TITLE: Abu Dhabi Healthcare Quality Index- Muashir

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ABSTRACT

The Department of Health in Abu Dhabi (DoH) is the responsible body that regulates all healthcare providers to ensure high quality, sustainability and accessible care to about 3 million population. DoH had developed *Muashir* -Abu Dhabi Healthcare Quality Index, an innovative, comprehensive quality monitoring programme   and first of its kind in the MENA region. *Muashir* focuses on continuous quality improvements, patient centricity and healthcare providers engagement.

Muashir is a scientific-base framework that was co-created with the healthcare providers and is aligned with international best practices. Muashir is unique in its comprehensiveness of measuring quality over multiple dimensions that addresses the major quality domains measured globally including; effectiveness, efficiency, centricity, timeliness of care, sustainability, and credibility. The framework started in 2014 with the establishment of "Jawda" quality indicators. Gradually it expanded over the past years to include more measures and dimensions to address the priorities of Abu Dhabi population and ensures continuous quality improvements and sustainability.

In addition, Muashir is applicable to all healthcare providers in Abu Dhabi, public and private. It had a great impact in improving the quality culture and changing mindsets of healthcare providers. They were engaged at the different stages of developing *Muashir* framework. They were consulted for best practices and trained to maximize quality improvements efforts. Although data exists within DoH, the healthcare providers submit their own data in regular basis to give them ownership of the improvements. Since the implementation of Index, there has been immediate and med-term impact, including but not limited to:

- **48%** reduction in number of cardiac arrest cases outside the critical areas
- **13%** reduction in number of unplanned readmissions for Pneumonia
- **6%** reduction in rate of Neonatal Mortality
- **8%** Improvements in the rate of compliance to health and safety (Healthcare Safe Workplace dimension)
- **11%** Reduction in medical error cases

BIOGRAPHY

Jumana AL Aabed

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Jumana is a section head of Quality analytics and Improvements at Department of Health.

The Department of Health (DOH) is the regulative body of the Healthcare Sector in the Emirate of Abu Dhabi.

Jumana is a Mathematician, master's degree in quality management and lean Six Sigma Black Belt Certified with 17 years' experience in the health care sector; she developed a technical mathematical methodology to get the composite score of Abu Dhabi Quality Index and the ranking for all hospitals, which is one of the first, innovative and comprehensive methods. She has the award as the first place for the innovative employee in the department of health; she is the Executive assistance of "DoH-AD Healthcare Quality Advisory Committee". As well as, Publishing articles in the healthcare quality analysis field in international medical magazines, And author of "SKMC outcome Book" for the consecutive years 2012, 2013 and 2014. This Book was published in UAE and USA. In addition to her involvement in Involved in building the mathematical model for epidemiological diseases to tract and monitor the COVID- 19 Cases and how it can be reduced using statistical tools.

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