



Department:	Leadership		
Document:	Administrative Policy and Procedure		
Title:	Oversight Process for Contracted Services		
Applies To:	All MCH Employees		
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1. PURPOSE:

- 1.1 To identify the hospital oversight process for contracted services.
- 1.2 To describe steps taken when expectation are not met.

2. DEFINITIONS:

- 2.1 **Contract for Services** – are services provided by an outside, specialized company with terms and conditions stipulated on a contract documents prepared for specific tasks or services agreed upon and signed to by both parties.

3. POLICY:

- 3.1 Maternity and Children Hospital, Hafer Al Batin oversees all contracted clinical and non – clinical services and ensure that:
 - 3.1.1 Contracts clearly state the services to be provided by the contracted entity.
 - 3.1.2 Relevant leader's recommendation and approval are respected and implemented.
 - 3.1.3 The contracted entity and services provided meet applicable laws and regulations.
 - 3.1.4 The services provided are consistent with the standards for accreditation and quality management and patient safety.
 - 3.1.5 All contracted services are selected and approved by the Ministry of Health according to clear and strict specification which match the hospital bed capacity and scope of service.
 - 3.1.6 Services provided on the Hospital's behalf must be monitored so that the level of safety and quality is the same whether the service is provided directly or via contractual agreement.
 - 3.1.7 All contracted services are provided safely and effectively.
 - 3.1.8 There is a process of documentation for oversight services.
- 3.2 The standards for oversight of contracted services outline the following activities.
 - 3.2.1 Contract approval.
 - 3.2.2 Monitoring that reflects the following principles:
 - 3.2.2.1 Flexibility and choosing the best strategy for monitoring.
 - 3.2.2.2 Recognition that contractual agreements outside the different scopes of services may affect safety, security and quality and therefore should be monitored.
 - 3.2.2.3 Systematic oversight for contractual services that are within the hospital define scope of service.
- 3.3 When the hospital anticipates that the contract may not be renewed (by bidding) or terminated, planning occurs to ensure that care, treatment and services are not adversely affected.
 - 3.3.1 Steps to take when expectations are not met:
 - 3.3.1.1 If service is not good, new contract with other company must be made.
 - 3.3.1.2 Contract must be withdrawn 3 months ahead before the due date of renewal.

3.3.1.3 A time limit of one month between the old contract and the new contract must be there for proper handover.

4. PROCEDURE:

4.1 Maternity and Children Hospital, Hafer Al Batin has contractual agreements/management for the following services:

- 4.1.1 Maintenance and Housekeeping
 - 4.1.1.1 Responsible for maintenance and housekeeping functions including electrical, landscaping, civil, mechanical, safety and security, laundry, housekeeping and non-medical supplies (consumables).
 - 4.1.1.2 Engineering Department is accountable to day to day operational work, supervision and monitoring activities related to this contract.
- 4.1.2 Maintenance of Medical Equipment
 - 4.1.2.1 Responsible for Procurement, testing (initial, periodic, and on request), preventive maintenance, recall, and training of users of medical equipment and devices.
 - 4.1.2.2 Biomedical Engineer is accountable to day to day operational work, supervision and monitoring activities related to this contract.
- 4.1.3 Dietary
 - 4.1.3.1 Responsible for serving/providing patients and staffs with food.
 - 4.1.3.2 Dietary Department is accountable to day to day operational work, supervision and monitoring activities related to this contract.
- 4.1.4 Medical Waste Management
 - 4.1.4.1 Responsible for medical waste collection and disposal.
 - 4.1.4.2 Infection Control Department is accountable to day to day operational work, supervision and monitoring activities related to this contract.
- 4.1.5 Laboratory Services
 - 4.1.5.1 Responsible for providing laboratory services that are not available in Maternity and Children Hospital, Hafer Al Batin laboratory but necessary to meet patients' needs.
 - 4.1.5.2 Laboratory Department is accountable to day to day operational work, supervision and monitoring activities related to this contract.

4.2 The Maternity and Children Hospital, Hafer Al Batin administration in collaboration with the concerned department head shall appoint a "Team" which shall monitor the performance of the "Contractors" on an on-going basis.

4.3 The Team shall meet on a monthly basis and regularly as needed and receive reports from:

- 4.3.1 Supervisors appointed by the leadership to monitor activities in the contracted services.
- 4.3.2 Hospital committees, quality management department, infection control, safety and others.
- 4.3.3 The assigned personnel shall also consider corrective actions to be taken against the contractors company in case of failure in the operations/services as expected. This includes monetary/legal actions.

4.4 The Hospital shall determine the best methods for monitoring contracted services. Some examples include:

- 4.4.1 Direct observation of the provision of care.
- 4.4.2 Audit of documentation.
- 4.4.3 Audit of occurrence variance reports (OVR).
- 4.4.4 Review of periodic reports submitted by the individual or organizational providing services under contractual agreement.
- 4.4.5 Collection of data that addressed the efficacy of the contracted services.
- 4.4.6 Review of performance reports based on indicators required in the contractual agreement.
- 4.4.7 Input from staff and from patients:
- 4.4.8 Review of staff satisfaction studies.
- 4.4.9 Use of existing risk management activities.

4.5 Maternity and Children Hospital, Hafer Al Batin administration has to support improvement initiatives related to Contracted Services.

5. MATERIALS AND EQUIPMENT:

- 5.1 Contracts Evaluation Forms
- 5.2 List of MCH Contracted Services

6. RESPONSIBILITIES:

- 6.1 Laboratory Department Head
- 6.2 Assistant for Administrative and Operating Service
- 6.3 Infection Control Department Head
- 6.4 Human Resource Director
- 6.5 Engineering Department Head
- 6.6 Dietary Department Head
- 6.7 Biomedical Engineer
- 6.8 Quality Management and Patient Safety Director
- 6.9 Director of Nursing
- 6.10 Medical Director
- 6.12 Hospital Director

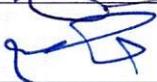
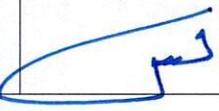
7. APPENDICES:

N/A

8. REFERENCES:

- 8.1 Joint Commission International Accreditation for Hospital Standards, 5th Edition 1 April, 2014.
- 8.2 Kingdom of Saudi Arabia, Ministry of Health, King Abdul Aziz Hospital, 2015.

9. APPROVALS:

	Name	Title	Signature	Date
Prepared by:	Ms. Rhodora Natividad	Document Management Control Coordinator		January 05, 2025
Reviewed by:	Mr. Abdulelah Ayed Al Mutairi	QM&PS Director		January 06 2025
Reviewed by:	Mr. Fahid Mishnaif Al Dhaferi	HR Director		January 07, 2025
Reviewed by:	Mr. Sabah Turayhib Al Harbi	Director of Nursing		January 08, 2025
Reviewed by:	Dr. Tamer Mohamed Naguib	Medical Director		January 12, 2025
Reviewed by:	Mr. Thamer Nasser Al Anizi	Assistant for Administrative & Operating Service		January 12, 2025
Approved by:	Mr. Fahad Hezam AlShammari	Hospital Director		January 19, 2025