



JCI-accredited Mediclinic City Hospital delivers highest quality of care with aligned clinical decision support in the workflow

Mediclinic City Hospital is part of Mediclinic Middle East and is a major, multi-disciplinary hospital located in Dubai Healthcare City in Dubai, UAE. The hospital offers advanced levels of diagnosis and treatment to the highest international quality and patient safety standards like the Joint Commission International (JCI) accreditation.

Mediclinic Middle East is part of [Mediclinic International](#), a diversified international private healthcare services group with health centers and hospitals in Switzerland, Southern Africa, the United Arab Emirates and a 29.9% shareholding in Spire in the United Kingdom.

In addition to a wide range of general services, the hospital offers specialty care in dedicated units such as oncology, breast diseases, cardiothoracic surgery, neonatal intensive care, and stroke medicine.

Committed to delivering the highest standard of evidence-based medicine, Mediclinic City Hospital has adopted a number of quality and safety initiatives, including the integration and use of aligned clinical decision support (CDS) solutions across service lines. These efforts are regularly recognized. Most recently, [the Heart and Vascular team earned the JCI's Gold Seal of Approval® for Acute Coronary Syndrome programme certification.](#)

Standardising clinical practices in a large, multi-specialty hospital

As a big hospital with many specialties in the UAE, Mediclinic City Hospital has a diverse workforce that comes from many countries and healthcare systems.

With a staff of approximately 170 doctors, and another 100 or so visiting independent and university doctors, it is essential to standardise care practices as much as possible. However, getting everybody on board can be a challenge when there are different schools

of thought and people are used to different clinical guidelines.

To help align Mediclinic's doctors and develop clinical guidelines, clinicians discuss different approaches to treatment and then decide on the best approach based on the best available international evidence and practice standards. Solutions like UpToDate® and Lexicomp®, as well as medical journals and other resources, feed into this process by providing evidence-based information for developing clinical guidelines.

Mediclinic's Quality & Safety team monitors performance through direct observation, data analyses, and audits. Hospital managers report on key performance indicators based on their area of practice. These KPIs are then benchmarked across business units within Mediclinic, with other Mediclinic hospitals in South Africa and Switzerland, and with an international database that tracks KPIs across hospitals around the world. The hospital also uses patient satisfaction surveys to help monitor and improve performance, with a focus on medication safety.

Identifying and minimising medication errors

Within a busy hospital with many doctors, the number of drugs prescribed by various doctors varies considerably. Surgeons prescribe an estimated total of ten to 15 drugs, while doctors in the medical department have a much broader spectrum to choose from. With access to Lexicomp at every workstation in the hospital, Mediclinic is seeing positive changes in error reduction

over time. According to reports issued by the hospital, each month the number of Lexicomp users increases as more caregivers learn of its valuable features.

Preparing for JCI accreditation supported by Lexicomp and UpToDate

One of the standards in the JCI accreditation for medication management requires an appropriateness review – a process whereby the clinician checks whether a medication is appropriate for the patient, including checking for dose, interactions, allergies, and contraindications, for example.

To effectively conduct an appropriateness review, the doctor or nurse on duty needs to have the proper training as well as a reference tool. Nurses at Mediclinic have all been trained on how to use Lexicomp as an appropriateness review tool to ensure that the medication is appropriate for the patient. Clinicians at Mediclinic agree that Lexicomp plays a critical role in complying with this JCI standard, which has a direct impact on patient safety.

When Mediclinic develops a clinical guideline, clinicians on the development team must document the source of the information and evidence. Clinicians find that sizeable task of evaluating and comparing evidence is made much quicker and easier by using a tool like UpToDate, which already synthesises the evidence and provides graded recommendations.

With medical staff hailing from different countries and healthcare systems, Mediclinic appreciates that the evidence-based content in Lexicomp and UpToDate is global, not for only one country or region. This allows clinicians to review information about indications for use and precautions, along with practice guidelines and evidence supporting that information.

Mediclinic City Hospital, Dubai, offers an extensive outpatient department, 15 neonatal bed, 25 intensive care unit beds, six operating rooms plus three daycare surgery units: one for C-sections, two cardiac catheterisation laboratories, endoscopy suites, a fully equipped laboratory, emergency department, labour and post-natal wards, a 24-hour pharmacy, and an advanced radiology department. Mediclinic's new North Wing houses a comprehensive cancer centre as well as other units including a daycare surgery ward, dedicated endoscopy suites, extended dialysis unit, rehabilitation physiotherapy and services, orthotics and prosthetics services, and a reference laboratory.

Document amended by Andrew McCombe, current medical director, August 2021

Mediclinic has now integrated UpToDate with the InterSystems TrakCare EMR, which means clinicians can easily access the latest evidence and best practice recommendations in their workflow.

Hospitals around the world trust Wolters Kluwer solutions

The clinical effectiveness solutions from Wolters Kluwer help organizations and professionals harmonize care and reduce unwanted variability by aligning decisions. Care teams in over 190 countries make evidence-based decisions with Lexicomp, Medi-Span®, and UpToDate in their workflow, and empower patients to participate in their care with Emmi® programs.

More than 100 research studies demonstrate that widespread use of UpToDate is associated with improved outcomes and hospital performance. Every day, clinicians around the world trust UpToDate to support best care decisions and stay abreast of contemporary standards in the workflow and on-the-go, viewing topics covering 25 specialties.

Lexicomp is trusted by over 43,000 organizations around the world to deliver evidence-based, clinically actionable information to promote appropriate and safe drug and dose decisions for every patient. Additionally, some studies found that pharmacists prefer Lexicomp over other drug references, thanks to the depth and breadth of its content, including unparalleled pharmacogenomics guidance and patient education in up to 20 languages.

With this comprehensive framework for continuous quality improvement, Mediclinic City Hospital is championing consistent high-quality care for every patient, today and in years to come.