



الإمارات العربية المتحدة
وزارة الصحة ووقاية المجتمع

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Output Report

مجلس وزارة الصحة ووقاية المجتمع لتمكين أصحاب الهمم في **تصفير البيروقراطية الحكومية**

Report on the outcomes of the Ministry of Health and Prevention
Customer Council to empower people of determination in eliminating
government bureaucracy

17 July 2024

تصفير
البيروقراطية
الحكومية
ZERO GOVERNMENT BUREAUCRACY



Overview of the council, participants and objectives



The council also brought together senior leadership from MOHAP and strategic partner organizations. These leaders engaged with the participants, listened to their insights, addressed their inquiries, and committed to meeting their needs.



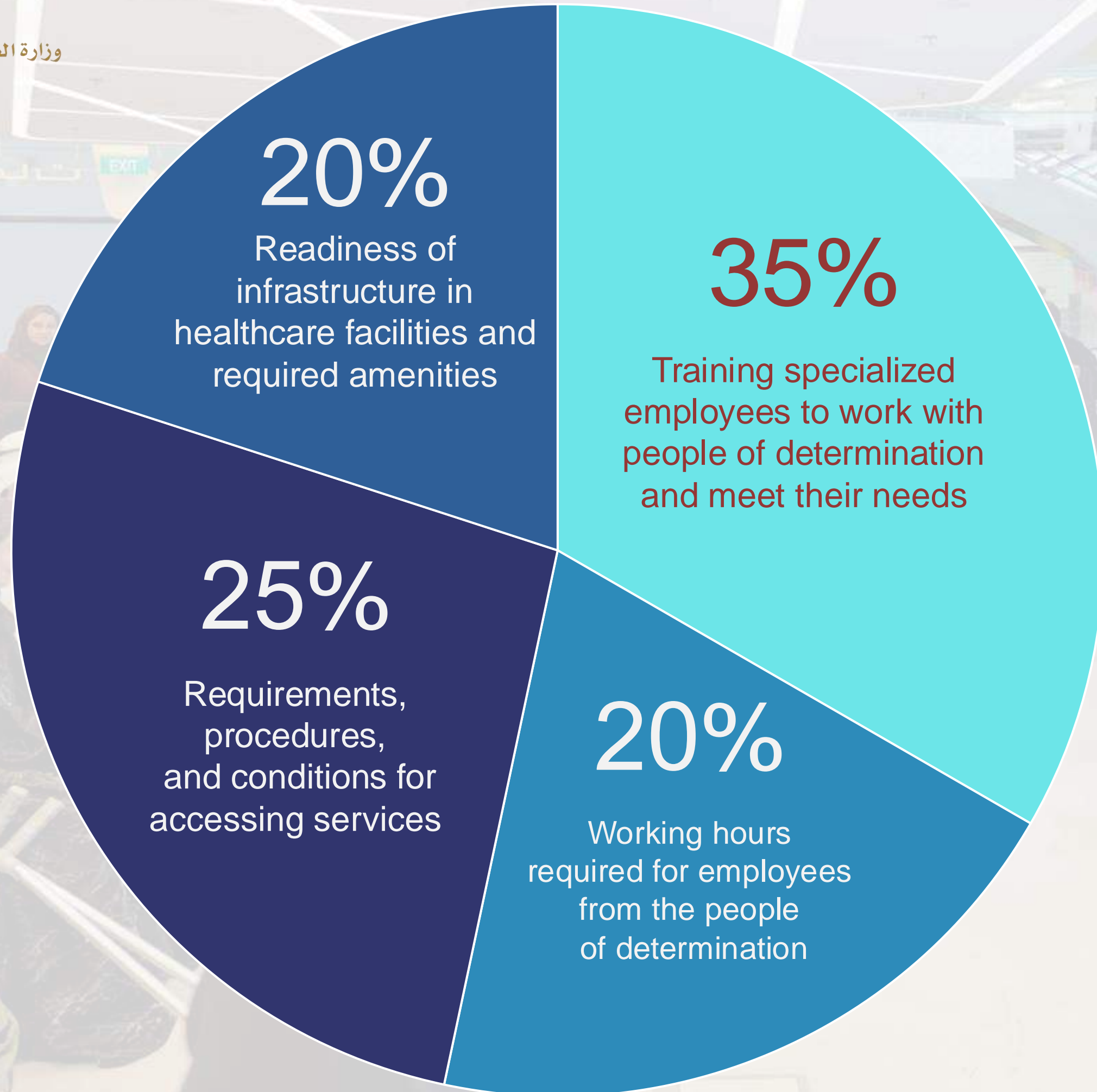
The council was attended by **15 participants from the people of determination**, representing various types of disabilities. This diversity ensured a comprehensive understanding of experiences and challenges, enabling the identification of their needs and preferences based on the type of disability, with the goal of simplifying processes and improving their overall experience.



The Ministry of Health and Prevention Customer Council was convened to empower people of determination in streamlining government bureaucracy and fostering collaboration to enhance services and their delivery channels. The council also aimed to listen to their feedback and contribute to achieving the objectives of the Zero Government Bureaucracy Programme.



Key Challenges Identified by Participants





Suggestions discussed by participants during the council

Simplifying requirements

1. Forming a specialized committee to visit schools to monitor the cases of students from people of determination, ensuring that all their requirements are met and that the educational facility is fully equipped in terms of infrastructure and amenities.
2. Forming a specialized committee to review medical reports of people of determination to expedite approvals and avoid delays in accessing treatment.
3. Reviewing the compliance of entities and institutions with the law on reducing working hours for employees from the people of determination.

Streamlining procedures

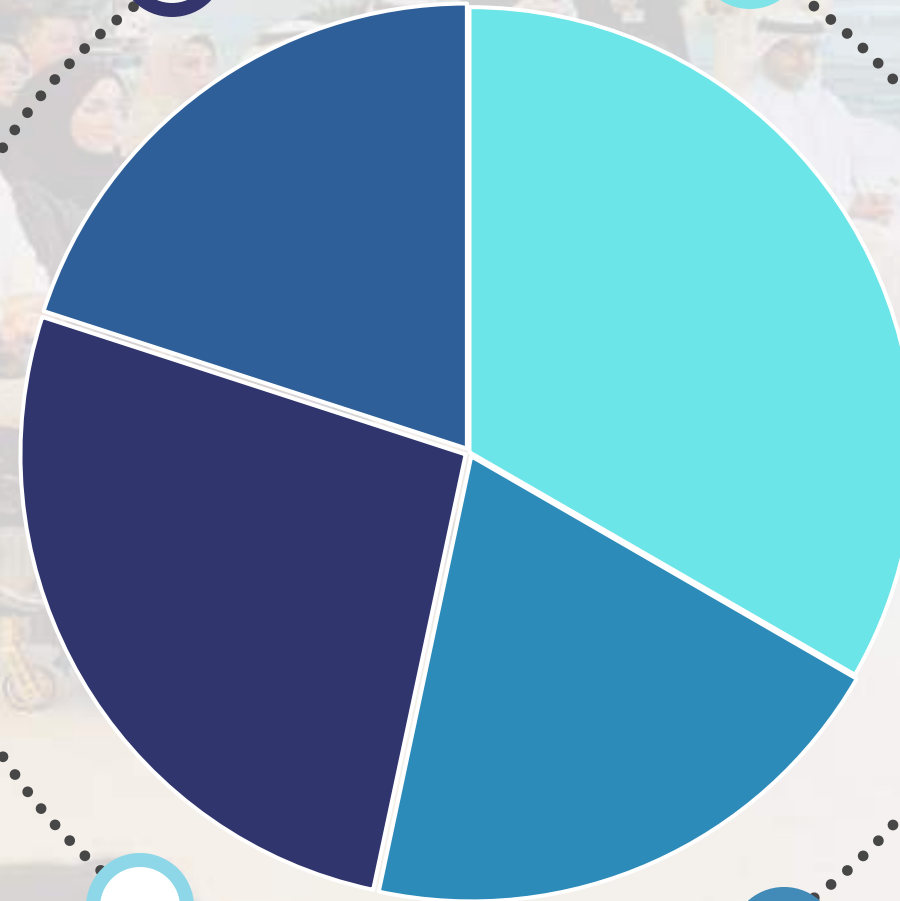
1. Proactive renewal of health cards for people of determination.
2. Eliminating repeated requests for documents and reports related to disabilities in cases of permanent disabilities diagnosed since birth.
3. Linking with the systems of the Federal Authority for Identity, Citizenship, Customs and Ports Security to automatically renew health cards along with residence permit renewal.
4. Linking health cards with discount cards such as Fazaa and Esaad

Employee training

1. Training specialized staff in healthcare facilities to communicate with people of determination.
2. Enhancing awareness and launching educational programs to prepare employees on effective communication with people of determination, whether customers or colleagues within the entity.
3. Organizing interactive workshops to address different scenarios of working with people of determination, involving both employees and participants from this category.

Infrastructure readiness

1. Providing the equipment customers may need during their visit to the entity, such as wheelchairs, walkers, and others, along with regular maintenance to ensure cleanliness and high quality.
2. Implementing safety standards and criteria within the entities to ensure a suitable environment for people of determination, such as a unified code for construction engineers to ensure the safety of ramps for people of determination.
3. Ensuring the availability of supportive facilities that meet the needs of people of determination, such as allocating a waiting room for children with autism to prepare them in advance for treatment.





The fastest improvement action based on the most frequent and impactful challenges

The biggest challenge (35%)

The absence of qualified and specialized staff to deal and interact with people of determination

Improvement
Action

'The inspiring leader'

Develop and launch an intensive program to train frontline employees in healthcare facilities to interact effectively with customers from the people of determination category. The program seeks to foster a sense of value and inclusivity, ensure prompt fulfillment of their needs, and streamline their overall experience.





خدمات
SERVICES
EXIT

EXIT

جلسة النقاش



Appendices



Customer feedback



Maitha Youssef

Hearing disability

Repeated diagnostic assessments across various hospitals and centers to expedite obtaining the necessary report for submission to the school.



Shireen Al Tawil

Hearing disability

Repeated diagnostic assessments across various hospitals and centers to expedite obtaining the necessary report for submission to the school.



Hayat Al Jaber - Parent

Hearing disability – Down Syndrome

She faces challenges in accessing services and effective communication because of the lack of specialists trained to support people of determination. Being deaf, she requires a sign language interpreter to assist her. Additionally, she has Down syndrome, which further complicates her ability to navigate available services.



Shireen Naeem

Hearing disability

Renewing the card requires a specific report from a medical institution, which is often challenging to obtain because of the medical committee's lengthy approval process. This causes delays in accessing the renewed health card and disrupts residency renewal procedures.



Rubina Khalid

Hearing disability

Challenges in communicating requests or information arise because of the absence of trained employees at service centers. This greatly impacts the ability of people of determination to access services, particularly in healthcare facilities.



Moe'taz Mohammed - Parent

Autism

Issuing a health card for children with autism is challenging because of the lack of clear information and adequate support within entities. This restricts people of determination's access to essential services.



Amal Ahmed

Physical disability

The Ministry of Health and Prevention has requested that the medical report issued in Germany during the treatment trip be translated and authenticated by the relevant health authorities in Germany and the consulate before being approved by the Ministry.



Noura Al Zarouni

Visual impairment

1. Challenges in accessing appointments at government hospitals persist, creating barriers for people of determination.
2. There is a shortage of specialists or experienced personnel in healthcare facilities equipped to interact effectively with people of determination.
3. Facilities for visually impaired individuals to read medical prescriptions on medication packaging are notably absent.
4. Delays or inaccuracies in diagnosing individuals with hearing disabilities have, in some cases, led to tragic outcomes, including deaths.
5. Repeated requests for document submission to obtain or renew health cards for people of determination impose unnecessary burdens. Moreover, discounts for people of determination are not linked to the health card. A separate card issued by the Ministry of Community Development, available only to citizens, covers some needs but differs significantly from the health card.



Mahmoud Zahid

Physical Disability

1. There are significant challenges in accessing essential facilities, such as wheelchairs, for this type of disability because of the high cost. The health card for people of determination does not cover the expenses of basic equipment and necessities.
2. Health card renewal is often denied, and inquiries typically reveal that the decision is based on a medical committee's ruling. This results in delays of at least three months in accessing treatment and prescriptions.
3. Individuals with permanent disabilities face repeated requests for periodic reports, creating unnecessary burdens and delays.



Ansaf Al Nuaimi

Physical Disability

1. Some entities fail to comply with the law mandating reduced working hours for people of determination, even when supported by medical reports.
2. There are challenges in customizing wheelchairs, including significant delays in delivery. Furthermore, the high cost is no longer covered by Thiqa insurance, which previously enabled patients to customize wheelchairs in Abu Dhabi.
3. Non-citizen people of determination are denied emergency treatment unless payment is made in advance. (She noted that an exception was made in her case because she is a citizen with a disability.)



Essa Al Mukhashab

Physical Disability

1. There is a shortage of parking lots designated for people of determination, coupled with frequent misuse of these lots by unauthorized individuals and inadequate oversight by concerned authorities.
2. Additionally, ramps at the entrances of some healthcare facilities are not wheelchair-friendly and fail to meet proper standards. It was noted that a unified code exists, which engineers should adhere to in order to ensure the safety and accessibility of ramps for people of determination.