



دائرة الصحة
DEPARTMENT OF HEALTH

Outpatient Mental Health Service Jawda Guidance

Version 1

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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, however 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 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 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 mental health performance indicators. Department of Health (DoH) with consultation of local and international Outpatient Mental Health treatment quality of care expertise developed mental health performance indicators that are aimed for assessing the degree to which a provider competently and safely delivers the appropriate clinical services to the patient within the optimal time period.

The Jawda KPI for Outpatient Mental Health in this guidance include measures to monitor i.e. how well Outpatient Mental Health service providers care for their patients, how often they follow best practices and how effective they are at treating their patients. Healthcare providers are the most qualified professionals to develop and evaluate quality of care for the patients; therefore, it is crucial that clinicians retain a leadership position in defining performance among Outpatient Mental Health service providers.

Who is this guidance for?

All DoH licensed healthcare facilities providing Outpatient Mental Health treatment in the Emirate of Abu Dhabi, with at least a Psychiatrist Specialist/Consultant.

How do I follow this guidance?

Each provider will nominate one member of staff to coordinate, collect, monitor and report mental health 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 and submit the required quarterly quality performance indicators through Jawda online portal.

What are the Regulation related to this guidance?

- Legislation establishing the Health Sector
- DOH Standard for Mental Health Services and Treatment
- 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.

Outpatient Mental Health Service Performance Indicators

Type: OMH Quality Indicator

Number: OMH001

KPI Description (title):	Percentage of Patients on Antipsychotic Medication(s) Who Had Complete Routine Investigation and ECG performed within 12 months prior to prescription
Domain	Safety
Indicator Type	Process
Definition:	Percentage of outpatients (all ages) on antipsychotic medication(s) who had ECG and other Investigations performed within 12 months prior to prescription.
Calculation:	<p><u>Numerator:</u> Number of patients on antipsychotic medication(s) who have completed all investigations, performed in any setting (e.g., OP or IP), within 12 months prior to the initial antipsychotic prescription or refill in the reporting quarter.</p> <p>Complete Investigations:</p> <ul style="list-style-type: none"> • Electrocardiogram (ECG) • Full blood count • Hemoglobin A1c • Lipid profile • Liver function test • Urea and electrolytes <p><i>Numerator Guidance: Patients with a missing investigation will NOT be counted in the numerator.</i></p> <p><u>Denominator:</u></p> <p>Total number of outpatients (all ages) who are prescribed with antipsychotic medications, (See Appendix B) that visited during the reporting period.</p> <p><i>Denominator Guidance</i></p> <ul style="list-style-type: none"> ○ <i>In case of multiple consultation visits within the reporting quarter, please consider any visit.</i> ○ <i>Visits will be under Psychiatrist Specialist/Consultant</i>
Reporting Frequency:	Quarterly
Unit of Measure:	Percentage
International Comparison if available	Developed locally by modifying similar indicators used by The NICE guidelines, Australian and New Zealand college. Recommendations Psychosis and schizophrenia in adults: prevention and management Guidance NICE standards for antipsychotic treatment and monitoring 2.0.pdf Guidelines versus practice in screening and monitoring of cardiometabolic risks in patients taking antipsychotic medications: where do we stand?
Desired direction & Target:	Higher the better: ≥90%

Outpatient Mental Health Service Performance Indicators

Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> Hospital patient data source Patient's records (Malaffi data extraction)

Type: OMH Quality Indicator

Number: OMH002

KPI Description (title):	Percentage of Patients Who Were Concurrently Prescribed Three or More Different Antipsychotic Medications
Domain	Safety
Indicator Type	Process
Definition:	Percentage of patients (all ages) who were concurrently prescribed three or more different antipsychotic medications (at the same time).
Calculation:	<p>Numerator: Number of patients on antipsychotic medication(s) who were concurrently prescribed three or more different antipsychotic medications during the reporting quarter.</p> <p>Denominator: Total number of outpatients (all ages) who are prescribed one or more antipsychotic medications (<i>See Appendix B</i>), that visited during the reporting period.</p> <p>Denominator Guidance:</p> <ul style="list-style-type: none"> <i>In case of multiple consultation visits within the reporting quarter, please consider any visit.</i> <i>Visits will be under a Psychiatrist Specialist/Consultant</i>
Reporting Frequency:	Quarterly
Unit of Measure:	Percentage
International Comparison if available	Developed locally by modifying similar indicators used by UK (The Maudsley Prescribing Guidelines in Psychiatry) The Maudsley Prescribing Guidelines in Psychiatry
Desired direction & Target:	Lower the better: <5%
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> Hospital patient data source Patient's records (Malaffi data extraction)

Outpatient Mental Health Service Performance Indicators

Type: OMH Quality Indicator

Number: OMH003

KPI Description (title):	Percentage of Patients Who Were Concurrently Prescribed Two or More Different Benzodiazepines.
Domain	Safety
Indicator Type	Process
Definition:	Percentage of patients (all ages) who were concurrently prescribed two or more different benzodiazepines medications (at the same time).
Calculation:	<p><u>Numerator:</u> Number of patients on antipsychotic medication(s) who were concurrently prescribed two or more benzodiazepines during the reporting quarter.</p> <p><u>Denominator:</u> Total number of outpatients (all ages) who are prescribed with one or more benzodiazepines, that visited during the reporting period.</p> <p><u>Denominator Guidance:</u></p> <ul style="list-style-type: none"> ○ <i>In case of multiple consultation visits within the reporting quarter, please consider any visit.</i> ○ <i>Visits will be under Psychiatrist Specialist/Consultant</i>
Reporting Frequency:	Quarterly
Unit of Measure:	Percentage
International Comparison if available	Developed locally by modifying similar indicators used by royal Australian and New Zealand college of psychiatrists
Desired direction & Target:	Lower the better: <1%
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> • Hospital patient data source • Patient's records (Malaffi data extraction)

Outpatient Mental Health Service Performance Indicators

Type: OMH Quality Indicator

Number: OMH004

KPI Description (title):	Percentage of Patients Receiving Psychotherapy Who Achieved a Reduction in Depression Symptoms
Domain	Effectiveness
Indicator Type	Outcome
Definition:	Percentage of patients receiving psychotherapy who achieved a reduction in Depression symptoms (50% reduction in depression severity measured by PHQ-9 after 6 months of psychotherapy initiation or end of treatment, whichever comes first.
Calculation:	<p><u>Numerator:</u> Number of patients achieving a reduction in Depression symptoms (50% reduction in depression severity measured by PHQ-9 after 6 months of psychotherapy initiation, or end of treatment, whichever comes first.</p> <p><u>Denominator:</u> Total number of outpatients (all ages) with <i>primary or secondary</i> diagnosis of depression who had PHQ-9 done before initiating psychotherapy AND completed 6 months of psychotherapy before the visit during the reporting quarter</p> <p><u>Denominator Guidance:</u></p> <ul style="list-style-type: none"> ○ <i>In case of multiple consultation visits within the reporting quarter, please consider any visit which the patient completed 6 months of psychotherapy.</i> ○ <i>Psychotherapy sessions done by Psychologists</i> <p><u>Denominator Exclusion:</u></p> <ul style="list-style-type: none"> • Patients refusing to complete or comply with the recommended treatment • Patients without insurance benefits for the recommended psychotherapy
Reporting Frequency:	Quarterly
Unit of Measure:	Percentage
International Comparison if available	American Psychology Association
Desired direction & Target:	Higher the better: ≥70%
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> • Hospital patient data source • Patient's records (Malaffi data extraction)

Outpatient Mental Health Service Performance Indicators

Type: OMH Quality Indicator

Number: OMH005

KPI Description (title):	Percentage of Patients Receiving Psychotherapy Who Achieved a Reduction in Anxiety Symptoms
Domain	Effectiveness
Indicator Type	Outcome
Definition:	Percentage of patients receiving psychotherapy who achieved a reduction in Anxiety symptoms (50% reduction in anxiety severity measured by GAD-7 after 6 months of psychotherapy initiation or end of treatment, whichever comes first.
Calculation:	<p><u>Numerator:</u> Number of patients achieving a reduction in Anxiety symptoms (50% reduction in anxiety severity measured by GAD-7 after 6 months of psychotherapy initiation, or end of treatment, whichever comes first.</p> <p><u>Denominator:</u> Total number of outpatients (all ages) with primary or secondary diagnosis of Anxiety who had GAD-7 done before initiating psychotherapy AND completed 6 months of psychotherapy before the visit during the reporting quarter.</p> <p><u>Denominator Guidance:</u></p> <ul style="list-style-type: none"> ○ <i>In case of multiple consultation visits within the reporting quarter, please consider any visit for which the patient completed 6 months of psychotherapy.</i> ○ <i>Psychotherapy sessions done by Psychologists</i> <p><u>Denominator Exclusion:</u></p> <ul style="list-style-type: none"> • Patients refusing to complete or comply with the recommended treatment • Patients without insurance benefits for the recommended psychotherapy
Reporting Frequency:	Quarterly
Unit of Measure:	Percentage
International Comparison if available	American Psychology Association
Desired direction & Target:	Higher the better: ≥70%
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> • Hospital patient data source • Patient's records (Malaffi data extraction)

Outpatient Mental Health Service Performance Indicators

Type: OMH Quality Indicator

Number: OMH006

KPI Description (title):	Percentage of First Available Appointment for Patients Referred for Mental Health Services
Domain	Timeliness
Indicator Type	Process
Definition:	Time for a Department of Health (DOH) licensed relevant mental healthcare professionals to see patients referred for mental health services from the time of receiving the referral.
Calculation:	<p><u>Numerator:</u> Number of patients in the denominator population that were seen by the relevant (DOH) licensed mental health professional within 10 working days from receiving the referral (or self-requested appointment).</p> <p><u>Denominator:</u> Total number of all appointment's referral (including self-referral) to (DOH) licensed mental health professional within the reporting quarter.</p> <p><i>Report Separately appointment for:</i></p> <ul style="list-style-type: none"> <i>a) DOH licensed Psychologists</i> <i>b) DOH licensed Psychiatrists</i> <p><i>Denominator Guidance:</i></p> <ul style="list-style-type: none"> <i>• Suspected / Confirmed with new appointment request/complaint of any mental health concern in that facility</i> <p><u>Denominator Exclusions:</u></p> <ul style="list-style-type: none"> • Non-Physician Led Appointment Types (e.g. refill, diagnostics) <i>except for Psychologist led appointments</i> • Follow Up Appointment Types • Patient choice of not having the appointment within 10 working days when offered • Walk in Patients without prior appointment or patients having the same day scheduled appointment • No show or appointments cancelled by patients. • Patients who left without being seen
Reporting Frequency:	Quarterly
Unit of Measure:	Percentage
International Comparison if available	American Psychology Association
Desired direction & Target:	Higher the better: ≥90% within 10 days
Notes for all providers	
Data sources and guidance:	<ul style="list-style-type: none"> • Hospital patient data source • Patient's records (Malaffi data extraction)

Outpatient Mental Health Service Performance Indicators

Appendix A – ICD10-2021 Codes Mental Health

F01.50	F11.14	F13.151	F14.951	F16.950	F19.20	F31.72	F44.7	F65.1
F01.51	F11.150	F13.159	F14.959	F16.951	F19.21	F31.73	F44.81	F65.2
F02.80	F11.151	F13.180	F14.980	F16.959	F19.220	F31.74	F44.89	F65.3
F02.81	F11.159	F13.181	F14.981	F16.980	F19.221	F31.75	F44.9	F65.4
F03.90	F11.181	F13.182	F14.982	F16.983	F19.222	F31.76	F45.0	F65.50
F03.91	F11.182	F13.188	F14.988	F16.988	F19.229	F31.77	F45.1	F65.51
F04.	F11.188	F13.19	F14.99	F16.99	F19.230	F31.78	F45.20	F65.52
F05.	F11.19	F13.20	F15.10	F17.200	F19.231	F31.81	F45.21	F65.81
F06.0	F11.20	F13.21	F15.11	F17.201	F19.232	F31.89	F45.22	F65.89
F06.1	F11.21	F13.220	F15.120	F17.203	F19.239	F31.9	F45.29	F65.9
F06.2	F11.220	F13.221	F15.121	F17.208	F19.24	F32.0	F45.41	F66.
F06.30	F11.221	F13.229	F15.122	F17.209	F19.250	F32.1	F45.42	F68.10
F06.31	F11.222	F13.230	F15.129	F17.210	F19.251	F32.2	F45.8	F68.11
F06.32	F11.229	F13.231	F15.13	F17.211	F19.259	F32.3	F45.9	F68.12
F06.33	F11.23	F13.232	F15.14	F17.213	F19.26	F32.4	F48.1	F68.13
F06.34	F11.24	F13.239	F15.150	F17.218	F19.27	F32.5	F48.2	F68.8
F06.4	F11.250	F13.24	F15.151	F17.219	F19.280	F32.81	F48.8	F68.A
F06.8	F11.251	F13.250	F15.159	F17.220	F19.281	F32.89	F48.9	F69.
F07.0	F11.259	F13.251	F15.180	F17.221	F19.282	F32.9	F50.00	F70.
F07.81	F11.281	F13.259	F15.181	F17.223	F19.288	F33.0	F50.01	F71.
F07.89	F11.282	F13.26	F15.182	F17.228	F19.29	F33.1	F50.02	F72.
F07.9	F11.288	F13.27	F15.188	F17.229	F19.90	F33.2	F50.2	F73.
F09.	F11.29	F13.280	F15.19	F17.290	F19.920	F33.3	F50.81	F78.
F10.10	F11.90	F13.281	F15.20	F17.291	F19.921	F33.40	F50.82	F79.
F10.11	F11.920	F13.282	F15.21	F17.293	F19.922	F33.41	F50.89	F80.0
F10.120	F11.921	F13.288	F15.220	F17.298	F19.929	F33.42	F50.9	F80.1
F10.121	F11.922	F13.29	F15.221	F17.299	F19.930	F33.8	F51.01	F80.2
F10.129	F11.929	F13.90	F15.222	F18.10	F19.931	F33.9	F51.02	F80.4
F10.130	F11.93	F13.920	F15.229	F18.11	F19.932	F34.0	F51.03	F80.81
F10.131	F11.94	F13.921	F15.23	F18.120	F19.939	F34.1	F51.04	F80.82
F10.132	F11.950	F13.929	F15.24	F18.121	F19.94	F34.81	F51.05	F80.89
F10.139	F11.951	F13.930	F15.250	F18.129	F19.950	F34.89	F51.09	F80.9
F10.14	F11.959	F13.931	F15.251	F18.14	F19.951	F34.9	F51.11	F81.0
F10.150	F11.981	F13.932	F15.259	F18.150	F19.959	F39.	F51.12	F81.2
F10.151	F11.982	F13.939	F15.280	F18.151	F19.96	F40.00	F51.13	F81.81
F10.159	F11.988	F13.94	F15.281	F18.159	F19.97	F40.01	F51.19	F81.89
F10.180	F11.99	F13.950	F15.282	F18.17	F19.980	F40.02	F51.3	F81.9
F10.181	F12.10	F13.951	F15.288	F18.180	F19.981	F40.10	F51.4	F82.
F10.182	F12.11	F13.959	F15.29	F18.188	F19.982	F40.11	F51.5	F84.0
F10.188	F12.120	F13.96	F15.90	F18.19	F19.988	F40.210	F51.8	F84.2
F10.19	F12.121	F13.97	F15.920	F18.20	F19.99	F40.218	F51.9	F84.3
F10.20	F12.122	F13.980	F15.921	F18.21	F20.0	F40.220	F52.0	F84.5
F10.21	F12.129	F13.981	F15.922	F18.220	F20.1	F40.228	F52.1	F84.8
F10.220	F12.13	F13.982	F15.929	F18.221	F20.2	F40.230	F52.21	F84.9
F10.221	F12.150	F13.988	F15.93	F18.229	F20.3	F40.231	F52.22	F88.

Outpatient Mental Health Service Performance Indicators

F10.229	F12.151	F13.99	F15.94	F18.24	F20.5	F40.232	F52.31	F89.
F10.230	F12.159	F14.10	F15.950	F18.250	F20.81	F40.233	F52.32	F90.0
F10.231	F12.180	F14.11	F15.951	F18.251	F20.89	F40.240	F52.4	F90.1
F10.232	F12.188	F14.120	F15.959	F18.259	F20.9	F40.241	F52.5	F90.2
F10.239	F12.19	F14.121	F15.980	F18.27	F21.	F40.242	F52.6	F90.8
F10.24	F12.20	F14.122	F15.981	F18.280	F22.	F40.243	F52.8	F90.9
F10.250	F12.21	F14.129	F15.982	F18.288	F23.	F40.248	F52.9	F91.0
F10.251	F12.220	F14.13	F15.988	F18.29	F24.	F40.290	F53.0	F91.1
F10.259	F12.221	F14.14	F15.99	F18.90	F25.0	F40.291	F53.1	F91.2
F10.26	F12.222	F14.150	F16.10	F18.920	F25.1	F40.298	F54.	F91.3
F10.27	F12.229	F14.151	F16.11	F18.921	F25.8	F40.8	F55.0	F91.8
F10.280	F12.23	F14.159	F16.120	F18.929	F25.9	F40.9	F55.1	F91.9
F10.281	F12.250	F14.180	F16.121	F18.94	F28.	F41.0	F55.2	F93.0
F10.282	F12.251	F14.181	F16.122	F18.950	F29.	F41.1	F55.3	F93.8
F10.288	F12.259	F14.182	F16.129	F18.951	F30.10	F41.3	F55.4	F93.9
F10.29	F12.280	F14.188	F16.14	F18.959	F30.11	F41.8	F55.8	F94.0
F10.920	F12.288	F14.19	F16.150	F18.97	F30.12	F41.9	F59.	F94.1
F10.921	F12.29	F14.20	F16.151	F18.980	F30.13	F42.2	F60.0	F94.2
F10.929	F12.90	F14.21	F16.159	F18.988	F30.2	F42.3	F60.1	F94.8
F10.930	F12.920	F14.220	F16.180	F18.99	F30.3	F42.4	F60.2	F94.9
F10.931	F12.921	F14.221	F16.183	F19.10	F30.4	F42.8	F60.3	F95.0
F10.932	F12.922	F14.222	F16.188	F19.11	F30.8	F42.9	F60.4	F95.1
F10.939	F12.929	F14.229	F16.19	F19.120	F30.9	F43.0	F60.5	F95.2
F10.94	F12.93	F14.23	F16.20	F19.121	F31.0	F43.10	F60.6	F95.8
F10.950	F12.950	F14.24	F16.21	F19.122	F31.10	F43.11	F60.7	F95.9
F10.951	F12.951	F14.250	F16.220	F19.129	F31.11	F43.12	F60.81	F98.0
F10.959	F12.959	F14.251	F16.221	F19.130	F31.12	F43.20	F60.89	F98.1
F10.96	F12.980	F14.259	F16.229	F19.131	F31.13	F43.21	F60.9	F98.21
F10.97	F12.988	F14.280	F16.24	F19.132	F31.2	F43.22	F63.0	F98.29
F10.980	F12.99	F14.281	F16.250	F19.139	F31.30	F43.23	F63.1	F98.3
F10.981	F13.10	F14.282	F16.251	F19.14	F31.31	F43.24	F63.2	F98.4
F10.982	F13.11	F14.288	F16.259	F19.150	F31.32	F43.25	F63.3	F98.5
F10.988	F13.120	F14.29	F16.280	F19.151	F31.4	F43.29	F63.81	F98.8
F10.99	F13.121	F14.90	F16.283	F19.159	F31.5	F43.8	F63.89	F98.9
F11.10	F13.129	F14.920	F16.288	F19.16	F31.60	F43.9	F63.9	F99
F11.11	F13.130	F14.921	F16.29	F19.17	F31.61	F44.0	F64.0	
F11.120	F13.131	F14.922	F16.90	F19.180	F31.62	F44.1	F64.1	
F11.121	F13.132	F14.929	F16.920	F19.181	F31.63	F44.2	F64.2	
F11.122	F13.139	F14.93	F16.921	F19.182	F31.64	F44.4	F64.8	
F11.129	F13.14	F14.94	F16.929	F19.188	F31.70	F44.5	F64.9	
F11.13	F13.150	F14.950	F16.94	F19.19	F31.71	F44.6	F65.0	

Outpatient Mental Health Service Performance Indicators

Appendix B – Antipsychotic Medications

AMISULPRIDE	OLANZAPINE Tablets	ARIPRAZOLE
CARIPRAZINE CAPS	PALIPERIDONE tab	FLUPENTHIXOL INJ
CHLORPROMAZINE Syrup or Tablets	PIMOZIDE Tabs	HALOPERIDOL INJ
CLOZAPINE Tablets	QUETIAPIN XR Tablets	PALIPERIDONE INJ
FLUPENTHIXOL Tablets	QUETIAPIN Tablets	RISPERIDONE 50mg Injection
HALOPERIDOL Drops or Tablets	RISPERIDONE Syrup or Tablets	ZUCLOPENTHIXOL Depo Amp
OLANZAPINE Disp Tablets	TRIFLUOPERAZINE Tablets	LURASIDONE
ZIPRASIDONE Capsules		