

Local

NBK Children's Hospital organizes Value-led Hospital conference

Image of NBK Children's Hospital making its way to the international standards



KUWAIT: NBK staff pose for a group picture.



NBK staff pose for a picture with Kuwait Human Rights Society's Chairman Dr Hilal Al-Sayer.

KUWAIT: NBK Children's Hospital inaugurated the first value-led hospital conference in collaboration with National Bank of Kuwait namely "Value-led Hospital" aiming to best practices in healthcare leadership, the conference was held for two days at the stem cell therapy unit, in Al-Sabah Medical Specialty Region.

NBK Children's Hospital Conference is a hospital initiative to integrate "best practice in healthcare leadership." World-leading professionals from Sweden and Canada discussed how hospital values can be integrated in hospital strategies, policies, process and day-to-day practices. The conference is considered the first of its kind to be held by a hospital under the Ministry of Health and covers all hospital staff. NBK Human Resources (HR) Group also took part in this conference and provided specialized skill programs in client service and experience to a total of 120 employees including medical, nursing and administrative and staff.

Dr Maitham Husain, Director of NBK Children's Hospital, said: "The image of NBK Children's hospital is making its way to international standards. The conference took the hospital a step forward towards thriving to excellence he added. "We are proud to see our project striving to the international standards in respect to strategies, policies, processes and day-to-day practices," he noted.

"We aim to increase awareness of leaders and senior management staff about the skills and tools available to achieve the strategic goals of the hospital. Using collaboration as a powerful tool, we had reached to experts nationally and internationally to deliver the scientific program," he added.

Emad Al-Ablani, NBK General Manager, Human Resources Group, said: "This is an unprecedented step in the medical sector in Kuwait. This conference confirms the distinction of NBK Hospital in enhancing its advanced treatments and values to align with the international modern standards."

Ablani expressed his pride of taking part in this conference, where NBK Human Resources Group offered workshops on family-centered communication, time management, career planning and employee satisfaction. These workshops focused on to develop the staff's performance in order to meet NBK's standards.

Manal Al-Mattar, NBK Assistant General Manager, Public Relations, said: "This first of a kind initiative highlights NBK's role in the Health sector in Kuwait and reflects the bank's high sense of duty and responsibility towards the community and help those in need. It is a well rooted tradition that has been carried out by NBK each year in its efforts to continuously have an active role in Kuwait's society."

The conference comes in line with the bank's social responsibility towards the hospital and to improve the staff's performance in order to meet NBK's standards and enhance the hospital's value. NBK will always be committed in supporting the Hospital to go forward in progress at the level of services and care" she added.

Dr Jonas Nordquist from Karolinska Institute outlined the NBK Children's values including family-centered care, collaborative, teamwork and center of



Dr Maitham Husain



Dr Jonas Nordquist



Dr Jerry Maniate

excellence and how they influence patient and family experience. Dr Jerry Maniate from The Ottawa Hospital defined the development of educational and training needs and program at the hospital which will enhance further the inter-professional development. Furthermore, Dr Abdullah Ali, from the Kuwait Institute for Medical Specializations (KIMS), discussed how hospital can provide an environment that support training of healthcare professionals.

Child Life is Key

As "child and family well-being" is part of integral part of care for children at NBK Children's Hospital, Stephanie Hopkinson, a child life specialists from KACCH, explored how family-centered care can be integrated in the hospital vision and patient care in her turn, Hadia Sajat also informed the audience about the role of Children Life Service (CLS) during the plan of care of child with cancer and chronic diseases.

Our People are Our Priority

In addition, the conference hosted several workshops targeting frontline staffs both administrative and clinical focusing on family centered communication, time management, career planning and employee satisfaction. These workshops were conducted by the Human Resources Group at NBK and enabled participants to use different strategies and tools to be client focused yet maintain job satisfaction.

Patient Safety and Quality Initiatives

Safety and Quality are strategic goals at NBK Children's and hence this is reflected on the program at the conference which presented three live sessions on quality initiatives at the workplace. As well, Dr Haythem Abdulaziz and Dr Hanaa Alganin from the Accreditation and Quality Directorate informed the audience about the use of using safety and quality initiatives such PDSA cycle in daily practice.

It is worth mentioning that NBK's Stem Cell Therapy Unit is the first children's bone marrow transplant center in Kuwait. The new center is the largest corporate social responsibility donation in Kuwait and will expand the hospital's ability to treat children with cancer and blood diseases.



Workshops focused on staff performance development



A general view of people in attendance.—Photos by Joseph Shagra

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ
 اِنَّهُمْ لَنِظَرِ الْجَحِیْمِ حٰجِلُوْا لِرَاۤءِ الْاَعْیُنِ فَاصْبِرْ لِحُكْمِ رَبِّكَ
 وَعَلَى الْاَعْیُنِ عَذَابٌ اَلِیْمٌ

It is with deep sorrow that
Imad Flayhan & his family
 announce the sad demise of his
Brother
Wajdi Sleiman Flayhan

Condolences will take place at his residence
 on Sunday, 22nd April 2018
 from 5 PM to 8 PM
 Anjafa, Block 13
 Dina Complex, House No. 9
 Al Ta'awon Street
 adjacent to Arabella Complex

اِنَّ اللّٰهَ وَاٰلِهَآءَهُ لَیَّجْعَلُوْنَ