



LICENSED HOME HEALTHCARE SERVICES

STANDARD

Department: Quality Improvement

Document Identifier: SD/HCO/003/02

STANDARD – LICENSED HOME HEALTHCARE SERVICES

1. PURPOSE

1.1	This Standard defines the requirements including licensing and service specifications to ensure acceptable minimum levels of quality, performance, safety and reliability of Home Healthcare Services licensed by Dubai Healthcare City Authority – Regulator (DHCR).
1.2	The Standards define licensing criteria and limitations of Licensed Home Healthcare Services including permissible geographical limits.
1.3	The Standards do not include the provision of unlicensed home assistance services.

2. SCOPE OF APPLICATION

2.1	This Standard applies to all Healthcare Operators applying to be licensed and those currently licensed as a Home Healthcare Service Provider Licensed by Dubai Healthcare City Authority (DHCA).
2.2	DHCR may from time to time amend this Standard without prior notice.

3. STANDARD

3.1 Licensure of Home Healthcare Services

3.1.1	Any DHCC Entity wishing to provide Home Healthcare Services within the Emirate of Dubai shall be licensed by DHCR in accordance with the requirements and procedures of the DHCA Healthcare Operators Regulation number (4) of 2013, the Company Regulation No. 8 of 2013, the Commercial Services Licensing Regulation No. 9 of 2013 and the Standards defined herein.
3.1.2	Applications for a Clinical Operating Permit as a Home Healthcare Service provider shall only be considered from Licensed DHCC Entities that hold a current and valid Clinical Operating Permit for a hospital (parent hospital) and meet the following conditions: <ul style="list-style-type: none"> 3.1.2.1 The applying DHCC Entity must have a minimum of 12 months of licensed operations as a hospital in DHCC, with a proven performance in quality healthcare and patient safety as assessed by the QID of DHCR. 3.1.2.2 The parent hospital in DHCC from which the Home Healthcare Service operates must provide adequate clinical and support services to meet patients' needs for continued extended care. 3.1.2.3 Licensed Home Healthcare Service providers must only provide services to existing patients of the DHCC parent hospital as an adjunct and continuum of their hospital

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	care. Home Healthcare Services must not be provided as an independent service to any patients other than those stipulated here.
3.1.3	Where a licensed hospital is denied a Clinical Operating Permit for Home Healthcare Services it will not alter the existing operating permit of the licensed hospital, unless the denial is related to the performance of the hospital in quality of care or patient safety.
3.1.4	The Home Healthcare Service provider shall be issued a Clinical Operating Permit separate from that of the parent hospital.
3.1.5	The Clinical Operating Permit shall be valid for a period of two (2) years one year and shall be renewable subject to the decision of the Registry of Companies in accordance with the provisions of the DHCA Healthcare Operators Regulation number (4) of 2013 and all other applicable rules, policies and standards in effect.
3.1.6	Home Healthcare Services may only be provided by a licensed DHCC Entity holding a current and valid Clinical Operating Permit for the Category and Activity of Home Healthcare Services restricted within the boundaries of the Emirate of Dubai. Operation outside the boundaries of the Emirate of Dubai is not permitted.
3.1.7	Licensed Home Healthcare Service providers shall provide services in accordance with all applicable regulations, rules, policies and standards of DHCA.
3.1.8	Licensed Home Healthcare Service providers will be required to additionally comply with applicable regulations, policies and standards of the Authority of the jurisdiction within which they are providing care. When regulations, policies and standards of either jurisdiction are significantly different, then whichever sets the higher requirement shall apply.
3.1.9	As a condition of licensure and in accordance with UAE Federal Law number 10 of 2008 concerning Medical Liability, each Licensed Home Healthcare Service provider must ensure the provision of Professional Indemnity Insurance for all Licensed Healthcare Professionals providing Home Healthcare Services valid for the territory of the Emirate of Dubai.

3.2 QUALIFIED PERSONNEL

3.2.1	Each Licensed Home Healthcare Service provider must appoint qualified personnel and maintain staffing levels as required to ensure reliable and consistent care in compliance with the appointed accreditation organization's standards.
3.2.2	Physicians and all other Healthcare Professionals providing Home Healthcare services must be Licensed Healthcare Professionals in DHCC. Other classifications of professionals such as,

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	but not limited to, care assistants, caregivers, care-helpers and care attendants are prohibited from the provision of Home Healthcare Services.
3.2.3	Home Healthcare Service provision shall be primarily in the form of extended nursing care provided by Licensed Registered Nurses. Other Licensed Healthcare Professionals may provide Home Healthcare Services if such services are part of the patient's extended medical care plan. Such services may be delivered by the below Licensed Healthcare Professionals: <ul style="list-style-type: none"> 3.2.3.1 General Medicine 3.2.3.2 Medical doctor of specific specialty such as Family Medicine, Psychiatry 3.2.3.3 Registered Nurse 3.2.3.4 Physiotherapist 3.2.3.5 Nutritionist and dietitian 3.2.3.6 Psychologist 3.2.3.7 Speech Therapist 3.2.3.8 Occupational Therapist
3.2.4	All such Licensed Healthcare Professionals providing Home Healthcare are not required to have licensure from Dubai Health Authority (DHA), but are subject to all applicable rules and regulations issued by DHA.
3.2.5	All such Licensed Healthcare Professionals must provide Home Healthcare within the scope of practice and standards of proficiency for their licensed category.
3.2.6	All such Licensed Healthcare Professionals must be currently certified in basic life support (BLS).
3.2.7	Each Licensed Home Healthcare Service provider must have in place management staffing, including, but not limited to, an experienced Administrator, a Medical Director and a Senior Nurse.
3.2.8	The Administrator will be responsible for the day to day management of the Licensed Home Healthcare Service, the efficient management of home visits, and contribute to the strategic development of services.
3.2.9	The Administrator will assure that an appropriate number of qualified, experienced and skilled Licensed Healthcare Professionals are available to provide all services required for continued patient care in the home, and assure there are resources and capabilities adequately to supply, equip and resource the Home Healthcare Service.
3.2.10	The Administrator must ensure the availability of administrative systems, information systems and management capability of the Licensed Home Healthcare Service, including but not be

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	limited to, financial reporting, a scheduling system, billing systems, medical records system, purchasing and materials management, compliance reporting, and quality improvement.
3.2.11	Each Licensed Home Healthcare Service provider must appoint a suitably qualified and experienced Medical Director who shall be a Licensed Physician. The Medical Director must ensure that all relevant and required clinical policies, standards and guidelines are adopted and complied with.
3.2.12	The Medical Director must assure that all Home Healthcare is carried out in accordance with a care plan under the direction of a qualified Licensed Physician.
3.2.13	The Licensed Home Healthcare Service provider must identify a Licensed Physician who will provide coverage for the Medical Director when the Medical Director is absent.
3.2.14	Each Licensed Home Healthcare Service provider must appoint a Licensed Registered Nurse as the Senior Nurse to support the Administrator and/or Medical Director in creating clinical protocols and guidelines, leading the nursing practice, and developing the Licensed Home Healthcare Service provider's nursing practice.
3.2.15	Each Licensed Home Healthcare Service provider must have a documented process for determining its overall staffing needs to provide all clinical and administrative functions.

3.3 PATIENT MANAGEMENT

3.3.1	Each Licensed Home Healthcare Service provider must manage patient care in accordance with these Standards, the standards of the nominated accreditation agency and all other applicable laws, regulations and standards.
3.3.2	A Licensed Home Healthcare Service provider will only accept patients for services and care on the basis of a reasonable expectation that the patient's medical, nursing, and social needs can be met adequately by the Licensed Home Healthcare Service provider in the patient's place of residence.
3.3.3	The Licensed Home Healthcare Service provider shall only provide Home Healthcare Services if: <ul style="list-style-type: none"> 3.3.3.1 The patient is under the care of a Licensed Physician in the parent hospital; 3.3.3.2 The patient is to receive Home Healthcare Services as an integral part of their continued care as per their Medical Care Plan. 3.3.3.3 The patient and/or his family agree to accept Home Healthcare Services;

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	<p>3.3.3.4 The patient's medical, nursing, and social needs can be met sufficiently and satisfactorily in the patient's place of residence in place of being admitted in a hospital or other extended care facility;</p> <p>3.3.3.5 The patient's residence has adequate facilities for the patient's proper care, and;</p> <p>3.3.3.6 At the time of admission to the patient requires part-time or intermittent services only.</p>
3.3.4	Before accepting a patient for Home Healthcare an effective and comprehensive patient assessment must be conducted by a suitably qualified Licensed Physician. Licensed Healthcare Professionals should use a formal risk assessment process to assess skin integrity and risk of falls for such patients.
3.3.5	Each patient must be under a Medical Plan of Care prepared by the treating physician.
3.3.6	The medical care plan is to be developed in consultation with the multidisciplinary Home Healthcare Service team and must cover all pertinent diagnoses, including mental, functional and social status, types of services and equipment required, frequency of visits, prognosis, rehabilitation potential, functional limitations, activities permitted, nutritional requirements, medications and treatments, any safety measures to protect against injury, instructions for timely discharge or referral, and any other appropriate items.
3.3.7	Care and treatment relative to the needs of the patient as outlined and identified in the medical care plan, which include medical emergency situations, must be provided in a safe, effective manner, coordinated among those responsible in the care of the patient, and modified as needed based on any changing needs of the patient. The changes to the medical care plan must be initiated by the physician and communicated clearly in the patient's new or revised medical care plan. In case the planned treatment does not achieve the results expected or there is a significant change in the patient's clinical condition, the treating physician must be notified immediately.
3.3.8	The total medical care plan must be reviewed by the treating physician and at least one member of the Home Healthcare team involved in the patient's medical care plan as often as the severity of the patient's condition requires, but at least once every two months.
3.3.9	Patient assessment will be conducted when there is a significant change in the patient's health status, after a fall or when the patient is discharged and then readmitted to Home Healthcare Services.
3.3.10	The Home Healthcare Service provider is required to have a protocol in place to address the patient's needs during an emergency for the continuation of treatment.



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3.3.11	The Home Healthcare Service provider must initiate the transfer of a patient to the parent hospital if the patient requires hospitalization. Where the parent hospital is unable to provide further specialized clinical services for the continued care of the patient, the provider must assist in sourcing referral services for the patient's continued care.
3.3.12	Patient orders are to be signed by the treating Licensed Physician. If the treating Licensed Physician is not available to sign patient orders, the verbal orders must be taken by a Licensed Registered Nurse and signed by a Licensed Physician.
3.3.13	The Licensed Home Healthcare Service provider must make available a list of verbal orders that are a part of the patient's medical regimen and must be authenticated by the treating Licensed Physician within a reasonable time limit which shall not exceed two (2) days.
3.3.14	The Licensed Home Healthcare Service provider shall terminate Home Healthcare Services under the following circumstances: <ul style="list-style-type: none"> 3.3.14.1 The patient provided with Home Healthcare Services recovers following the administered treatment and additional Home Healthcare Services are no longer required; 3.3.14.2 The objectives of the patient-specific medical care plan have been achieved; 3.3.14.3 The drugs, care and treatment to be administered to the patient no longer require Home Healthcare Services; 3.3.14.4 The equipment or the Home Healthcare Services that are medically required for Home Healthcare Services are not available in full; 3.3.14.5 The patient provided with Home Healthcare Services requires hospitalization; 3.3.14.6 The patient is no longer receiving hospital care of which the Home Healthcare Service is an adjunct; or 3.3.14.7 The patient or his or her representative wishes to terminate Home Healthcare Services.

3.4 PATIENT RIGHTS AND RESPONSIBILITIES

3.4.1	Patients receiving Home Healthcare Services and their families shall be provided with written copies of the DHCA Patients' Rights and Responsibilities as per Schedule Two of the DHCA Governing Regulation Number (1) of 2013. These may be provided as part of the patient's educational or information packages. If the patient or the family is not literate in the written language of the provided materials, the Home Healthcare Service provider shall ensure the patient is verbally and effectively informed of their Rights and Responsibilities.
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3.4.2	The DHCA Patients' Rights and Responsibilities shall be applicable within their place of residence while they are receiving Home Healthcare Services.
3.4.3	The Home Healthcare Service provider shall be considerate of the cultural, ethical, religious and spiritual values, beliefs and preferences of the patient and their family in the home setting.
3.4.4	Staff shall respect the patient's and family's right to privacy throughout the provision of Home Healthcare in the home setting.
3.4.5	Patients and families shall be kept informed, and are to be involved in the planning and coordination of Home Healthcare.
3.4.5	Each Licensed Home Healthcare Service provider shall ensure the full participation of the patient, their representative and designated staff in the informed consent process in compliance with the requirements of all applicable policies and standards.
3.4.6	Each Licensed Home Healthcare Service provider shall have a process to receive and manage complaints from patients and their families.
3.4.7	Each Licensed Home Healthcare Service provider shall inform patients and their family of their right to make a formal complaint to DHCR concerning their care.

3.5 Health Information Management

3.5.1	Each Licensed Home Healthcare Service provider shall comply with DHCR regulations, policies and standards for the management of patient health information and medical records.
3.5.2	Each Licensed Home Healthcare Service provider shall ensure the confidentiality of patient health information as per the provisions of the DHCA Health Data Protection Regulation Number (7) of 2013.
3.5.3	Patient medical records should not be retained or stored in the patient's residence.
3.5.4	All Licensed Healthcare Professionals involved in the Home Healthcare of the patient should have access as necessary to the patient's health information to plan, provide and document the care delivered.

3.6 FACILITY REQUIREMENTS

3.6.1	Each Licensed Home Healthcare Service provider shall ensure that the home setting is suitable for the safe and effective provision of the care plan prior to commencing and throughout the patient's Home Healthcare.
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3.6.2	If the Home Healthcare Service includes the provision of medical equipment or devices, the Home Healthcare Service provider shall be responsible for the maintenance, repair and replacement of the equipment.
3.6.3	Patients, family members and informal care givers will be fully educated in the safe and effective use of any medical equipment or devices provided by the Home Healthcare Service provider.
3.6.4	Each Licensed Home Healthcare Service provider shall provide the healthcare professionals mobile telephones, computers and other communication devices as necessary to ensure efficient communication with the medical team.
3.6.5	Transport of the healthcare professionals to and from a patient's residence shall be provided by the Licensed Home Healthcare Service provider.

3.7 QUALITY OVERSIGHT AND ACCREDITATION

3.7.1	Each Licensed Home Healthcare Service provider shall be subject to the quality oversight policies and standards of the QID of DHCR.
3.7.2	Each Licensed Home Healthcare Service provider is to obtain accreditation by an approved accreditation organization within two (2) years of commencing operations, and maintain such accreditation throughout the term of its Clinical Operating Permit in accordance with the requirements of the DHCA Healthcare Operators Regulation number (4) of 2013.
3.7.3	Prior to commencing operations under its Clinical Operating Permit, each Home Healthcare Service provider shall have in place written policies and procedures required for safe and effective operation in compliance with the accreditation standards of the approved accreditation agency and all applicable regulations, policies and standards.
3.7.4	The Licensed Home Healthcare Service provider shall report all sentinel events to the Clinical Affairs Department as per the applicable DHCA Sentinel Event policy irrespective of where such adverse event occurred.
3.7.5	The Licensed Home Healthcare Service provider shall cooperate fully with the QID as per the requirements of the Healthcare Operators Regulation Number (4) of 2013 and all other applicable regulations, policies and standards in effect from time to time.
3.7.6	DHCR may request and seek consent from patients and their families to observe and assess in their residence the quality and safety of care provided by the Licensed Home Healthcare Service provider.

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3.7.7 Where there is thought to be an imminent risk of harm to a patient or their family, DHCR may seek access to a patient's place of residence where they are receiving Home Healthcare in accordance with UAE law and with the cooperation of the Dubai Police.

4. COMMUNICATION (check all that apply)

<input checked="" type="checkbox"/>	Announcement
<input type="checkbox"/>	Awareness
<input type="checkbox"/>	Training
<input type="checkbox"/>	Other specify

5. DEFINITIONS

5.1	Adverse Event: an unanticipated, undesirable, or potentially dangerous occurrence while providing home health care services.
5.2	Clinical Affairs Department: the Department set up within DHCR to monitor and improve the quality of healthcare services within DHCC, and to oversee the accreditation processes of healthcare institutions within DHCC.
5.3	Continuum of Care: the coordination and continuity of hospital healthcare services into a patient's home, in accordance with a patient transitional care program. Excluded is any nonmedical care including aesthetic and cosmetic services.
5.4	DHCA: The Dubai Healthcare City Authority established under Article (4) of the Law, and comprises the Chairperson, the DHCC Board of Directors and the Executive Body
5.5	DHCC: Dubai Healthcare City
5.6	DHCR: The Regulatory arm of Dubai Healthcare City Authority. An independent licensing and regulatory authority for all healthcare providers, medical, educational and other businesses operating within DHCC.
5.7	Entity: an organization, institution, or corporation other than a natural person.
5.8	Home Healthcare: a system of care provided to patients in their home or residence under the direction of a physician and includes nursing care; physical therapy; occupational therapy; speech language therapy; and medical social services.
5.9	Home Healthcare Service Provider: any authorized healthcare operator engaged in providing healthcare services to clients at their residence.

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5.10	Informed Consent: a process of communication between a person and a physician or other healthcare professional that results in the person's authorization or agreement to undergo a specific medical intervention. It includes the principle that a physician has a duty to inform his or her patients about the nature of a proposed or alternative treatment, procedure, test, or research, including the risks and benefits of each alternative and of not receiving it. An informed patient can then make a choice which procedure, if any, to undergo.
5.11	License: a license issued by the Licensing Board with regard to healthcare professionals and Complementary and Alternative Medicine professionals or a license or permit issued by the Registry of Companies with regard to commercial companies, including Clinical Operating Permits, Non-Clinical Operating Permits, Research Permits and Education Permits.
5.12	Licensed Healthcare Professionals: a natural person engaged in a healthcare profession holding a License duly issued by the DHCA Licensing Board in accordance with the Healthcare Professionals Regulation and the applicable Rules, Standards and Policies.
5.13	Patient Health Information: information about a patient, whether spoken, written, or in the form of an Electronic Record, that is created or received by any Licensee, that relates to the physical or mental health or condition of the patient, including the reports from any diagnostic procedures and information related to the payment for services
5.14	Sentinel Event: all adverse events which result in serious unexpected patient incidents. An unanticipated occurrence involving death or major permanent loss of function.

6 REFERENCE

6.1	DHCA Governing Regulation No. 1 of 2013
6.2	DHCA Healthcare Operators Regulation No. 4 of 2013
6.3	DHCA Medical Record Policy PP/HCO/001/..
6.4	DHCA Informed Consent Policy PP/HCO/002/..
6.5	U.A.E. Federal Law No. (10) of 2008 Concerning Medical Liability
6.6	Patient Safety and Quality: An Evidence-Based Handbook for Nurses. Ed. Ronda G. Hughes. Agency for Healthcare Research and Quality. 2008
6.7	Home Healthcare Regulation, Dubai Health Authority, 2012