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**Abu Dhabi Nurse is a not-for-profit publication used as a nurse's professional training resource for Continuing Medical Education (CME) of current nursing employees of the General Authority for Health Services for the Emirate of Abu Dhabi.**

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## LETTER FROM THE PROGRAMME DIRECTOR

In this issue of 'Abu Dhabi Nurse', we begin to tackle some more of the topics you have requested in your comments to us. Amongst the clinical updates of this edition, there is a review of best practices of peripheral intravenous cannulation that contains a pictorial procedure. 'Step by step' clinical procedures are not new for nurses but sometimes with complex or difficult procedures it helps to see photos or illustrations of each step. On the other hand, simple things like delivering meal trays often don't have clinical procedures attached. It is frightening to think that around the world there are up to two thirds of patients suffering from malnutrition whilst in hospital, reminders of nursing meal-time basics will mean our patients are not part of this frightening statistic.

'Quality' is the word on everyone's lips; an interview with the Director of Nursing of the new hospital shows how one local nurse is impacting the quality outcomes for patients in Abu Dhabi. Pain as an outcome for patients is one to be avoided and quality pain management is more than mere standards, procedures or purely just taking about it. Indeed being armed with knowledge on how to relieve patient's pain will help the patient and the whole health team make the right decisions. This edition contains a comprehensive review on the latest multidisciplinary response in pain management from a nursing perspective.

Abu Dhabi Nurse wants to hear your stories and contributions; one published professional nurse shares her experience in publishing and encourages your input into this magazine. An example of her work appeared in the last edition, and in this edition, she challenges us to look at an overlooked allergy.

I just want to add an appreciation to H.H. Sheikh Hamed bin Zayed Al Nayan, Chairman of the GAHS and the Abu Dhabi Economic Department, and to Dr Wael Al Mahmeed, Chair of the CME department for their continued support of professional education to ensure ultimately the improvement the health status of all residents living in the Emirate of Abu Dhabi. You will be pleased to hear about CME department plans for 'Abu Dhabi Nurse' magazine to expand to include an on-line CME assessment, known as 'e-CME' through the web site; [www.abudhbicme.com](http://www.abudhbicme.com). I also want to thank all of you who took the time to contact us with your suggestions or participated in feedback. This magazine is for you, the professional nurse working in Abu Dhabi, so it is important to let us know what you want from the magazine; a feedback sheet is again included in this addition and once again, I look forward to reading your replies and comments.



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# Al Rahba- Quality Nursing From the Start

August 2003

The Director of Nursing, Mrs. Khushnud Moul of Al Rahba Hospital wants to ensure that patients leaving the hospital are happy with the nursing care they receive and the nursing staff feeling proud of what they have done. Reflecting on her experience, Mrs. Khushnud is ensuring that the nursing service is using a quality improvement perspective from the beginning.



Al Rahba Hospital opened on 16th of August 2003, under the General Authority of Health Services (GAHS) for the Emirate of Abu Dhabi. The hospital is situated about 60km from Abu Dhabi along the highway to Dubai and will serve the eastern part of Abu Dhabi as well as Al Baheya, Al Shahama, Al Sahma areas. It currently has 60% of its bed capacity opened, a total of 143 beds, with the remainder opening in the next stage. Services currently provided by



the hospital include several fields such as general medical/surgical units, clinics, maternity, paediatrics, and gynaecology along with a specialised trauma section of the emergency services department. The Director of Nursing(DON) commented that departments such as Emergency and Out-patients were already busy within a few days of the hospital being opened with staff working very hard.

Although this is a new hospital, the multinational staff in the nursing service have many years worth of experience between them, with nursing staff being recruited for their expert skills and knowledge.

Mrs. Khushnud expressed that although the DON is a team leader, it was the "team work" of nurses that was vital and one that she was proudly able to

**"Now that the hospital is open and all these systems are being put to the test"**

describe when talking about the nursing staff of Al Rahba. Staff are already working hard and their experience has been expertly matched to their unit and current job to ensure they can perform to their best ability. Highly qualified staff have been recruited from a variety of countries, including local Emirati Nurses, in order to set up the hospital and provide ongoing care for patients.

Mrs. Khushnud Moul initially qualified as a Nurse and Midwife and through further education has gone to gain qualifications in administration and quality management. Those qualifications include; Diplo-

mas in Nursing and Midwifery, a Bachelor of Nursing Degree, an Advanced Nursing Diploma specialising in Nursing Administration and a Master in Quality Health Services. Mrs. Khushnud believes in being motivated and "never drawing back from study ... there are so many things you can achieve if you want". Mrs. Khushnud has acted on that belief in the pursuit of her own further education, she described a time when married with a child of only six years of age she left UAE to go to UK to obtain the required experience for her Masters Degree from Southbank University. In the future, she hopes to return to study and complete her doctorate. This support for further training and continuing education is one that she extends to all nurses working in the UAE. Indeed, although the hospital has just opened, the nursing staff of Al Rahba have already begun training and have completed the Basic Life Support Course with the help from Sheikh Khalifa Medical Centre trainers. "All the other hospitals have been very helpful", stated Mrs. Khushnud, with some staff travelling to other Authority hospitals for training and education.

Mrs. Khushnud's nursing experience has included working in Primary Health, Al Jazeirah and Mafraq Hospital in Abu Dhabi as well as working overseas, definitely it was this experience and her qualifications that saw her take up a position as Quality Manager for the GAHS four years ago. As Quality Manager one of her duties was to sit on the Candidate Review Committee to approve new positions, review current staff files and examine promotions from a nursing perspective. After the incumbent Director of Nursing left prior to opening of Al Rahba hospital, Mrs. Khushnud was asked to step in to utilise her skills and experience in ensuring "the nursing department runs from the beginning from a quality perspective." Other Authority Hospitals are undergoing change to achieve Joint Commission International (JCI) Accreditation, but Al Rahba through the Medical, Nursing and Hospital Directors have been able to apply JCI Standards from the beginning.

A lot of work in developing the systems required for Al Rahba was completed prior to opening. The hos-

pital even played a vital role in preparing the Authority's quick and timely response to the international SARS infection outbreak earlier this year. Now that the hospital is open and all these systems are being put to the test, it is a phase where Mrs. Khushnud is able to utilise her quality experience to trial and evaluate them in real life.

The Quality Department of the GAHS continues its extensive work by implementing its annual plan for quality for all authority hospitals, that includes auditing, surveys and reviews. Over fifty reference Performance Indicators have been set by the Quality Department along with providing selected training specifically to each Authority hospital in quality initiatives. Using these performance indicators, the Quality Department is able to compare between different hospitals and Al Rahba will be able to check its performance compared to all the other Authority hospitals in the Emirate. Mrs. Khushnud expressed her appreciation for Mr. Ahmed Saeed Al-Rumaihy, Director GAHS, for his dedication and motivation to improve the quality of health services, and also to Mr. Mohammed Butti Al Qubaisi, Director of the office of Sheikh Hamed. The Quality Department has made many recommendations based on results, but the "main thing is the follow-up" stated Mrs. Khushnud. There has been many great initiatives over the years, but without follow up, many have stopped or continued in isolation. One of the objectives of the GAHS is to upgrade and unify the standards of care in all hospitals; with the opening of Al Rhaba and the work of the Quality Department in the GAHS they form one part of the reality to ensure the vision is completed.

As Director of Nursing of Al Rahba Hospital, Mrs. Khushnud Moud is able to make the most of all of her knowledge, skills and experience in helping the dedicated professional team of nurses to deliver quality nursing care to patients. With the support of other disciplines in the hospital, the nursing department of Al Rahba Hospital will be able to ensure quality patient outcomes with patients leaving happy knowing that the nursing staff have done their very best.

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