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Guidelines for Reporting Healthcare Accreditors Indicators

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The Health Policy and Standards Department (HPSD) developed this Guidelines in collaboration with Subject Matter Experts and would like to acknowledge and thank these professionals for their dedication toward improving quality and safety of healthcare services in the Emirate of Dubai.

Health Regulation Sector

Dubai Health Authority

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INTRODUCTION

The Health Regulation Sector (HRS) plays a key role in regulating the health sector. HRS is mandated by the Dubai Health Authority (DHA) Law No. (6) of the year (2018) with its amendments pertaining to DHA, to undertake several functions including but not limited to:

- Developing regulation, policy, standards, guidelines to improve quality and patient safety and promote the growth and development of the health sector;
- Licensure and inspection of health facilities as well as healthcare professionals and ensuring compliance to best practice;
- Managing patient complaints and assuring patient and physician rights are upheld;
- Governing the use of narcotics, controlled and semi-controlled medications;
- Strengthening health tourism and assuring ongoing growth; and
- Assuring management of health informatics, e-health and promoting innovation.

The Guidelines for Reporting Healthcare Accreditors Indicators aims to fulfil the following overarching Dubai Health Sector Strategy 2026:

- Pioneering Human-centred health system to promote trust, safety, quality and care for patients and their families.
- Make Dubai a lighthouse for healthcare governance, integration and regulation.

EXECUTIVE SUMMARY

Healthcare accreditation is a well-established method used to demonstrate competence against specific set of recognized standards related to structure, process or outcome within the healthcare organization through external assessment. Dubai Health Authority (DHA) has mandated accreditation for different healthcare settings in the Emirate of Dubai including but not limited to hospitals, day surgery centers and clinical laboratories.

To ensure the collaboration between healthcare accreditors and DHA is maintained and assure continuous improvement programs are embedded among healthcare providers' processes, healthcare accreditors providing services to DHA licensed health facilities are invited to collaborate in submitting specific data to DHA on a bi-annual basis. This document provides guidance to healthcare accreditation organisations for reporting the following:

1. Number of Health Facilities in-process for Accreditation;
2. Number of Accredited Health Facilities;
3. Percentage of Health Facilities Not Achieving Accreditation;
4. Percentage of Accreditor Timely Reporting; and
5. Timely notification of major safety/ quality risks that may be detected or when accreditation is revoked with its reasons.

DEFINITIONS

Healthcare Accreditation: refers to a structured external assessment of health facilities against a set of international Standards and is used to formally demonstrate competence or compliance against healthcare specific tasks or standards related to structure, process and outcome-related dimensions of care.

Healthcare Accreditor: refers to an independent entity/ organization which engages in the assessment process or granting accreditation for healthcare facilities/ services in the Emirate of Dubai based on ISQua approved standards or as specified in the relevant DHA policies and Standards.

Health Facility: A DHA licensed entity that is authorised to provide medical services whether its owner or manager is an individual or an organization.

Health Regulation Sector: Is the regulatory sector within DHA that oversees healthcare facilities and professionals in Dubai. The main functions of the sector include but are not limited to developing policies and standards, governance of the health sector, facility and professional licensing, clinical audit and inspection.

ABBREVIATIONS

DHA : Dubai Health Authority

HRS : Health Regulation Sector

1. BACKGROUND

Healthcare accreditation is an internationally recognized regulatory mechanism to support health authorities in safeguarding quality, safety, and equity in healthcare delivery. As an external, standards-based evaluation process, accreditation supports regulators independently to assess health facilities' and healthcare professionals' compliance with established clinical, operational, and ethical benchmarks. Additionally, increasing evidence from the literature indicates increased interest in the use of accreditation as a tool to improve patient safety and healthcare quality.

Dubai Health Authority (DHA) is the regulatory body and custodian for healthcare services in the Emirate of Dubai and has been mandating accreditation in different scopes as early as 2012. Accreditation has been mandated by DHA in several healthcare settings where services are critical including but not limited to hospitals, day surgery centers, and clinical laboratories. To ensure a smooth monitoring of accreditation compliance and timely detection of any patient safety risks, an active collaboration between healthcare accreditors and DHA is proposed. This Guidelines aims to introduce structured methods of collaboration and data elements to be shared by healthcare accreditors with DHA for effective oversight.

2. SCOPE

2.1. Measurement and reporting of data by healthcare accreditors providing services to DHA licensed health facilities.

3. PURPOSE

- 3.1. Establish clear collaboration with healthcare accreditors operating in the Emirate of Dubai and improve communication.
- 3.2. Support efficient monitoring of health facilities' compliance to the DHA accreditation requirements.
- 3.3. Support improved service quality and patient safety within the health system.

4. APPLICABILITY

- 4.1. All healthcare accreditors providing accreditation services to DHA licensed health facilities.

5. GENERAL PROCEDURES

- 5.1. Each healthcare accreditor is encouraged to assign a designated member who will be responsible for reporting the indicators to DHA.
 - 5.1.1. The details of the assigned member shall be filled in the DHA submission tool.
- 5.2. Healthcare accreditors shall consider the following in data collection and submission:
 - 5.2.1. Ensure adequate data collection systems and tools are in place.
 - 5.2.2. Confirm data accuracy before submission.
 - 5.2.3. Data submission is on a bi-annual basis using the DHA submission tool.
 - 5.2.4. Submission deadline is as follows:
 - a. Mid-year reporting period: 5-14 July.
 - b. End of year reporting period: 5-14 Jan.

- 5.2.5. Submitted data should reflect changes in the six (6) months period and build on the previous report.
- a. Each report should include update of status for health facilities listed in the previous report (i.e. in-process, accredited, or if the accreditation was cancelled or revoked) in addition to any new facilities that have joined the accreditor in the respective period.

5.2.6. Data submission tool template can be accessed on DHA website.

5.2.7. Report submission and enquiries related to the Guidelines can be communicated to the Monitoring and Evaluation Section at the Health Regulation Sector (MonitoringKPIs@dha.gov.ae).

5.3. Healthcare accreditors are asked to notify DHA in a timely manner of any findings of serious non-compliance or withdrawal of accreditation, or cases that can directly pose a risk on patient safety and quality of care as soon as they occur to support timely regulatory intervention.

5.3.1. In cases of accreditation withdrawal, revocation, healthcare accreditors are asked to notify DHA within 14 working days.

5.3.2. These notifications shall be communicated directly to MonitoringKPIs@dha.gov.ae.

6. ACCREDITATION INDICATORS

6.1. Bi-annual Bulk Data:

6.1.1. Accredited health facilities, specifying accreditation standard, facility name, facility category, accreditation start and end date (list).

6.1.2. In-process of accreditation health facilities, specifying accreditation standard, facility name, facility category (list).

6.2. Percentage of Health Facilities Not Achieving Accreditation

Percentage of Health Facilities Not Achieving Accreditation	
Main Domain:	Accreditation Status.
Subdomain:	Not achieving Accreditation.
Indicator Definition:	The indicator looks at DHA licensed health facilities that officially started the accreditation process (i.e. signed agreement) and did not achieve accreditation at any point in the process (survey, on-site assessment, etc.) or have had their accreditation withdrawn throughout the reporting period. It excludes health facilities that voluntarily withdrew their application due to administrative reasons or were cancelled/ suspended due to payment delays.
Calculation:	<u>Numerator:</u> Number of DHA licensed health facilities that have not achieved accreditation <u>Exclusions:</u> facilities that did not achieve accreditation at first then reapplied and got accredited within the same reporting period, facilities who did not achieved accreditation due to payment delays/ voluntary withdrawal. <u>Denominator:</u> Total number of DHA licensed health facilities under the accreditation organisation purview at the reporting time (including facilities listed in the numerator and in-process of accreditation).
Target:	-
Methodology:	Numerator/denominator x 100.
Measuring Unit:	Percentage.
Reporting Frequency:	Bi-annual.
Desired Direction:	Lower is better.
Rationale:	Metric of facility compliance.
Indicator Source:	DHA.

6.3. Percentage of Accreditor Timely Reporting

Percentage of Accreditor Timely Reporting	
Main Domain:	Communication.
Subdomain:	Timeliness and Efficiency.
Indicator Definition:	This indicator looks at the timely submission of data reports from the healthcare accreditor to DHA to ensure efficient collaboration.
Calculation:	<u>Numerator:</u> Number of reports submitted by the healthcare accreditor within the specified timeline. <u>Denominator:</u> Total number of reports expected to be submitted within the year.
Target:	100%
Methodology:	$\text{Numerator} / \text{denominator} \times 100$.
Measuring Unit:	Percentage.
Reporting Frequency:	End of year.
Desired Direction:	Higher is better.
Rationale:	Metric of timely collaboration.
Indicator Source:	DHA.

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APPENDICIES

APPENDIX 1 – DHA DATA SUBMISSION TOOL




Healthcare Accreditors Indicators- Data Submission Tool

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KPIs should be reported biannually to < MonitoringKPIs@dha.gov.ae >, cells in grey don't need to be filled, refer to the guide for details on each KPI

Topic	Accreditation Data
Submission Date (date/ month/ year):	
Healthcare Accreditor:	
Type of Facilities covered by the Accreditor:	
Accreditation Standards followed:	
Accreditation Executive accountable for this report (CEO, CMO) & their signature:	
Quality Lead Information:	
Name of the quality lead filling the form:	
Designation:	
Mobile Number:	
Email Address:	
Key Performance Indicators	
1. Number of DHA licensed health facilities in-process of accreditation:	0
Hospitals	
Day Surgery Centers	
Clinical Laboratories	
Fertility Centers	
Standalone Home Healthcare	
Outpatient Clinics	
Other	
Provide a list of facilities in the "Facilities list" sheet	
2. Number of accredited DHA licensed health facilities:	0
Hospitals	
Day Surgery Centers	
Clinical Laboratories	
Fertility Centers	
Standalone Home Healthcare	
Outpatient clinics	
Other	
Provide a list of facilities in the "Facilities list" sheet	
3. Percentage of health facilities not achieving accreditation:	#DIV/0!
Number of DHA licensed health facilities that have not achieved accreditation (did not pass assessment)	
Total number of DHA licensed health facilities that are under the accreditation organisation purview at the reporting time (including facilities listed in the numerator)	
Provide a list of facilities in the "Facilities list" sheet	
4. Percentage of accreditor timely reporting	#DIV/0!
Number of reports submitted by the healthcare accreditors within the specified timeline	
Total number of reports expected to be submitted within the year	

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