



HEALTH HOLDING  
HAFER ALBATIN HEALTH  
CLUSTER  
MATERNITY AND  
CHILDREN HOSPITAL

<b>Department:</b>	Leadership		
<b>Document:</b>	Administrative Policy and Procedure		
<b>Title:</b>	Oversight Process for Contracted Services		
<b>Applies To:</b>	All MCH Employees		
<b>Preparation Date:</b>	January 05, 2025	<b>Index No:</b>	LD-APP-005
<b>Approval Date:</b>	January 19, 2025	<b>Version :</b>	2
<b>Effective Date:</b>	February 19, 2025	<b>Replacement No.:</b>	LD-APP-005 (1)
<b>Review Date:</b>	February 19, 2028	<b>No. of Pages:</b>	4

## 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 oversights 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, 5<sup>th</sup> Edition 1 April, 2014.
- 8.2 Kingdom of Saudi Arabia, Ministry of Health, King Abdul Aziz Hospital, 2015.



## 9. APPROVALS:

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