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Document Title: SCOPE OF SERVICE		
Applies To: All Quality Staff		Index No: SOS-QM-001
Issue date: January 05, 2025	Effective date: February 19, 2025	Review date: February 19, 2028

1. Scope Of Service:

Scope of Work - Quality and Patient Safety Department • provide continuing support for various hospital units in all matters relating to quality and global accreditation program for patient care issues. • Design and preparation necessary to evaluate the health of practical tools by measuring performance indicators for the inputs and outputs of the health process • Identify the expectations and requirements of customers and the hospital satisfaction level (Internal & External) and communicated to all relevant units • Identify the strengths and weaknesses of the service's quality applied by the hospital and the submission of proposals and the means for continuous improvement programs • Apply accreditation , quality and performance indicators in the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) • continuous communication with the activities beneficiaries of the hospital, and the quest to find out their opinions, and their satisfaction with the various services offered to them. • Preparation, implementation and follow-up of the quality of the training program that contribute to the skills development of the hospital employees. • Exchange of experiences and ideas for the development of the application of standards with the centers, units and organizations specialized in quality locally, regionally and globally. • Prepare periodic reports on the performance level of quality in the hospital.

2. Vision:

To Become an Institution That Offers Quality Integrated and Comprehensive Health Care Services to All Mother and Children N Eastern Region

3. Mission:

The application of quality standards and maintain and develop ways to provide health care and building the skills of workers and the satisfaction of beneficiaries in Maternity & Children Hospital of the Hafer Albatin

4. Goals:

- 4.1 Increase NO OF OVR
- 4.2 Increase PATIENT CULTURE

5. Key Performance Indicators (KPI) Developed and Monitored By The Department:

- 5.1 No of OVR

6. Construct A Communication Chart (Identify Internal, External Customer)

- 6.1 Internal Customers:
 - 6.1.1 Patients and hospital visitors of Maternity & Children Hospital in the Hafer Albatin
 - 6.1.2 hospital management
 - 6.1.3 all hospital staff



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6.2 External

Customers:

- 6.2.1 Ministry of health
- 6.2.2 Directorate of Health Affairs in the Hafer albatin
- 6.2.3 Total Quality Management Department in Hafer albatin City Directorate Quality departments in hospitals in Hafer albatin
- 6.2.4 some other official bodies
- 6.2.5 training institutes and centers

7. Working Days and Working Hours:

Working Days and Working Hours:
From Sunday to Thursday
From 7:30 am to 4:30 pm

8. Number OF STAFF NURSING

429

9. Number OF STAFF DOCTORS

137

10. Departmental Committees and Meetings:

- 10.1 Maternity and children hospital governing body
- 10.2 Hospital executive management
- 10.3 Medical executive management
- 10.4 Hospital Safety
- 10.5 Infection Prevention & control
- 10.6 Cardiopulmonary resuscitation
- 10.7 Credentialing & Privileging
- 10.8 Hospital Accreditation
- 10.9 Quality Improvement
- 10.10 Patient Safety
- 10.11 Pharmacy & Therapeutic + Antimicrobial stewardship
- 10.12 Operating Room
- 10.13 Morbidity & Mortality
- 10.14 Utilization Review
- 10.15 Patient's Rights/Advocacy



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10.16 Medical record review

10.17 Blood & blood utilization + Tissue Review

10.18 VTE Committee

10.19 Research Education & Ethics

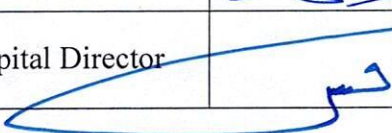
11. Departmental Challenges And Improvement Initiatives:
Increase percentage OF OVR

12. **Regulatory Agencies:**

12.1 Ministry of Health (MOH) In Saudi Arabia.

12.2 Central Board of Accreditation of Healthcare Institutions (CBAHI).

APPROVAL:

	Name	Title	Signature	Date
Prepared By:	Ms. Mona Shalan Al Dhafeeri	QM&PS Coordinator		January 09, 2025
Reviewed by:	Mr. Abdulelah Al Mutairi	QM & PS Director		February 012, 2025
Approved By:	Mr. Fahad Hezam Al Shammari	Hospital Director		February 19, 2025