



Trends In Preparedness and Safety

Emergency Management

Environment of Care

Health & Safety



What's Inside?

From the Leaders:

- **Quality and Safety Culture... Our Firm Approach** 1
- **High levels of Safety and Security** 2

SIH Safety Top News:

- **3rd Annual Safety Week Celebration** 2
- **3rd Annual Hospital wide Emergency Drill** 3

International Trends

- **2013 Top 5 Trends in Workplace Safety Management** 5

SHE cares...

- **Achieving best in Quality and Safety** 3
- **Patient Safety... What do we do?** 4
- **Tips in Reducing Multitasking Workplace Stress** 5

Knowledge is Safety

- **Health and Safety Quiz** 4
- **Assessing Ergonomics Hazards: Don't let work be a pain!** 6

What's Up?

7

From the Leaders:

Quality and Safety Culture... Our Firm Approach

By Dr. Tareq Al Mukkhaizem, CEO



The culture of quality and safety of patients has a prominent and important place in the world of international medical services as it is an important index of health care quality and continuous quality development of medical service through its capacity to create a health and administrative system which is capable of effectively and flexibly dealing with any circumstance. Based on the same, the quality procedures and execution of the safety systems present the largest sector of the priorities of the Al Salam International Hospital. This is one of the most important responsibilities included in its strategy for quality and safety control of patients, visitors and all workers at the Hospital. Therefore, the Hospital administration is seriously working on improving and developing quality and safety by providing an objective program for all hospital sections and executing the international standard programs. The quality of health services provided coincides with the goals of international quality completely in addition to the enhancement of its standards through a methodological means and making patient quality and safety one of its main goals. Therefore, the Quality and Safety Department in the hospital has many important responsibilities and obligations including:

- Spreading and establishing the quality and safety culture by creating a common language which aims at providing comprehensive quality and safety system for best medical, nursing, technical, and service performance levels.
- Direction, planning, execution and follow up with regard to all matters pertaining to quality and safety at the hospital.
- Preparing a strategic plan and preventive steps whether through the training, education and awareness program by means of which the level of performance of workers reaches international quality standards.
- Preparing the technical regulations and directions for guaranteeing the safety of workers, property and environment.
- Applying public safety regulations whether for workers or patients.
- Enhancing communication and group work between the providers of health care.

We are completely aware of our responsibilities with regard to patient care and providing quality medical services. Therefore, we shall always continue this approach to achieve our vision in increasing the level of our services within the high quality culture and the safety procedures that are required for keeping this a fixed approach that will not falter ●

From the Leaders; (cont.)

High levels of Safety and Security

By Dr. Ayman Al Mutawa, Hospital Director



The safety and security of patients are considered the fundamentals of health care and in the medical services quality. Therefore, hospital is the place where safety and security should be at their highest levels which requires from us a continuous work in order to improve the performance, quality and safety of services provided to patients. consequently, safety in our opinion, is providing a comprehensive high and safe quality for health care services in an ethical surrounding and we are working on developing and implementing strategies having a unified definition for safety inside hospital.

Therefore, the hospital organized continuously and on annual basis events such as the safety and security weeks, in addition to training and cultural conferences and awareness workshops for the hospital entire employees in order to introduce them to the most important safety and security measures and how to deal with emergency cases in addition to the necessary needs to be taken for providing a safe environment for workers and patients. The aim is to reach the highest levels of safety and security at hospital and preserving the lives of the workers and patients. In addition to keeping the hospital ready for any evacuation or receipt of a big number of patients upon any emergency condition within the frame of awareness and knowledge tests of the hospital's employees, and knowing the emergency exits and doors and implementing the offices security procedures in circumstances similar to what happens in real accidents.

We will deploy all our efforts in order to develop the quality and safety at hospital and develop its standards systematically. Since we have many and accumulated experiences in the medical sector field, this will help us to develop and renew on continuous basis and according to studied plans and a clear work system allowing us to acquire the trust of our patients and to occupy a characterized position on the private health sector map in Kuwait and the Middle East ●

SIH Safety Top News:

3rd Annual Safety Week Celebration

By Dolores Bayan Bularon, Safety Officer



Awareness is the given key to safety... with this, Al Salam International Hospital (SIH) draws its program to strengthen the organization and community's safety awareness through a weeklong celebration.

This year, SIH successfully celebrated their 3rd Annual Safety Week with theme of "Safety Culture through Safety Commitment" last September 22-26 wherein various activities for its employees and the community in partnership with different companies and organizations were offered.

As tradition, a day was allocated for the community where they enjoyed free services and gifts items while the rest of the days of week were for the employees wherein compacted with activities and competitions with great cash prizes awarded during the Grand Day – Awarding and Recognition day, personally by the Management spearheaded by the CEO, Dr. Tareq Al Mukkhaizem and the Hospital Director, Dr. Ayman Al Mutawa.

The annual celebration of the event signifies the SIH commitment to safety ●

اشتمل محاضرات توعوية ومسابقات تثقيفية شارك فيها العاملون في المستشفى والمراجعون «السلام الدولي» أقام أسبوعاً للأمن والسلامة



● جانب من موظفي المستشفى المشاركين في فعاليات اسبوع الأمن والسلامة

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● فعاليات ترفيهية خلال الأسبوع

SHE cares...**Achieving Best in Quality and Safety...**

By Dr. Hala Abdelal A. Tammam, Registrar – Medical Laboratories

Since the initiation of work in SIH laboratory, our goals were “to create a premier center of excellence within Kuwait and Gulf area and to become the leader and most valued locally and internationally recognized diagnostic laboratory service provider to clients, patients, shareholders and community in Kuwait”.

In order to achieve such goals, Quality in SIH laboratory is not questioned – it is assumed. Our regulatory rules for ensuring quality, safety and competency comply with many International Standards such as the Accreditation Canada Standard and ISO Standard.

QUALITY of laboratory work is maintained throughout the whole testing process cycle starting from the pre-examination phase where there is proper patient identification and proper sample collection and transport. This is to be followed by proper examination phase through well internationally validated techniques, documented standard operating procedures, programs for periodic calibration of the measuring system, internal quality control system that verify quality of results & a proficiency testing program for inter-laboratory verification of trueness and accuracy of results.

Believing that SAFETY is the backbone of quality, SIH Laboratory settled the safety regulations within a Safety Manual which is well recognized by all the employees within the laboratory and the phlebotomy centers. This manual emphasizes that laboratory safety is the responsibility of everyone within the laboratory. This Safety Manual includes data concerning the recognition and the effective control of hazards, safety- focused attitude, good personnel behavior and ways of dealing

For ensuring COMPETENCY within SIH laboratory, internal and external audits are performed at regular interval to evaluate the conformity through each step of the work; in addition corrective action procedures and improvement plans are continuously generated.

Crowning of the achievement of SIH laboratory, the department awarded the “GRAND PRIZE” “Quality and Safety-Best Unit” on the 3rd Annual Safety Week Celebration held from 22nd - 26th of September, 2013.

For all the aforementioned, we can confirm that QUALITY in SIH Laboratory is NEVER an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution ●

SIH Safety Top News (cont.)**3rd Annual Hospital wide Emergency Drill**

By Dolores Bayan Bularon, Safety Officer



Fire Brigade rescuing a “victim”...

Emergency comes in an unexpected time, therefore preparedness is very essential as no one wanted a disaster. As a healthcare institution, SIH is dedicated to promote safety awareness through emergency training, exercises and drills with it's employees and community safety partner, the Ministry of Interior-Civil Defense-Fire Brigade.

SIH partners with the expert in practicing and assessing preparedness, exchange ideas and best practices to ensure continuous improvement. The partnership is bound for a stronger ties as we commenced the 3rd year on the 5th of December, 2013.



To have broader community participation and promotion of emergency preparedness, SIH have partnered with similar organizations and is gearing towards a joint emergency exercise in 2014 ●

SHE cares... (cont.)**Patient Safety... What do we do?**

By Mrs. Ala'a Al-Qaisi, Quality Manager



Patient safety is a new healthcare discipline that emphasizes the reporting, analysis, and prevention of medical error that often leads to adverse healthcare events. The frequency and magnitude of avoidable adverse patient events was not well known until the 1990s, when multiple countries reported staggering numbers of patients harmed and killed by medical errors.

The resulting patient safety knowledge continually informs improvement efforts such as: applying lessons learned from business, adopting innovative technologies, educating providers and consumers, and enhancing error reporting systems.

**Hand Hygiene****Fall Prevention****Causes of Healthcare Errors:****Human Factors**

- Variations in healthcare provider training & experience, fatigue, depression and burnout.
- Diverse patients, unfamiliar settings, time pressures.
- Failure to acknowledge the prevalence and seriousness of medical errors.

Medical Complexity

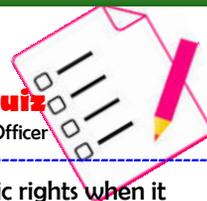
- Complicated technologies, powerful drugs.
- Intensive care, prolonged hospital stay.

System Failures

- Poor communication, unclear lines of authority of physicians, nurses, and other care providers.
- Complications increase as patient to nurse staffing ratio increases.
- Disconnected reporting systems within a hospital: fragmented systems in which numerous hands-offs of patients results in lack of coordination and errors.
- Drug names that look alike or sound alike.
- Reliance on automated systems to prevent error.
- Cost-cutting measures by hospitals.
- Environment and design factors. In emergencies, patient care may be rendered in areas poorly suited for safe monitoring.
- Infrastructure failure. According to the [WHO](#), 50% of medical equipment in developing countries is only partly usable due to lack of skilled operators or parts. As a result, diagnostic procedures or treatments cannot be performed, leading to substandard treatment. -----

(follow @ page 6)**Knowledge is Safety:****Health and Safety Quiz**

By Dolores Bayan Bularon, Safety Officer



- Workers have **three** basic rights when it comes to health and safety. Which of the following is **not** one of your rights?
 - The right to know about workplace hazards
 - The right to shut down an unsafe workplace
 - The right to refuse unsafe work
 - The right to participate in health and safety inspections and recommendations
- The number one cause of injury to young workers is:
 - Slips and falls
 - Burns
 - Breathing dangerous fumes
- If you are injured on the job, the **first** thing you should do is:
 - Go home
 - Get first aid treatment
 - Fill out an IR form
- True or false: People who work in offices don't have to worry about workplace health and safety.
 - True
 - False
- You have to play your part too if you want to work safely. Which of the following are among **your** responsibilities?
 - Work smart; work safe - don't fool around on the job
 - Report unsafe conditions
 - Dress for the job - wear any required protective equipment or clothing
 - Get to know the emergency procedures
 - Report all injuries
 - All of the above*
- If you have a question about health and safety at work, you can talk to:
 - Your safety manager/officer
 - Your supervisor/ immediate superior
 - A member of the Safety Health and Environment (SHE) committee
 - A health and safety professional
 - Any of the above*

❖ *Send your answers on Knowledge is Safety, to the Safety Officer. Staff with highest number of correct answers will be published in the next issue with the quiz answers and a surprise gift will be given on Safety week grand day!*

International Trends:

2013 Top 5 Trends in Workplace Safety Management

By Dolores Bayan Bularon, Safety Officer

Internationally, 2013 held a mix of continuing challenges and new opportunities for Safety professionals as organizations are getting the "Safety Culture". Safety professionals are tasked to do more with less, find and use reliable safety information sources, address safety on a holistic level and maintain a consistent approach to safety across borders, be diligent in keeping current with safety trends and changes. The following five trends were the most safety-conscious solutions in 2013:

Trend #1: Coping with Greater Workload;

Much is demanded of safety managers/ officers. They must raise multitasking to an art form: simultaneously responding to upper management, inspiring employees and ensuring compliance with regulators while also juggling recordkeeping responsibilities, procuring safety products and handling other administrative duties, all across a wide array of safety categories and concerns.

Trend #2: Creating a Culture of Safety

Perhaps this is the most significant workplace safety trend of the year, if not of the decade, is the increasing acceptance by multiple industries of the concept of a **culture of safety**. Safety professionals are essential part of the trend as we lead the people to safety by inspiring workers to change behaviors and make safer choices on their own. One major effort in this area is involving more employees in safety activities ensuring their own protection and looking out for the safety of their coworkers. In SIH, this is the major reason why we involve the employees in assessing their workplace such as the fire prevention assessment and doing facility/ safety rounds. Creating a culture of safety is a cooperative venture. A safety manager/ officer requires executive leadership and employee ownership of program goals.

Trend #3: Managing Safety Across Borders

As companies around the world consolidate, safety managers assume responsibility. Reported challenges are keeping up with regional occupational safety regulations, language barriers, cultural differences and consistent, ---

(follow @ page 7)

SHE cares (cont.)

Tip; in Reducing Multitasking Workplace Stress through Mindfulness;

By Dolores Bayan Bularon, Safety Officer

Mindfulness – clearing away distractions and living in the moment. Practicing mindfulness even by simply taking deep breaths has been known to alter the structure and function of the brain, that allows us to learn, acquire new abilities, and improve memory.

Multitasking depresses the brain's memory and analytical functions, as it reduces blood flow to the part of the right temporal lobe, which contributes to creative thinking. Take the **TIP; below in reducing stress; brought by this multitasking;**

Tip1: Focus on a single task for an allotted amount of time.

Have a to do list with timelines. Example: For 15 minutes, to read/ respond to emails. For one hour to make phone calls to coordinate/ address issues.

If your job comes with constant interruptions that demand your attention, take several deep breaths and then prioritize them. Resist the urge to answer the phone every time it rings unless you seem it as important. If someone asks you to drop what you're doing to help with a problem, it's OK to tell them, "I'll be finished with what I'm doing in 10 minutes, then I'll sit with you."

Tip2: When you get "stuck" in a task, change your physical environment to stimulate your senses.

Sometimes we bounce from one task to another because we just don't have the words to begin writing that program plan, or we're staring at a problem and have no ideas for solutions.

This signifies time to get up from your chair, take a walk on the corridor or do some stretches – change what you're seeing. Giving your senses pleasant and different stimulation rewires your brain for relaxation, and reduces the effects of stress hormones, which helps to unfreeze your creativity center.

Tip3: Delegate!

How can you not multitask when five people want five different things from you at the same time? Have compassion for yourself, and reach out for help. This will not only allow you to focus on the priority tasks, it will reduce your stress and increase your productivity.

While it is possible to practice mindfulness in a hectic workplace, business leaders to make it part of the company culture. Stress-related illnesses are the No. 1 cause of missed employee workdays or absenteeism.

Providing a stress management or mindfulness training and or giving people time and place to relax and think is an excellent investment ●

SIH care; (cont.)**Patient...** (from page 4)

The Joint Commission's Annual Report on Quality and Safety 2007 found that inadequate communication between healthcare providers, or between providers and the patient and family members, was the root cause of over half the serious adverse events in accredited hospitals. Other leading causes included inadequate assessment of the patient's condition, and poor leadership or training.

Patient Safety and SIH:

SIH is promoting any activity that will improve patient safety and minimizing errors through implementing updated programs and adopt evidence based treatment strategies.

Our Activities:

- Build the concepts of Quality and Safety in our health care facility system.
- Involve the patients in care plan and improving health care safety.
- Improve communication and teamwork between health care providers.
- Standardize policies, procedures, and clinical guidelines.
- Establishing continuous training programmes on patient safety for different categories of health care providers.
- Developing effective infection control programs.
- Incident Reporting and Analysis: The most important consideration in improving patient safety is how best to prevent harm occurring to patients through learning from errors and incidents and advocating the culture of learning from mistakes.
- Establish and monitor the indicators for patient safety.
- Establishing procedures for patient complaints and surveys.
- Adopt Canadian Accreditation Standards for patient safety through implementing the Required Organizational Practices (ROPs).
- Conduct and participate in patient safety conferences and workshops ●

**Knowledge is Safety (cont.)****Assessing Ergonomic Hazards: Don't let work be a pain!**

By Dolores Bayan Bularon, Safety Officer



Some jobs require more physical movement or effort than others. Unfortunately, jobs that require a lot of lifting or repetitive movement can also lead to Musculoskeletal Injuries (MSIs) involving bones, joints, ligaments, muscles and other soft tissues.

Knowing what the hazards can be and developing ways to help workers avoid them is good for both employers and workers. Ask yourself the following questions and see if you know what it takes to head off workplace injuries.

1. Ergonomics is a term that means:
 - The economics of Safety
 - Matching the job to the worker and the product to the user
 - Resource Management
 - A type of Asian cooking
2. Jobs that meet specific risk factors, but are not necessarily hazardous are called:
 - Caution Zone jobs
 - Grunt jobs
 - Danger Zone jobs
 - Something to avoid
3. Jobs that require working with the hands above the head or elbows above the shoulder should:
 - Never go beyond 4 hours total per day
 - Never go beyond 2 hours total per day
 - Never be performed in a tank top
 - Be used as a punishment
4. Some jobs, such as data entry, require intensive keyboarding. These workers that place their hands in an awkward position, should:
 - Keyboard for no more than 4 hours total per day
 - Seek revenge upon their typing 10 teacher
 - Keyboard for no more than 2 hours total per day
 - Daydream as much as possible
5. Carpal Tunnel Syndrome is:
 - A fear of driving through tunnels
 - A repetitive movement injury affecting the wrist
 - A fear of eating carp
 - An eye infection contracted in fresh water lakes



What's Up?

For next issue's **SHE care** staff forum:

- What can you say about your working environment/ condition?
- How do you feel working in SIH?
- How can we help you?

Please send your answers and recommendations to the Safety Officer before end of June 2014. Your answers and recommendations will be published in the next issue and you are well assured of your anonymity.

"Safety is everything and everyone's responsibility" –
Langlois, Julie Elaine

We are inviting interested staff/ department as article contributors for our next issue – please approach our Safety Officer for enquiry and submission of articles before end of June 2014.

For this Issue:

Thank you very much for the support to make this project possible especially to:

Dr. Tareq Al Mukkhaizem, CEO

Dr. Ayman Al Mutawa, Hospital Director

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International Trends (cont.)

2013... (from page 5)

standardized implementation of safety management systems. While safety regulations may differ from country to country, trends do emerge. For example in respiratory safety, a mandatory fit testing (already implemented in the United States and Canada) is increasingly being adopted by European regulators and is incorporated in the standards of accreditation bodies.

Trend #4: Selecting the Right Safety Sources

Safety managers/ officers collect reference information from professional groups, government sources and the Internet. But seeking significant information, whether online or via another method, must consider the source and applicability in the organization. For example, government agencies can provide regulatory compliance information on workplace safety issues since they formulate regulations and track statistical trends across many industries. But such sites may tend to overuse complicated, legalistic language. While, association sites may require expensive memberships for access to some or all of their information. Some of their information may be too general or too technical to provide clear answers to a specific question that an organization requires.

I see social media venues as the best information sources as they can deliver timely, up-to-the minute safety information. For instance, active discussion groups serve as popular places for professionals to exchange views on specific safety hazards, procedures and solutions. Safety information delivery via social media will gather increasing momentum in the future.

Trend #5: Gaining C-Level Attention

Finally, 2013 is seen as upper management pay increasing attention to safety and its benefits. Leaders publicly are emphasizing their organizations' good safety records and ongoing safety programs. They also are identifying measurable increases in safety as important goals for all employees. I could see that SIH is one of these organizations putting safety at the corporate level (C-level), giving the safety management the visibility and authority can have major impact in establishing a culture of safety across the organization, any support from the executives is a hopeful sign and hoping that every employee will share and show their support to protect the health, safety and well-being of each and everyone ●