HCAC 2019
5th QUALITY HEALTH CARE
CONFERENCE & EXHIBITION
11 - 13 November 2019

Policy and Practice: A Partnership for Better Outcomes

"Accreditation and Patient Safety Right From the Beginning!"

Achieving large scale change in Quality

دائــــــرة الـــصـــحـــة
DEPARTMENT OF HEALTH

Department Of Health – ABU DHABI

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One of the key strategic themes of Abu Dhabi healthcare is improving the quality of the whole healthcare sector

➢ Development of comprehensive framework

➢ Utilization of innovative solutions

➢ Implementation of robust quality Monitoring mechanism

➢ Collaboration between regulator, healthcare providers, professionals and other stakeholders

Source: Quality Monitoring Department, DoH

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Development and implementation of continuous quality improvement framework and culture using 5 stage performance system

Aspire

Assess

Advance

Architect

Act
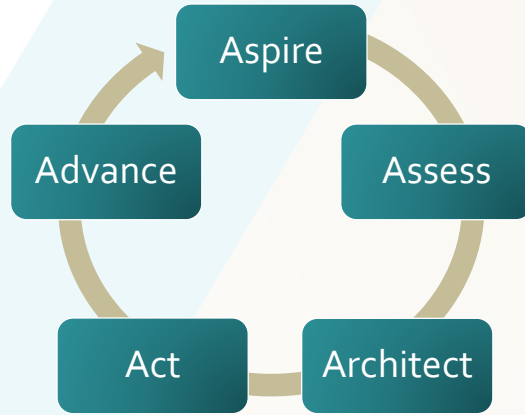
Source: Quality Monitoring Department, DoH

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Abu Dhabi JAWDA Index

Comprehensive and reliable quality framework

Qualitative and quantitative measures

Allows recognition and incentives

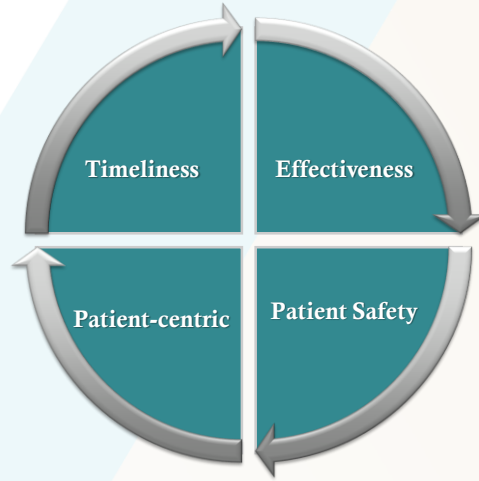Promotes transparency and public accountability

Source: Quality Monitoring Department, DoH

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Framework focuses on the following quality dimensions

Source: Quality Monitoring Department, DoH

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Quality Framework

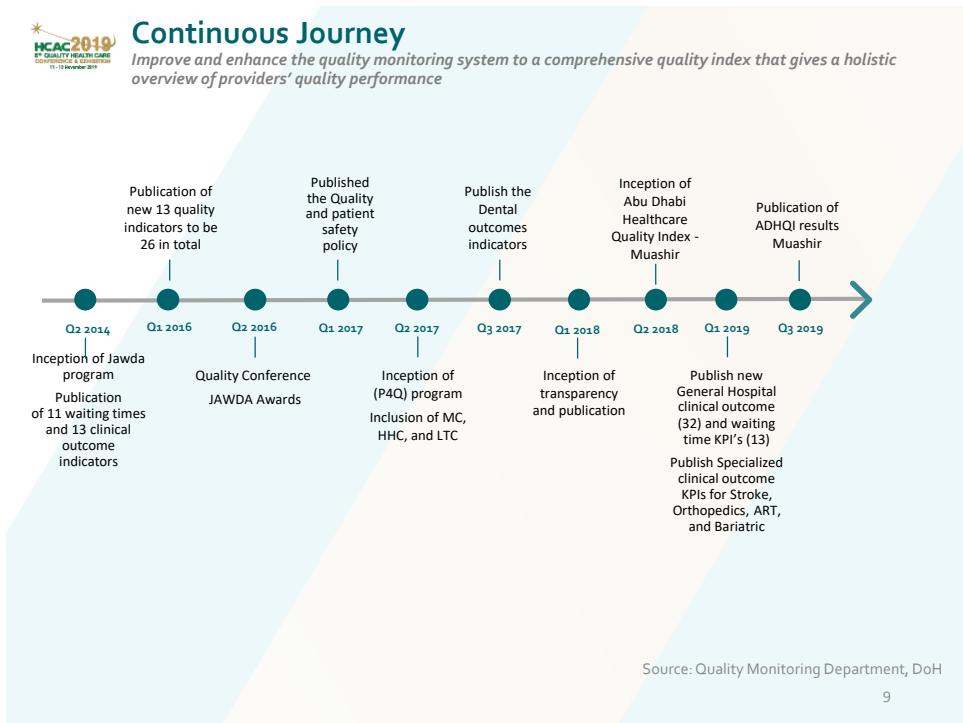*Engage all stakeholders, build ownership and urgency of change*

Source: Quality Monitoring Department, DoH

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Quality Framework

To ensure the sustainability of Abu Dhabi Quality Index, the framework was re-assessed through different approaches

Reviews And Assessments By External Experts

Individual One – To- One Performance Meetings

Continuous Improvements

Quality Technical Advisory Committee

Healthcare Providers Survey

Source: Quality Monitoring Department, DoH

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Continuous Journey

Improve and enhance the quality monitoring system to a comprehensive quality index that gives a holistic overview of providers' quality performance

Publication of new 13 quality indicators to be 26 in total

Published the Quality and patient safety policy

Publish the Dental outcomes indicators

Inception of Abu Dhabi Healthcare Quality Index - Muashir

Publication of ADHQI results Muashir

Q2 2014 — Q1 2016 — Q2 2016 — Q1 2017 — Q2 2017 — Q3 2017 — Q1 2018 — Q2 2018 — Q1 2019 — Q3 2019

Inception of Jawda program

Publication of 11 waiting times and 13 clinical outcome indicators

Quality Conference JAWDA Awards

Inception of (P4Q) program

Inclusion of MC, HHC, and LTC

Inception of transparency and publication

Publish new General Hospital clinical outcome (32) and waiting time KPI's (13)

Publish Specialized clinical outcome KPIs for Stroke, Orthopedics, ART, and Bariatric

Source: Quality Monitoring Department, DoH

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https://www.youtube.com/watch?v=5IMVdMvIT4c&feature=youtu.be

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Abu Dhabi Quality Index - Muashir

Vision

To Develop a comprehensive quality index that ensures continuous improvements on the quality of care services, patient safety and patient experience.

Objectives

- Improving the quality of health care services, safety standards and patient experience
- Continuously enhance the quality index
- Enhance transparency and accountability in healthcare providers
- Ensure the utmost patient's safety in healthcare services
- Improving patient experience

Source: Quality Monitoring Department, DoH

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Abu Dhabi Quality Index - Muashir dimensions

Dimensions	UK	Canada	Australia	USA	EU	Common wealth fund	WHO	OECD	Muashir
Acceptability		♦				♦			
Accessibility	♦	♦	♦	♦		♦			♦
Appropriateness		♦	♦			♦			♦
Competence	♦	♦	♦						♦
Continuity		♦	♦			♦			♦
Effectiveness	♦	♦	♦	♦	♦	♦	♦	♦	♦
Efficiency		♦	♦	♦			♦	♦	♦
Equity	♦	♦	♦	♦			♦	♦	♦
Patient focus	♦	♦	♦	♦			♦	♦	♦
Safety	♦	♦	♦	♦				♦	♦
Sustainability			♦						♦
Timeliness	♦			♦					♦

Source: Quality Monitoring Department, DoH
Health Care Quality Indicator Project, OECD
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Muashir
Abu Dhabi Quality Index Dimensions

Source: Quality Monitoring Department, DoH
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AD Healthcare Quality Index

Tier 1: Hospital meets DOH licensing requirements
Tier 2: Hospital demonstrates good quality performance across **some** ADQI dimensions, but lower than the average
Tier 3: Hospital demonstrates quality performance level among average
Tier 4: Hospital demonstrates good quality performance across **almost all** ADQI dimensions, above average
Tier 5: Hospital demonstrates **highest** quality performance among Abu Dhabi hospitals, outstanding

Source: Quality Monitoring Department, DoH

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ADQI Immediate and med-term impacts

5 years since the implementation of Abu Dhabi Quality Index and the results is showing its impact on the system

4.9%
improvement in
patient satisfaction
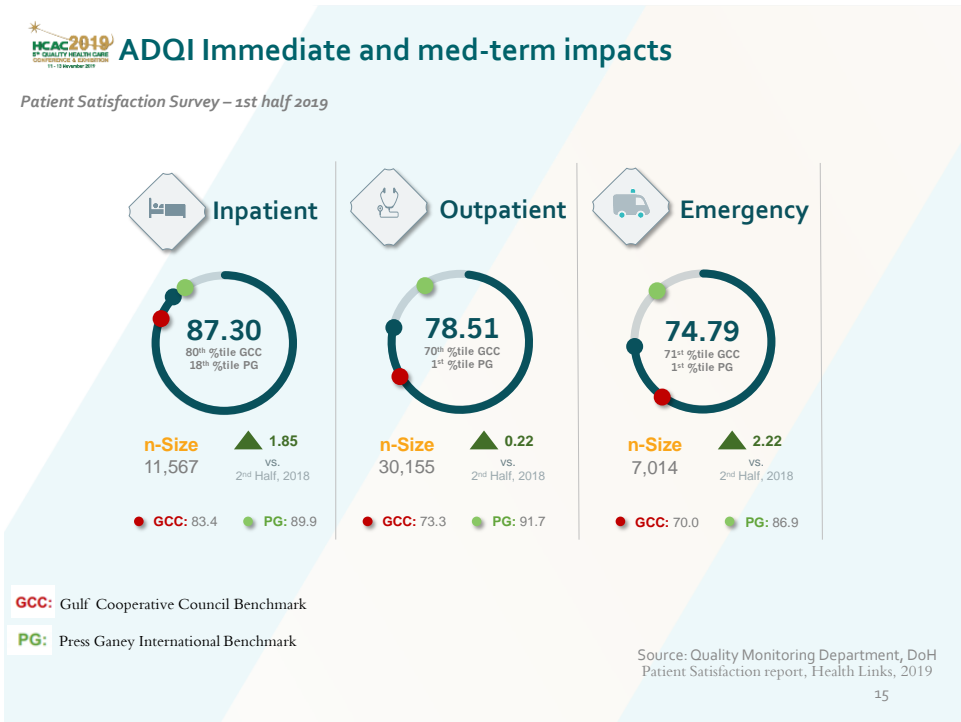
14.1%
improvements in access and
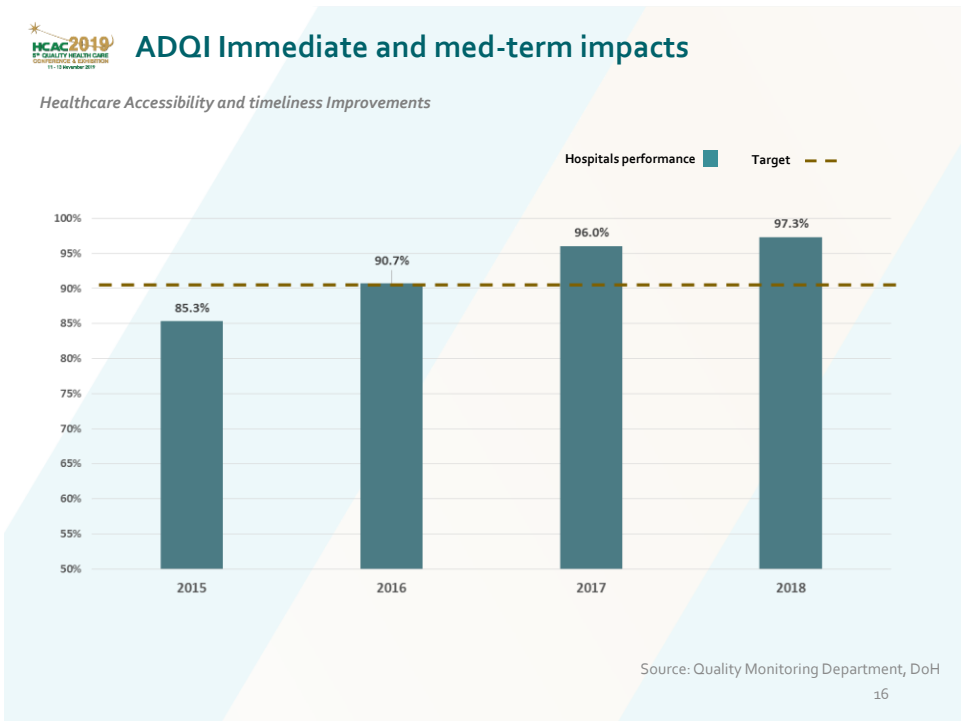waiting time

1.8%
improvements in clinical
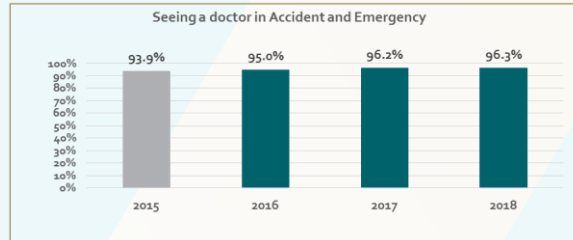outcomes

Source: Quality Monitoring Department, DoH

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ADQI Immediate and med-term impacts

Patient Satisfaction Survey – 1st half 2019

Inpatient

87.30
80th %tile GCC
18th %tile PG

n-Size
11,567

▲ **1.85**
vs.
2nd Half, 2018

● **GCC:** 83.4   ● **PG:** 89.9

Outpatient

78.51
70th %tile GCC
1st %tile PG

n-Size
30,155

▲ **0.22**
vs.
2nd Half, 2018

● **GCC:** 73.3   ● **PG:** 91.7

Emergency

74.79
71st %tile GCC
1st %tile PG

n-Size
7,014

▲ **2.22**
vs.
2nd Half, 2018

● **GCC:** 70.0   ● **PG:** 86.9

GCC: Gulf Cooperative Council Benchmark

PG: Press Ganey International Benchmark

Source: Quality Monitoring Department, DoH
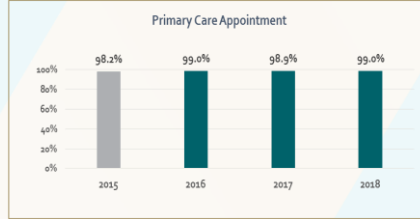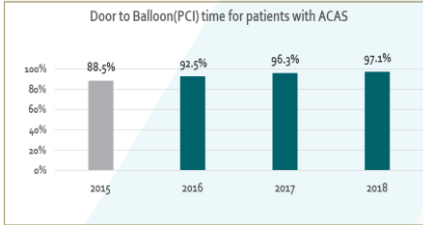Patient Satisfaction report, Health Links, 2019

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ADQI Immediate and med-term impacts

Healthcare Accessibility and timeliness Improvements

Hospitals performance ▪   Target – –

Year	Performance
2015	85.3%
2016	90.7%
2017	96.0%
2018	97.3%

Source: Quality Monitoring Department, DoH

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ADQI Immediate and med-term impacts

Healthcare Accessibility and timeliness Improvements

Hospitals performance ■

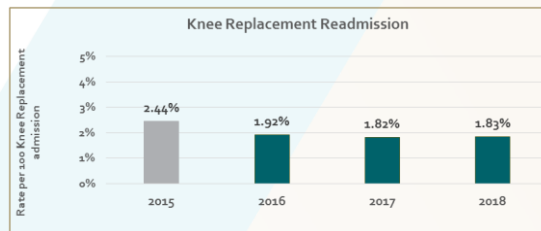**Door to Balloon(PCI) time for patients with ACAS**

- 2015: 88.5%
- 2016: 92.5%
- 2017: 96.3%
- 2018: 97.1%

Primary Care Appointment

- 2015: 98.2%
- 2016: 99.0%
- 2017: 98.9%
- 2018: 99.0%

Seeing a doctor in Accident and Emergency

- 2015: 93.9%
- 2016: 95.0%
- 2017: 96.2%
- 2018: 96.3%

Source: Quality Monitoring Department, DoH

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ADQI Immediate and med-term impacts

Major Clinical Outcomes Improvements

Knee Replacement Readmission

Rate per 100 Knee Replacement admission

- 2015: 2.44%
- 2016: 1.92%
- 2017: 1.82%
- 2018: 1.83%

Appendectomy Readmissions

Rate per 100 appendectomy admission

- 2015: 1.72%
- 2016: 1.35%
- 2017: 1.29%
- 2018: 0.92%

Source: Quality Monitoring Department, DoH

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Thank you

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