

Key Process Register

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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?
Financial Payment Process	FIP102	September/21	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	September/21	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	September/21	Finance Policies and Procedures FIP102	Finance	CFO	NA Incident Response Process	Insurance claim revenue	BI Reports	Missing number plates, Availability / quality of police reports, Missing / Availability/ Quality of SAAED / RAFID Reports	Low	Access to SAAED/ RAFID Information Systems	No
Clinical Audit Process	CGP148	February/20	Clinical Audit Policy and Procedure CGP148	Clinical Services	Chief Administrative & Medical Officer	Customer feedback process, QHSE Reporting process, Performance review process	Percentage PCR Review, Percentage PCR Handling Correctness	Snapshots	Non capture of clinical incidents or near misses, Not reaching the PCR audit target, reduced quality of patient management, risk of non conformance	Low	Common sharing of lessons learnt from errors identifi Introduction of new projects to transport patients to appropriate facilities	No
Credentialing and Licensing	HRP105	April/21	Recruitment Policy & Procedure HRP105	Clinical Services	Chief Administrative & Medical Officer	Privileging, Mentorship, Recruitment Process	Proportion Clinical Staff Authorized to Practice (DoH / MoH license)	Snapshots	License provocation, fines, staff shortage	Low	Utilization of non licensed staff in other tasks, start the data flow process early	No
Pre-employment screening	CGP102	January/22	Occupational Health Program Policy	Clinical Services	Chief Administrative & Medical Officer	Recruitment process	Occupational Health Program Compliance	Snapshots	Delay in recruitment, fines	Moderate	Minimise occupational health injuries and sick leave days	No
Staff Immunization	CGP102	January/22	Occupational Health Program Policy	Clinical Services	Chief Administrative & Medical Officer	Licensing, Recruitment process	Staff Immunization	Snapshots	Inability of staff to work, license suspention	Moderate	Have a partnership with OH service providers located in different emirates for ease of accessibility	No
Training Course Accreditation Process	CGP136	October/21	ECGP146 ducation & Professional Development Policy Manual CGP136 Clinical Quality Assurance Policy CGP147 Policy for Medical Education	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	Introducing robust programs, accepted international standards	No
Leave Management	COP302	April/21	Leave Policy & Procedure COP302	HR	HR & CS Manager	Roster Procedure, Payroll Management	Number of Sick Leave	Snapshots	Staff shortage, low productivity, financial implications	Moderate	Automation of Leave application	No
On- Boarding and Induction Process	HRP104	October/20	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 Training	No
Payroll Process	HRP302	May/21	Payroll Management Policy HRP302	HR	HR & CS Manager	Financial Payment Process, Time and Attendance Procedure	Number of payroll errors	Manual	Overtime errors, Deduction , Addition , Salary componanat	Moderate	Automation of overtime and extra duty, Automation of salary data	No
Recruitment & Selection Process : Healthcare professionals	HRP105	April/21	Recruitment Policy and Procedure HRP105	HR	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	Moderate	Partnership with Local Universities for EEMT Sponership Program, Partnership with Other Countries to provide us with EMTs , Local Adversting	No
Recruitment & Selection Process : Non Healthcare professionals	HRP105	August/21	Recruitment Policy and Procedure HRP105	HR	HR & CS Manager	Onboarding	Average time taken to fill non specialized roles	Snapshots	Appropriate employee skill sets, employment approval delays	Moderate	internal vacancies	No
Off Boarding	HRP401	January/21	Leaving Employment Policy, Process & Procedure	HR	HR & CS Manager	Payroll Management/Finanace Payment Process/Assest management	Staff Turnover	Snapshots	retention of talent/skills, consistency of services	Moderate	Motivational Coaching/Planning , Career Development planning	No
Perfomance Management	COP301	November/21	Performance Planning and Review Procedure	HR	HR & CS Manager	Perfomance , Promotion , Professional Develoment , Training	Performance Appraisel	Snapshots	Organizational Perfomance , Customer Satisfaction , Appropriate clinical skill sets	Moderate	Boost employee empowerment , professional development , training	No
Grievances	COP102	December/20	Disciplinary Policy	HR	HR & CS Manager	Perfomance, Payroll , Code of conduct	Disciplinary Record Traker	Manual	non compliance to policies and procedures , Workplace health and safety	Low	refreshment of Code Of conduct , Awarness sessions about Dos and Donts	No
Visa & Passes Process	HRP103	July/21	Visa and appointment Process	HR	HR & CS Manager	Payroll , onboarding , off bording , finance , project passes , ICA	Visa and Passes Tracker	Manual	Financial Impelication , Penalties, accuracy of information , delay of services	Moderate	Automate the visa renewal process, set up deadline fo submission	No
Scheduling and Rostering	COP405	November/20	Attendance Policy	HR	HR & CS Manager	Payroll , onboarding , off bording , finance ,training, Operation Rostering	Kronos	Kronos Reports	Delay of Services /Financial Implication , Delay of EOSB Caluclation	Moderate	System improvenment , automation of some services , add backup staff for the Kronos system	No
IT Change Process	ITP125	June/21	ITP125	IT	IT Manager	Incident and Request Management, Major Incident Management	Compliance with IT Change Management	Snapshots	Undocumented change leading to system instability and outages	Low	N/A	No
Incident and Request Management Process	ITP125	June/21	ITP125	IT	IT Manager	Change Management, Major Incident Management	Compliance with Help Desk SLA	Snapshots	Unfulfilled IT requests, Delay in response, not meeting SLAs	Low	Expanding the request management process to include administrative departments	No
Major Incident / Outage / Security Incident	ITP125	June/21	ITP125	IT	IT Manager	Incident and Request Management, Change Management,	ADHICS Compliance	IT Reports	Unreported outages, more frequent outages	Low	Automate security incident response tools	No
User Account / Access Provisioning Process	ITP125	June/21	ITP125	IT	IT Manager	Incident and Request Management, Change Management, Major Incident Management	ADHICS Compliance	Audit Reports	User rights and permission issues, unused accounts open	Low	N/A	No

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Dispensing Medication Process	CGP211	July/21	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 Reports	Mix up Look alike sound alike drugs	Moderate	Removal of low usage drugs	No
Medication Inventory Management Process	CGP211	July/21	Medication Management Manual CGP211	Pharmacy	Pharmacist	Supply Chain processes	Percentage of expired medications in circulation Monitor of drug usage	Operative IQ Reports	Availability, quality and quantity of required medications	Moderate	Drug rotation of near expiry drugs to higher volume contracts, return near expiring medication to suppliers for exchange/credit note	No
Medication Formulary Management	CGP134	November/19	Patient Care Protocol CGP134	Pharmacy	Pharmacist	N/A	Patient Care Protocol Review Committee	Manual	clinically sound selection of emergency medication	Moderate	Follow recent clinical guidelines and up-to-date researches and studies	No
Audit & Inspection Process	QHP202	December/21	Audit Inspection and Non Conformance Policy and Procedure QHP202	QHSE	QHSE & BC Manager	Risk Management, QHSE Reporting Process, Performance and Evaluation Process	% Site Inspections Conducted by staff, % Inspections Conducted by QHSE, Number of internal compliance audits completed	Snapshots	Deviation from Standards leading to quality degradation	Moderate	Incroporate Standards into Checklists and Audit Criteria Integrate the different Management Systems	No
Customer feedback process (complaint and compliment)	QHP401	December/21	Customer Feedback Policy and Procedures QHP401	QHSE	QHSE & BC Manager	Clinical Investigation Process	Number of complaints received, number of compliments received, timeliness of complaint response, Patient Satisfaction Rating	Snapshots	Non receipt of complaint / compliment	Moderate	Simplify accessibility to feedback surveys	No
QHSE & BC Risk Assessment Process	QHP201	January/22	Risk Management Policy and Procedure QHP201	QHSE	QHSE & BC Manager	QHSE reporting process	Staff awareness / explanation of risk assessments Number of Open High Risk Reports	Snapshots	Lack of staff ownership and contribution to risk assessments, outdated risk assessments	Moderate	Digital version of risk assessments Incorporate risk assessment awareness in QHSE inspections	No
QHSE & BC Reporting and Investigation Process	QHP201	January/22	Risk Management Policy and Procedure QHP201	QHSE	QHSE & BC Manager	QHSE Risk Assessment Process	Staff satisfaction with QHSE (including confidence in submitting QHSE reports) % Incidents reviewed Number of environmental incidents Lost Time Injury	Snapshots	Staff failure to report, Failure to address QHSE Reports	Moderate	Simplified reporting avenues	No
Procurement	PUP103	November/20	Procurement Policy	Supply Chain	Supply Chain Manager	Financial processes, Supply Management, Vendor Management	Oracle ERP	Manual	Lack of supply, inability to provide medical services	Moderate	Partnership with service providers and vendors	No
Stock and Asset Management	PUP203	April/21	Asset Management Policy	Supply Chain	Supply Chain Manager	Warehouse management	OPIQ reports, Percentage critical consumables in stock	Snapshots	Lack of supply, inability to provide medical services	Moderate	Set up a new warehouse in NE to enhance the stock and asset management process	No