

Health Regulation Department



Home Healthcare Regulation

2012

Table of Contents

Acknowledgment	3
I. Scope	4
II. Purpose	4
III. Definitions	4
IV. Acronyms	5
CHAPTER ONE: LICENSURE AND ADMINISTRATIVE PROCEDURES	6
SECTION ONE: LICENSING PROCEDURES	7
1. Registration and Licensure Procedures	7
2. Facility Name	7
3. Final Inspection and Issuing the License	7
4. Management Responsibilities	9
5. Compliance Review	9
6. Application for License Renewal	10
7. Temporary Suspension of the License	10
8. Voluntary Cancellation of the License	10
9. Null and Void License	10
10. Changes/Modifications Required DHA Approvals	10
SECTION TWO: ADDING HOME HEALTHCARE SERVICES	12
11. Obtaining Authorization	12
12. Authorization Procedures	12
CHAPTER TWO: HOME HEALTHCARE STANDARD	13
CLUSTER ONE: PATIENT CARE	14
13. Patient Assessment and Care Planning	14
14. Clinical Services	14
15. Patient Selection Criteria	16
CLUSTER TWO: HEALTH RECORDS AND INFORMATION MANAGEMENT	17
16. Health Record	17
17. General Consent	17
18. Data Collection	18
CLUSTER THREE: PATIENT AND FAMILY RIGHTS	19
19. Patient Rights and Responsibilities	19
CLUSTER FOUR: HUMAN RESOURCES AND STAFF	20
20. Human Resources Practices	20
21. Healthcare Professionals Minimum Requirements	20
CLUSTER FIVE: ADMINISTRATIVE STANDARDS	21
22. Incident Reporting	21
References	22

Acknowledgment

Dubai Health Authority (DHA) is pleased to present the DHA Home Healthcare Regulation which represents a milestone towards fulfilling the DHA strategic objectives in providing “A world class integrated health system that ensures excellence in health and healthcare for the Emirate of Dubai and promotes Dubai as a globally recognized destination for healthcare”.

This Regulation places an emphasis on facility design and services criteria with a focus on quality of services, care and safety of patients based on the local and federal laws in addition to international accreditation standards.

Therefore, this document provides a base for the Health Regulation Department (HRD) to assess the home healthcare performance in Dubai and to ensure safe and competent delivery of services. It will also assist home health care agencies in developing their quality management systems and in assessing their own competence to ensure compliance with DHA regulatory requirements and the United Arab Emirates (UAE) federal laws.

The Home Healthcare Regulation was developed by the Health Regulation Department (HRD) in collaboration with Subject Matter Experts whose contributions have been invaluable. The Health Regulation Department would like to gratefully acknowledge those professionals and to thank them for their dedication to quality in health and their assistance in undertaking such a complex task.

The Health Regulation Department
Dubai Health Authority

I. Scope

This regulation applies to all Home Healthcare services provided either by independent Home Healthcare facility or any other licensed health facility subject to licensure under the Dubai Health Authority establishment law, including health facilities in governmental and semi governmental, private and free zone areas.

The DHA has the right to amend the Home Healthcare Regulation stipulated herein without prior notice; the latest version of the regulation shall be published in the DHA website www.dha.gov.ae

II. Purpose

The Dubai Health Authority is the sole responsible entity regulating, licensing and monitoring all healthcare facilities and healthcare professionals in the Emirate of Dubai. Through the development, establishment, and enforcement of this regulation, which matches best practices for operating home health care facilities, the DHA will ensure provision of the highest levels of quality and care services at all times.

III. Definitions

Adverse event shall mean an unanticipated, undesirable, or potentially dangerous occurrence while providing home health care services.

Competency shall mean a determination of an individual's skills, knowledge, and capability to meet defined expectations, as frequently described in a job description.

Disabled People shall mean people with personal condition or situation that could make it difficult for them to participate fully in their health care. It includes individuals with disabilities such as (physical, intellectual or sensory), age affected (either elderly or very young), affected by trauma or affected by medications/drugs.

Healthcare professional shall mean healthcare personal working in healthcare facilities and required to be licensed as per the applicable laws in United Arab Emirates.

Health Services shall mean services provided by health care provider to individuals for the purpose of improving or maintaining a person's health status.

Home Healthcare provider shall mean any authorized health facility or licensed home health facility primarily engaged in arranging and provides healthcare services to clients at their residence.

Licensure means issuing a license to operate a health facility to an individual, government, corporation, partnership, Limited Liability Company (LLC), or other form of business operation legally responsible for the facility's operation.

Patient is any individual who receives medical attention, care or treatment by any healthcare professional or admitted in a health facility.

IV. Acronyms

DHA	:	Dubai Health Authority
DED	:	Department of Economic Development
HRD	:	Health Regulation Department
LLC	:	Limited Liability Company
RN	:	Registered Nurse
AN	:	Assistant Nurse

CHAPTER ONE: LICENSURE AND ADMINISTRATIVE PROCEDURES

SECTION ONE: LICENSING PROCEDURES

1. Registration and Licensure Procedures

A person or entity must obtain a license from Dubai Health Authority (DHA) to operate independent Home Healthcare facility in the Emirate of Dubai. This applies to governmental, semi governmental, private health facilities and facilities operating in free zone areas.

- 1.1 To establish a home healthcare facility in the Emirate of Dubai, an application must be submitted to the Health Regulation Department (HRD) for licensing. Licensing procedures for all health facility categories are described in the Health Regulation section of the DHA website. For further information [click here](#) or visit www.dha.gov.ae
- 1.2 A licensed health facility must obtain an approval from Dubai Health Authority (DHA) to provide Home Healthcare service in the Emirate of Dubai.
- 1.3 Any services are carried out at home must be under the umbrella of home healthcare
- 1.4 Upon receipt of a completed applicant's file, the HRD will conduct a detailed review of the submitted documents to determine compliance and suitability for further processing.
- 1.5 The HRD shall issue an Initial Approval letter for the new Home Healthcare facility with defined services and restrictions pertaining to the applicant's request. This letter is required by The Economic Development (ED) in Dubai or Equivalent licensing bodies (i.e. free zones authorities) for the completion of the licensing procedures.
- 1.6 Rejection of application: a detailed list of issues will be provided to the applicant for corrective action. The applicant is required to re-submit a new application with applicable fees.

For further details regarding the application form, ownership, licensure procedures, application fee and re-submission fee please [click here](#) or visit the Health Regulation in the DHA website www.dha.gov.ae

2. Facility Name

- 2.1 During the initial registration process, the name of the Home Healthcare facility will be tentatively under the owner name.
- 2.2 Each health facility shall be designated by a permanent and distinctive name which shall not be changed without prior notification.
- 2.3 Name of the Healthcare facility shall not tend in any way to mislead the public as to the type or extent of care provided by the facility.

3. Final Inspection and Issuing the License

- 3.1 After the initial review of the Home Healthcare facility's application and based on the applicant's request, an onsite pre-operational assessment will be conducted by HRD (final inspection).
- 3.2 To obtain the DHA Home Healthcare facility license, the applicant must meet the following:

- 3.2.1 Appoint a Medical Director (A physician¹ or a registered nurse).
- 3.2.2 Employ a sufficient number of qualified and licensed healthcare professionals to satisfy the service requirements and to meet patient's needs for proper services provision, this shall include at least the following:
 - 3.2.2.1 Minimum of 8 licensed healthcare professionals including registered nurses. Registered Nurse (RN) to Assistant Nurses (AN) ratio shall be 1:3.
 - 3.2.2.2 Each facility providing home healthcare services may wish to engage a psychologist or a social worker² to oversee social aspect or patients.
- 3.2.3 Home healthcare services shall provide a documented policy and procedures for the following:
 - 3.2.3.1 Patient/Relatives' acceptance criteria and referral to home health services from a health facility.
 - 3.2.3.2 Patient's medication management
 - 3.2.3.3 Incident reporting
 - 3.2.3.4 Discharge/transfer policy (if any).
 - 3.2.3.5 Dealing with terminally ill and deceased patient.
 - 3.2.3.6 Patient record management and retention
 - 3.2.3.7 Patient's rights policy
 - 3.2.3.8 Policy on hazardous waste management (if any).
 - 3.2.3.9 Infection control measures
 - 3.2.3.10 Emergency action plan in the office
 - 3.2.3.11 Medical equipments and devices related to the services provided shall be maintained according to the manufacturer requirements.
- 3.2.4 Provide sufficient office space for the service (at least 12 square meters) with secure and limited access area for storage of patient's health records.
- 3.2.5 Provide suitable transportation for the licensed healthcare professionals and other personnel accompanying them for service provision at residence
- 3.2.6 Clearly display the hours of operation of the facility as well as contact numbers after working hours.
- 3.2.7 Maintain adequate communications (such as mobile telephones) for staff to communicate with Home Healthcare facility's management.
- 3.3 Based on the onsite assessment and after meeting the DHA requirements and recommendation (if any), a DHA license will be issued by the Health Regulation Department. The Home Healthcare facility license is valid for one calendar year.
- 3.4 Every license shall state the name and address of the Home Healthcare facility, the Economic Development license number, the period of licensure validity, the service(s) that the Home Healthcare Facility is licensed to deliver.

¹ Such as General Practitioner, Specialist in Family Medicine or Specialist in Geriatric Medicine

² Psychologist or social worker shall be registered and licensed by the Community Development Authority in Dubai.

- 3.5 The Home Healthcare facility's license shall be conspicuously posted on the facility premises.

4. Management Responsibilities

Upon obtaining the license the management of the facility has certain licensure responsibilities they must fulfill which include:

- 4.1 Comply with all federal and local laws and regulations.
- 4.2 Take necessary measures to distribute new DHA circulars and announcements among all facility professionals.
- 4.3 Cooperate with HRD inspectors and/or any duly authorized representative and provide requested documentation or files.
- 4.4 Avoid giving misleading information and false statements which may lead to legal action against professionals or the health facility.
- 4.5 Settling of any violation fines related to professionals or the health facility.
- 4.6 Maintaining malpractice insurance for all licensed healthcare professionals as per article 25 and 26 of the UAE Federal Law number 10/2008 concerning Medical Liability.
- 4.7 Use the DHA Infectious Diseases Notification Service to report communicable disease required by the UAE Federal Law number 27/1981 concerning the Prevention of Communicable Diseases.
- 4.8 Submit to the Health Data and Information Analysis Department in DHA the required statistical data of the facility.
- 4.9 Obtain prior approval from the Ministry of Health (MOH) for media and advertisement materials, for further information regarding the media and advertisement materials approval procedures and requirements please visit the MOH website www.moh.gov.ae

5. Compliance Review

- 5.1 At any time and upon reasonable cause, HRD may conduct random inspection to audit the Home Healthcare facility to determine the facility compliance with the DHA regulations, and take appropriate action if required.
- 5.2 The HRD inspectors and/or any duly authorized representative shall conduct regular onsite inspections to ensure compliance with the relevant DHA regulations.
- 5.3 The onsite inspections may be scheduled or un-announced.
- 5.4 After every inspection in which non-compliance to the DHA regulations has been identified, the authorized inspectors shall issue an onsite copy of the field inspection report followed by a letter stating the identified violations.
- 5.5 The Home Healthcare facility management shall submit to the HRD a written plan of correction of violations cited within fifteen days after receiving the noncompliance letter stating the identified violations.
- 5.6 A follow up visit maybe conducted by the HRD to confirm the correction.

6. Application for License Renewal

- 6.1 Application for renewal of the facility license must be submitted not less than 30 days prior to expiration of the license and shall conform to all renewal requirements.
- 6.2 The applicant's failure to submit the renewal licensing application within the given time shall result in expiration of the current license on its last effective date. In such cases, the Home Healthcare facility will be subjected to financial penalties and may lead to null and void of the facility license.
- 6.3 DHA Home Healthcare facility license will be renewed for a period of one year after fulfilling the HRD requirements for re-licensure assessment

For further details regarding health facility license renewal procedures and requirements visit Health Regulation site in DHA website www.dha.gov.ae

7. Temporary Suspension of the License

- 7.1 If the Home Healthcare facility operations and/or service(s) pose an imminent risk to the safety of patients or healthcare professional, the Director General of Dubai Health Authority (DHA) may issue an order of suspension of the Home Healthcare facility's license services pending a final decision from an investigative committee.

8. Voluntary Cancellation of the License

- 8.1 Should a facility wish to cease its services, a voluntary cancellation request shall be signed by the owner of the Home healthcare facility and must be submitted at least (30) days before closure of the facility.
- 8.2 The management of the facility shall comply with existing DHA regulations regarding cancellation of the health facility license

For further details on health facility license cancellation procedures visit Health Regulation site in DHA website www.dha.gov.ae

9. Null and Void License

- 9.1 As per the UAE Federal Law number 2/1996 concerning Health Facilities, the health facility license is considered null and void by force of law in the following conditions:
 - 9.1.1 Transferring the health facility ownership to a different individual, corporation, Limited Liability Company (LLC), etc.
 - 9.1.2 Closure of the facility for a period of six months without presenting a valid and justified reason(s).
 - 9.1.3 The health facility is not operating for a period of six consecutive months from the date of issuing the facility license.
 - 9.1.4 Cancellation or liquidation of health Facility Corporation, partnership or LLC, etc.

10. Changes/Modifications Required DHA Approvals

- 10.1 The Home Healthcare facility management shall obtain prior approval from the HRD for the following changes or modifications which include but are not limited to:

- 10.1.1 Ownership
- 10.1.2 Medical Director
- 10.1.3 Facility trade name
- 10.1.4 Facility location
- 10.1.5 Introducing additional clinical services (such as physiotherapy, dialysis, etc.)
- 10.1.6 Temporary or permanent closure of the facility

SECTION TWO: ADDING HOME HEALTHCARE SERVICES

11. Obtaining Authorization

- 11.1 A licensed health facility must obtain a prior approval from HRD to provide Home Healthcare service in the Emirate of Dubai.
- 11.2 The following categories of health facilities can seek authorization for Home Healthcare services:
 - 11.2.1 Hospitals.
 - 11.2.2 Polyclinics.
 - 11.2.3 Specialty clinics such as Family medicine and Geriatric medicine.
 - 11.2.4 Rehabilitation centers.

12. Authorization Procedures

- 12.1 Applicant shall submit a request to the Health Regulation Department (HRD).
- 12.2 Upon receipt of the application request, the HRD will conduct a detailed review of the facility services to determine compliance with home health services and suitability for further processing.
- 12.3 To obtain the DHA authorization for Home Healthcare services, the licensed facility must meet the [*Final Inspection and Issuing the License*](#) requirements mentioned in this document.
- 12.4 The HRD shall issue an approval letter for the health facility with the approved services to deliver and restrictions (if any).
- 12.5 In case of application rejection a detailed list of the issues will be provided for corrective action after which, the applicant will be required to re-submit a new application.

CHAPTER TWO: HOME HEALTHCARE STANDARD

CLUSTER ONE: PATIENT CARE

13. Patient Assessment and Care Planning

- 13.1 Before accepting a patient for home healthcare an effective and comprehensive multidisciplinary patient assessment shall be conducted (please refer to point 2.4.2 of this document). Such assessment shall result in identification and decisions regarding the patient's condition and continuation of treatment as the need arise in home care.
- 13.2 Patient assessment must be conducted by a qualified physician.
- 13.3 The Home Healthcare provider shall have policies and procedure on patient assessment that includes but not limited to medical history, physical, social and psychological assessment of patient's needs.
- 13.4 Assessment shall be conducted based on accepting patient for home care services, following a change in health status, after a fall or when patient is transferred to another care provider.
- 13.5 Processes of gathering information and identification for disabled people as well as patients at special risk shall be documented. Healthcare professionals should use a formal risk assessment process to assess skin integrity and risk of falls for such patients.
- 13.6 Care shall be delivered by licensed individuals and competent multidisciplinary teams. Also, it should be based on the best available evidence and within the scope of practice.

14. Clinical Services

- 14.1 Clinical care services provided by a licensed physician are:
 - 14.1.1 Physician consultations prior to discharging an inpatient from a health facility to home healthcare facility
 - 14.1.2 Physician consultations in the patient's home.
 - 14.1.3 Assessment, plan of patient care, evaluation, treatment, management and follow ups.
 - 14.1.4 Telephonic follow up consultation
 - 14.1.5 Prescription, replacement and refill of medications
 - 14.1.6 Prescription of specific personal medical devices.
 - 14.1.7 Home preparation to assess environment and set up equipment where required
 - 14.1.8 Home visit for prenatal or postnatal evaluation and basic management
 - 14.1.9 Home visit for newborn evaluation and management
 - 14.1.10 Home visit for complex wound care and debridement
 - 14.1.11 Education and counseling, consistent with the type/nature of treatment and/or care management need
- 14.2 Nursing care services provided by a licensed nurse are:

- 14.2.1 Management and evaluation of a Patient Care Plan
 - 14.2.2 Observation and assessment of patient's condition, vital signs assessment
 - 14.2.3 Administration of medications and instruction on Medication such as (Injections, IV's, inhalation, oral, infusions, rectal, and enterals) by a Registered Nurse only.
 - 14.2.4 Management of palliative care patients who have a diagnosis of cancer or advanced progressive illness/terminal life threatening disease of disabilities including pain management (without out control medication)
 - 14.2.5 Daily insulin injections, supervision of patients with diabetes and monitoring blood glucose
 - 14.2.6 Tube feeding Management
 - 14.2.7 Nasopharyngeal and tracheostomy aspiration
 - 14.2.8 Indwelling catheter care and maintenance
 - 14.2.9 Wound care
 - 14.2.10 Ostomy care and maintenance
 - 14.2.11 Assessment for oxygen therapy requirements
 - 14.2.12 Point of care testing such as Blood Glucose Level, Disptick Urine.
 - 14.2.13 Venipuncture
 - 14.2.14 Naso-gastric tube care and maintenance
 - 14.2.15 Foley Catheter Insertion
 - 14.2.16 Pain management
 - 14.2.17 Continence assessment and management
 - 14.2.18 Prenatal, Postnatal and newborn assessment
 - 14.2.19 Education and counseling, consistent with the type/nature of treatment and/or care management needs.
- 14.3 To provide Peritoneal Dialysis at home, the Home Healthcare must submit a special request seeking authorization to provide the dialysis services. The request shall satisfy the following requirements:
- 14.3.1 All patients shall receive Nephrologists consultations and approval to start home dialysis program.
 - 14.3.2 Provide evidence that the licensed Registered Nurse providing the dialysis service has successfully completed training in dialysis and received a certification/accreditation. This must be practiced in a line with the scope of practice and the scope of service.
 - 14.3.3 He/she shall be responsible for monitoring patients' receiving.
 - 14.3.4 He/she shall be competent and hold training in the following:
 - 14.3.4.1 Basic Life Support and Advanced Cardiac Life Support (ACLS)
 - 14.3.4.2 Insertion of Intravenous (IV) lines.

14.3.4.3 Medicine preparation and administration which includes understanding of pharmacology of the agents administered.

15. Patient Selection Criteria

- 15.1 Appropriate evaluation of the patient's medical history and physical assessment shall be conducted. Current medications and drug allergies should also be documented.
- 15.2 The patient shall be in a physical status permits him/her for home dialysis. The service should not be provided to the following:
 - 15.2.1 Children under 15 years old.
 - 15.2.2 Pregnant patients.
 - 15.2.3 Patients with history of drug or alcohol abuse.
 - 15.2.4 Patients with Metabolic disorders, age extremes or morbid obesity.

CLUSTER TWO: HEALTH RECORDS AND INFORMATION MANAGEMENT

16. Health Record

- 16.1 Home health facility must maintain health records and reports of all patients in such a manner that ensures accuracy and easy retrieval.
- 16.2 Health records shall be maintained with patient, after end of care the records should be kept in the facility office.
- 16.3 List of all patient under the facility home care (active and non active) shall be maintained in the facility office.
- 16.4 The facility shall provide a dedicated area for maintaining patients' health records.
- 16.5 Patients' records should be stored safely, protected from loss, damage, and unauthorized use.
- 16.6 Patients' records must contain the following:
 - 16.6.1 Identification data relevant to the patient.
 - 16.6.2 A copy of recent consultation report, discharge paper, or a written summary that including the patient condition, physical examination, system review, past medical history, medication prescribed, and plan of care.
 - 16.6.3 Past and current findings shall be maintained for every patient receiving home health services.
 - 16.6.4 All prescribed orders from the primary treating physician shall be signed and incorporated in the patient's health record at all times and maintained by the home healthcare service provider.
 - 16.6.5 A copy of signed general consent (please refer to part 4 of this document).
 - 16.6.6 Entries of care provided shall be dated and legible. The author of each entry must be identified and authenticated. Authentication must include official stamp, signature, written initials, or computer entry.
 - 16.6.7 If any changes, corrections, or modifications are made to any portion of the patient's record, the person must note in the record the date, time, nature and reason for correction or modification, his/her name and the name of a witness, to the change, correction or modification.
 - 16.6.8 Electronic form of patient record (if available) should have the ability to trace any change, or modifications in the record with identification of the modifier.
 - 16.6.9 Discharge summary upon termination of home health services.

For more information regarding patient health record please refer to [DHA Health Record Guidelines](#) DHA health regulation has the full authority to request the original patient's medical record if needed and shall return it to the facility in its original arrangement.

17. General Consent

- 17.1 Dubai Health Authority requires an evidence of mutual signed agreement in form of general consent between the patient and the home health services provider at the start of the services.

- 17.2 The general consent shall be signed by the patient or patient's first degree relatives upon receiving the home health services. If the patient lacks the full capacity (e.g. less than 18 years of age or is not oriented), consent shall be taken from his/her relatives up to the fourth degree.
- 17.3 Home healthcare management must design a consent form to include the following:
- 17.3.1 Patient read and understood the rights and responsibilities
- 17.3.2 Cost of the services
- 17.4 Patient checked on the licensure of the care provider
- 17.5 A copy of the consent shall be maintained in the patient's health record and available for review by DHA inspectors at all times.

18. Data Collection

- 18.1 Each licensed Home Healthcare facility shall submit to the Health Data and Information Analysis Department in DHA the following data on a monthly basis:
- 18.1.1 The total number of patients undertaking any of the facility's service/s based on International Classification of Diseases (ICD-10) and by nationality, gender and age group.
- 18.1.2 The list of services conducted for each patient.
- 18.1.3 The total number of registered manpower in the Home Healthcare facility by nationality, gender and age group.

The Health Regulation Department may at anytime request for an additional data as deemed necessary.

CLUSTER THREE: PATIENT AND FAMILY RIGHTS

19. Patient Rights and Responsibilities

- 19.1 The licensed healthcare provider must comply with the federal and local regulation regarding Patient Rights and Responsibilities. For further information regarding this issue please [click here](#) or visit the Health Regulation in DHA website.
- 19.2 All health facilities shall ensure the Charter of Patients' Rights and Responsibilities communicated and displayed in at least two languages – Arabic and English – in the facility and posted on the facility website (if any). Additional languages may be used if so required based on the patients' cultural and linguistic diversity and backgrounds.
- 19.3 Patients shall have the right to full disclosure of health services cost. Cost information can be displayed in the form of price leaflet/brochure or any other form reasonable to the home health service provider.
- 19.4 Patients shall have the right to check the licensure of the health professionals at any time prior or post care delivery.

CLUSTER FOUR: HUMAN RESOURCES AND STAFF

20. Human Resources Practices

Home Healthcare services should be administered in a manner ensures high-quality health services while maintaining patient's safety and rights.

20.1 The Home Healthcare facility shall maintain accurate and complete personnel records for all employees, including training records. Such records shall be maintained and kept confidential.

20.2 Learning and development of healthcare professionals and other staff shall ensure advancement of skills and competence and shall be relevant to their allocation and responsibilities.

20.3 Continuing Professional Development (CPD) activities shall be documented, evidence of a learning and development system shall ensure the skills and competency of healthcare professionals by allocation.

21. Healthcare Professionals Minimum Requirements

21.1 Home Healthcare services must have a Medical Director (A physician or a registered nurse) who shall act as a supervisor over the professional staff, be responsible for the services provided in the home healthcare facility and establish the services policies and procedures.

21.2 Home healthcare facility may have also an administrative director who oversees the administrative functions and activities of the facility and who must be available within a reasonable time (if requested).

21.3 Healthcare professionals who may work and provide home health services are:

21.3.1 Physician of specific specialty such as Family medicine and Geriatric medicine.

21.3.2 Nursing (only Registered Nurses and Assistant Nurses)

21.3.3 Physiotherapist and physiotherapist assistant

21.3.4 Nutritionist and dietitian

21.3.5 Psychologist and Social worker³

21.4 Other healthcare professionals which not mentioned above will be handled as case by case.

21.5 All healthcare professionals must provide care to patients of Home Healthcare facility within their scope of practice.

For further information on the eligibility criteria for healthcare professional's licensure and procedures please [click here](#) or visit Health Regulation in DHA website www.dha.gov.ae

³ Psychologist and Social worker should be licensed by the Community Development Authority in Dubai.

CLUSTER FIVE: ADMINISTRATIVE STANDARDS

22. Incident Reporting

- 22.1 When errors or adverse events occur, the Home Healthcare medical director shall review the processes that led to the error or event.
- 22.2 The review shall be based on the collection of data on the targeted area. Faulty processes shall be redesigned, tested, and monitored to ensure that the same or similar errors or events do not occur again
- 22.3 Errors or adverse events shall be reported by the Home Healthcare management to the HRD within seven (7) working days of the date of incident occurrence to the patient. This may include but not limited to:
 - 22.3.1 Medication errors.
 - 22.3.2 Volumes overload leading to pulmonary edema.
 - 22.3.3 Patient's fall.
 - 22.3.4 Incorrect procedure or incorrect treatment.

References

HAAD Standard for Authorization of Home Care Health Services. Health Authority of Abu Dhabi. (June 2011), Version 1.3

Ministerial Decision No. 607/2000 regarding the licensing of Home Healthcare Shops issued by the Ministry of Health in Kuwait

Standard for Home Care Organizations Providing Home Health Services. Tennessee Department of Health; Board for Licensing Health Care Facilities. (October, 2007), chapter 1200-8-26.

Standard for Licensing Home Health Agencies. South Carolina Department of Health and Environmental Control. (2003)

United Kingdom Homecare Association (UKHCA) accessed on 10/10/2011 available on: <http://www.ukhca.co.uk>

US National Association of Home Care and Hospice Association. Accessed on 10/10/2011 available on: <http://www.nahc.org>

