

LETA ADVISORY / FREE TRAINING RESOURCE

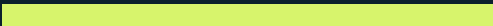
ISO Management Systems for Healthcare and Clinics

High-level training pack for UAE healthcare providers and support services

RELEVANT FRAMEWORKS	DESIGNED FOR
ISO 9001 ISO 45001 ISO/IEC 27001 concepts	Clinic leadership, quality, clinical operations, HR, facilities, IT, patient service and procurement

CONSULTANCY AND TRAINING SUPPORT ONLY

LETA does not issue ISO certificates. An independent certification body conducts certification audits and makes certificate decisions.



01 Learning purpose

Use this pack for a 45-60 minute management or team discussion. It explains management-system thinking through familiar operational situations. It does not reproduce ISO clauses, replace the authorised standard, provide legal advice or determine conformity.

Learning objectives

- + Map patient and support processes around safety, consistency and privacy.
- + Define controls for competence, equipment, suppliers and service continuity.
- + Separate incident containment from investigation and system improvement.
- + Use patient feedback and operational evidence without exposing confidential data.

Industry scenario

A multi-specialty clinic has inconsistent appointment hand-offs, delayed equipment-service records, shared access to a scheduling system and repeated complaints that are closed individually without trend review.

The management-system lens

For each operational risk, ask five questions: What result is required? What could prevent it? What control is proportionate? Who owns the control? What evidence shows it worked?

02 Follow the work, not the paperwork

A practical system follows the actual flow of work. Use the sequence below to identify hand-offs, decision points and evidence rather than creating separate procedures for every department.

STAGE	CONTROL QUESTION
Access/booking	What must be confirmed, controlled, recorded and escalated here?
Registration	What must be confirmed, controlled, recorded and escalated here?
Service delivery	What must be confirmed, controlled, recorded and escalated here?
Clinical/support hand-off	What must be confirmed, controlled, recorded and escalated here?
Discharge/follow-up	What must be confirmed, controlled, recorded and escalated here?
Feedback	What must be confirmed, controlled, recorded and escalated here?
Review and improvement	What must be confirmed, controlled, recorded and escalated here?

Example risk and evidence map

AREA	POTENTIAL FAILURE	PRACTICAL EVIDENCE
Service	Critical information is lost at hand-off	Defined hand-off, responsibility, confirmation and record
Competence	Role performs task without verified authorisation	Credential/competence control and supervision
Information	Access is excessive or not removed	Role-based access, review, logging and timely removal
Continuity	Equipment/system failure interrupts service	Maintenance, backup, response plan and exercise

03 Facilitated team exercise

Map one patient journey without recording personal data. Identify three hand-offs, the information each role needs, the privacy boundary and the evidence showing the hand-off was completed.

Use this worksheet

PROCESS STAGE	RISK / FAILURE	CONTROL	OWNER	EVIDENCE

Discussion prompts

- + Which control depends on one person or an informal message?
- + Where could outdated information be used?
- + Which evidence is created naturally through the work?
- + What should trigger an NCR, escalation or management decision?
- + Which control can be simplified without increasing risk?

04 Knowledge check and action plan

#	QUESTION	FACILITATOR ANSWER
1	Can audit evidence include unrestricted patient data?	Evidence must be controlled and limited to what is necessary under applicable requirements.
2	Why trend complaints instead of closing each alone?	Trends can reveal a systemic cause that individual correction misses.
3	Does ISO replace healthcare regulation?	No. Applicable UAE and emirate healthcare requirements remain mandatory.

30-day action plan

ACTION	OWNER	DUE	SUCCESS EVIDENCE

Next step

Use the completed exercise to brief management, focus a gap analysis or define an implementation workshop. LETA can review the result online or on site and help translate it into minimum-effective documentation, internal audit and Automated NCR follow-up.

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