

Summary of the Workshop

On Monday 26th March, The Health Regulation Department (HRD) held its first quarterly workshop for the year 2018.

The aim of this workshop was to strengthen collaboration and engagement between DHA licensed Health facilities, Healthcare Professionals and the HRD as well as encouraging adoption of best practice in the Dubai healthcare sector. HRD is conducting these workshops each quarter to ensure that there is open and transparent communication with its stakeholders, facilitate knowledge sharing and provide a medium to highlight new developments and advances in the field of healthcare.

The workshop was presided over by Dr. Marwan Al Mulla, Director of Health Regulation Department, who shared presented the DHA Strategy 2016-2021 and discussed the work that HRD is undertaking to support the delivery of the strategy.

Mr. Khamis Al-alawy, Consultant for Health Regulation Department, presented the highlights from 2017 in addition to some key strategic initiatives for 2018. Ms. Shadin Hilton, Senior Consultant, IBM Watson Health, provided an in-depth insight on improving Quality Performance. Mrs. Amani Mahmoud spoke about the People of Determination and the Dubai Code, a project that aims to transform Dubai into a friendly city for people of determination by the year 2020. Dr. Robert Courteney-Harris, Chief Medical Officer/Acting Chief Executive Officer, American Hospital, provided an insight on the Clinical Privileging Process and Governance

arrangements at the American Hospital. Dr. Hana Badran, Project Manager, HRD and the IBM team comprising of Mr. Hani Alhaddad and Mr. Ramsi Bedier conducted an exercise on Customer Centric Experiences with the current professional licensing system to assist in the delivery of a gold standard licensing system (Sheryan) by the 4th Quarter of 2018. Sheryan will assist in cultivating successful medical professionals and practices and further position Dubai as a leading healthcare hub. Dr. Prema Cutinha, Quality Manager, NMC Specialty Hospital presented the preparation process for a DHA audit and their journey in continuous improvement in quality of healthcare. Dr. Salam Swaid, Health Regulation Department, gave an update on the Unified Professional Qualification Requirements (2017) for Health Professionals seeking licensure in the Emirate of Dubai.

Photo 1 - Dr. Marwan Al Mulla, Director Health Regulation Department, presided over the first quarterly HRD Workshop.



Photo 1 - Medical Directors and CEOs of DHA Licensed Hospitals, Day Surgical Centers and IVF Centers attended the first Quarterly HRD Workshop.



Feedback from the post-workshop stakeholder survey:

- It was very interactive and informative. We had the chance to get the answers we need, and to say the truth, a great effort was made from DHA's side. All compliments.
- Simply great idea of attempting to have all the healthcare providers under one roof to encourage all to have one vision and one direction - for the sake of bettering Dubai Health System.
- Got the chance to approach different personnel in DHA. The various speakers on the day of the event were from different sections of Health Regulation Department, DHA and health facilities who experience the different changes made by DHA.
- The attitude of reaching out to help and assist the facilities in their duties of providing excellent healthcare service and overall experience to the patients. This kind of supportive approach is very important.
- Collaboration among fellow industry peers and government regulators was the highlight of the workshop.
- Sharing information and meeting the Senior Management team of DHA.
- Collected lots of information regarding licensing and quality very informative.