

Key Process Register

**Low Risk** No action required, unless escalation of risk is possible  
**Moderate Risk** Activity can operate subject to controls  
**High Risk** Activity should be modified to include remedial planning and action and be subject to detailed QHSE assessment.  
**Extreme Risk** Activity should not proceed in current form.

Key Process	Controlled Document Number	Last Reviewed Date	Policies Related To Key Process	Department	Owner	Interaction with other processes (key or sub), procedures or workflows	Monitoring / KPIs	Monitoring approach	Key Quality Risks	Risk Rating	Opportunities	Action Plan Needed?
Clinical Audit Process	CGP148	December/18	Clinical Audit Policy and Procedure CGP148	Clinical Services	Medical Director	Customer feedback process, QHSE Reporting process, Performance review process	Percentage PCR Review, Number of clinical incidents, Percentage PCR Handling Correctness	Snapshots	Non capture of clinical incidents or near misses, Not reaching the PCR audit target	low	Common sharing of lessons learnt from errors identified	No
Credentialing and Licensing	HRP105	February/19	Recruitment Policy & Procedure HRP105	Clinical Services	Medical Director	Privileging, Mentorship, Recruitment Process	DoH Certification	Snapshots	License provocation, fines	low	Utilization of non licensed staff in other tasks	No
Training Course Accreditation Process	CGP136	September/19	Education & Professional Development Policy Manual CGP136 Clinical Quality Assurance Policy CGP147 Policy for Medical Education CGP146	Education	Education Manager	Stakeholder engagement, Course Workflow DOH – CME Accreditation Guidelines	Accredited programs, Licensed staff	Manual	Non compliant, loss of accreditation, Loss of CME awards	Moderate	Robust programs, accepted international standards	No
Financial Payment Process	FIP102	May/19	Finance Policies and Procedures FIP102	Finance	CFO	Financial Statement Closing Process	Monthly Checklist	Manual	Lack of integration with rest of NA systems , Invoice and posting errors	Low	Hosting of Oracle internally	No
Financial Statement Closing Process	FIP102	May/19	Finance Policies and Procedures FIP102	Finance	CFO	Financial Payment Process	Monthly Checklist	Manual	Lack of integration with rest of NA systems	Low	Hosting of Oracle internally	No
Insurance Process	FIP102	May/19	Finance Policies and Procedures FIP102	Finance	CFO	NA Incident Response Process	Insurance claim revenue	BI	Missing number plates, Availability / quality of police reports, Missing / Availability/ Quality of SAAED / RAFID Reports	Low	Access to SAAED/ RAFID Information Systems	No
Leave Policy & Procedure	COP302	August/19	Leave Policy & Procedure COP302	HR	HR & CS Manager	Roster Procedure, Payroll Management	Number of Sick Leave	Snapshots	Staff shortage, low productivity, financial implications	Moderate	Incorporate leave process on a system	No
On- Boarding and Induction Process	HRP104	April/19	On- Boarding and Induction Policy and Procedure HRP104	HR	HR & CS Manager	Clinical training, Payroll Management	Induction Checklist	Manual	Departments' availability, timeliness of inductions	Low	Administrative Staff Tranining	No
Payroll Process	HRP302	August/17	Payroll Management Policy HRP302	HR	HR & CS Manager	Financial Payment Process, Time and Attendance Procedure	Number of payroll errors	Manual	Overtime errors, Timing errors	Moderate	Automation of time and attendance, automation of overtime and extra duty	No
Receiving IT Help Desk tickets process	ITP115	April/17	IT Incident Management Policy ITP115	IT	IT Manager	Incident Management, Change Control Management	Compliance with Help Desk SLA	Snapshots	Delay in response, Inability to resolve, Resource issue	Moderate	Knowledge sharing with peers, Streamline Change Planning	No
Dispensing Medication Process	CGP211	August/17	Medication Management Manual CGP211	Pharmacy	Pharmacist	Supply Chain processes	Number of dispensing errors Percentage of all High Alert Medications that are safely dispensed Monitor of drug usage	Operative IQ	Mix up Look alike sound alike drugs	Moderate	Removal of low usage drugs	No
Medication Inventory Management Process	CGP211	August/17	Medication Management Manual CGP211	Pharmacy	Pharmacist	Supply Chain processes	Percentage of expired medications in circulation Monitor of drug usage	Operative IQ	Availability, quality and quantity of required medications	Moderate	Drug rotation of near expiry drugs to higher volume contracts, drug exchange with hospitals	No
Audit & Inspection process	QHP202	September/19	Audit Inspection and Non Conformance Policy and Procedure QHP202	QHSE	QHSE & BC Manager	Risk Management, QHSE Reporting Process	Number of Monthly Audits and Inspections, ISO and JCI internal compliance audits completed	Snapshots	Deviation from Standards leading to quality degradation	Moderate	Incorporate Standards into Checklists and Audit Criteria	No
Customer feedback process (complaint and compliment)	QHG102	February/16	Customer Enquiries and Feedback (Compliments Complaints) Policy Procedure QHP401	QHSE	QHSE & BC Manager	NA Incident Response Process, Clinical Investigation Process	Number of complaints received, number of compliments received, timeliness of complaint response,	Manual	Non receipt of complaint / compliment	Moderate	All contacts advised about the 998 App	No
QHSE & BC Risk Assessment Process	QHP201	August/17	Risk Management Policy and Procedure QHP201	QHSE	QHSE & BC Manager	QHSE reporting process	Staff awareness / explanation of risk assessments	Manual	Staff ownership and contribution to risk assessments, Outdated risk assessments	Moderate	Digital version of risk assessments	No
QHSE Reporting Process	QHP201	August/17	Risk Management Policy and Procedure QHP201	QHSE	QHSE & BC Manager	QHSE Risk Assessment Process	Staff confidence in Hazard Reporting RCAs completed Number of environmental incidents	Snapshots	Staff failure to report, Failure to address QHSE Reports	Moderate	Simplified reporting avenues	No
NA Major Incident Response Process	OPW101	August/17	Major Incident and Disaster Response Policy & Procedure OPP123	QHSE, ACC, Operations	Operations	Call Taking Procedure, Dispatch Procedure	Call taking audit, Dispatch audit, Ride along audit, Response Time KPIs, number of calls, dispatches, patients, transfers, Patient Satisfaction rating, Stakeholder satisfaction rating	BI / Snapshots	Communication issues with caller, Finding correct location, traffic or roadwork delaying response, communication issues with crew, communication issues with patient, scene safety, resource availability for mass casualty, communcations with other agencies	Moderate	Utilize existing multilingual staff to assist with communication, partnership with police for scene safety, utilize smart traffic congestion monitoring, pre alert other staff when bad traffic conditions encountered, prioritization of language calls, ICCC Utilization	No
Recruitment & Selection Process : Healthcare professionals	HRP106	December/19	Recruitment Policy and Procedure HRP105	Recruitment	HR & CS Manager	Licensing and Credentialling, Onboarding	Average time taken to fill clinical roles	Snapshots	Appropriate employee skill sets, credentialing and licensing delays/non approvals, meeting contractual requirements	High	Emirati EMT Program, partnership with training providers, partnership with licensing provider, internal vacancies	Yes, action plan can be found with HR

Key Process Register

Key Process	Controlled Document Number	Last Reviewed Date	Policies Related To Key Process	Department	Owner	Interaction with other processes (key or sub), procedures or workflows	Monitoring / KPIs	Monitoring approach	Key Quality Risks	Risk Rating	Opportunities	Action Plan Needed?
Recruitment & Selection Process : Non Healthcare professionals	HRP109	August/17	Recruitment Policy and Procedure HRP105	Recruitment	HR & CS Manager	Onboarding	Average time taken to fill non specialized roles	Snapshots	Appropriate employee skill sets, employment approval delays	Moderate	internal vacancies	No