



Quality Oversight, Infrastructure and Accreditation of Pharmacies- Policy and Procedure

Appendix 2

Assessment Survey- Scoring Rules

This is the scoring requirements for assessment surveys conducted on community pharmacies and compounding pharmacy services provided within Dubai Healthcare City (DHCC). This shall apply to all licensed Healthcare Operators (HCOs) providing community pharmacy services within DHCC. All community pharmacies and pharmacy services must demonstrate compliance with the assessment requirements as set by DHCR and in accordance with DHCA regulations, rules, and standards. This entails compliance with the requirements as stipulated in the Pharmacy Quality Standards in order to pass the Assessment Surveys.

The overall score of the assessment is calculated based on:

- The percentage of compliance to the applicable core standards
- The percentage of compliance to the total number of applicable standards of the Pharmacy Quality Standards
- The percentage of compliance to number of applicable standards in each section of the Pharmacy Quality Standards

Scoring requirements for the Six Month Assessment Survey (Post-Operations)

At the Six Month Assessment Survey, Licensed Pharmacies are expected to demonstrate compliance to:

- 100% of **applicable** core standards and
- a minimum of 50% of **applicable** standards from **each** section of the Pharmacy Quality Standards

Scoring requirements for the Comprehensive Assessment Surveys

Survey results shall be rated in accordance with the following three categories:

- Pass without recommendations (unconditional)
- Pass with recommendations (conditional)
- Fail (with recommendations for remediation)

The scoring criteria to be applied to these three categories are as follows:

1. Pass without recommendations (unconditional)

- The licensed pharmacy demonstrates compliance to 100% of applicable core standards and,
- more than 95% of total applicable standards and,
- a minimum of 50% of applicable standards from **each** section of the Pharmacy Quality Standards

2. Pass with recommendations (conditional)

- The licensed pharmacy demonstrates compliance to 100% of applicable core standards and,
- between 90% and 95% of total applicable standards and,
- a minimum of 50% of applicable standards from **each** section of the Pharmacy Quality Standards

3. Fail (with recommendations for remediation)

Quality Oversight, Infrastructure and Accreditation of Pharmacies- Policy and Procedure

NOTE: A rating of 'FAIL' shall occur following the comprehensive assessment and a maximum of two follow-up surveys and the following conditions apply:

- The licensed pharmacy fails to achieve compliance to 100% of applicable core standards;
- The healthcare organization fails to achieve compliance to at least 90% of total applicable standards;
- The healthcare organization fails to achieve a minimum of 50% of applicable standards from **each** section of the Pharmacy Quality Standards.