



QUALITY MANAGEMENT DEPARTMENT

QUALITY ROUNDS REPORT

4th Quarter 2019

October-December

Full Report



Prepared By: Ms. Dania Arabi Ms. Ohood AlHaddad Ms. Noreen Shan Mr. Andrew Hoar

Table of Content

Content	Page
Objectives	1
4th Quarter – Full Report	2-30
Departments with No ESR Findings	2
Out-Patient Pharmacy – South Building	3-4
Out-Patient Lab – South Building	5
Dietitian Section – Family Medicine	5
Out – Patient Pharmacy – Main Building	6
Physiotherapy – South Building	7
NICU	7
Day Procedure Unit	8
1-South Unit	9
1- North Unit	9
Dental Lab	10
Laundry	10
Pediatric Oncology Unit	11
Renal Transplant Unit	11-12
4 South Unit	12
Pediatric Oncology Treatment Area	13
Cath Lab	14
3 North Unit	14
OBGYN	15
ART	15
Main Lab	15
Adult Oncology	16-17
24 Hours Unit	18
Radiology	18-19
Emergency Unit	20-21
PICU	22
CSICU	23
SICU	24-25
CCU	26
MSICU	27-29
4 North Unit	30

Objectives

- Demonstrate commitment to quality and safety for patients, staff and the public
- Increase staff engagement and develop a culture of open communication
- Maintain continuous compliance and survey readiness
- Identify, acknowledge and share best practices
- Support a proactive approach to minimizing risk, timely reporting and feedback
- Strengthen commitment and accountability for quality and safety



Q4th Quarter

Departments with – No Findings

Department Name	Finding
Family Medicine	No Findings / Good Practice to Share
Renal Dialysis Unit	No Findings
Endoscopy Unit	No Findings
Operating Room	No Findings
VIP Unit	No Findings
5 North (Medical)	No Findings
5 South (Medical)	No Findings
2 North & 2 South (CVT)	No Findings
Inpatient Pharmacy	No Findings
3 South (Surgery)	No Findings
OPD	No Findings
Kitchen	No Findings
Nursery Unit	No Findings
L&D Unit	No Findings
Dental Clinic	No Findings





Family Medicine Department:

Staff personnel Files are very well organized with staff photo



Out-Patient Pharmacy – South Building

Standard Number	Standard	Finding
FMS 24.4	Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level).	 Boxes were found on the floor in the store room Floor found cluttered
MM.11.3 MM.11.4	There are measures in place to secure medications storage areas including limited access, proper locking procedures, and door keys handling. Only authorized individuals have access to stored medications.	Different medication found mixed together in one box
FMS 11	The hospital environment is secure for patients, visitors, and staff.	Broken chair found at the door area and with no label



Boxes were found on the floor in the store room



Different medications were found mixed together in one box



Broken chair found next to the patient's room and with no label for disposal





Floor found dirty

Out-Patient Lab – South Building

Standard Number	Standard	Finding
FMS 24.4	Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level).	Boxes were found on the floor in the store room



Boxes were found on the floor in the store room

Dietitian Section – Family Medicine

Standard Number	Standard	Finding
MM. 14.3	The hospital ensures that no expired open or unlabeled open multi-dose containers are available.	Sample products found not labeled as displayed. The same products are also expired.

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the store room
MM.30.6	MM.30.6 Food, drinks, or smoking are not allowed in the pharmaceutical care department and all other	Food found in the medication preparation area
MM.11.6	No medications are stored directly on floor (a minimum of ten centimeters is left to manage	Prepared medications found on the floor

Out – Patient Pharmacy – Main Building



Boxes were found on the floor in the store room



Food found in the medication preparation area



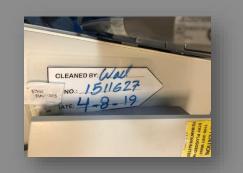
Prepared medications found on the floor

Physiotherapy – South Building

Standard Number	Standard	Finding
IPC.24	The hospital environment is kept clean	 Outdated cleaning tag and last checked was 4/8/19 due to no leave coverage for the assigned staff who went on leave for two months Cup left not cleaned since few days



Dirty Cup found on the table



Outdated Cleaning tags. Tag last checked on 4/8/19

NICU

Standard Number	Standard	Finding
MM. 14.3	The hospital ensures that no expired open or unlabeled open multi-dose containers are available.	Specimen container filled with Vaseline and sudocream not labeled

Day Procedure Unit

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the store room
FMS 24.3 FMS 24.4	The storage area are properly and safely organized	Store room Light found burned out.
FMS.25	The hospital has a biomedical equipment plan to ensure that the medical equipment are regularly monitored, maintained, and ready for use.	2/2 thermometers, the preventative maintenance found expired since 6/19.
MM. 14.3	The hospital ensures that no expired open or unlabeled open multi-dose containers are available.	Actrapid Insulin found expired since 7/11/2019



Store room Light found burned out.



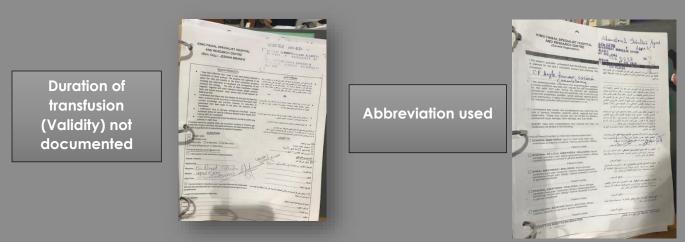
Preventative maintenance in thermometers found expired since Jun /19.



Actrapid Insulin found expired since 7/11/2019

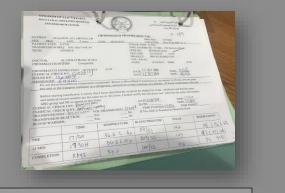
1-South Unit

Standard Number	Standard	Finding
PFR.10	Informed consent is obtained prior to high risk treatments/procedures	 1 Out of 2 Patient's Open Medical Records Review Blood Consent 1. Duration of transfusion 2. Abbreviation used



1 North – Pediatric Unit

Standard Number	Standard	Finding
PFR.10	Informed consent is obtained prior to high risk treatments/procedures	1 out of 2 Patient's Open Medical Records Review Blood Transfusion Card found incomplete
		Consent: Abbreviation used



Blood Transfusion form found incomplete (e.g. Time End, Reaction, and Clerical Check Date Missing)



Dental Lab

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the back of the dental lab



Boxes were found on the floor in the back of the dental lab



Laundry

Standard Number	Standard	Finding
FMS.25	The hospital has a biomedical equipment plan to ensure that the medical equipment are regularly monitored, maintained, and ready for use.	Service and repair record found not checked for the month of September & October
IPC.24	The hospital environment is kept clean	Boxes were found on the floor

Service repair record found not checked for the month of September & October

DATE	DRYCK MECHINE DIZO SLAC-547274 SERVICE & REPAIR DESCRIPTION	PERFORMED BY	
19 01	Checked & Serviced	mash	Ole
6/02/2	Check and Lorrece.	Auch-	mes
9/03	Check and honora	Prece-	Die
14/04	CARCE and Service	Acesta	Don
11/05	Charle and Reavier	trugh	Dos
dae	Check and Service	Anesm.	Our
chot	Chart and Service	Streph.	Date
	operand and sorrid	mish	done
	Charked and forded		Dans
1104	Cardon y and a set of	100000	22.5
			1 mar
		1	
			-

Boxes were found on the floor



Pediatric Oncology Unit

Standard Number	Standard	Finding
FMS 11	The hospital environment is secure for patients, visitors, and staff.	Bed, equipment and boxes found on the hallway next to the fire exit door .
FMS.25	The hospital has a biomedical equipment plan to ensure that the medical equipment are regularly monitored, maintained, and ready for use.	2/4 thermometers the preventative maintenance found expired since 6/19.



Bed, equipment and boxes found on the hallway next to the fire exit door.



2/4 thermometers the Preventative maintenance found expired since 6/19



Renal Transplant Unit

Standard Number	Standard	Finding
MM.11.3 MM.11.4	There are measures in place to secure medications storage areas including limited access, proper locking procedures, and door keys handling. Only authorized individuals have	Medication room found left open
	access to stored medications.	
PC.31.2	Crash carts are readily available for cardio- pulmonary resuscitation (CPR).	Crash cart not checked at the day of the Quality Round at 09:20 AM
MM.11.3	There are measures in place to secure medications storage areas including limited access, proper locking procedures, and door keys handling.	Medication left unattended on the portable computer
MM.11.4	Only authorized individuals have access to stored medications.	
FMS.25	The hospital has a biomedical equipment plan to ensure that the medical equipment are regularly monitored, maintained, and ready for use.	Expired preventative maintenance on couple of devices: 1. Accu check 2/2 expired 10/19 2. Ophthalmoscope expired 11/17 3. Thermometer expired 2/17



Expired preventative maintenance on couple of devices

Medication left unattended on the portable computer

4 South Unit

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the store room and storage reaching the ceiling
FMS 27.1	Hospital staff are trained to operate safely all medical equipment.	Weighing chair wheels found broken used by patient , it is imbalance and high risk for fall.



Boxes were found on the floor in the store room and reaching the ceiling



Weighing chair wheels found broken, it is imbalance and high risk for fall

Pediatric Oncology Treatment Area

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found reaching the ceiling in the store room.



Boxes were found reaching the ceiling

Cath Lab

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the store room and storage reaching the ceiling

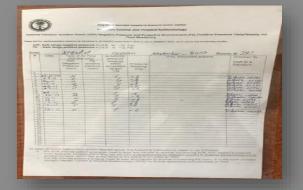


Boxes were found on the floor in the store room and reaching the ceiling



3 North Unit

Standard Number	Standard	Finding
FMS. 35	required locations.	Infection Control Positive Pressure Daily/ weekly airflow monitoring – two rooms was not checked on 17/11/19



Infection Control Positive Pressure Daily/ weekly airflow monitoring – two rooms found not checked on 17/11/19

OBGYN Unit

Standard Number	Standard	Finding
FMS 27.1	Hospital staff are trained to operate safely all medical equipment.	All cleaning tags found not updated

ART Unit

Standard Number	Standard	Finding
FMS 27.1	Hospital staff are trained to operate safely all medical equipment.	All cleaning tags found not updated

Main Lab

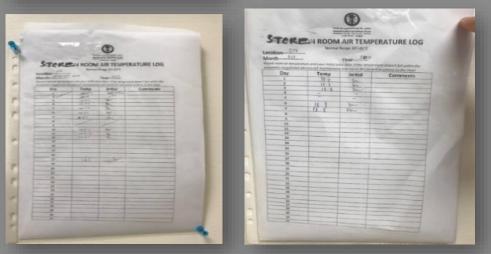
Standard Number	Standard	Finding
QM.17.1	At least two patient identifiers (e.g., patient full name and medical record number) are required whenever taking blood samples, administering medications or blood products, or performing procedures.	During observation, staff did not follow the proper process of patient identification.

Adult Oncology Treatment Area

Standard Number	Standard	Finding
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the store room
PC.31.2	Crash carts are readily available for cardio- pulmonary resuscitation (CPR).	Crash cart found not checked on 17/11/19
MM.11.8 MM.11.9	There is an appropriate storage area for regular medications with controlled temperature (between 18 and 25 degrees centigrade), twenty- four hours a day, seven days a week. The room air temperature is checked and documented at least once daily	Store room air temperature log sheet found not checked daily since October 8 and in medication room from 13 - 14 November
PFR.3	on the temperature log sheet. Privacy of patients is maintained throughout the care process. PFR.3.1 Patient privacy is respected during all interviews, examinations, and treatments. PFR.3.2 Patient private parts are not exposed unnecessarily during care process. PFR.3.3 The hospital mandates a written consent to photograph patients.	Patient confidentiality : Computer screen found left open



Boxes were found on the floor in the store room



Store room air temperature log sheet found not checked daily since October 8 and in medication room from 13 - 14 November



Patient confidentiality: Computer screen found left open, unattended

24 Hours Unit

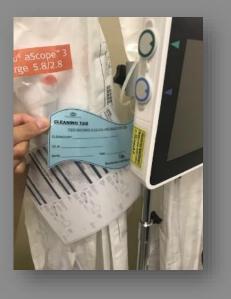
Standard Number	Standard	Finding
FMS 27.1	Hospital staff are trained to operate safely all medical equipment.	Cleaning tags found not updated
IPC.26	The hospital implements a program that is consistent with laws and regulations for safe disposal of medical waste.	Used glove found on the handrails



Used glove found on the handrails

Radiology Department

Standard Number	Standard	Finding
FMS 27.1	Hospital staff are trained to operate safely all medical equipment.	Nurse Station - no cleaning tags found on the dinamap
IPC.26	The hospital implements a program that is consistent with laws and regulations for safe disposal of medical waste.	Improper waste segregation in X-ray room 1
IPC.24	The hospital environment is kept clean	Nurse Station – clean items found on the floor
FMS 24.4	 Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level). 	Boxes were found on the floor in the Ultra Sound Room 5



Nurse Station – dinamap cleaning tags found not updated



Nurse Station – clean items found on the floor



No segregation of waste in X-ray room 1



Boxes were found on the floor in the Ultra Sound Room 5

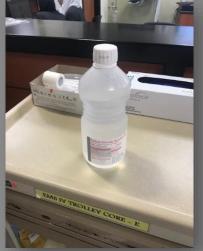
Emergency Unit

Standard Number	Standard	Finding
FMS 27.1	Hospital staff are trained to operate safely all medical equipment.	Cleaning tags found not updated
MM.11.5	Medications are stored in a way to avoid mixing with labels showing the drug name and expiry date.	Medications are not in use found not returned back to pharmacy
MM.11.5	Medications are stored in a way to avoid mixing with labels showing the drug name and expiry date.	Medications are not in use found not returned back to pharmacy
IPC.15	Facility design and available supplies support isolation practices.	 Room 24 – Airborne precaution found open During observation: found Physicians not using PPE attending isolation room.
PC.31.2	Crash carts are readily available for cardio- pulmonary resuscitation (CPR).	Crash cart not checked in the Yellow zone on 5/11/19
IPC.15	Facility design and available supplies support isolation practices.	During observation: found Droplet Airborne isolation patient came out of the room without any protective equipment
IPC.24	The hospital environment is kept clean	Dirty bag linen found on the floor



Cleaning tags found not updated



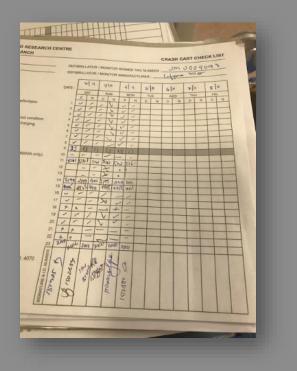




Medications are not in use found not returned back to pharmacy



Room 24 – Airborne isolation precaution room found open



Crash cart found not checked in the Yellow zone on 5/11/19

PICU

Standard Number	Standard	Finding
MM.11.3 MM.11.4	There are measures in place to secure medications storage areas including limited access, proper locking procedures, and door keys handling. Only authorized individuals have access to stored medications.	Medication found left unattended in Room 2
MM.11.8 MM.11.9	There is an appropriate storage area for regular medications with controlled temperature (between 18 and 25 degrees centigrade), twenty four hours a day, seven days a week. The room air temperature is checked and documented at least once daily on the temperature log sheet.	Fridge temperature monitor found not checked in medication room on 12 & 13 November-2019
IPC.24	The hospital environment is kept clean	Unused chair, mixed equipment's were kept in the Dirty Utility
FMS.5.1.4	How to eliminate the risks of fire and spread of dust	Respiratory Station found dusty on top



Medication left unattended in Room 2



Unused chair, mixed equipment kept in the Dirty Utility

CSICU

Standard Number	Standard	Finding
MM.11.3 MM.11.4	There are measures in place to secure medications storage areas including limited access, proper locking procedures, and door keys handling. Only authorized individuals have access to stored medications.	Medication left unattended in Room 2
MM.11.8 MM.11.9	There is an appropriate storage area for regular medications with controlled temperature (between 18 and 25 degrees centigrade), twenty-four hours a day, seven days a week. The room air temperature is checked and documented at least once daily on the temperature log sheet.	Fridge temperature monitor found not checked in the medication room on 12 & 13 November -2019
IPC.24	The hospital environment is kept clean	Unused chair, mixed equipment kept in the Dirty Utility
FMS.5.1.4	How to eliminate the risks of fire and spread of dust	Respiratory Station found dusty on top



Respiratory Station found dusty on top

SICU

Standard Number	Standard	Finding
MM.11.8 MM.11.9	There is an appropriate storage area for regular medications with controlled temperature (between 18 and 25 degrees centigrade), twenty-four hours a day, seven days a week. The room air temperature is checked and documented at least once daily on the temperature log sheet.	Fridge temperature monitor found not checked on 12 & 13 November -2019
FMS 24.4	Storage areas are properly and safely organized: FMS.24.4.1 Shelves and racks are sturdy and in good condition. FMS.24.4.2 No items stored directly on the floor (a minimum of ten centimeters is left to manage spills). FMS.24.4.3 Items should be stacked on a flat base. FMS.24.4.4 Heavier objects are close to the floor and lighter/smaller objects are higher. FMS.24.4.5 Items are not stacked so high to block sprinklers or come in contact with overhead lights or pipes (a minimum distance of fifty centimeters from ceiling level)	Boxes were found on the floor in the store room
FMS.25	The hospital has a biomedical equipment plan to ensure that the medical equipment are regularly monitored, maintained, and ready for use	Ophthalmoscope preventive maintenance found expired since August 2019
IPC.26	The hospital implements a program that is consistent with laws and regulations for safe disposal of medical waste	Improper waste segregation
IPC.24	The hospital environment is kept clean	Dirty linen bag found on the floor



Boxes were found on the floor in the store room





Ophthalmoscope preventive maintenance found expired since August 2019

Improper waste segregation



Dirty linen bag found on the floor

CCU

Standard Number	Standard	Finding
PFR.3	Privacy of patients is maintained throughout the care process. PFR.3.1 Patient privacy is respected during all interviews, examinations, and treatments. PFR.3.2 Patient private parts are not exposed unnecessarily during care process. PFR.3.3 The hospital mandates a written consent to photograph patients.	Patient confidentiality – Computer screen found left open
IPC.26.2	Medical waste is disposed by specialized company and includes all types of medical waste	Chest tube drainage in yellow bag on floor on top of laundry full of bodily fluid



Patient confidentiality – Computer screen was found open



Chest tube drainage found in a yellow bag on floor on top of laundry with full of bodily fluid

MSICU

Standard Number	Standard	Finding
FMS.24.2	There are no obstructions to exits, fire extinguishers, fire alarm boxes, emergency blankets, safety showers, and eye wash stations.	Three beds found on the corridor
PFR.3	Privacy of patients is maintained throughout the care process. PFR.3.1 Patient privacy is respected during all interviews, examinations, and treatments. PFR.3.2 Patient private parts are not exposed unnecessarily during care process. PFR.3.3 The hospital mandates a written consent to photograph patients.	Patient confidentiality – Computer screen found left open
MM.11.3 MM.11.4	There are measures in place to secure medications storage areas including limited access, proper locking procedures, and door keys handling. Only authorized individuals have	Medication room found left open
IPC.24	access to stored medications. The hospital environment is kept clean	Dirty linen bag on the floor
FMS.29.1	There is a preventive maintenance plan that covers at least the following: plumbing	Water drainage for Dialysis found rusty in all rooms
FMS.8.1.1	Non-slipping floors' surfaces.	Floor damaged in first room pod-1
FMS.18.2.5	Evacuation procedures.	Escape sled for stairwell missing
FMS.19.2	The hospital ensures separating all dangerous materials or flammables from heat generating areas	Disposal of curtains not done
FMS.11.2	Security personnel or alternative security systems are utilized to restrict access to sensitive areas that include, but are not limited to, the following: ICU	Access control not finished in entrance to MSICU
IPC.26.2	Medical waste is disposed by specialized company and includes all types of medical waste.	Syringe full of blood found on top of sharps container
FMS.29.1.11	Low current and communication system.	Speaker falling from ceiling
FMS.25.2.3	The program specifies, for each equipment, the frequency of checks, methods of checks, acceptance criteria, and actions to be taken in the event of unsatisfactory results.	Warming device found with no ownership or preventive maintenance by Clinical or Engineering



Three beds were found on the corridor



Water drainage for Dialysis rusty all rooms



Floor damaged



Escape sled for stairwell missing



Bloody syringe from Respiratory on top of sharps container



Speaker falling from ceiling



Disposal of curtains not done

4 North

Standard Number	Standard	Finding
FMS 27.1	Hospital staff are trained to operate	Crash Cart side glass found
	safely all medical equipment.	broken



Crash Cart side glass found broken Thank You

The following documents may be access through these links: <u>Hospital Portal/ Quality Management/ Accreditation</u>

- 1. CBAHI Standards 3rd Edition 2015
- 2. CBAHI Hospital Accreditation Process Guide
- 3. JCIA Survey Report 2017
- 4. JCIA Standards 6th Edition 2017
- 5. JCIA Hospital Survey Guide 6th Edition