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Management Care Process

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Answer to Question 1

A-

Health services planning is a process that determine the overall health needs of any geographic area or group population and how these needs can be met effectively through the allocation of existing and anticipated future resources. Improvement of healthcare planning goals includes managing a systematic approach factors to provide satisfactory outcome of health care planning process. Which lead to an accessible, acceptable and efficient planning for an improved health care services.

Health care services plays an important role in managing healthcare system. Innovative ideas on health care planning is significant for promoting patient centered care services that is only relevant with the developing intergraded process involving new technologies when meeting its goals in ensuring effective standard quality of care. Technology in health care field created a competitive challenge to healthcare service providers that requires a full understanding while using new medical equipment to avoid vital medical errors. Also, the Cost is another effective term, healthcare which raises a significant challenge for the limited budget organizations in affording those devices.

Despite the Importance of using technology in healthcare field, but still it creates difficult challenges. Health care providers including Administrators and leaders must work to overcome these challenges and difficulties to allow patients and customers get the benefit from the recent advanced medical technology.

Determinants of the Health Care Process:

The determinants of health are the range of different personal, economic, social and environmental factors that influence health status.

Determinants of health explained through several broad categories:

Policymaking

Policies at the local, federal and state level affect all individual and population health. For example, increasing taxes on tobacco sales, can improve the population health by reducing the number of people that using tobacco products.

Entire populations over extended periods of time affected by some policies while helping to individual behavior change. For example, in the 1966 Highway Safety Act and the National Traffic Motor Vehicle Safety Act authorized the Federal Government to regulate standards for motor vehicles and highways. That led to an increase in safety standards for cars and seat belts, which reduced rates of injuries and deaths from motor vehicle accidents.

Policymaking have a clear effect on healthcare planning in terms of raising the awareness and reducing harm which is presented in medical errors, accidents and other factors related to health safety and outcome.

Social Factors

Social determinants of health (known as social and physical determinants of health) associated with the social factors and environmental physical conditions in which people are live, born, learn and work. Social factors affects and impact a wide range of health and quality of life outcomes.

Social determinants include:

- Resources availability that meet daily needs, such as healthy foods, educational and job opportunities and living wages.
- Social norms, such as discrimination
- Exposure to violence, crime and different social disorder.
- Social interactions and support
- Exposure to mass media and different technologies, such as the Internet or phones

- Socioeconomic conditions, such as concentrated poverty
- Quality of the educations and schools
- Transportation options available
- Public and social safety
- Residential segregation

Examples of physical determinants include:

- Natural environment, such as plants, weather
- Built environment, for example buildings or transportation
- Worksites, and recreational settings
- Housing, and neighborhoods
- Exposure to toxic substances and other dangerous hazards
- Physical barriers, especially for people with different disabilities
- Aesthetic elements, for example good lighting, trees.

Poor health outcomes are become worse by the interaction between individuals and their social and physical environment.

For example, millions of people in the United States live in unhealthy places that have high levels of ozone and air pollutants. Which associated with a higher prevalence of asthma in both adults and children compared with state and national averages. Poor air quality can worsen asthma symptoms, in children and adults.

Health Services

Access to health services and the quality of these services can affect and impact the health. Lack of access to health services greatly impacts an individual's health status. For example, when individuals do not have the health insurance, they are not participate in preventive care and delay medical treatment.

Barriers to accessing health services include:

- Lack of availability and resources
- High cost

- Lack of insurance coverage
- Decrease language access

These barriers of accessing health services lead to:

- Unmet health needs for the people
- Delays in receiving appropriate care
- Inability for the preventive services
- Hospitalizations that could have been prevented through managing these barriers.

Individual Behavior

Individual behavior is important in health outcomes. For example, if an individual quits smoking the risk of developing heart disease is greatly reduced.

Public health and health care interventions concentrate on changing individual behaviors such as diet, physical activity and lifestyle. Positive changes in individual behavior will reduce the rates of developing chronic disease in the country.

Examples of different individual behavior which determinants of health include the following

- Diet
- Physical activity
- cigarette, alcohol and other drug use
- Hand hygiene.

Biology and Genetics

Biological and genetic factors have different effect on specific populations more than others. For example, older adults are biologically prone to being in poorer health than adolescents because of the physical effects and aging.

Sickle cell disease is an example of a genetic determinant of health. Sickle cell is an inherited condition when both parents carry the gene for sickle cell. The gene is most common in people from West Africa, Mediterranean countries, South American countries, Caribbean islands, India, and east of Saudi Arabia.

Examples of different biological and genetic social determinants of health include the following:

- Age
- Sex
- Sexual disease status
- Inherited conditions, for example sickle-cell anemia, hemophilia.
- BRCA1 or BRCA2 familial gene carrier, which increases risk for breast cancer and ovarian cancer.
- Family history of heart disease, dyslipidemia or diabetes mellitus.

Access to effective health care services of reasonable quality.

Insurance of universal access to effective health care services on meeting the population's needs involves a coverage from good health promotion, prevention, treatment, rehabilitation and palliation, providing infrastructure, appropriately by skilled human resources and health technologies without a risk of financial damage.

Improving access by strengthening the foundation of the government system on providing healthcare includes developing an effective strategy with a support on investment in human capital and improvements in infrastructure in disadvantaged areas by implementing policies that offers public with a reasonable-priced quality health care. The government should invest in the primary health care workforce in ensuring access to the basic essential needs for supply of medicines and health technologies. Improved health information system dissemination is one of the other critical elements that contributes to a well-functioning health system governance.

According to the World Health Organization, the health systems framework monitoring consists of core components that contributes to the health care systems strength through: service delivery, health information systems, health workforce, and access to life essential medicines, financing, and leadership.

B-

Healthy living starts with understanding and concern about optimal health and well-being. These determinants of health are included when health care planning is done because they play a major role in achieving health equity and that improving health outcomes.

Different health factors impacts as a whole. All factors, social, economic, or psychological factors, are connected as a whole aspect of health. Also these factors are affected by the other and achieve optimum health through encompassing the other determinants of health.

Bridging gap on health equities is step process. Addressing different social determinants of health will be a big challenge. Adapting a good governance for health and development – health in all policies approach. Health care services planning associated with a social and physical environment, monitoring progress and improve accountability that promotes good health for all.

The strategies to address two challenges described as:

1-Patient Centered care: A determinant raised the challenge among Effective healthcare planning process. The main purpose of patient-centered health care is to qualify the patients through active involvement in the treatment care plan. The following points will address the strategy that followed to ensure achieving effective healthcare planning.

- Apply safety measures by the healthcare staff in all patient that provided health services associated with performing full support and respect for patient decisions related to the health status.

- effective communication skills development between the healthcare team staff (physicians, radiologic technologists, nurses, other staff) that involve in the management plan of the patient, to comply and deal with patient needs for the care plan.

- Maintain the cost effectiveness for any healthcare plan for patient management which allow the patient to get the service in a standard quality and affordable cost.

- Ensure the higher level of satisfaction for the patient responses in terms of the way of the life style of responding to medical treatment and management

2- *A healthy community is a sector with improved conditions can influence an individual's health and well-being* that refers to the presence of the highest quality of life including good living standards and health, a sustainable environment, vital communities, etc.

Most common health determinants reported by the WHO on the health evidence network synthesis report are the inequities based on financial insecurity and social isolation issues.

Proposed Strategies are:

- Social determinants of health are conditions in the places where people live, learn, and work. And these determinates affect a wide range of health risks and outcomes in physical environment, education level, socioeconomic status and social support network.

- Effective actions on the social determinants of health need to resource adequately and equitably. Actions to reduce health inequities involve changing the power distribution within society by empowering communities especially those affected individuals with the influence to enable their effective participation in decision making. Investment in health through adapting multiple policy, strategies and approaches that reduces poverty and contributes to economic growth, human capabilities.

Strategies to address:

- Developing a concept that Social determinants are circumstances that can be improved Through built a concept where factors like, people health, determinants and circumstances of the type of environment a person have and how it affects/influences each one. All these considered part of a whole aspect in improving and developing better health care system. And these can be done through different ways:

- Build awareness internally

- Spreading awareness of social determinants of health and its risks impact on health by health practitioners that serve the community by directing them on the right path to a healthy way of living, right use of social media, Building a campaign with the community to improve the communication. And volunteering on types of social activities where public assistance is needed where intensive interventions include relationship building to community-based supports.

-Alignment or Adjustment

Healthcare organizations can focus on adjusting clinical care to address social determinants of health. This includes delivery of language and literacy services; offering open access scheduling. Helping certain health care leaders' models emerge as effective. Government resources together with the key policies for addressing the risks of that social determinants allowing public information to be accessible for the society that lead to better management of the population's overall health.

-Lifestyle Determinants: Good health is the most valuable asset a person can own. Before mortality and morbidity were mainly affected by the communicable and infectious diseases. In the last decades there is increase in life expectancy and the detected transition from infectious to degenerative disease which created new lifestyle health problems.

Individual lifestyle have a strong impact on an individual's health and well-being. An individual should build a healthy habits and create ways for the society to adapt new ways of healthy living that then can be forwarded to the next generations. With all these factors we must consider that economic, social and cultural circumstances as well as gender aspects interact and affects an individual health status.

Strategies can start on principles based on nutrition habits and physical activities that can lead to good healthy lifestyles.

-Healthy eating habits: Associated with healthy nutritious foods and the understanding a healthy eating habits on food selections based on an individual body needs. a specific healthy eating habits that could reduce each person risk for chronic diseases. The best way to incorporate healthy habits is to set realistic goals, taking one step at a time.

One way of introducing a good and healthy eating habits is partnering with schools, or community services where children are the most consumers on having an unhealthy food choices. Having a direct interactions with the community to help them understand the importance of healthy eating habits and also the risks of these determinants and its on their families' health. also community involve into awareness of this risks they need access to free information and health related resources that helps the people to understand the preventive measures to take once informed.

Primary health care services in local areas should allow the peoples in the society to learn about healthy lifestyle related activities that will help them to achieve a healthy lifestyle like eating more fruits and vegetables, as well as whole grain foods.

-Physical activities and regular exercise: Exercise and regular activities is one way to be fit, build and improve the immune and body's and create a healthy lifestyle.

Exercise is associated with the goal to have a healthier and stronger mental health, it is a new trend, focusing on both physical and mental health to achieve optimal health. Support from health leaders and planners of the society and government sectors will help this aim be achievable.

Answer to Question 2

The Health Pro Company identified main problem as decline in the profits and operational efficiency. They responded by formulating a healthcare plan addressing the increase in complains and patient safety events resulting in a series of malpractice lawsuits. The health plan of the Health Pro Company was a "problem-based" approach which concentrate on malpractice lawsuits issues. There seemed to be an incomplete plan. The main focus of the plan is problem based as focuses on addressing the existing problem to improve value by eliminating the existing problem, and not revenue generation for an organization.

Dealing with the outcome of this healthcare plan in terms of efficiency shows a rapid drop down in the expected outcomes in the developing and maintaining the operational performance for the company described by continuous persistence for low financial performance associated with decrease in the patient care safety outcomes as a measure tool for the plan efficacy. A well-functioning malpractice system should focus on patient compensation and prevention way for the medical errors in the first place. Dispute resolution under the trial-by-law jury system is hugely costly. Alternative approaches that control the process are attractive. Generally, alternative dispute resolution is made up of any means of settling disputes outside the courtroom. The formulated plan not focusing on ways to improve the financial outcomes: reaching out the public via promoting services and efforts to increase the patient flow in their healthcare centers which will result in profits increase accordingly

This plan should concentrate on the balance between the healthcare services provided with the financial costs that consumed to achieve service outcomes. In this case we have to highlight the main points which results in solving the cost crises along with keeping the patient safety health measures in a good quality condition. However, there are new strategies and resources that help in potential rise in the healthcare financial problem, which is seem significant challenge, but emerging technologies and innovative strategies are creating opportunities for better patient care and decreased costs.

In this case we have to highlight the main points which results in solving the cost crises along with keeping the patient safety health measures in a good quality condition, which can be done through understanding the value of health care which measured as the value of patient outcomes

achieved per dollar expended. Health care value equation is mainly described by two components which are: first, health outcomes, described as any medical condition outcomes for the patient or population should be measured considering multiple factors including care duration, survival, functional ability, discomfort and complications. Second, Costs required to deliver the medical outcomes ,They describe it as the total cost of the clinical and personnel resources in use during a patient's cycle of care for a specific medical condition including the treatment of associated complications and common comorbidities.

Answer to Question 3

A-

UAE health system consists of three main healthcare systems in Abu Dhabi, Dubai and the Ministry of Health (MOH) which has shown an expansion in the last 10 years with the population and national income increase. Several different reforms applied to the system to achieve a world class health service aimed to improve quality of care at reasonable costs and public health.

UAE health care system can be described as both public-private system. Public healthcare system for Emiratis function in a central management and financing model, and the private healthcare sector is large sector which growing in the main urban centers.

Public health care in UAE organized in two sectors. First, Primary care healthcare centers which are responsible to deliver the healthcare through general and central specialized hospitals. Public medical facilities in UAE are organized and provides high standard of care to the patients, but they are become crowded due to high demand services which makes them unfriendly to be used by foreigners or expatriates. There is a national strategy to develop the public health care in the care quality and efficiency to satisfy the national customer health needs. Second, The Private health care services which is developing and growing very fast on all levels of the private hospitals and medical cities. The growing for this sector is due to the high demand on it by the huge number of foreign workers and expatriates residents in UAE, as the public health services is for Nationals only it is appearing in a continuous significant increase on annual basis. On the other hand the healthcare costs at private sector are higher in cost and has a variation in the quality of care provided.

Also the medical workforce in the UAE Hospitals depend on well trained, skilled, expatriates from all over the world.

The UAE has a rapid grow in the population with a unique age and sex distribution. There is a high numbers of young people and expatriates of working age. Migration is the major factor in population growing in the recent years.

The mortality rate on maternal and infant is low and competing the developed countries better than them that is reflected by the WHO statistics about probability of death in UAE less than five years old was 9/1000 among males and females.

UAE healthcare sector innovations associated in different routes. The direct government support and partnerships with leading global players such as Cleveland Clinic, there have been several successful initiatives to forge partnerships between industry and academia. UAE's first biotechnology incubation initiative was established in 2012 on the Abu Dhabi University's in collaboration with AccuVis – the medical research and development of the product company financed by Khalifa Fund. In Ras Al-Khaimah, Julphar become one of the largest pharmaceutical manufacturers in the MENA region. In the UAE's Innovation on November 2015, Julphar has presented a giant leap in against diabetes at its state-of-the-art recombinant diabetes plant.

Also, the UAE promotes innovation in the health therapeutic services delivery that using advanced technologies as robotic surgery. Dr. Mohammad Al-Olama, Undersecretary at the UAE Ministry of Health, says government has high ambitions described as, advanced technologies introduction in our hospitals will aim to greater efficiency in patient care and better health of the people. Through excellent service standards assurance with the latest technologies, we are starting transformational change to our healthcare system.

B-

The Emirate of Abu Dhabi reform their healthcare system which focuses on the redesign, financing, regulation and provision of healthcare that aim of delivering accessible, affordable and high quality health care.

The main components of the reform are: mandatory health insurance; enhanced competition and a centralized regulatory system. The reform program is population based and focus on regulations and mandates that will benefit the residences as centered to the diverse culture that brought by expatriates.

Healthcare system reform in Abu Dhabi Emirate started since 2007, and it was associated with the government strategy which was set since 2000 to reduce the rely on oil production profits and find other alternatives which can support the Emirate economy progress, and one of this alternatives was the health sector.

The health system reform focused on three main characteristics:

1-Health Insurance: health insurance system regulated by the health authority resulted in more than 95% enrollment into the three available insurance program which covering nationals and expatriates that led to control the out the money paid on healthcare services provided for non-insured specially expatriates residents in Abu Dhabi which is critical issue on their limited income and variation in salaries between them and the Nationals.

The significant growth in the insurance market in profits on annual basis in term of claims and market share, also a significant decrease in household spending on health services is maintained in comparison to the other Emirates in UAE.

Basic insurance members have less level access healthcare and a higher co-payment level. This could be an indication for underutilization and lower access for this particular group. However, it has to be considered that the age and sex distribution of this group is different. Furthermore, expats often leave the country when they become severely ill, which would lead to lower utilization numbers when compared to the national population. Therefore the lower utilization in the Basic plan will require more attention and further analysis in the future. In addition, national UAE patients continue to use healthcare services outside of the country. A Medical Board

approved almost 3000 patients to avail of treatment abroad in 2010, an increase of 13% when compared to 2009.

2-Enhanced Competition: they had an approach in privatization through collaborating with international healthcare providers such as John Hopkins Hospital and Cleveland Clinic, also establishment of a managing body titled Abu Dhabi Health Care Services which is responsible to look after external companies commissioned to deliver the critical care service in the health sector and they applied performance financial penalties to control any drop in the companies outcomes in providing the service. The private sector has expanded significantly and between 2009 and 2010 the total number of healthcare facilities grew by 12.4%, with almost 90% of these facilities run by private companies

The efficiency for assessing the quality improvement helped in the significant expansion in the private healthcare sector in terms of increase in the facilities and contributors. But this will increase the competition between healthcare providers and result in decreasing the affordability cost and serving better quality healthcare outcomes.

3-Centralized Regulatory System: the regulating body known as Health Authority Abu Dhabi (HAAD) who is responsible to regulate the healthcare professionals, providers and insurance companies. HAAD implemented a rating system to assure transparency and accountability to communicate this quality measures with the stake holders. HAAD applied a mechanism to control the cost affordability and service in the health sector which would lead to increase the competition. Since concrete evidence is not readily available, it is unclear what the effects on the affordability of care

The reform in Abu Dhabi, as in many countries stakeholders hold different views on the most effective mechanism to implement the reform, aims to: affordable, freely accesses and high quality healthcare. The goals and objectives that set by the Abu Dhabi government reflect the health system reform priorities in other countries which are: ensure high quality provision, affordability, sustainability and accessibility in healthcare.

C-

The priority areas focus on care for the individuals through improving quality of healthcare services, patient safety, attracting and training of the qualified healthcare professionals, improve public health services, ensuring value for money and sustainability of healthcare spending, including encouragement of healthcare investment in healthcare, and an E-Health services as a facilitator for the other priorities.

UAE government create a world class health care system associated with the government vision for improving the population health and quality health outcomes through the reforms for the healthcare system.

Also, the government set a group of key performance indicators for the healthcare organizations which associated with the population health as: increasing life expectancy and reducing tobacco consumption, also they improve the quality organizational targets to get all the healthcare facilities externally accredited. The main strategies implemented in the healthcare planned reforms include:

1-improving the quality of health care services and increasing the healthcare facilities for all the people.

2-Provide private healthcare insurance services.

3-Addressing cost and quality challenges of the reform plan.

4-Enhance the growth of private health provision against a back drop of rapid population growth and the increase in chronic diseases and their risk factors.

Healthcare Authorities in UAE plans resulted in positive outcomes and few negative ones.

Regarding the positive outcomes include the introduction of healthcare insurance in Dubai covered around 33% of its population and in the Abu Dhabi covered around 95% of its population. About financing shows that UAE government increase in spending and investing in healthcare sector by raising the expenditure on healthcare, and plan to progress this increase to reach 25.7 billion dollar by the year 2024.

UAE health care sector has seen clear improvements in recent years. According to HAAD, the mortality rates decreased, and the infant mortality decreased from 22 to seven per 1000 live

births between 1990 and 2011, and the available hospital beds increase by 21% between 2009 and 2013. Healthcare advanced system attracted the medical tourism in Dubai over 500,000 medical tourist visited Dubai and this figure is growing.

A detected growth in JCI accrediting Healthcare Facilities in UAE estimated by 47%. Patient satisfaction in UAE showed increase level of satisfaction of the healthcare services and facilities in recent years.

Continuity of care associated with the development of high-quality specialty services in UAE. HAAD reports that ongoing capacity gaps in different specialties as critical and intensive care, emergency care, neonatology, pediatrics, orthopedics, oncology and psychiatry offer different opportunities to private sector investors, regarding the rising demand for inpatient services, based on recent occupancy rates, will require an additional 2200 beds by 2020.

The situation has improved considerably in recent years, with 16 hospitals currently under developed and construction, according to HAAD, which will provide a further increase in beds when ready. Moreover, there has been a marked reduction of existing specialty gaps. The emergency physician's number increased by 20%, and increase in the number of neonatologists by 41% and increase by 21% in pediatric and orthopedic physicians. Numbers of critical care physicians increased by 14%, with new specialist facilities coming on stream, while at the same time significant investment is being made in primary, front-line care for the community.

The expansion in specialty care focus on physical and psychological rehabilitation, which there is a particular need in Abu Dhabi. Furthermore, a leading sports medicine provider in the region, serves as the home of Abu Dhabi Knee & Sports Medicine Centre, as well as Wooridul Spine Centre. Together, these two entities, coupled with Health-point's 1000-sq-metre advanced physiotherapy and rehabilitation center, offer comprehensive sports medicine care, and every day care for the community. Recently, there is a strong demand of the population UAE for specific orthopedics and spine-related services.

On the negative findings that is existing despite of all the advanced services in the UAE healthcare system still number of national patients that receive funds for getting medical treatment and management outside UAE. Also some overuse or waste in resources as the

financial growth spending on healthcare in UAE. Health data collection reporting in addition to researches requires improvement.

Healthcare system in UAE showed huge development and improvement with the positive outcomes. Some plans and strategies need to achieve the best outcome in this sector to create a world class health system can compete the well developed countries globally associated with the UAE government vision for improving the population health and quality health outcomes in the healthcare system.

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