • Job Satisfaction and Work Performance

Employee's satisfaction with their job can be amplified leading to an improved work performance as well as lower the rate of employee turnover.

### • Detection and Treatment of any Psychological Imbalance

Any psychological problems or imbalance faced by the employee can be detected and treated so that the work performance of the individual as well as his/her colleagues cannot be affected.

### • Employee Engagement and Coaching

We can help employees take more interest in their job, increasing the productivity and decreasing turnover rate. Leaders can also be guided to demonstrate coaching behaviors, improving the boss-employee relationship.



• **Team Building Recommendations**

Working teams can be built on the basis of their personality as well as compatibility to improve the work efficiency of the team as well as to keep the teams focused.

• **Human Factors Research and Soft Skill Sophistication**

Through human factors research and soft skill enhancement, frequency of errors can be reduced leading to measurable improvements in performance as well as increase productivity.

• **Transition Support**

New employees can be provided the necessary support to adjust in the new environment, reducing anxiety and uncertainty.

• **Group Therapy**

Sessions can be conducted in groups to strengthen employee relationships and to reduce isolation. Social skills can also be improved along with providing a boost of confidence.

• **Mental Health Counseling**

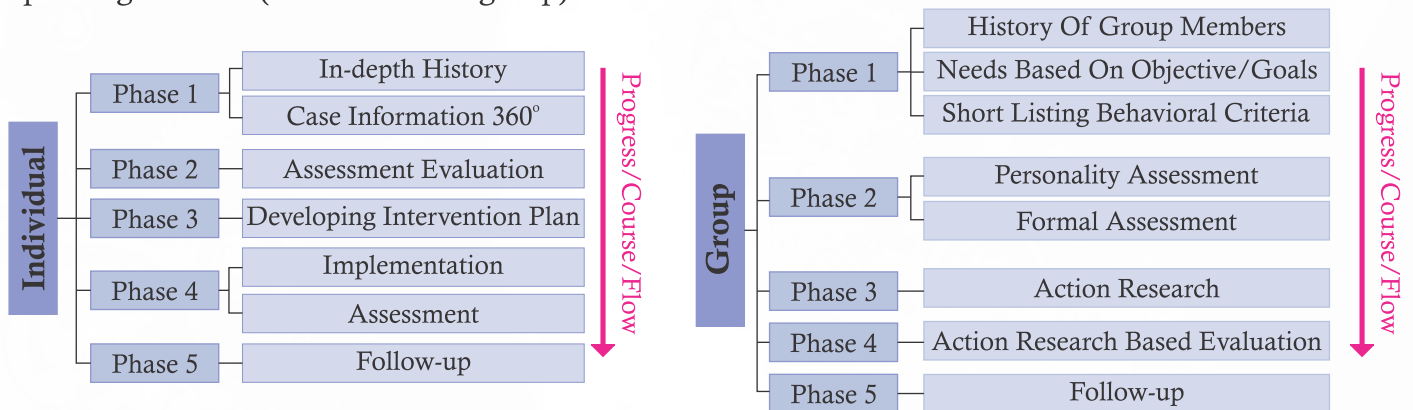
Mental health counseling can improve employee relationships, provide life skills to go through daily activities and prevent future mental health distress.

• **Life Style Management**

Employees can be trained to manage their lives, balancing work life with family and personal life so as to improve concentration, reducing errors and increasing productivity.

**PROCEDURE**

The process which we will follow to gain the above mentioned benefits has been shown in the figure below. The procedure for a single individual will vary from that of a group. The intervention plan would also vary depending on needs (individualized/group).



**Independence Day Celebrations**



“Pakistan not only means freedom and independence but the Muslim Ideology which has to be preserved, which has come to us as a precious gift and treasure and which, we hope other will share with us”

*Quaid-e-Azam Muhammad Ali Jinnah*





Patient safety is the absence of preventable harm to a patient during the process of health care and reduction of risk of unnecessary harm associated with health care to an acceptable minimum. An acceptable minimum refers to the collective notions of given current knowledge, resources available and the context in which care was delivered weighed against the risk of non-treatment or other treatment (WHO).

The international patient safety goals (IPSG) are important guidelines at the international level to promote specific improvements in the process of providing safe and high-quality patient care.

To promote specific improvements in patient safety, it is important to highlight problematic areas in health care system and rectify those areas of improvement through evidence and expert-based consensus solutions.



**Ms. Asma Mughal**  
Manager  
Quality Management Department

## **INTERNATIONAL PATIENT SAFETY GOALS IPSG**

Following are the 6 IPSG goals:

### **Goal 1. Identify Patients Correctly**

- Using two patient identifiers, not including patient's room or location
- Before administering medications, blood, or blood products
- Before taking blood and other specimens for clinical testing
- Before providing treatments and procedures
- Policies and procedures support consistent practice in all situations and locations

### **Goal 2. Improve Effective Communication**

- The complete verbal and telephone order or test result is written down by the receiver of the order or test result.
- The complete verbal and telephone order or test result is read back by the receiver of the order or test result.
- The order or test result is confirmed by the individual who gave the order or test result.

### **Goal 3. Improve the Safety of High-Alert Medications**

- Medications involved in a high percentage of errors and/or sentinel events
- Medications that carry a higher risk for adverse outcomes
- Look-alike/sound-alike medications
- Policies and/or procedures are developed to address the identification, location, labeling, and storage of high-alert medications.
- The policies and/or procedures are implemented.
- Concentrated electrolytes are not present in patient care units unless clinically necessary, and actions are taken to prevent inadvertent administration in those areas where permitted by policy.
- Concentrated electrolytes that are stored in patient care units are clearly labeled and stored in manner that restricted areas.

### **Goal 4. Ensure Correct-Site, Correct-Procedure, Correct Patient Surgery**

- Uses an instantly recognized mark for surgical-site identification and involves the patient in the marking process.
- Uses a checklist or other process to verify preoperatively the correct site, correct procedure, and correct patient and that all documents and equipment needed are on hand, correct, and functional.
- The full surgical team conducts and documents a time-out procedure just before starting a surgical procedure.
- Policies and procedures are developed that support uniform process to ensure the correct site, correct procedure, and correct patient, including medical and dental procedures done in settings other than the operating theatre.

### **Goal 5. Reduce the Risk of Health Care-Associated Infections**

- The organization has adopted or adapted currently published and generally accepted hand-hygiene guidelines.
- The organization implements an effective hand-hygiene program.
- Policies and/or procedures are developed that support continued reduction of health care-associated infections.



### Goal 6. Reduce the Risk of Patient Harm Resulting from fall

- Implements a process for the initial assessment of patients for fall risk and reassessment of patients when indicated by a change in condition or medications, among others.
- Measures are implemented to reduce fall risk for those assessed to be at risk.
- Measured are monitored for results, both successful fall injury reduction and any unintended related consequences.

### Patient Safety in AMC

At AMC patient safety is our first and foremost priority. We are working for the patient safety day and night. Each player in our team is a safety champion. Our team is working dedicatedly to provide ultra-safe health care round the clock in the capital of Pakistan. We are trying to inculcate quality in each and every fiber of our health care services through systematic approach.



## Star Performers of 2nd Quarter 2018



Name	Department	Designation
Mr. Waqas Ahmad	Laboratory	Assistant Lab Technologist
Mr. Muhammad Yaseen	Housekeeping	Janitor
Mr. Kamran	Laundry & Linen	Laundry Assistant
Mr. Jaffar Ali	Pharmacy	Pharmacy Technician
Mr. Muhammad Arshad	Support Services	Gardener
Mr. Rajab Ullah	Safety & Security	Security Guard
Mr. Muhammad Shahbaz Ali	Operation Theater	OT Assistant
Mr. Suleman Ali	Nursing IPD	Unit Receptionist IPD
Mr. Sher Aslam	Nursing Transporters	Transporter
Ms. Sonica Michael	Nursing IPD	Midwife
Mr. Waqar Palouse	Nursing ICU	Registered Nurse
Mr. Muhammad Mubeen-ul-Haq	Radiology	Front Desk Officer
Ms. Kashaf Noor	Accounts/Finance	Accounts Assistant
Mr. Waqar Ahmed	Food & Nutrition Services	Store Keeper
Mr. Akhtar Ali Khan	IT	IT Assistant
Mr. Ghulam Murtaza	Maintenance & Repair	Supervisor
Mr. Mohammad Faizan	Patient Coordination	Transporter



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