

<ul style="list-style-type: none"> Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder. It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable. Information security code: <input checked="" type="checkbox"/> Open <input type="checkbox"/> Shared -Confidential <input type="checkbox"/> Shared-Sensitive <input type="checkbox"/> Shared-Secret 	<ul style="list-style-type: none"> النسخة الإلكترونية هي النسخة المضبوطة وفق إجراء ضبط الوثائق. النسخ الورقية غير مضبوطة وتقع على مسؤولية حاملها. يسمح بالوصول وبالاحتفاظ بهذه الوثيقة مع مصدرها أو مع المسؤول عن تطبيقها أو مع المطبق عليهم. تصنيف امن المعلومات: <input checked="" type="checkbox"/> بيانات مفتوحة <input type="checkbox"/> مشارك -خاص <input type="checkbox"/> مشارك -حساس <input type="checkbox"/> مشارك -سري
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Document Type: Policy	Code: DHA/HRS/HPSD/HP-03	Version Number: 2
Document Title: Health Facility Audit and Inspection	Issue Date: 19/12/2021	Effective Date: 16/02/2022
Ownership: Health Regulation Sector, Clinical Audit and Control Department		
Applicability: All Healthcare Facilities and Health Care Professionals licensed under the jurisdiction of Dubai Health Authority		

1. Purpose:

- 1.1. To align with the Dubai Health Authority (DHA) vision, mission and strategic objective, to improve efficacy, effectiveness and quality of healthcare services.
- 1.2. To ensure the area intended for practice is safe for the public and patients.
- 1.3. To ensure all healthcare facilities comply with the standards and regulations, as per United Arab Emirates (UAE) federal laws and local regulations and Dubai Universal Design Code, in addition to international best practices.

2. Scope:

- 2.1. Audit and Inspection of Healthcare Facilities and Health Care Professionals licensed under the jurisdiction of DHA.

3. Definitions:

Administrative Violations: Are listed in table (4) from Executive Council Resolution No. (32) Of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai, and will be imposed on the Health Facility and Health Care Professionals.

Dubai Universal Design Code: is a document which defines how the built environment and transportation systems in the Emirate of Dubai shall be designed, constructed and managed to enable people of all abilities to approach, enter, use, egress from and evacuate independently, in an equitable and dignified manner, to the greatest extent possible, in line with the Universal Design concept.

Ethical Violations: Are listed in table (3) from Executive Council Resolution No. (32) Of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai, Penalties for Ethical and Technical Violations will be assessed by medical practice committee.

File Collection: This inspection is required to collect a cope of patient's file from the medical records department in a Health Facility. It can be triggered upon a request from the DHA medical complaints team or by a DHA inspection committee.

Final Inspection: is a scheduled pre-operational on-site inspection or remotely conducted by HRS health inspectors and/or relevant expertise to determine compliance of the new HF with DHA regulatory standards to give the final approval for the HF to start its operations once the license is issued. This inspection is required in order for a Health Facility to activate or amend their facility license, it can be performed on site or remotely.

Health Facility: Any place prepared to examine medically the patients or to help them in the diagnosis of their diseases or to treat or nurse or host them for convalescence or to do any action related to treatment or rehabilitation after treatment whether its owner or Manager is an individual or an Organization.

Health Inspectors: DHA employed inspectors responsible to conduct inspections and audits on DHA licensed health facilities and health care professionals, ensuring their compliance to federal and local

regulations, policies, standards and guidelines.

HF e-account: Refers to the Health Facility electronic account (Sheryan).

Inspection Committee: A group of qualified professionals assigned by DHA, working together in collaboration with inspection team to review and evaluate the services of the health facility and compliance to local and Federal laws and regulations.

Inspection: The onsite survey of the health facility including but not limited to physical structure, clinical, engineering, nursing etc.

Management Order Inspection: This inspection is initiated based on Ad hoc HRS Management request. This can also be used for follow up inspections.

Remote Inspection (RASED): It is a remote inspection of health facilities using smart devices supported by DHA approved online meeting platform, through a live audio-visual call that connects the health inspector in the office, with the medical director (or the person on his behalf) in the audited healthcare facility.

Risk Rating: is a system that classifies Healthcare facilities into four categories (very low risk, low risk, medium risk, high risk).

Routine Inspection: A standard routine inspection on healthcare facilities and health care professionals conducted by the DHA health inspection section.

Self-inspection mechanism: Self-performed assessment by the facility using the checklists available on the DHA website and making them available for the inspectors during the inspection visit. This Process has to be done on three monthly basis.

Violations: There are two types of violations: ethical and technical violations; and administrative

violations noted in Executive Council Resolution No. (32) Of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai.

DHA Dubai Health Authority

DSC Day Surgery Centres

HCP Health Care Professional

HF Health Facility

HRS Health Regulation Sector

MPC Medical Practice Committee

MCS Medical Complaints Section

4. Policy Statement

4.1. The Clinical Audit and Control Department shall conduct the following inspections:

4.1.1. Routine Inspection.

4.1.2. Management Order Inspection.

4.1.3. File collection.

4.1.4. Final Inspection (for new and existing facilities, on-site or remotely by RASED).

4.2. The frequency of the routine inspection visits depends on the risk rating of the HF, which

Includes:

4.2.1. Violations for HF & HCP in the past one year;

4.2.2. Compliance history in the last three visits;

4.2.3. Suspension/revocation for facility & professionals in the past one year;

4.2.4. Renewal compliance for facility & professionals in the past one year; and

4.2.5. Control drug prescription facility handles CD/ SCD medication.

4.3. HF can initiate operation after the scheduled final inspection.

4.4. All HF employees must fully cooperate with the health inspectors during the inspection.

4.5. Failing to cooperate or providing misleading information, false statements or being verbally or physically abusive shall lead to legal action against the HF and/or individual(s) involved.

4.6. All new and existing HFs shall adhere with the requirements related to Dubai Universal Design Code.

4.7. The HF's Medical Director, Manager, or the most responsible person shall be accountable to assist the inspection team throughout the inspection process, and shall be responsible to sign the e-inspection report.

4.8. Health inspector(s) are given the right to conduct various inspections through the delegation of authority issued by the Director General of DHA.

4.9. Health inspector(s) are given the authority to collect evidences such as photos and videos, or seize items when there is non-compliance noticed.

4.10. Health inspector(s) shall conduct the inspection based on inspection checklists issued by HRS, DHA.

4.11. Health inspector(s) shall be transparent and conduct inspections with a high degree of professionalism.

4.12. Health inspector(s) and health inspection committee shall use the methods of inspection that will help in the inspection and in accordance with the DHA Code of Ethics and Professional Conduct.

4.13. Confidentially of information and other inspection details must be observed by the inspection team and inspection committee at all times.

4.14. Health inspector(s) will fill in a check list report during the inspection.

4.14.1. The result of the inspection can be:

- a. Fulfilling.
- b. Follow up.
- c. Not fulfilling, issue a violation as per the Executive Council Resolution No. (32) Of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai.

4.15. Ethical and technical violations will be handled by MPC.

4.16. Administrative violations will be imposed on the HF / professionals.

4.17. After approval of the violation by the concerned head of section, the violation will be reflected in the HF e-account (Sheryan).

4.18. The violations which are not mentioned in the Executive Council Resolution No. (32) Of 2012, will be assessed by Medical Practice Committee (MPC).

4.19. The HF shall have a period of thirty days following violation notification to appeal the violations.

4.20. The HF/HCP is permitted to submit one appeal for one violation through their e-account (sheryan).

4.21. The decision of the appeal is considered final and binding.

4.22. HF/HCP can track the status of the appeal through their e-account (sheryan).

4.23. HF can pay the fines by instalments as per Executive Council Resolution No. 5 of 2019.

4.24. Payment of fines shall be made through the 'Payment of Fines' service or through e-Pay or

through instalments as per the instalment policy and approval from DHA Finance Department.

4.25. All inspection field reports will be issued within five working days through HF e-account (sheryan).

5. References

5.1. Dubai Universal Design Code.

5.2. Executive Council Resolution No. (32) Of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai.

5.3. DHA Code of Ethics and Professional Conduct. Available on:

<https://www.dha.gov.ae/Documents/Code%20of%20Conduct%20for%20Health%20Professionals%20Final.pdf>

5.4. Executive Council Resolution No. 5 of 2019.

5.5. Dubai Health Authority Law No. 6 of 2018.