

Understanding Quality Key Performance Indicators - Process and Data Review

The Health Authority – Abu Dhabi is in the process of developing a robust and comprehensive new quality framework for the health sector in Abu Dhabi, with a vision to develop the Abu Dhabi Healthcare Quality Index that will enable the whole system to strengthen its continuous improvement efforts.

As per Circular CEO 38/12 issued, this guidance applies to all HAAD Licensed Hospital and Outpatient Clinics in the Emirate of Abu Dhabi. The guidance sets out the definitions, parameters and frequency by which KPI Quality indicators will be measured and submitted to HAAD and will ensure Healthcare Providers shall provide safe, effective and high quality services.

The aim of this review is to evaluate the process of KPI Data collection, Quality control, monitoring and validity of data submission. This will add an extra layer of prioritization for the quality at the healthcare providers' level.

KPI Process review:

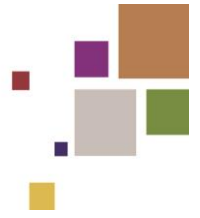
The JAWDA Quality Key Performance Indicators (KPI) evaluation will start with Waiting Time indicators and is not limited. Additional indicators will be included from time to time.

The KPI Quality Performance Indicators will check the three main dimensions as mentioned below:

• Internal Data collection, evaluation and validation

- Nominate responsible data collection and quality lead(s)
- Understand and identify what data is required, how it will be collected (sources) and when it will be collected
- Create a data collection plan

- Ensure data collection lead(s) are adequately skilled and resourced.
- Ensure adequate data collection systems and tools are in place
- Maintain accurate and reliable data collection methodology
 - Appointment Scheduling data
 - Accurate demographic and insurance information collection
 - Process for Copayments
 - Personnel shall maintain the confidentiality of patients protected health information (as per HIPAA act 1996)
- Back up and protect data integrity



- Data cleansing and analysis for reliability and accuracy
- Have in place a data checklist before submission
- Submit data on time and ensure validity
- Review and feedback data findings to the respective teams to promote performance improvement

KPI Data Review:

The certification body (TRBA) will validate the reports submitted to HAAD, as per JAWDA Certification Methodology, to verify the consistency of what was reported to the available internal reports.

Authorized Personnel to submit and report JAWDA KPI should be listed in the nominees list for Audit interview and make sure to be available during the audit schedule.