



دائرة الصحة
DEPARTMENT OF HEALTH

JAWDA KPI Quarterly Guidelines for Medical Tourism (MT) Service Providers

January 2020

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Executive Summary

The Department of Health– Abu Dhabi (DOH) is the regulatory body of the healthcare sector in the Emirate of Abu Dhabi and ensures excellence in healthcare for the community by monitoring the health status of its population.

The Emirate of Abu Dhabi is experiencing a substantial growth in the number of hospitals, centers and clinics. This is ranging from school clinics and mobile units to internationally renowned specialist and tertiary academic centers. Although, access and quality of care has improved dramatically over the last couple of decades, mirroring the economic upturn and population boom of the Abu Dhabi Emirate, challenges remain in addressing further improvements.

The main challenges that are presented with increasingly dynamic population include an aging population with increased expectation for treatment, utilization of technology and diverse workforce leading to increased complexity of healthcare provision in Abu Dhabi. All of this results in an increased and inherent risk to quality and MT patient safety.

DOH has developed dynamic and comprehensive quality framework in order to bring about improvements across the health sector. This guidance relates to the quality indicators that DOH is mandating the quarterly reporting against by the operating general and specialist hospitals in Abu Dhabi.

The guidance sets out the full definition and method of calculation for MT patient safety and clinical effectiveness indicators. For enquiries about this guidance, please contact jawda@DoH.gov.ae/

This document is subject for review and therefore it is advisable to utilize online versions available on the DOH website at all times.

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About this Guidance

The guidance sets out the definitions and reporting frequency of JAWDA Medical Tourism (MT) performance indicators. Department of Health (DoH) with consultation of local and international of Medical Tourism expertise developed Medical Tourism performance indicators aimed to assess the degree to which a provider competently and safely delivers the appropriate clinical services to the MT patient within the optimal time period.

The Medical Tourism performance indicators in this guidance include measures to monitor morbidity and mortality among Medical Tourism Intentional patients i.e., (waiting time for issuing medical tourism, overall MT patient satisfaction, and prevention of recurrence of common medical complications. MT patient education, and counseling). Healthcare providers are the most qualified professionals to develop and evaluate quality of care measures among medical tourism. Therefore, it is crucial that clinicians retain a leadership position in defining Medical Tourism quality of care.

Who is this guidance for?

All DoH licensed healthcare facilities providing quality of care for medical tourism services (general, specialist hospitals, and centers) in the Emirate of Abu Dhabi.

How do I follow this guidance?

Each provider will nominate one member of staff to coordinate, collect, monitor and report Medical Tourism quality performance indicators data as per communicated dates. The nominated healthcare facility lead must in the first instance e-mail their contact details (if different from previous submission) to [JAWDA@doh.gov.ae/](mailto:JAWDA@doh.gov.ae) and submit the required quarterly quality performance indicators through Jawda online portal.

What are the Regulation related to this guidance?

- [DOH standard for medical tourism](#) in the Emirate of Abu Dhabi, issued August 2019
- Legislation establishing the Health Sector
- As per [DoH Policy for Quality and Patient Safety](#) issued January 15th 2017, this guidance applies to all DOH Licensed Hospital Healthcare Facilities in the Emirate of Abu Dhabi in accordance with the requirements set out in this Standard.

Medical Tourism Performance Indicators

Type: Quality Indicator

Indicator Number: MT001

KPI Description (title):	Percentage of patients (medical tourists) who stayed seven days or less in the hospitals
Domain	Effectiveness
Sub-Domain	Clinical Effectiveness
Definition:	Total days stayed from date of admittance
Calculation	<p>Numerator: Total number of medical tourism patients who stayed in the hospital 7 days or less from admission date.</p> <p>Denominator: Total number of medical tourism inpatients that were discharged from the hospital within the reporting period (three months).</p> <p>Denominator Inclusion:</p> <ul style="list-style-type: none"> • Patients that are not residents in UAE. <p>Denominator Exclusion:</p> <ul style="list-style-type: none"> • Daycare patients • MT Patients who expired • MT Patients who left against medical advice
Reporting Frequency:	Quarterly
Unit of Measure:	% of patient stays in hospital
Target	90% of patients having a hospital length of stay \leq 7 days
Desire direction	Lower is better
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> - MT Patient's records - Local business intelligence report or any other internally designed system

Type: Quality Indicator

Indicator Number: MT002

KPI Description (title):	Care transitions from hospital to home
Domain	Process
Sub-Domain	Prevention
Definition:	Medical Tourism patients, who were given education and/or educational materials at the time of being discharged from hospital or centres to home to prevent problems at home
Calculation	<p>Numerator: Total number of medical tourism patients and family who have documentation of being provided education by the healthcare professional or written educational material at the time of discharge addressing the following: Describe to the patient what life at home will be like</p> <ol style="list-style-type: none"> 1. Review medications 2. Highlight warning signs and problems 3. Explain test results 4. Make follow-up appointments <p>Denominator: Total number of medical tourism patients discharged from the hospital including day case and inpatients within the reporting period (three months).</p> <p>Denominator Inclusion:</p> <ul style="list-style-type: none"> • Patients that are not residents in UAE. <p>Denominator Exclusion:</p> <ul style="list-style-type: none"> • MT Patients who expired • MT Patients who left against medical advice
Reporting Frequency:	Quarterly
Unit of Measure:	% of medical tourism patients given education at the time of discharge about post discharge care
International comparison if available	The Joint Commission, AHRQ
Desire direction:	Higher is better
Notes for all providers	
Data sources and guidance:	- MT Patient's records

Type: Quality Indicator

Indicator Number: MT003

KPI Description (title):	Number of Medical Tourists
Domain	Access
Sub-Domain	Timeliness
Definition:	Number of medical tourists who are not residing in the UAE and travel to Abu Dhabi for non-emergency treatment during the reporting period (quarterly)
Calculation	Total number of medical tourism patients who travel to the Emirate of Abu Dhabi for medical tourism purposes. Denominator Inclusion: <ul style="list-style-type: none"> • Patients that are not residents in UAE. • Patients Sponsored by UAE Government
Reporting Frequency:	Quarterly
Unit of Measure:	(count)
Desire Direction	Higher is better
Target	Higher is better
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> - MT Patient's records - Claim data