

## Creating the Ideal Quality and Safety Oversight Process: If Given a Blank Piece of Paper I Would.....

Dr. John F. Helfrick  
Partners Harvard  
Medical International

### Scenario

- An Academic Medical Center (AMC) is planned for a town in “Lower Slabovia”.
- It will be self contained and in a legal “free zone”.
- You have been asked to develop an oversight process to assure quality and patient safety.
- “Quality” will be the hallmark of their business plan.

### Academic Medical Center: Profile

- 80 offices and clinics
- 4 retail pharmacies
- 3 commercial labs
- Other retail stores

- 3 Hospitals
  - 150 bed community general hospital (open staff)
  - 130 bed women’s hospital (mixed staff)
  - 450 bed teaching hospital with 50 pediatric beds (closed staff)



### CHALLENGE:

Knowing what you know about what works and doesn’t work, develop a plan which includes a quality oversight process for:

- offices and clinics
- hospitals

## Ambulatory Facilities

- Licensure Criteria/Process for Physicians from around the world. ( 10 min)
- Quality Oversight Process for Offices and Clinics. (10 min)
- Administrative Structure for these Processes – Licensure and Quality. (15 min)
- How will patient complaints be handled? ( 5 min)

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## Hospitals

- What type of structure and process should be in place that assures continual quality improvement and patient safety within the hospitals? (20 min)
  - Organization-wide within each hospital?
  - Medical Staff?
  - Hospital as a whole?
- How will you assure that physicians are practicing consistent with their competencies? (10 min)
- How will you assure high quality, safe care of pediatric patients in the 450 bed teaching hospital? (10 min)

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## DUBAI



## THE VISION

*"By 2010 Dubai Healthcare City will become a globally acknowledged location of choice for healthcare and a center of excellence for specialist medical services, medical education, life science research and technology leveraged healthcare services"*

HH Sheikh Mohammed bin Rashid Al Maktoum  
Crown Prince of Dubai

## DUBAI HEALTHCARE CITY: COMMENCING CONSTRUCTION



## DHCC: THE GOAL

To develop a regional medical center which has unmatched international credentials for quality and patient safety

## DHCC: THE QUESTION

How does one, given a blank piece of paper, develop a quality and patient safety oversight process which meets this goal?



## Criteria for Licensure:

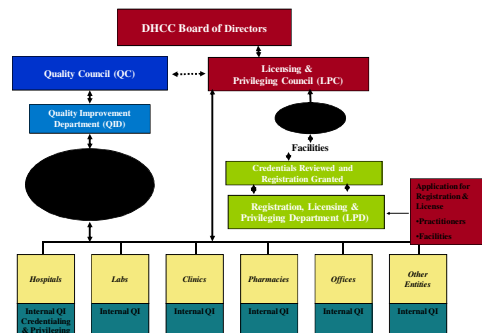
- “Approved Countries” Education and/or Licensure
  - National Education Standards
  - Accreditation Process
  - Structured Examination Process for Licensure
  - Robust Licensing Process
- Use of Primary Source Verification
- Current License to Practice  
Specialists – Board/College Certification

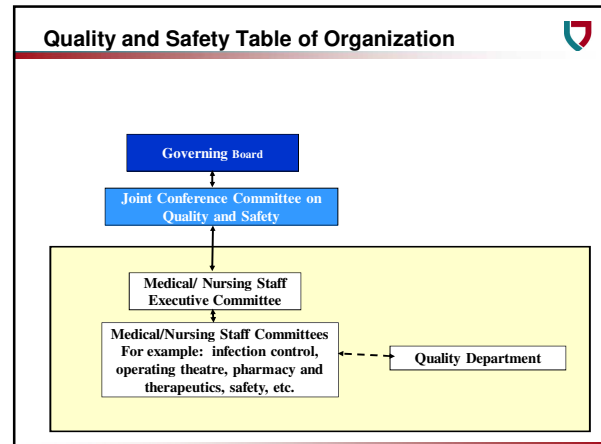
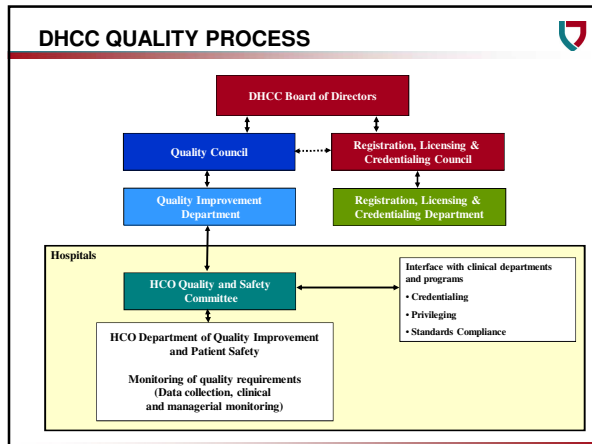
## Quality Over Site and Improvement

- Offices/Clinics: Standards-based Review Process
  - Education
  - Consultation
  - Performance Measurement
- Hospitals: External Accreditation

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## QUALITY FUNCTIONS OF THE DHCC GOVERNING BOARD





### Credentialing and Privileging Purpose and Process

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- ### Credentialing
- Hospital Appointment
  - Privileging Process
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- ### Credentialing: Purpose
- Required Education
  - Training
  - Experience
  - Physical and Mental Health
  - Skill
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- ### Credentialing: Appointment or Reappointment
- Demographic Information
  - Medical School/Nursing School Graduate
  - Physical and Mental Health
  - Clinical Performance History
    - Letters of Reference
    - Litigation History
  - Primary Source Verification
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### Credentialing – Privileging Process



- Background – Appointment Information
- Training – May Require Documentation
- Current Competency – May Require Documentation

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### Privileging:



- The process whereby a specific scope and content of patient care services (that is, clinical privileges) are authorized for a health care practitioner by a health care organization, based on evaluation of the individual's credentials and performance.

### Privileging



- Facility Specific
- Based on procedures and Types of Services Provided
- Core Procedures and Advanced Scope Procedures
- Remediation

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### Process



- Administrative/Secretarial Evaluation and Verification
- Department Head Assessment and Recommendation
- Credentials Committee
- Executive Committee
- Governance
- Appeal Process
- Appointment and Privileging - Biennial

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### Pediatric Care



- Identified Pediatric Units(s)
- Robust Credentialing and Privileging of Pediatricians and Related Pediatric Specialties
- Nursing Competency Based on Background and Training in Pediatrics
- Focus on Safe Medication Management

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