Candidate Brief:

General Practitioners (GPs)
Mobile Doctor Service

خدمة الإسعاف
Ambulance Service

Hamad Medical Corporation
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Hamad Medical Corporation’s Ambulance Service operates under the command of the Supreme Council of Health, transporting and treating casualties and severely sick patients nationwide.

We have a fleet of state-of-the-art ambulances and three helicopters, operating from a central headquarters and a team of experienced paramedics and emergency care doctors who administer first aid to accident casualties before transporting them to a suitable A&E department.

Our commitment is to provide the foundations for exemplary treatment, conforming to international standards and delivering the best medical treatment to accident casualties.

HMC’s Ambulance Service provides pre-hospital emergency care (both ground ambulance and air ambulance) and interfacility transfer services within the borders of the State of Qatar, and occasionally beyond. In keeping with HMC’s mandate, these services are provided free of charge to all the people of Qatar, whether resident or visiting. Over a 12-month period HMC is deploying 100 new Mercedes Sprint ambulances equipped with a full suite of Physio-Control emergency medical response solutions, including the LUCAS Chest Compression System, LIFEPAK 15 monitor/defibrillator, LIFENET System data network and LIFEPAK 1000 automated external defibrillator (AED).

"This is something that the whole of Qatar can be proud of. It demonstrates that HMC is committed to providing the best care possible - and that the Ambulance Service as part of HMC is committed to achieving the international benchmark for providing quality care, and this commitment has borne fruit"

Dr Robert Owen
Executive Director of the Ambulance Service

HMC’s Ambulance Service aspires to be a clinically led, high-performance ambulance service providing high-quality pre-hospital emergency care and inter-hospital facility transport for the people of Qatar.
Mobile Doctor Service

The purpose of this new service is to bring senior decision making closer to the patient, and to contribute to the development of a comprehensive and fully-integrated mobile health resource. The Mobile Doctor Service will facilitate HMC’s reach beyond fixed facilities and through a ‘treat and complete’ service, and will assist HMC with management of demand for emergency and urgent care.
Hamad Medical Corporation - Introduction

Hamad Medical Corporation (HMC) is the largest non-profit healthcare provider in Qatar.

HMC holds a unique position, being the only organization in Qatar to deliver a comprehensive range of acute healthcare services based on clinical need, not a patient’s ability to pay.

Significant changes lie ahead for the healthcare sector in Qatar. Patient expectations for the best possible services continue to rise; legislation to introduce an insurance-based model for healthcare has been passed; new facilities will be opened and innovative new services will be provided. HMC has begun a major journey of expansion and quality improvement of its clinical services, workforce and facilities in recent years to best prepare for the challenges ahead.

HMC is committed to continuing to invest and transform in order to meet the healthcare needs of a rapidly growing population. HMC is a forward-thinking organization that blends the best elements of Qatari values, innovation and skills, with high calibre international expertise. HMC’s aim is to deliver the best and safest clinical care in the region with high patient satisfaction rates.

The backdrop to these transformational changes is a rapidly expanding population in Qatar. The nation has seen continued growth over the past few decades. In the ten years since 2002 the population grew from 740,000 to 1.8 million. With investment in Qatar set to continue, and the increasing demand for expatriate workers, the nation’s growth is expected to continue for many years. According to the Qatar Statistics Authority, the total population is forecast to reach 2.5 million by 2020.

National Health Strategy

Qatar has set out its plans for the development and growth of the nation over the next two decades in the Qatar National Vision 2030, which focuses on four developmental pillars: human, social, economic and environmental.

The National Health Strategy 2011-2016 is aligned to the goals of the Qatar National Vision 2030. It is an ambitious program, with seven goals and 39 specific projects, designed to transform health services in Qatar with the aim of supporting a healthy population, both physically and mentally.

The Supreme Council of Health, HMC and the Primary Health Care Corporation are working together to achieve a healthy, vibrant society in Qatar by promoting public health, encouraging healthy lifestyles, providing comprehensive community-based primary care and supporting advanced, best practice hospital and continuing care services that meet the needs of the country’s diverse and rapidly growing population. HMC takes the lead on many key areas of the National Health Strategy, such as diabetes, cancer, organ transplantation and mental health.
Hamad Medical Corporation

Hamad Medical Corporation is the largest non-profit healthcare provider in Qatar, providing around 90% of acute services in the country. Established by Emiri decree in 1979, HMC reports to the Supreme Council of Health in Qatar and manages eight hospitals, a national Ambulance Service and a Home Healthcare Service. HMC’s ethos is based on three key pillars - Health, Education and Research - which are reflected in its logo.

HMC is the largest employer in Qatar, with more than 20,000 staff (rising to 26,000 by the end of 2013), and is one the largest healthcare providers in the Middle East.

HMC has sought and achieved for the third time Joint Commission International accreditation in 2012. In the same year HMC became the first hospital system in the region to achieve the institutional accreditation from the Accreditation Council for Graduate Medical Education – International. This indicates that HMC meets the highest and most rigorous standards for physicians’ specialty training.

HMC prides itself in providing quality and cost efficient care for all patients regardless of nationality, in line with the State of Qatar’s pledge of “Health for All”. For this purpose, the Corporation implements a policy of continuous improvement of all management systems and patient care protocols.

Hospital groups

HMC’s eight hospitals are organized into three groups: Tertiary Hospitals, Continuing Care and General Hospitals.

Tertiary Hospitals

Hamad General Hospital

Hamad General Hospital opened in 1982 and is Hamad’s largest hospital, providing 600 beds.

Areas of specialty include: Trauma, Emergency Medicine, Pediatrics, Critical Care, Specialized Surgery, Specialized Medicine, Laboratory Medicine and Radiology.

Women’s Hospital

Women’s Hospital was opened in 1988 to provide specialized care for women and new-born babies. The hospital currently has 330 beds.

Areas of specialty include: Obstetrics, Gynecology, Neonatal Care, Emergency Care and New-born Screening.
Heart Hospital

The Heart Hospital is a state-of-the-art center for the treatment of adults with heart conditions. The hospital opened in 2011 and integrates all cardiothoracic medical and surgical facilities in one center providing 115 beds.

Areas of specialty include: Cardiology, Cardiothoracics, Non Invasive Cardiac Surgery, Cardiac Intermediate and Intensive Care and Emergency Care.

National Center for Cancer Care and Research

This 60-bed hospital was opened in 2004 and specializes in the delivery of advanced treatment and care for people with cancer and blood disease.

Areas of specialty include: Medical Oncology, Radiotherapy, Chemotherapy, pain Management and Specialist Laboratory Services.

The Ambulance Service

HMC’s Ambulance Service responds to more than 90,000 calls each year, to which 1454 staff, 167 ambulances, 20 rapid response vehicles and a helicopter provide support.

General Hospitals

Al Khor Hospital

Opened in 2005, this 110-bed hospital provides healthcare services to the growing population in the northern region of Qatar.

Areas of specialty include: General Medicine, General Surgery, Emergency Medicine, Pediatrics and Obstetrics.

Al Wakra Hospital

Opened in 2012, this 210 bed facility (which has a flexible capacity of up to 260 beds) serves the rapidly growing towns of Al Wakra and Mesaieed to the south of Qatar.

Areas of specialty include: General Medicine, General Surgery, Pediatrics and Pediatric Emergency, Obstetrics and Gynecology.

The Cuban Hospital

The Cuban Hospital, located in Dukhan in the west of the country, is a joint venture project between the State of Qatar and the Cuban Government. Formally opened in January 2012, the hospital provides 75 beds.

Areas of specialty include: General Medicine, General Surgery, Emergency Medicine, Pediatrics and Obstetrics.
Continuing Care

Rumailah Hospital

Opened in 1957, and now with a total of 520 beds, Rumailah Hospital is HMC’s longest serving hospital and provides healthcare services for both acute and long-term rehabilitation patients.

Areas of specialty include: Adult Rehabilitation, Children’s Rehabilitation, Burns and Plastics, Dentistry, Ear Nose and Throat and Ophthalmic Surgery, medical care for the elderly, Psychiatry and Residential Care.

Skilled Nursing Facility

The 80-bed Skilled Nursing Facility is part of Rumailah Hospital’s Residential Services. The facility offers skilled nursing care, rehabilitation services, social services and personal care to residents who are long-term dependent or partially dependent.

Qatar’s Academic Health System

2011 saw the launch of Qatar’s Academic Health System (AHS). HMC is working closely with Weill Cornell Medical College in Qatar and five leading health, education and research partners from across the country on this innovative new partnership that will transform healthcare in Qatar.

Over the next five years, Qatar’s AHS will improve the standard of care that patients receive, train the next generation of clinical and scientific leaders and support world-class research leading to new and exciting discoveries.

The AHS is the first partnership of its kind in the region, and the world’s first nationwide academic health system. It will focus on those disease areas that place the greatest burden of mortality and morbidity on Qatar’s population. Additionally, the AHS will promote ‘translational research’ – bringing new technologies, medicines and treatments from the laboratory bench to the patient’s bedside as quickly as possible.

A Translational Research Institute (TRI) is also under construction. A key component of the Academic Health System, the TRI will facilitate HMC’s development as an internationally recognized health research organization and the leading health research organization in the region. Scheduled for completion in 2014, the TRI will provide state-of-the-art core research facilities to support internationally competitive translational (bench-to-bedside) and clinical research.

With a focus on the fields of cancer, trauma, infectious diseases, neuroscience, diabetes, obesity, cardiovascular disease, and women’s and children’s health, the TRI will give researchers ready access to facilities that enable the translation of basic biomedical discoveries into new diagnostic biomarkers and therapies.

For more information on the AHS, visit their website http://ahs.hamad.qa/en/
High patient satisfaction rates

A survey of HMC’s patients has revealed an overall satisfaction rating of 86 % for its hospitals.

During April and May 2013, HMC’s Regulatory, Accreditation and Compliance Services Department conducted about 5,000 telephone-based surveys with discharged patients and their families. The results revealed positive ratings across HMC’s network with 89 % satisfaction recorded for inpatient services, 85 % for emergency services and 83 % for outpatient services in the extensive survey.

The findings demonstrate that HMC is providing safe, effective and compassionate care to the people of Qatar, with 97 % of respondents confirming they would choose to visit a Corporation hospital again after their experience. Further, the survey has revealed that 95 % of patients would recommend HMC hospitals to friends and family.

Key findings include:

- Hospital inpatient scores ranged from 86 % satisfaction at Women’s Hospital to 92 % at Al Khor Hospital
- In the emergency setting, Hamad General Hospital scored 80 % satisfaction and Al Wakra topped the list at 89 %
- In outpatients, Hamad General Hospital had a 77 % satisfaction rating while NCCCR and Rumailah Hospital each achieved an 88 % satisfaction rating
Revalidation of consultants’ credentials

A project to revalidate the qualifications, credentials and practices of all HMC’s medical and dental consultants, as well as those of the Primary Health Care Corporation (PHCC), formally began in April, 2013. A consortium of renowned international certifying authorities, working under the name Medical Validation Ireland, will work with HMC’s medical leadership and the Medical Staff Office, as well as PHCC leadership, to complete a peer review of the credentials of every consultant. This revalidation project will help ensure that all our consultants meet a single, unified high standard, enabling HMC to deliver the safest, most effective and compassionate care to all of HMC’s patients.

Academic Affiliations and Clinical Partnerships

HMC’s vision is to achieve international recognition as a world-class quality healthcare provider. HMC is developing partnerships with leading local and international organizations in the fields of health, research and education.

Through these partnerships, HMC is seeking to redefine clinical expertise, transform the delivery of its services and bring innovative solutions to meet Qatar’s current and future needs. Two leading examples of HMC’s partnerships are with Partners HealthCare and SickKids International.
Unique partnership advancing women’s healthcare in Qatar

A unique collaboration between HMC and Partners HealthCare will transform the Women’s Hospital into one the leading hospitals in the region for obstetric and gynecological healthcare. Partners HealthCare is a not-for-profit, integrated academic health care system based in Boston in the United States (US), affiliated to Harvard. Under the agreement, Partners will share clinical expertise and international best practices with the Women’s Hospital, one of the busiest in Qatar. As part of its long-running arrangement with Partners, specialists and leading clinicians from Brigham and Women’s, Massachusetts General and Newton-Wellesley Hospitals will work side-by-side with the team at Women’s Hospital to drive improvements in quality, patient care, and – ultimately – clinical outcomes.

Developing children’s healthcare services in Qatar

Since 2010 HMC and SickKids International have been working together to develop pediatric healthcare in Qatar. This complex partnership encompasses every aspect of pediatric healthcare in the country, from primary to tertiary pediatric services. The focus is on developing pediatric clinical programs, developing staff through education and training, and developing Child Health Research in Qatar. The partnership with SickKids International demonstrates HMC’s commitment and dedication to delivering excellent pediatric healthcare services in Qatar.

Future expansion

In order to meet the growing healthcare demands of the population, HMC is embarking on one of the biggest and most ambitious master facility plans ever seen in international healthcare. Work began in early 2011 on a three-year project that will deliver three new hospitals in HMC bin Khalifa Medical City: a new Women’s Hospital, an Ambulatory and Minimally Invasive Surgery Hospital and a Rehabilitation Hospital. Additionally, a Communicable Diseases Hospital will open in 2015.
# The Role

## General Information

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<th>Job Title:</th>
<th>Doctor – Mobile Doctor Service</th>
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<tbody>
<tr>
<td>Job Family:</td>
<td>Medical</td>
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<tr>
<td>Division:</td>
<td>HMCAS</td>
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## Reporting Relationships and Key Interactions

**Operational Reporting Line to:**
- Assistant Executive Director

**Professionally Reporting Line to:**
- Associate Medical Director

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<th>Key Interactions</th>
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<td>MDS Unit staff</td>
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<td>Communications Team</td>
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**Subordinates**
- NA

## Responsibilities

### Job Summary

To provide competent patient-centred care responsive to health needs outwith a fixed healthcare facility. Such care is based on best practice evidence-base clinical guidelines and procedures, and meets legislative requirements.

### Common Responsibilities

- Adhere to The Code

### Specific Responsibilities

1. **To provide high quality and safe clinical care:**
   - Providing skilled health assessment, diagnosis and treatment services to patients in non-fixed healthcare settings.
   - Referring patients appropriately to fixed healthcare providers if their needs require it.
   - Consulting and collaborating with colleagues to provide optimal care.
   - Documenting all care provided and education/information given to patients within a health record, as per Service procedure.

2. **To maintain good medical practice:**
   - Maintaining professional knowledge and standards through continuing medical education and personal professional development.
   - Having a working knowledge of legislation and standards of the Service.
   - Maintaining a current resuscitation certificate.
   - Practicing medicine in a way that reflects the organisation’s values and mission.
3. **Maintaining trust (professional relationships with patients)**
   - Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients
   - Responding openly and following up complaints or feedback.

4. **Working collaboratively with colleagues**
   - Working within the Clinical Governance Framework of the Service.
   - Participating in the Service’s Quality Assurance activities.
   - Collaborating in regard to rosters and providing cover to ensure patients’ needs are met.
   - Working constructively and harmoniously with all staff to ensure patients receive optimal care.
   - Involvement in the Service’s accreditation activities.

5. **Maintaining integrity in professional practice**
   - Declare vested interests in services that you may be referring to.
   - Returning phone calls in timely manner.
   - Completing documents in a timely manner.
   - Clearing in-tray daily and delegating this task if absent.
   - Participating in service-based audits.
   - Demonstrating a working knowledge of service policies with regard to clinical practice as described in service manuals.
   - Reporting “events” or untoward incidents as per professional standards and service policy.
   - Maintaining clinical data integrity and complying with patient confidentiality policy.
   - Ensuring immunisation status is kept up to date.

6. **Develop and maintain relationships with:**
   - Ambulance Service staff
   - Other Doctors & Associates
   - Service managers
   - Community and secondary service providers
## Job Requirements

### Educational Qualifications & Certificates
- MBBS or equivalent medical qualification
- Full GMC registration

### Experience

#### Essential Experience:

#### Preferred Experience:
- Registration as a medical practitioner with a recognised Medical Board
- Vocational registration as appropriate

### Skills

#### Language Skills: English Essential, Arabic Preferable

#### Computer Skills: Proficient in Microsoft Word

#### Other Skills:
- A willingness to expand skills and expertise to practice in a multidisciplinary team of highly committed health professionals.
- Demonstrate a knowledge of and compliance with all relevant legislation and common law obligations.
- Discharge of duty of care in the course of practice including meeting Service standards, and accountability.
- Demonstrate knowledge of policies and procedural guidelines that have legal implications, for example, ensure documentation conforms to legal requirements.
- Identify and respond to unsafe practice, for example, implement interventions to prevent unsafe practice and/or contravention of law.
- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Exhibit and maintain excellent interpersonal and communication skills across all ages and social groups.
- Be always well-presented, friendly, courteous and obliging. Represent the Service in a confident and positive manner at all times.
- Undertake all duties in a diligent manner, with honesty and integrity,
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Ability to work cooperatively and independently. & ability to prioritise and organise, with attention to detail.
- Demonstrate commitment to ongoing professional development
- Possession of current driver’s licence
Terms and Conditions

The chosen candidate will be offered a generous package which in most circumstances would be tax free. In addition, accommodation will be offered free of charge, together with the other usual benefits of an expatriate appointment. Further details will be discussed on an individual basis with candidates as the selection process moves forward.
Application and Selection Process

Your application should comprise a full CV detailing your experience and relevant achievements pertaining to this role, particularly addressing the requirements of the job description and person specification. This should be sent via email to our retained consultants, Acertus via hmc@acertus.co.uk. All applications will be acknowledged.

Candidates who have demonstrated through their application that they meet the role and person specification will be invited for a first round interview initially with Acertus.

Candidates shortlisted from this process will subsequently be invited to interview with HMC via video conference. Following this candidates will be formally shortlisted and invited to visit HMC in Doha to meet with key members of staff, leading to a formal interview process thereafter.

If you would like to discuss any aspect of the role, organisation or application process in complete confidence please do not hesitate to contact Linda McCue on (+44) 1730 266208/ (+44) 7958 032839 or via email linda.mccue@acertus.co.uk.

Appointment will be subject to the receipt of satisfactory references and employment checks.