

مكتب الرئيس التنفيذي
Chief Executive Office

Date: 7 December 2020

Circular No. (50) for year 2020

To all Healthcare Facilities

Subject: Decision to Restart NHRA Accreditation Surveys for Healthcare Facilities in January 2021

NHRA announces the start of all accreditation activities in 2021, whilst keeping the health and wellbeing of our clients, staff and surveyors, all surveys will be conducted in a hybrid format that incorporates both onsite and offsite reviews until such time that it is safe for us to resume our regular accreditation services.

We are requesting for all facilities to give us their full cooperation so that our goal to ensure that safe and trusted health services for the people of Bahrain is upheld and is not diminished during these challenging times.

The hybrid surveys will be conducted through a six-step process:

1. Step One: Remote review of all documentation provided by healthcare facilities to fulfil the requirements of the accreditation standards. This will entail an assigned team of surveyors to assess the documentation provided by the facility and will be conducted in the exact format as a regular document assessment except that it will not be onsite at the healthcare facility.
2. Step Two: The surveyors will conduct a team meeting to identify high priority areas, any gaps that have been revealed in the documentation review and a risk rating of areas that will be prioritized to be reviewed onsite.
3. Step Three: Virtual meeting with the medical facility and all key personnel at the facility.
 - a) There should be a representative on the virtual meeting from the healthcare facility who is familiar with all the standards of accreditation, so that surveyors may get an overall view from staff and this provides an opportunity for the staff not only to explain the process but also provide information about clinical services, quality and risk activities etc.
 - b) There should be the Infection control in charge present at this virtual meeting that is able to give an overview of the infection control activities at the healthcare facility this would include sterilizing practices, cleaning services, environmental care etc.

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- c) With reference to governance, the survey team leader will need to meet virtually with the medical center management and Executive team (including the medical director) to discuss governance arrangements for the facility.
- d) With regards to the facilities and engineering element which covers a wide range of services e.g. facilities management, bio-medical engineering services, electrical safety, signage, utility management etc., the surveyors will need to virtually meet with the facilities management staff to cover a range of items under their control including management of medical devices, fire safety management of buildings, utility management.

Sometimes it may be required for the facility to take the surveyor on a virtual tour of the facility.

4. Step Four: After consideration and review of the virtual meetings the surveyors will meet and review all their findings. The outcome of this meeting will be a set of priority areas that will need to be reviewed onsite.
5. Step Five: Onsite review of healthcare facility. This will entail a team leader plus one other surveyor (MAX 2) that will visit the facility for an abridged site survey that will include all the priority areas identified by the surveyors, any technical activities and a facility engineering site tour.
6. Step 6: Report Finalization and a virtual closing leadership meeting with the healthcare facility.

All subsequent processes leading up to the final award of accreditation, will follow the usual steps of accreditation.

In order to maintain the robustness in this new process our surveyors will be continually monitored and assessed by the Accreditation Department and we encourage an open line of communication with all medical facilities with any queries or issues that may arise.

It is only through working in partnership with all healthcare facilities that we can continue to build the trust and confidence of the public in the healthcare services of the Kingdom. We all have a common aim which is to ultimately protect the health and safety of all.

Your cooperation is highly appreciated in improving health services in the Kingdom.



Dr. Mariam Athbi AlJalahma
Chief Executive Officer