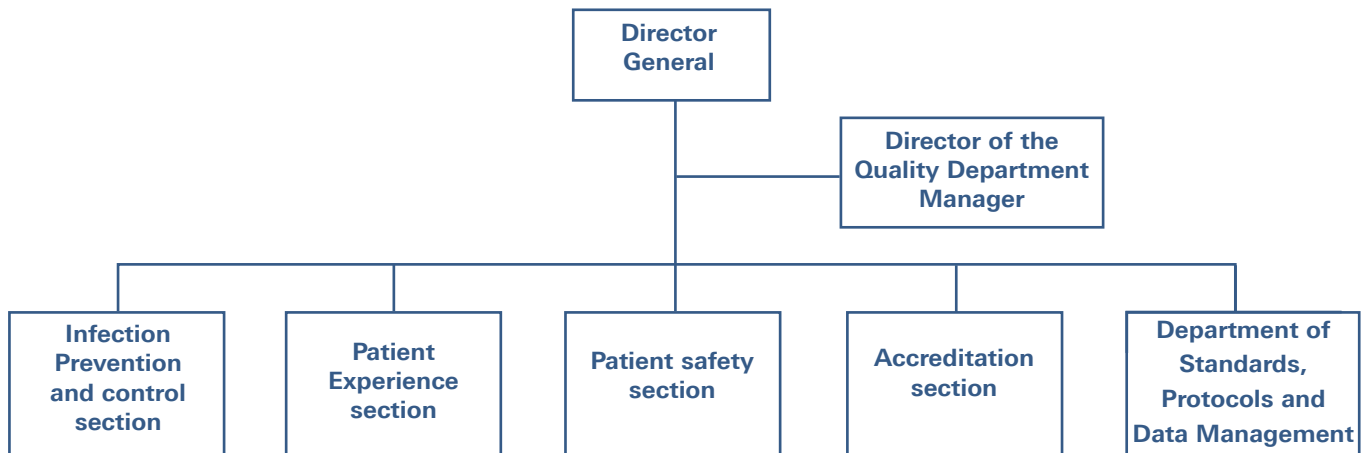


The organizational structure of the Quality



Quality Department Tasks

The Quality Department undertakes all activities that ensure health compliance and maintain the development and achievement of the organization's systems and policies to meet the requirements of the quality system and enhance the quality of performance in the institution in order to do so by performing the following tasks:

1. Develop a quality management system and comprehensive and integrated implementation plans at the enterprise level, in line with international best practices and national policies.
2. Presenting suggestions, recommendations, legislation, policies, guidelines and general standards of quality and supervising compliance with them on the part of the services and programs provided by the institution.
3. Preparing and designing clinical pathways in hospitals and health facilities of the institution, working to raise their efficiency and effectiveness, and periodic follow-up to ensure adherence to clinical quality standards in coordination with the concerned authorities.
4. Planning and supervising the accreditation of the facilities of the institution and managing the accreditation process and its implementation in line with the laws of the institution and the recognized local and international accreditation requirements.
5. Implementing systems to ensure the safety of patients, enhancing their experience, and supervising their implementation in coordination with the concerned organizational units, and setting a framework for identifying and giving priority to improvement initiatives in coordination with the concerned organizational units in the institution.
6. Develop a system to ensure control of the spread of infection in health institutions in coordination with the organizational units in the Ministry of Health and prevention and the relevant local and international bodies.
7. Studying the plans developed by the facilities affiliated to the institution and supervising the implementation of improvement initiatives to enhance patient safety and their health care experience through the facilities affiliated to the institution.
8. Supervising awareness, training and rehabilitation programs for the quality of clinical services in coordination with the organizational units of the institution and the concerned authorities.
9. Any other tasks related to the nature of the department's work, or assigned to it by the Director General.

Tasks and responsibilities assigned to each section of the Quality Department

1. Infection Prevention and control section:

The section undertakes the following tasks:

- Establishing a system to ensure the control of the spread of infection in health institutions in coordination with the organizational units in the Emirates Health Services facilities and the relevant local and international bodies within the framework of standards, best practices and global systems..
- Preparing a comprehensive program for infection control management in the healthcare facilities.
- Supervising the preparation and implementation of policies and procedures related to infection control.
- Coordination with the organizational units in the healthcare facilities to implement the periodic monitoring program for data related to the infection control program.
- Supervising the development and approval of performance indicators related to the infection control program and its management, and taking improvement measures in line with the results of the performance indicators.
- Work to implement international standards and requirements with regard to the infection control program in the healthcare facilities.
- Carrying out training programs for health personnel on the infection control program.
- Any other tasks related to the nature of the department's work, or assigned to it by the director of the department.

2. Patient Experience section

The section undertakes the following tasks:

- Implementing best practices, local and international initiatives to improve the experience of patients and their families.
- Setting work policies and procedures related to improving the patient's experience and the rights of patients and their families according to international standards and evidence based, and following up on their implementation.
- Enhancing the implementation of initiatives and procedures to involve patients and their families in the health care experience.
- Follow up on the implementation of the patient and family rights and responsibility bill in all healthcare facilities.
- Develop central performance measures, policies, procedures and surveys to maintain patients' rights and duties.
- Implementing training and orientation programs and appropriate awareness programs for those concerned about improving the patient experience and implementing the patients' rights and responsibilities bill.
- Any other tasks related to the nature of the department's work, or assigned to it by the director of the department.

3. Patient safety section:

The section undertakes the following tasks:

- Develop a system for patient safety programs and comprehensive implementation plans at the institution level, in line with international best practices and national policies.
- Implementing systems to ensure patient safety and supervising their implementation in coordination with the concerned organizational units, and setting a framework for identifying and giving priority to improvement initiatives in coordination with the concerned organizational units in the healthcare facilities.
- Preparing a comprehensive program for the safety and security of healthcare facilities to implement the requirements of international and local standards and to train those concerned in healthcare facilities.
- Managing the program for monitoring sentinel and serious adverse events and potential risks for healthcare facility patients and visitors, supervising their analysis and providing the necessary support to the healthcare facilities in developing improvement plans if necessary.
- Preparing periodic reports on patient safety by analyzing the data that is monitored to ensure access to accurate information that helps in making improvement plans.
- Any other tasks related to the nature of the department's work, or assigned to it by the director of the department.

4. Accreditation section

The section undertakes the following tasks:

- Develop a unified system for the accreditation program at the enterprise level, in line with international best practices and national policies.
- Planning and supervising the accreditation of the healthcare facilities, managing and implementing the accreditation process in line with the organization's systems and policies and the requirements of accreditation programs.
- Supervising awareness, training and rehabilitation programs for the quality department of clinical services in coordination with the organizational units of the institution and the concerned authorities.
- Coordinating all quality and accreditation activities with concerned parties through periodic meetings with persons responsible for quality programs in the healthcare facilities.
- Adopt methodologies to improve the quality of performance in the healthcare facility and work with all concerned departments to ensure their uniform implementation.
- Develop a system to ensure the implementation of international patient safety goals and to benefit from the best local and international practices in adopting national safety goals for the healthcare facilities.
- Any other tasks related to the nature of the department's work, or assigned to it by the director of the department.

5. Department of Standards, Protocols and Data Management:

The section undertakes the following tasks:

- Work with relevant sectors and departments to develop general policies and standards to promote best practices in the field of health care quality at the enterprise level.
- Coordination and preparation for submitting suggestions, recommendations, legislation, policies, guidelines and general standards of quality and supervising compliance with them on the part of the services and programs provided by the enterprise.
- Preparing and evaluating clinical pathways in hospitals and supervising compliance with them through periodic follow-up with relevant departments.
- Supervising the preparation and review of central health policies, procedures and standards and managing them accordingly.
- Adopting a central policy at the enterprise level to manage relevant data and information to improve quality and patient safety programs.
- Establishing a general framework for managing health performance indicators in hospitals, nprimary healthcare centers and specialized centers affiliated with the Corporation and adopting a set of central indicators and supervising their follow-up periodically.
- Performing data analysis related to improving quality and patient safety, accessing information based on facts, and providing recommendations for appropriate decision-making by the leadership of the enterprise.
- Any other tasks related to the nature of the department's work, or assigned to it by the director of the department.