



### SE13 – Recognition of Nursing

*SE13: Provide one example, with supporting evidence, of the organization's recognition of an interprofessional group (inclusive of nursing) for their contribution(s) in influencing the clinical care of patients.*

#### **Example: COVID-19 Heroes Awards for Interprofessional Medical Surgical Intensive Care Unit (MSICU) Team Who Provided Excellent Care and Services During the Pandemic**

At KFSHRC-J celebrating success and achievements and recognizing staff is part of the organization's culture. The example below demonstrates the application of this culture to an interprofessional group.

#### **COVID-19 Heroes Award**

From March 2020, like many healthcare organizations globally, KFSHRC General Organization which includes KFSHRC-J, was required to impose strict precautionary measures to maintain safety and reduce the spread of infection during the pandemic. While some of these measures were physically and psychologically taxing on staff from all disciplines, interprofessional teams were required to find new ways of working to maintain safety. These teams often performed heroically to keep themselves, their colleagues, and their patients safe and sustain as much clinical capacity and operations as possible.

Conscious and appreciative of the efforts of the interprofessional staff, many leaders identified the need to recognize and reward staff for their efforts and shared their thinking with the General Manager (GM) of KFSHRC-J, Nasser Mahdi M.D. The GM was responsive to these ideas and called a meeting of the executive leadership team on October 27, 2020, to brainstorm ideas for what was tentatively called the COVID-19 Heroes Awards. **Evidence SE13.1 Invitation to Brainstorming Meeting to Discuss Staff Recognition Ideas.**

Those involved are shown in Table SE13.1 below.

**Table SE13.1: Attendees – Executive Leadership Team First Brainstorming Meeting**

| Attendee   | Role   | Department                         |
|--|--|------------------------------------|
| Nasser Mahdi, M.D.                               | General Manager                                | KFSHRC-J                           |
| Youssef Al Said, M.D.                            | Executive Director                             | Medical and Clinical Affairs       |
| Kathy Sienko, O.B.E., BSN (Hon) RN, MSc, FInstLM | Executive Director                             | Nursing Affairs                    |
| Jamal Zamkah                                     | Executive Director for                         | Administrative Services            |
| Ghassan Wali, M.D.                               | Deputy Executive Director                      | Medical and Clinical Affairs       |
| Hanadi Al Salmi                                  | Deputy Director                                | ICHE                               |
| Najeeb Yamani                                    | Head   | Public Relations and Media Affairs |
| Lamia Khan                                       | Communications and Employee Engagement Officer | Public Relations and Media Affairs |
| Mohammad El Faour                                | Executive Consultant                           | KFSHRC-J                           |
| Zakia Al Ghazi                                   | Executive Assistant to the GM                  | KFSHRC-J                           |

### **Establishing Criteria and Reward**

At the initial meeting, the group agreed on two broad principles. The first was that the process of identifying deserving employees should be fair. The second was that where a unit met the criteria for an award at any level, the entire interprofessional team on that unit should be awarded. This meant that criteria should be established and that these criteria should guide award decisions and ensure transparency. **Evidence SE13.2 Commitment to Criteria and Early Example of Tier 1 Criteria.** Discussions also focused on what budget was available and whether the reward would be a monetary award or in some other form. The Executive Director, Nursing Affairs (ED, NA), Kathy Sienko, O.B.E., BSN (Hon) RN, MSc, FInstLM recognized that it was important for Nurse Leaders to contribute to defining the award criteria and tabled the subject for discussion at the Nurse Leadership Team meeting on November 08, 2020. **Evidence SE13.3 NLT Agenda showing COVID-19 Heroes as a Discussion Item.**

The initial group became a working group, and following several meetings of the executive team and others who had been invited to participate over time, it was agreed that based on the available budget, medals would be distributed against tier 1 of the following criteria:

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- Tier – I
    - Staff who worked in COVID-19 units (i.e. direct contact with confirmed cases)
  - Tier - II
    - Staff who were highly exposed to COVID-19 cases (e.g. ER, Family Medicine) or
    - Staff heavily engaged in managing the crisis during the pandemic (e.g. Infection control, ID Team, staff with extreme work during pandemic)
  - Tier – III
    - Staff who came up with innovative ideas (e.g. cost-saving, process improvement, reduce exposure) with proven results or
    - Staff actively involved in local/regional COVID-19 related scientific forums or
    - Staff involved in COVID-19 research or

### **Figure SE13.1: Selection Criteria, COVID-Heroes Awards**

#### **Nomination Process**

All leaders in the working group were requested to nominate the staff who met the first eligibility criteria. The ED, NA and the Nurse Leaders nominated the MSICU team for a Tier One award based on the Selection Criteria for COVID-19 Heroes. [Evidence SE13.AD1 Selection Criteria for COVID-19 Heroes](#)

#### **Rationale for MSICU Team Award**

The nomination was based on the fact that during the pandemic, the care delivery units in the hospital had been divided into green and red zones to preserve service continuity and contain the spread of infection. The MSICU had been turned into a COVID-19 Unit, and this team was subject to the strictest precautionary measures and had cared for the most critical and complex of patients, saving many from their final demise. The entire team in the MSICU collaborated to maintain a safe environment for patients and themselves and by being able to isolate the COVID-19 patients to a single geographical location, enabled the hospital to maintain service-continuity including surgical activity. The team demonstrated agility and willingness to adapt. For example, the team's practices were subjected to continuous audit and scrutiny by the Infection Control and Hospital Epidemiology (ICHE) and Quality departments. Access to the staff pantries was curtailed, and the staff underwent regular PCR testing to prevent the spread of infection. The MSICU team also provided training to the staff on the 24Hour Admission unit as the units forming the red zone increased. Consequently, the working group agreed that the entire MSICU team was deemed to be deserving of an award, including nurses, physicians, respiratory therapists, ward clerks, and ICHE staff. [Evidence SE13.4 MSICU COVID-19 Heroes](#)

## **How the MSICU Interprofessional group contributed in influencing the clinical care of patients**

As more became known about COVID-19, precautionary measures were often changed at short notice to ensure alignment with national and international best practices and recommendations. One example of how the team contributed to influencing the care of patients is through the introduction of proning some of the ICU patients to improve their perfusion and ventilation, potentially reducing their mortality. In May 2020, the MSICU team comprising physicians, nurses and respiratory therapists began to review the practice of proning and the evidence for its effectiveness. Following this review, the team developed a protocol for implementation. While the practice of proning proved effective for the intended purpose, it also increased the risk and incidence of facial pressure injuries. The nursing team also changed their practice to prevent pressure injury occurrence in this at-risk group. [Evidence SE13.AD2 Prone Position Protocol Summary at KFSH&RC, Jeddah](#)

## **Recognition and Awards Ceremonies**

On March 14, 2021, the awards ceremonies began for one month, and awardees were invited by email. Based on ICHE recommendations, including as regards social distancing and the logistics related to staff duty and availability, 93 MSICU team members including 7 respiratory therapists, 1 medical lab technician, 7 medical intensivists, 5 critical care consultants, 1 specialist physician, 1 nursing program director, 1 head nurse, 1 assistant head nurse, 2 nurse clinicians, and 67 clinical staff nurses, proudly received their awards from the GM in the auditorium in recognition of their contribution in influencing the clinical care of patients and the maintenance of the safety of patients and the hospital, during the COVID-19 pandemic. The awards were presented on March 21-22, 2021 and on April 04, 2021. Each member of the team received a medal and a certificate to honor and recognize their work in delivering safe, selfless, and excellent patient care.