

CASE STUDY

CAPACITY GENERATION - ABU DHABI HEALTH SERVICES COMPANY (SEHA) UAE



WHAT

The Abu Dhabi Healthcare Company (SEHA) is the largest and most comprehensive healthcare network in the UAE. SEHA own and operate all the public hospitals and clinics in the Emirate of Abu Dhabi providing UAE residents and citizens with integrated and outstanding healthcare services which follow the highest international quality and safety standards. SEHA is a key player in Abu Dhabi's wider healthcare sector reform and is responsible for public healthcare centres and hospitals as it aims to make the public healthcare delivery comparable to the finest healthcare systems in the world.



WHY

SEHA had identified several critical requirements in the standardisation and delivery of critical services across their diverse and widely distributed facilities. It was recognised that there was a requirement to instil and assure internationally recognised best practice in specialist areas of delivery, ranging from acute and critical care, hospital incident command systems and the response to major incidents, including management of Chemical Biological Radiological and Explosive incidents.



SCOPE, CHALLENGES & SOLUTIONS

Iqarus were approached by SEHA to design and accredit various courses which would provide and establish a baseline of capability. The courses were designed in a manner which would identify and enable capable students to progress to a more advanced level of medical education. This model ultimately provides an initial self-sustaining capability with the added option of a train the trainer course being provided to outstanding students.

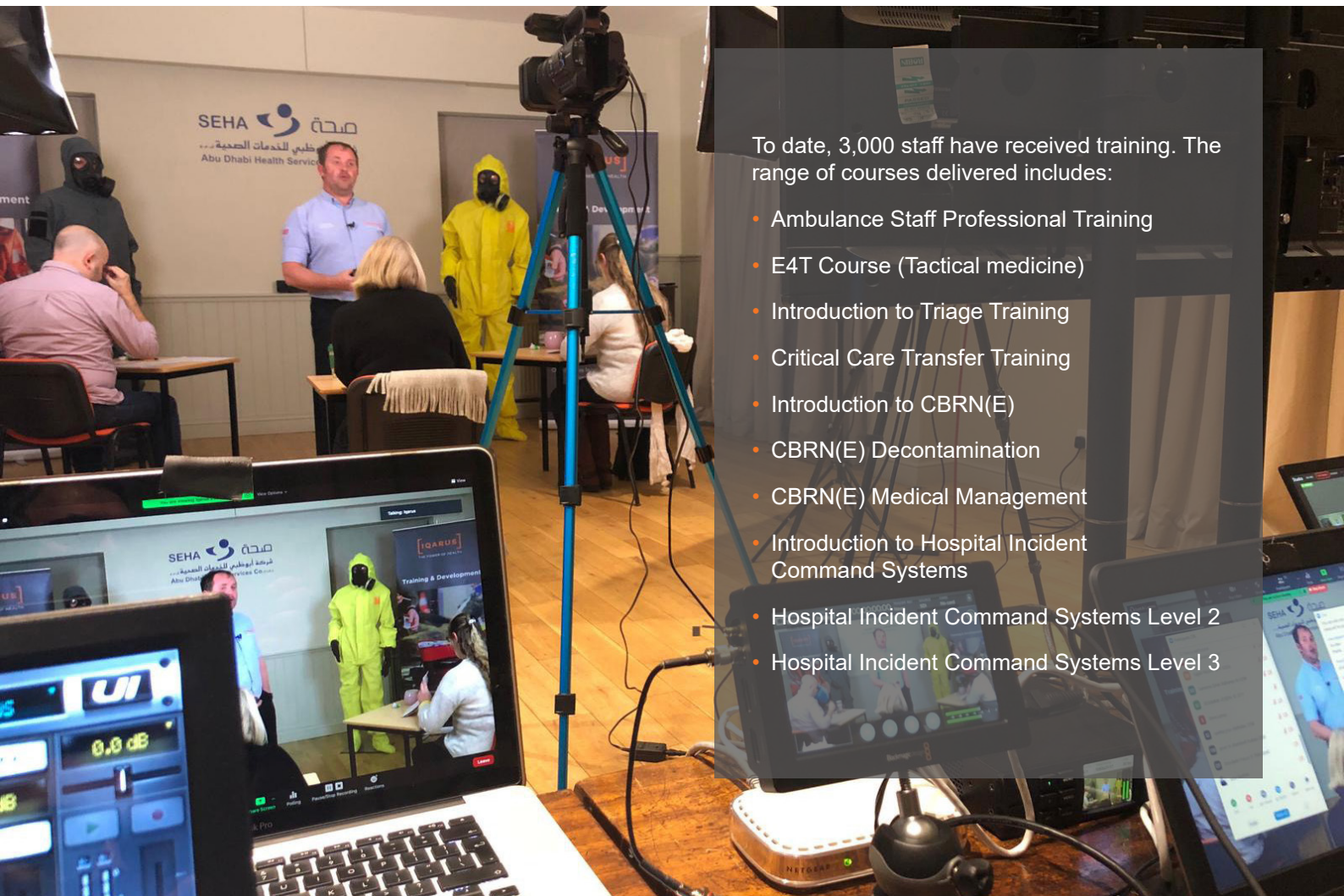
The various programs were started prior to the outbreak of Covid 19. As the endemic turned to a pandemic the programs were suspended and the Iqarus instructional team returned to the UK.

To continue to provide vital training required during the pandemic the training & development team at Iqarus designed a virtual solution to deliver courses that could not be provided in a classroom. The Virtual Instructor Led Training Program (VILT) was designed, produced, and delivered live stream from the United Kingdom to SEHA students living within the UAE. 1800 students were trained via our VILT platform over a period of two months, all objectives were met, and all students received full UK CPD certifications for the courses they attended.

The training team returned to the UAE once travel restrictions and covid restrictions had eased and completed the remainder of the programs. The principles delivered during the Hospital Incident Command and CBRN(E) training enabled SEHA to manage the impact of COVID effectively and maintain critical functionality.

This enduring program has continued to develop, with integration of internationally recognized and externally accredited qualifications being delivered.

(Image below, VILT training being live streamed to SEHA students from the United Kingdom)



To date, 3,000 staff have received training. The range of courses delivered includes:

- Ambulance Staff Professional Training
- E4T Course (Tactical medicine)
- Introduction to Triage Training
- Critical Care Transfer Training
- Introduction to CBRN(E)
- CBRN(E) Decontamination
- CBRN(E) Medical Management
- Introduction to Hospital Incident Command Systems
- Hospital Incident Command Systems Level 2
- Hospital Incident Command Systems Level 3