حكومة دبي
GOVERNMENT OF DUBAI

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

Guidelines for Clinical Training Facilities

Health Policies and Standards Department

Health Regulation Sector (2019)

INTRODUCTION

Health Regulation Sector (HRS) forms an integral part of Dubai Health Authority (DHA) and is mandated by DHA Law No. (6) of 2018, 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
- Managing health advertisement and marketing of healthcare products
- Governing the use of narcotics, controlled and semi-controlled medications
- Strengthening health tourism and assuring ongoing growth
- Assuring management of health informatics, e-health and promoting innovation

The Guidelines for Clinical Training Facilities aims to fulfil the following overarching DHA Strategic Objectives and Program within the Dubai Health Strategy (2016–2021):

- Objective 1: Position Dubai as a global medical destination by introducing a value-based, comprehensive, integrated and high-quality service delivery system
- Objective 2: Direct resources to ensure happy, healthy and safe environment for Dubai population
- Strategic Program 10: Excellence & Quality, which promotes excellence in healthcare service delivery in Dubai while enhancing patient happiness, experience, satisfaction and trust

ACKNOWLEDGMENT

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

Health Regulation Sector

Dubai Health Authority

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EXECUTIVE SUMMARY

DHA is pleased to present Guidelines for Clinical Training Facilities that focuses on clinical training, which is, the provision of practical clinical teaching (hands-on). The purpose of this document is to assure provision of the highest level of safety and quality of clinical training services within DHA licensed health facilities at all times. These guidelines are developed to keep pace with the evolving healthcare needs and in alignment with current international best practice. The guidelines comprise of various aspects to provide effective, efficient and safe clinical training services. It includes the application process, the health facility requirements, the responsibilities of the management, the responsibilities of the trainees etc.

A clinical training facility may offer clinical training for new graduates, healthcare professionals who require additional experience to obtain DHA license, healthcare professionals with discontinuity of practice and advanced clinical training for licensed healthcare professionals. A clinical training facility should provide training aligned with the services provided in the health facility, demonstrate adequate volume and variety of cases and be accredited in line with DHA Medical Education and Research Department (MERD) accreditation requirements. Prospective trainees should register with DHA for the position to be trained. HRS inspectors and/or any duly authorized representatives may conduct inspections to audit the health facility providing clinical training to determine compliance.

DEFINITIONS

Accreditation: Shall mean a formal system to evaluate the quality of services in competency of organizations, systems, training programs or health facilities.

Advanced Clinical Training: Shall mean training programs aimed to teach an additional skill or method of treatment that requires hands-on training involving patients or simulation scenarios e.g. Dental Implantology, Laser hair reduction, non-surgical aesthetic procedures.

Clinical Supervisor: Is a trainer who is selected and appropriately trained to be responsible for overseeing a specific trainee's clinical work and providing constructive feedback during a training placement.

Clinical Training: Shall mean the provision of practical clinical teaching (hands-on) services within functioning health facility set up.

Discontinuity of practice: Shall mean an extended period of clinical inactivity in the discipline in which one has been trained or certified. The period of the discontinuity of practice considered in this document is as per the requirements set out in the UAE Pre-Qualification Requirements (PQR).

Experience: Shall mean hands on clinical experience gained by a licensed healthcare professional during an employment/contractual period and it excludes volunteer jobs or observership.

Grievance: Shall mean a claim made by a person or an organization, highlighting that there has been a violation, misinterpretation, or inequitable application of any existing policy, procedure, or regulation.

Healthcare professional: Shall mean a person who by education, training, certification and licensure is qualified to provide healthcare services.

Internship: Shall mean a period of supervised practice pursued by graduated of healthcare programs to consolidate the knowledge gained during their study.

Primary Source Verification (PSV): Shall refer to the process of validating documents required for licensure for the issuing organization.

Tier: Is a term used to indicate a category of postgraduate qualifications for physicians and dentists as per the Unified Healthcare Professional Qualification Requirements (PQR).

ABBREVIATIONS

CPD	:	Continuing Professional Development
DHA	:	Dubai Health Authority
HRS	:	Health Regulation Sector
MD	:	Medical Director
MERD	:	Medical Education and Research Department
PQR	:	Professional Qualification Requirements
PSV	:	Primary Source Verification
UAE	:	United Arab Emirates

1. BACKGROUND

Clinical training is an important aspect to fulfil criteria that are essential for licensing healthcare professionals in the Emirate of Dubai where gaps are identified, in alignment with the Unified Professional Qualification (PQR) requirements.

A clinical training facility is a Dubai Health Authority (DHA) licensed health facility that has been approved by Health Regulation Sector (HRS) to provide clinical training. Clinical training is the provision of practical clinical teaching (hands-on) services, provided by DHA licensed healthcare professionals, responsible for overseeing the clinical work of a DHA registered Trainee and provide constructive feedback during a training placement. A health facility aiming to provide may offer clinical training for the following:

a. New graduates[1]
b. Healthcare Professionals who require additional experience to obtain DHA license[2]
c. Healthcare professionals with discontinuity of practice.
d. Advanced Clinical Training

Note: Clinical Training for under graduates does not fall under scope of this document. Observership training for graduates require notifying DHA and signing an undertaking letter

[1] UAE and non-UAE universities fresh graduates. Medical Education and Research Department (MERD) approval is required.

[2] Tier 3 Physicians or Dentists from UAE and non-UAE universities.
UAE nationals: one (1) year experience post qualification
Non-UAE nationals: Three (3) years' experience post qualification. MERD approval is not required.

2. PURPOSE

2.1. To establish and enforce minimum requirements for DHA licensed clinical training facilities, as well as ensure the provision of the highest level of safety and quality of patient care at all times.

3. SCOPE

3.1. Enforce minimum requirements for approved clinical training services provided in DHA licensed health facilities.

4. APPLICABILITY

4.1. Health facilities aiming to provide clinical training services under the DHA jurisdiction.[3]

5. RECOMMENDATION ONE: APPLICATION

5.1. Health Facility Application

5.1.1. Health facilities shall add a clinical training service to the facility License via the online licensing system. The process for application is as per **Appendix 1**.

5.1.2. Health facilities shall obtain an approval from the Medical Education and Research Department (MERD) of DHA, for the curriculum of clinical training programs they intend to provide, where applicable.

[3] HRS shall take disciplinary action if any criteria mentioned in this document is not met.

5.1.3. Upon receipt of a complete application **Appendix 2**, HRS will conduct a detailed review of the submitted form, relevant requested documents, credentials of the staff providing training and the MERD approval, if applicable, to determine compliance. Payments by the applicant must be made, as required.

5.1.4. If required HRS may conduct an onsite inspection to ensure that, the health facility complies with the required criteria. The site visiting team may interview the Medical Director (MD) and/or other key personnel in the health facility for a better understanding of the clinical training program.

5.1.5. HRS shall issue an issue a license with the clinical training specialty with restrictions (if any). In case the clinical training service is added to an existing facility license, the new amended license is valid for the remaining duration of the facility license.

5.1.6. If the applicant does not fulfil all the required criteria, then application may be rejected,

5.1.7. In case of rejection, a detailed list of non-compliances may be provided, after which, the health facility shall resubmit the application with corrective actions.

5.1.8. If a different clinical training is provided within the same approved specialty, a new DHA application is not required, but a MERD approval is mandatory.

5.1.9. The health facility management shall ensure that all visiting healthcare professionals providing clinical training are DHA licensed and privileged by the MD of the Health facility.

5.1.10. The MD is responsible to ensure safety measures are in place to provide specified clinical training(s) by DHA licensed healthcare professionals, outside the premises of the health facility e.g. Hotel,

5.2. **Trainee License Application**

5.2.1. Prospective trainees should register with DHA via the online licensing system, with a letter from the training facility confirming that they fulfil the health facility eligibility criteria for the clinical training and are accepted by the health facility.

5.2.2. HRS will review the application, verify the submitted data/documents and request Primary Source Verification (PSV), where applicable.

5.2.3. After meeting the above requirements, HRS will issue a trainee registration valid for one (1) year from the date of approval.

5.2.4. The clinical training facility should activate the license for the DHA registered trainee, which is valid for one (1) year from the date of activation of trainee License.

5.2.5. It is the responsibility of the health facility to cancel the trainee license upon completion of the training.

6. **RECOMMENDATION TWO:** HEALTH FACILITY REQUIREMENTS

6.1. A health facility aiming to provide clinical training should:

6.1.1. Provide clinical training aligned with the services provided in the health facility.

6.1.2. Demonstrate adequate volume and variety of cases.

6.1.3. Be accredited by an international accreditation agency in line with DHA MERD accreditation requirements.

6.2. Health facilities offering internship should ensure provision of full range of specialties.

6.3. DHA licensed Health facility aiming to provide clinical training shall ensure provision of adequate and appropriate resources to support the goals and objectives of the training program, which could include, but not limited to:

6.3.1. A room equipped with audio-visual aids to accommodate enrolled trainees, if required for the training.

6.3.2. Access to internet service.

6.3.3. Easy access to educational and research material, which could be in the form of a valid contract with an online medical library.

6.3.4. For further information, refer to the DHA Health Facility Guidelines on the DHA website at www.dha.gov.ae

7. **RECOMMENDATION THREE:** MANAGEMENT CRITERIA

7.1. A program coordinator shall be appointed to oversee the administration of the clinical training program.

7.2. There must be a clear line of responsibility and authority for budgeting of training resources. The training program must be adequately funded in order to plan and deliver the program.

7.3. Written policies and procedures for the clinical training program should be maintained to identify and delegate roles and responsibilities which may include but not limited to:

7.3.1. Practice privileges

7.3.2. Malpractice insurance

7.3.3. Risk management

7.3.4. Incident reporting

7.3.5. Patient feedback

7.3.6. Grievance procedures.

7.4. Each clinical trainee should have an assigned clinical supervisor. the supervisors of clinical training should:

7.4.1. Be a DHA registered/licensed healthcare professional in the specific specialty with adequate training experience.

7.4.2. Be privileged by the MD of the health facility as per certification, training, experience and competency.

7.4.3. Be present in the clinical training facility at all times during the duration of the training provided.

7.4.4. Provide orientation and supervision for trainees, with a focus on patient safety, confidentiality and infection control procedures.

7.4.5. Be responsible for the outcomes of the treatments and procedures performed by the trainees on patients.

7.4.6. Provide trainee feedback and evaluation.

7.5. The ratio of the clinical supervisors to the clinical trainees should ideally meet the following:

7.5.1. One (1) consultant for every ten (10) clinical trainees.

7.5.2. One (1) specialist for every five (5) clinical trainees.

7.5.3. One (1) allied healthcare professional for every ten (10) clinical trainees.

7.6. Ensure trainees maintain a logbook of clinical work and experience to ensure satisfactory case mix and monitoring for the clinical training provided.

7.7. Discuss with clinical trainees regarding patient evaluation, treatment planning, patient management, complications and outcomes of various cases.

7.8. In the absence of the clinical supervisor, the management responsible for clinical training should assign another clinical supervisor in the same specialty to take over the supervisory responsibility.

7.9. The management responsible for the clinical training shall have a mechanism in place for appointing and reviewing teaching staff.

7.10. Where the clinical supervisor ceases employment, the health facility should update the clinical training form with the alternate DHA approved clinical supervisor details.

7.11. The clinical training facility shall ensure provision of appropriate training duration for the trainees to fulfil the licensure criteria as set by the unified PQR or as per DHA requirements.

7.12. The management of the clinical training program shall ensure full disclosure to patient(s) and family members regarding clinical trainees and their involvement in the patient care.

7.13. Patient consent form in both Arabic and English shall be available and must cover acceptance of treatment and access to patient health records by the clinical trainee.

8. **RECOMMENDATION FOUR**: MONITORING CRITERIA

8.1. Medical liability is solely the responsibility of the management of the health facility offering the clinical training services.

8.2. The clinical training program should have clear criteria for regular monitoring and assessments of trainees, which must be known to the trainee in advance.

8.3. A range of individuals should contribute to the assessment and feedback process including clinical supervisors, nursing staff and other involved healthcare professionals.

8.4. The health facility management should have mechanism in place to monitor the clinical supervisor's performance.

8.5. Results and outcomes of monitoring should be used to improve training.

9. RECOMMENDATION FIVE: TRAINEE RESPONSIBILITIES

9.1. Criteria for clinical trainees are as follows:

9.1.1. Apply and obtain DHA registration for the specific required training specialty.

9.1.2. Follow instructions of the assigned clinical supervisor.

9.1.3. Wear clinical trainee badge during all working hours.

9.1.4. Sign a confidentiality agreement prior to commencement of the training program.

9.1.5. Maintain a training logbook.

10. RECOMMENDATION SIX: COMPLIANCE REVIEW

10.1. At any time and upon reasonable cause, HRS inspectors and/or any duly authorized representatives may conduct inspections to audit the health facility providing clinical training to determine compliance. These onsite inspections may be scheduled or un-announced.

10.2. The management of the health facility providing clinical training must cooperate with HRS representatives and/or any authorized representatives and provide requested documentation/files if required.

10.3. After any inspection in which non-compliance has been identified, the authorized inspectors shall issue an onsite copy of the field inspection report followed by a letter stating the identified non-compliances.

10.4. The management of health facility providing clinical training shall submit to the HRS a written plan of correction within fifteen (15) working days after receiving the noncompliance letter, if applicable.

10.5. A follow up visit maybe conducted by the HRS to confirm the correction.

10.6. If the deficiencies are not fulfilled, clinical training services of the health facility shall be suspended by the HRS.

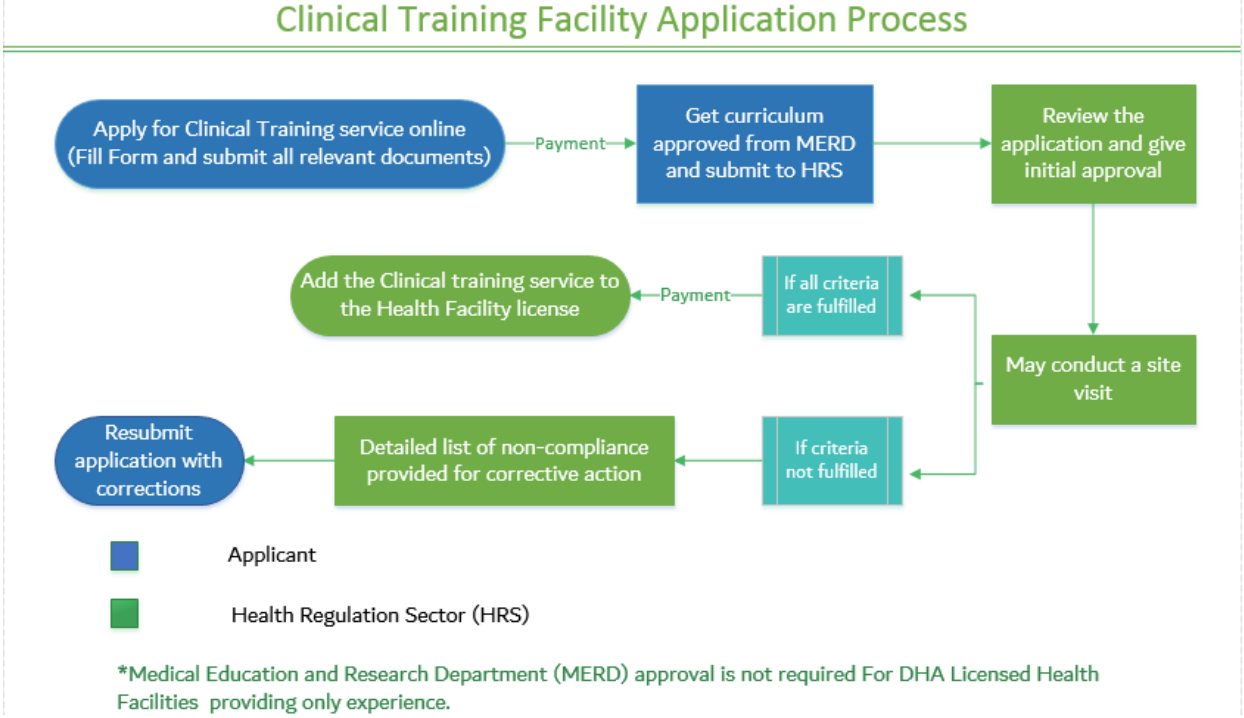
10.7. In the event of possible suspension of clinical training services, the health facility is not allowed to accept any new trainees.

REFERENCES

1. Approved Practice Setting Standards (2016). Dubai Health care City Authority Regulatory 1, 1-17. Available on: https://www.dhcr.gov.ae/Documents/DHCR%20Approved%20Practice%20Setting%20Standards.pdf (accessed 14/09/18).
2. Approved practice settings restrictions (2017). British Medical Association. Available on: https://www.bma.org.uk/advice/career/applying-for-training/approved-practice-settings-restrictions (accessed 28/12/18).
3. Commission for Academic Accreditation (2019). Licensure and Accreditation. Available on: https://www.caa.ae/caa/DesktopDefault.aspx?tabid=58 (accessed 14/01/19).
4. Continuing Medical Education Continuing Professional Development (2017). Health Authority Abu Dhabi. Available on: https://www.haad.ae/cme/FAQ.aspx (accessed 28/01/19).
5. Policy on accreditation of an approved practice setting (2013). Medical Council of New Zealand, 3, 1-3. Available on: https://www.mcnz.org.nz/assets/Policies/Policy-on-accreditation-of-an-approved-practice-setting.pdf (accessed 12/02/19).
6. The Accreditation Council for Graduate Medical Education International (2019). Accreditation Process. Available on: http://www.acgme-i.org/Requirements-and-Process-Overview/What-is-Accreditation (accessed 30/03/19).

APPENDICES

APPENDIX 1: APPLICATION PROCESS



APPENDIX 2: APPLICATION FORM FOR CLINICAL TRAINING

Letter of Undertaking for Clinical Training

All DHA licensed Heath Facilities seeking to offer training courses to healthcare professionals shall complete this application form. All answers shall be printed clearly and copies of supporting documents must be submitted. Supporting documents that are not in English or Arabic must be translated by an official translation service. Original documents shall NOT be submitted, unless specified. Incomplete application forms shall be rejected.

Criteria for health facilities to apply for Clinical Training		
1.	**Name of the Health Facility**	Click here to enter text.
2.	**Health Facility Unique ID No**	Click here to enter text.
3.	**Type of the Health Facility**	☐ Hospital ☐ Specialty Clinic ☐ Dental Clinic/Centre ☐ Pharmacy ☐ Day Surgical Centre ☐ Outpatient Care Facility ☐ Others, Please specify
4.	**Name of the training program**	Click here to enter text.
5.	**Type of program offered**	☐ Educational ☐ Hands on (clinical)

		☐ Others, Please Specify: Click here to enter text.
6.	**Number of Continuing Professional Development (CPD) hours**	Click here to enter text.
7.	**Name of training Program lead, designation and DHA license number**	Click here to enter text.
8.	**Name of the person accountable in case of an adverse event or sentinel events**	Click here to enter text.
9.	**Training facility management structure (Please attach)**	Flowchart provided ☐ Yes ☐ No
10.	**Target group for training**	☐ Physicians Please specify: Click here to enter text. ☐ Nurses Please specify: Click here to enter text. ☐ Pharmacist Please specify: Click here to enter text. ☐ Allied Professionals Please specify: Click here to enter text. ☐ Others,

		Please specify: Click here to enter text.
11.	**Eligibility criteria to accept trainees**	Evidence Provided ☐ Yes ☐ No
12.	**Identify teaching Staff**	Evidence Provided ☐ Credentials ☐ DHA license ☐ Teaching experience (if applicable)
13.	**Training objectives and curriculum**	Evidence Provided ☐ Yes ☐ No
14.	**Duration of training and frequency**	Click here to enter text.
15.	**Affiliation(s)/Accreditation(s) relevant to the subject, from relevant local or international bodies**	Evidence Provided ☐ Yes ☐ No
16.	**Maximum number of trainees enrolled**	Click here to enter text.
17.	**Number of available rooms for training purpose, if required for the clinical training**	Click here to enter text.
18.	**Details of rooms providing training (layout with room names and size) if available**	Evidence Provided ☐ Yes ☐ No

19.	**Training materials and tools**	☐ Lecture ☐ Video stations ☐ Online activities ☐ Practical stations ☐ Conference ☐ Teleconference ☐ Study material e.g. online library
20.	**Tool for tracking trainee attendance**	Evidence Provided ☐ Yes ☐ No
21.	**Logbook for trainee experience**	Evidence Provided ☐ Yes ☐ No
22.	**Malpractice Insurance**	Evidence Provided ☐ Yes ☐ No
23.	**Trainee Evaluation System**	Evidence Provided ☐ Yes ☐ No
24.	**Training satisfaction survey**	Evidence Provided ☐ Yes ☐ No

I/We Click here to enter text. solemnly declare I/we have reviewed the Standards for Health Facilities Providing Medical Training and agree to comply with all requirements and other related DHA Policies and Federal Laws.

The information provided to DHA on the subject is accurate and complete to the best of my knowledge and belief. I understand and agree that, if I make a false or misleading statement or representation in respect to my application, I shall be deemed not to have satisfied the requirements for adding training service. I further acknowledge that DHA has the right to revoke the application and approval for training if any aspects noted within this undertaking are not being met. This Letter of Undertaking will be valid for a period of twenty four (24) months from the date of submission.

1. **Training Coordinator Name:** Click here to enter text.

   Signature: _____

   Date: Click here to enter text.

2. **Medical Director:** Click here to enter text.

   Signature: _____

   Date: Click here to enter text.