Dubai Healthcare City: Quality Success Story

Presented by:
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Advancing Global Health & Health Care

39th World Hospital Congress
Prior to joining in October 2014, Dr Ramadan was the Director of the Health Regulation Department at Dubai Health Authority (DHA). Committed to raising the standards of healthcare delivery, he played an instrumental role in establishing clinical governance in the emirate. He was also tasked with leading medical tourism strategy and setting up policies in healthcare practice in both government and private sectors.

Dr Ramadan holds a Masters’ degree in business administration (MBA) from the Zayed University, Abu Dhabi, and in Science (gastroenterology) from the Queen Mary University, London, UK. Outside of work, Dr Ramadan enjoys traveling and water sports.
This presentation will:

• Introduce Dubai Healthcare City
• Showcase a timeline of milestones achieved by Dubai Healthcare City
• Present the Six-Element Quality Framework
• Highlight recent regulatory outcomes
• Outline goal for organizational accreditation
Introduction

Dubai Healthcare City (DHCC) is a free zone mandated to meet the demand for high-quality, patient-centered healthcare.

It was launched in 2002 by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai.

DHCC operates in healthcare, education and research, investment and regulatory, and is overseen by the legislative and governing body the Dubai Healthcare City Authority (DHCA).
Dubai Healthcare City is located in the heart of Dubai, and comprises two phases. Phase 1, dedicated to healthcare and medical education, covers 4.1 million square feet, and Phase 2, which is dedicated to wellness, will cover 22 million square feet. Development in Phase 2 is underway.

DHCC is home to more than 130 medical facilities including hospitals, outpatient medical centers and diagnostic laboratories with more than 5,000 licensed professionals.

Through the expertise of leading medical institutions and providers, patients have access to the A-Z of quality healthcare.
• Dubai Healthcare City Authority - Regulatory (DHCR) operates independently to ensure compliance and enforcement of clinical governance within Dubai Healthcare City.

• DHCR supports best practice in clinical excellence and patient care through four primary functions:
  
  • Facility (clinical and non clinical): establishment, registration and licensing
  • Licensing: healthcare professionals, academic and research services
  • Quality improvement: standards in patient services and healthcare delivery
  • Compliance and assurance: complaints management and regulations enforcement

DHCR’s quality standards were established at inception in partnership with Partners HealthCare International® (PHI).
Timeline

2002

His Highness Sheikh Mohammed Bin Rashid Al Maktoum
Vice President and Prime Minister of the UAE and Ruler of Dubai launches Dubai Healthcare City (DHCC), the world’s largest healthcare free zone, on November 5, 2002.
We set up the regulatory body
The Center for Healthcare Planning and Quality (CPQ), DHCC’s independent regulatory body, is set up

We receive certification
ISO 9001:2000 for quality management system

We open the first clinic
Belgium Medical Center

We get accreditation
CPQ receives the International Society for Quality in Healthcare (ISQua) accreditation for its Outpatient Clinic Quality Standards
## Timeline

### 2011

**We welcome Dubai Healthcare City Authority**
His Highness Sheikh Mohammed Bin Rashid Al Maktoum establishes Dubai Healthcare City Authority (DHCA) by decree, appointing Her Royal Highness Princess Haya Bint Al Hussein as Chairperson. HH announces DHCA Board of Directors.

**We score high on satisfaction index**
Patient satisfaction index scores 92 percent.

**We organize inaugural conference on alternative medicine**
Complementary and Alternative Medicine (CAM) Conference takes place.

**We receive certification**
OHSAS 18001:2007 for occupational health and safety management.

### 2013

**We inaugurate dedicated academic complex**
His Highness Sheikh Mohammed Bin Rashid Al Maktoum inaugurates the Mohammed Bin Rashid Academic Medical Center (MBR-AMC).
We announce the University and University Hospital
Mohammed Bin Rashid University of Medicine and Health Sciences

Mohammed Bin Rashid University Hospital

UAE Clinical Simulation conference
1st UAE Clinical Simulation Conference endorsed by Society in Europe for Simulation Applied to Medicine (SESAM) held at MBR-AMC

We receive the second regulatory accreditation
CPQ receives the 2nd Edition of the International Society for Quality in Healthcare (ISQua) accreditation for its Outpatient Clinic Quality Standards
We establish two Colleges
Hamdan Bin Mohammed College of Dental Medicine (HBMCDM), formerly the Dubai College of Dental Medicine, and College of Medicine, are established under the Mohammed Bin Rashid University of Medicine and Health Sciences.

We complete 11 years of congress participation
Eleventh consecutive year of participation at Arab Health Exhibition and Congress, the largest healthcare exhibition and medical congress in the Middle East.

We launch Phase 2
Expansion into wellness, occupying 22 million square feet, located along Dubai Creek.

We welcome the first partner in Phase 2
Swiss International Scientific School Dubai (SISD), offering multi-lingual education through International Baccalaureate and Swiss Matura, begins operations.
Quality Framework

Six-Element Quality Framework by
Dubai Healthcare City Authority – Regulatory

1) Licensing
2) Accreditation
3) Surveys, inspections and audits
4) Evidence-based design
5) Stakeholder communication
6) Healthcare education
1) Licensing

Licensing framework covers 63 countries for healthcare and CAM (complementary and alternative medicine) professionals.

Depending on the qualification and country of certification, eligibility requirements for a specific professional category can include:

- Board certification or fellowship in the respective specialty
- Requisite undergraduate and postgraduate education, training and certification
- Examination, supervised clinical practice and case submission
- Requisite number of years of experience

*More than 5,000 healthcare professionals licensed as of June 2015.*
2) Mandatory Accreditation

Accreditation for healthcare facilities in Dubai Healthcare City is mandatory to operate and renew operations.

The accrediting organizations recognized and approved by the Dubai Healthcare City Authority - Regulatory (DHCR), include:

- Joint Commission International (JCI)
- Accrediting Commission International (ACI)
- Australian Council on Healthcare Standards International (ACHSI)

Categories of accreditation:

- Hospitals
- Outpatient / ambulatory facilities
- Laboratories
Quality Framework (cont.)

3) Surveys, inspections and audits

The Inspection and Enforcement (IEU) process is an important element to ensure standards in patient services and healthcare delivery.

The Dubai Healthcare City Authority – Regulatory conducts three types of inspections:
• Unscheduled (unannounced on-site visit)
• Scheduled (announced on site inspection)
• Follow up (check corrective actions, rectify non-conformance)

Dubai Healthcare City Authority - Regulatory conducts regular performance measurement activities such as patient satisfaction surveys and performance indicators reporting.
4) Evidence-based design

All healthcare facilities within Dubai Healthcare City are as per guidelines the Facility Guidelines Institute (FGI) which provides minimum standards for design and construction of hospitals and outpatient facilities.

By doing so, Dubai Healthcare City Authority - Regulatory ensures that standards are met during the planning, design, construction, and commissioning process and facility requirements for both hospitals and outpatient facilities.
5) Stakeholder communication

With a goal to keep the Dubai Healthcare City community informed and connected, Dubai Healthcare City Authority - Regulatory fosters a two-way dialogue through various channels. Including:

• Meetings
• Workshops
• Emails
• Campaigns
• Feedback surveys
• Website
6) Healthcare education

Dubai Healthcare City Authority - Regulatory approves educational activities, including accreditation of Continuing Professional Development (CPD) and Continuing Medical Education (CME) activities for healthcare professionals.

Dubai Healthcare City’s medical education entities:

• Mohammed Bin Rashid Academic Medical Center (MBR-AMC)
• Mohammed Bin Rashid University of Medicine and Health Sciences (MBR-UMHS) which has two colleges - Hamdan Bin Mohammed College of Dental Medicine for dental residents and College of Medicine for undergraduate medical students
• Al Maktoum Medical Library (AMML)
• Khalaf Ahmad Al Habtoor Medical Simulation Center (KHMSC)
Quality Framework (cont.)

6) Healthcare education (cont.)

From January to June 2015, the MBR-AMC, recorded close to 250 events - CPD, CME and industry conferences - with more than 15,000 attendees.

DHCC organized the 2nd UAE Clinical Simulation Conference (CSC) in collaboration with the Society in Europe for Simulation Applied to Medicine (SESAM) in February this year. Themed ‘Simulation: Heart of Patient Safety’, the Conference highlighted simulation technology in healthcare. The Conference had 191 attendees from 23 countries.
Regulatory outcomes

From January 2014 till June 2015, Dubai Healthcare City Authority - Regulatory has the below accomplishment to its credit.

• Received second prestigious accreditation from The International Society for Quality in Health Care (ISQua) - Outpatient Clinic Quality Standards accreditation, valid from May 2013 to April 2017.

• Introduced the Appeals Board which provides healthcare professionals and healthcare operators with an independent system to appeal against decisions relating to licensing or complaints.
Regulatory outcomes (cont.)

• Announced online examinations - administered by Prometric - for physicians and dentists from more than 30 countries representing Eastern Europe, Southeast Asia, the MENA region and the Indian subcontinent.

• Expanded licensing framework, adding 34 new countries, totaling 63. Implemented new health insurance law within Dubai Healthcare City; the law recognizes Dubai Healthcare City Authority as the sole authority to register healthcare facilities; to approve prices for healthcare services; and to monitor approved prices, among other responsibilities.

• Introduced policies for visiting doctors and home healthcare.
Goal

With a strong track record of setting and maintaining international best practice in healthcare delivery and patient care within Dubai Healthcare City, Dubai Healthcare City Authority - Regulatory aims to become ISQua accredited as an organization in the coming two years.
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