

<b>Document Type:</b> Policy	<b>Ref No:</b> HRS/HPSD/HFAI/1/2019	<b>Version Number:</b> 1
<b>Document Title:</b> Health Facility Audit and Inspection	<b>Effective Date:</b> 12/06/2019	<b>Revision Date:</b> 12/06/2024
<b>Ownership:</b> Health Regulation Sector-Clinical Audit and Control Department- Inspection Section		
<b>Applicability:</b> All Healthcare Facilities licensed under the jurisdiction of Dubai Health Authority		

### 1. Policy:

- 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. All Healthcare Facilities (Private and public sectors) licensed under jurisdiction of DHA.

### 3. Definitions/Abbreviations:

**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.

**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 professionals.

**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:** This inspection is required in order for a Health Facility to activate or amend their facility license.

**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.

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

**Inspection Committee:** A group of qualified professional working together to review and evaluate the services of the Health Facility and compliance to the DHA or Federal Requirement`s.

**Inspection:** The onsite survey of the Health Facility including but not limited to Physical Structure, Clinical, Engineering, Nursing etc.

**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 professionals conducted by the DHA health inspection section.

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

**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
- HRS** Health Regulation Sector
- MPC** Medical Practice Committee
- MCS** Medical Complaints Section
- HF** Health Facility

#### 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).

4.2. The frequency of the routine inspection visits depends on the risk rating of the HF, which includes but not limited to:

- 4.2.1. Violations which have been imposed on the HF for the previous two years.
- 4.2.2. Last five inspection history outcomes.

- 4.2.3. Fines which were imposed on the HF due to expired healthcare professionals licensing in the past one year.
- 4.2.4. Total number of suspensions and revocations of the healthcare professionals in the HF in the past one year.
- 4.3. Final Inspection is a scheduled pre-operational on-site inspection 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.
- 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 inspectors are given the right to conduct various inspections through the delegation of authority issued by the Director General of DHA.
- 4.9. Health inspectors are given the authority to collect evidences such as photos and videos, or seize items when there is non-compliance noticed.

4.10. Health inspectors shall conduct the inspection based on inspection checklists issued by HRS, DHA.

4.11. Health Inspectors shall be transparent and conduct inspections with a high degree of professionalism.

4.12. Health inspectors 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 inspectors will fill in a check list report during the inspection, advice on corrective measures or 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.

(Available on: <https://www.dha.gov.ae/en/HealthRegulation/Pages/Violation.aspx>).

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

(Available on: <https://www.dha.gov.ae/en/HealthRegulation/Pages/Violation.aspx>).

4.17. After approval of the violation by the inspection section manager, 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 (30) days following violation notification to appeal the violations.

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

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

4.22. Health Facility / professional can track the status of the appeal through the HF e-account (sheryan).

4.23. The Health Facility 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 (5) working days through HF e-account (sheryan).

4.26. Day Surgical Centres (DSC) and Hospitals are required to submit their action plan report after receiving DHA inspection field report within (30) days from the date the e-report is issued.

4.26.1. Evaluation of action plan implementation will be conducted by scheduling another routine inspection by inspection team.

## 5. References

5.1. Dubai Universal Design Code. Available on:

<https://www.directaccess.ae/design-code/>

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

[https://www.dha.gov.ae/en/HealthRegulation/Documents/TRANS\\_2012\\_823\\_Executive%20Council%20Res%20No%2032%20of%202012\\_Final-2-dr.layla.pdf](https://www.dha.gov.ae/en/HealthRegulation/Documents/TRANS_2012_823_Executive%20Council%20Res%20No%2032%20of%202012_Final-2-dr.layla.pdf)

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. Available on:

<http://mediaoffice.ae/ar/media-center/news/29/4/2019/finesexpenses.aspx>

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