

Annual Report 2020



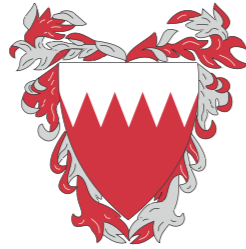
National Health Regulatory Authority



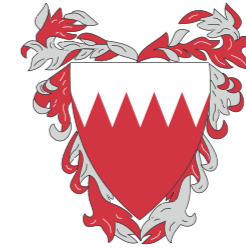
الهيئة الوطنية لتنظيم المهن والخدمات الصحية
NATIONAL HEALTH REGULATORY AUTHORITY



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NATIONAL HEALTH REGULATORY AUTHORITY



**His Majesty
King Hamad Bin Isa Al Khalifa**
The King of the Kingdom of Bahrain



**His Royal Highness
Prince Salman Bin Hamad Al Khalifa**
The Crown Prince and
Prime Minister of the Kingdom of Bahrain

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Covid-19 caused many challenges to businesses in 2020 both internationally and in the Kingdom of Bahrain. These challenges necessitated for organizations to be creative and adopt to change. The National Health Regulatory Authority (NHRA) managed to re-engineer its services to respond to the challenges enforced by the pandemic. NHRA immediately implemented changes to ensure continuity of its services and to keep its operations active in all areas. This was especially challenging as many of its functions such as inspection, accreditation, professional licensing procedures and audits required NHRA staff to be physically present at healthcare facilities or onsite at NHRA. It was extremely vital to protect both the staff and clients, so workplace safety measures were implemented such as weekly split teams, social distancing, availability of adequate PPE and wherever possible implementation of virtual/online alternatives. In spite of all the challenges the Authority faced, it still managed to ensure it upheld its mission, vision and its responsibilities.

This annual report has been presented to highlight some of the important work that has been accomplished, as surveillance of these health regulation statistics allows us to monitor progress, prioritize areas for action to improve people's health and safety, and inform policymaking, by demonstrating areas where the organization is doing well and highlighting any areas of concern.

In addition to our regular operations and processes and in order to stay in line with the Covid -19 national taskforce instructions, NHRA was instrumental in complementing their directives in the following ways:

1. Awareness training with private healthcare facilities, to promote the preventative measures of Covid-19 at the start of the pandemic.
2. Temporary suspension of cosmetic procedures, cupping therapy, fertility, and other related non-emergency procedures in dental and dermatology in the private sector.
3. Regular inspection visits in private and public health facilities, to ensure

their adherence to the national taskforce protocols and infection control measures.

4. Granting approvals to private facilities to provide quarantine and isolation services in adherence to the national guideline.
5. Supervising the Hidd Health Quarantine and providing oversight by appointing the NHRA Consultant/Advisor Allied Medical Profession to the post of Quarantine Manager for the Ministry of Health.
6. Permitting private healthcare facilities to conduct Covid-19 tests (elective or symptomatic).
7. Implementing the directives of His Highness, the former Prime Minister, (God Rest His Soul) to exempt all frontline healthcare staff from late fees for license renewal.
8. Approving the renewal of healthcare professional licenses without the requirements of CME hours until the end of 2020.

Over the past year, the legal affairs unit has been engaged in developing new regulations and updating existing ones.

Four important resolutions that were published in 2020 were:

1. Resolution No. 29 of 2020 regarding the issuance of the regulation for the practice of health professions exams in the National Authority for Regulating Health Professions and Services.
2. Resolution No. 32 of 2020 regarding the issuance of the regulations for registering medicines and pharmaceutical preparations, pricing medicines and determining the profit margin.
3. Resolution No. 33 of 2020 regarding the regulations and requirements for health facilities licensing for the treatment and rehabilitation of addiction.
4. Decision No. 48 of 2020 regarding quality control of medical devices and products.

Awareness training with private healthcare facilities, to promote the preventative measures of Covid-19 at the start of the pandemic

Temporary suspension of cosmetic procedures, cupping therapy, fertility, and other related non-emergency procedures

Supervising the Hidd Health Quarantine



In relation to regulating healthcare facilities, the health facilities department (HCF) licensed 788 healthcare facilities in the Kingdom of Bahrain. The HCF department received 136 applications for opening new healthcare facilities that varied from hospitals and various health centers in different specialties and 90 facilities have been granted approval and licensing. License renewals were given to 711 healthcare facilities.

By the end of 2020, the total number of inspection visits carried out by the inspection team was 1226, out of which 297 private healthcare facilities recorded no violations during the inspection visits. Facility Safety violations (157) accounted for the largest segment of violations in facilities, of which 75% of those violations were corrected by the end of 2020.

In 2020, 42 health care facilities were approved for Covid-19 swab collection services. The department also conducted frequent inspection visits to facilities in regard to Covid-19 pandemic management: 43 visits for assessment of isolation and quarantine facilities, 36 visits related to swab collection service assessments, and 65 visits related to monitoring of precautionary actions taken by health facilities against the spread of Covid-19 infection. One private hospital was inspected and approved to provide services to Covid-19 positive private pay patients.

With the Covid-19 pandemic, the need for healthcare professionals became more pressing globally as well as locally. There was an urgent need to speed up the license application process to meet the demand for healthcare professionals. NHRA, being a dynamic governmental institution, took the initiative to ensure a more dynamic licensing process is implemented during these exceptional circumstances and waived the immediate requirement of certain documents for new licenses and license renewal applications. In alignment with the 2030 vision of the Kingdom all licensing activities at NHRA are conducted online. There is a total of 17,043 professional that hold valid active licenses in the Kingdom of Bahrain of which 45 are visiting doctors. Additionally, 3322 applications for new and license renewals were processed.



In keeping with our mission and vision we continue the process of evaluating the performance of healthcare facilities since the implementation of the national accreditation program. In order to continue the momentum, we had successfully achieved in raising the healthcare quality standards of the Kingdom through accreditation the CEO approved the implementation of modified accreditation surveys to healthcare facilities. Surveys will be conducted in a hybrid format that incorporates both onsite and offsite reviews until such time that it is safe for us to resume our regular accreditation services.

At present we have successfully accredited 17 hospitals and 24 medical centers. Analysis of hospital accreditation criteria has revealed several areas of improvement for the authority to assist healthcare facilities in gaining and maintaining accreditation and thus to continuously improving the quality of services provided to the people of Bahrain.

Additionally, the accreditation department was instrumental in the quality and infection control audits of 7 governmental Covid-19 facilities. Quality improvement action plans were presented to all the facilities and 2 follow up visits were completed.

Inspection visits in private and public health facilities, to ensure their adherence to the national taskforce protocols and infection control measures

Permitting private healthcare facilities to conduct Covid-19 tests

Exemption of all frontline healthcare staff from late fees for license renewal.



With respect to the regulation of pharmacies, a total of 47 new pharmacies were licensed in 2020, of which 7 were opened in a healthcare facility and 40 were private pharmacies, reflecting a 15% increase in the number of new licensed pharmacies compared to 2019. The total number of pharmacies licensed in the Kingdom of Bahrain are 332 of which 258 are operating as private pharmacies and 74 are operating in a healthcare facility.

In spite of the global pandemic, NHRA pharmacy inspectors conducted 654 inspection visits, under the required PPE conditions laid out for healthcare workers in the Kingdom. Seven hundred and thirteen violations were identified and corrected.

There were 6 new warehouses registered making it total of 13 Pharmaceutical Warehouses registered in the Kingdom and 2 new pharmaceutical facilities were introduced and licensed by the pharmaceutical product regulation department.

In light of the Covid-19 pandemic in 2020 the pharmaceutical products regulation department faced many difficulties amongst them the most essential was to ensure that medicine shortages would not ensue in the country. The department processed 3478 temporary importation of non-registered products applications, 89 new medicines registration, 371 medicine licensing renewals, 1378 medicine variation applications and 2993 medications were priced.

The pharmaceutical products regulation department also licensed the first local manufacturing site in Bahrain, however the highlight of the year for the department was the efficient review and emergency authorized use of 2 international vaccines against Covid-19 that has provided the people of Bahrain some relief from the events of the year. Both Pfizer BioNTech Covid-19 Vaccine and SARS-COV-2 Vaccine from Sinopharm were approved in December 2020 and other vaccines are under review.

In the field of medical device regulation, the authority registered 1144 medical devices in 2020. The total number of new medical device



applications evaluated by medical device engineers reached 11415, of which 11137 applications were processed through the Electronic System of Customs (OFOQ), while 278 requests were manually processed in relation to the combined medical devices. The total value of the imported devices was around 45,221,710 BD.

In 2020 the Clinical Trials and Continuous Professional Department (CPD) Regulations department had received and processed 16037 CME activities. These CPD activities were offered by both private and governmental sectors. The majority of these activities were in the form of lectures and online webinars followed by specialized workshops, general workshop and conferences. The majority of the CPD activities conducted in 2020 were for the Laboratories & Pathology specialties 3521(22%) followed by nursing 2213(14%), neurology 1231(8%), Plastic Surgery 788(5%) sectors and 8284(51%) of CPD activities for other specialties.

The Clinical Trial (CT) department unit received and reviewed 11 Clinical Trials applications, of which 7 have been approved. Eight Clinical Trials were from the government sector. The majority of these clinical trials submitted to NHRA (64%) were in the field infectious disease and

788 healthcare facilities licensed in the Kingdom of Bahrain

1226 total number of facility inspection visits

332 licensed pharmacies in the Kingdom of Bahrain



pulmonology diseases and these trials were all related to Covid-19 either therapeutic trials and / or vaccine against Covid-19 trials.

The Clinical Trials Committee gave Emergency Approval of Covid-19 Vaccine Inactivated SARS-CoV-2 vaccine (Vero cell) provided by Sinopharm, Beijing Institute of Biological Products Co., Ltd. This was the first vaccine clinical trial implemented on a vaccine in the Kingdom of Bahrain.

In 2020, the medical complaints unit received 271 cases for investigation, an increase of 5% since 2019. Of the 271 cases received, the number of complaints reported by individuals was 166, 34 were reported by healthcare facilities, 70 were referred by jurisdiction authorities.

Forty two percent of the complaints were related to the treating physician, 42% related to the healthcare facility and the rest were related to allied health professionals, nurses, pharmacists, or others.

The technical investigating committees were able to complete the investigations of 203 cases in 2020, demonstrating an increase of 15% from the previous year. Of the closed cases, no medical error /violation of the principles, duties, requirements and of ethics was determined in 42% meanwhile medical an error/violation of the principles, duties, requirements and of ethics was identified in 24%.

The disciplinary Committees and Accountability Committee issued 37 disciplinary actions that included 17 suspensions, 13 warning notices, 1 professional license was cancelled and 6 financial penalty.

NHRA continues its initiative to ease the investment process and improve the healthcare sector through its Investors Office. In 2020 the office received 41 inquiry requests for various healthcare investments from the markets of the GCC, Europe and Asia. Out of the total inquiries, 10% were inquiries about establishing hospitals, 63% on establishing medical centers and 22% in pharmaceutical and medical devices sectors, 5% were related to other areas in healthcare.

In the customer service front NHRA received a total of 2,555 e-mails in the year 2020; 2,395 of them are closed; 160 are pending more information from customers so as to resolve the query.

Finally, the HR and Finance department were instrumental in the transition of all services ranging from applications, working from home access, transfer of payment portals to an electronic system in order to continue our services seamlessly to the people of Bahrain during this unprecedented time.

At the start of 2020, the authority took the initiative to update its strategy in order to plan for the next five years, and accordingly, the new strategy was issued after Supreme Council of Health approval. The new strategy continues to preserve the vision and strategic goals with the introduction of amendments to procedures and monitoring indicators that reflect the reality of regulating health services. It also reflects the future directions for regulating the health sector in the Kingdom in line with local and international developments in this regard.

NHRA was amongst the top twenty performing government agencies within the National Suggestion & Complaint system, 'Tawasul', for the year 2020 and was awarded by His Royal Highness Prince Salman bin Hamad Al Khalifa, the Crown Prince, Prime minister of the Kingdom of Bahrain. This award reinforces our commitment to further strengthening the quality and performance of NHRA services, in line with the Kingdom's comprehensive development plan, led by His Majesty the King, to improve government services performance.

Finally, looking forward into 2021 we are hopeful that we continue with our services seamlessly and are very much ahead of the process to automate many of our procedures, including renewing the health facilities licenses, adding or changing services, medicine and medical device registrations.

42 health care facilities approved for Covid-19 swab collection services

17,043 licensed professionals in the Kingdom of Bahrain

17 hospitals and 24 medical centers accredited in the Kingdom of Bahrain

7 infection control audits of governmental Covid-19 facilities



Dr Mariam Al Jalahma
Chief Executive Officer NHRA

It is my honour to present the Annual Report of the National Health Regulatory Authority (NHRA) after an unprecedented year of challenges and triumph.

The past year may have tested our resilience in so many ways, however what didn't change was our unwavering commitment to partner with our stakeholders and clients to deliver innovative regulatory solutions that allowed us to stay true to our values. Through our fortitude, agility and flexibility we continued to conduct our services without interruption and provide the Kingdom with the same level of professional competent service driven by the steadfast dedication of our staff.

Currently, we are experiencing the most extraordinary time of many of our lives and witnessing events that none of us could have ever predicted would happen in our lifetimes. The Civil Service Bureau's decision to encourage governmental staff to work from home in March 2020 established the groundwork for NHRA to actionize our framework for timely and effective transition of our services to an electronic format in order to ensure the safety of our staff, clients and stakeholders.

Healthcare safety has been, and always will be, fundamental to our core values and we are committed to partnering with our clients, to deliver innovative solutions and improve patients' lives at every level. To this end NHRA contributed to the Covid-19 national response through coordination with the national task force and established policies, guidelines, and procedures to complement national diagnosis and treatment protocols. Furthermore, NHRA was instrumental in the auditing of Covid-19 facilities to ensure best practices and evidence-based decision making, all the while ensuring that existing healthcare provision to the people of Bahrain continued in a safe and effective manner.

The course of the pandemic has shown us that making predictions is unusually difficult at the moment. However, after a very productive end of year performance, with a strong fervour and dedication to our mission, we look to the future with confidence and hope.

I would like to thank all NHRA staff for their adaptability and commitment in accomplishing our role as stewards of the healthcare system in the Kingdom under the most challenging of circumstances. At the same time, we send our support to all of those at the frontline of this pandemic and our sympathies to those that have been personally affected by this unprecedented situation.

God bless us all.






Sincerely,

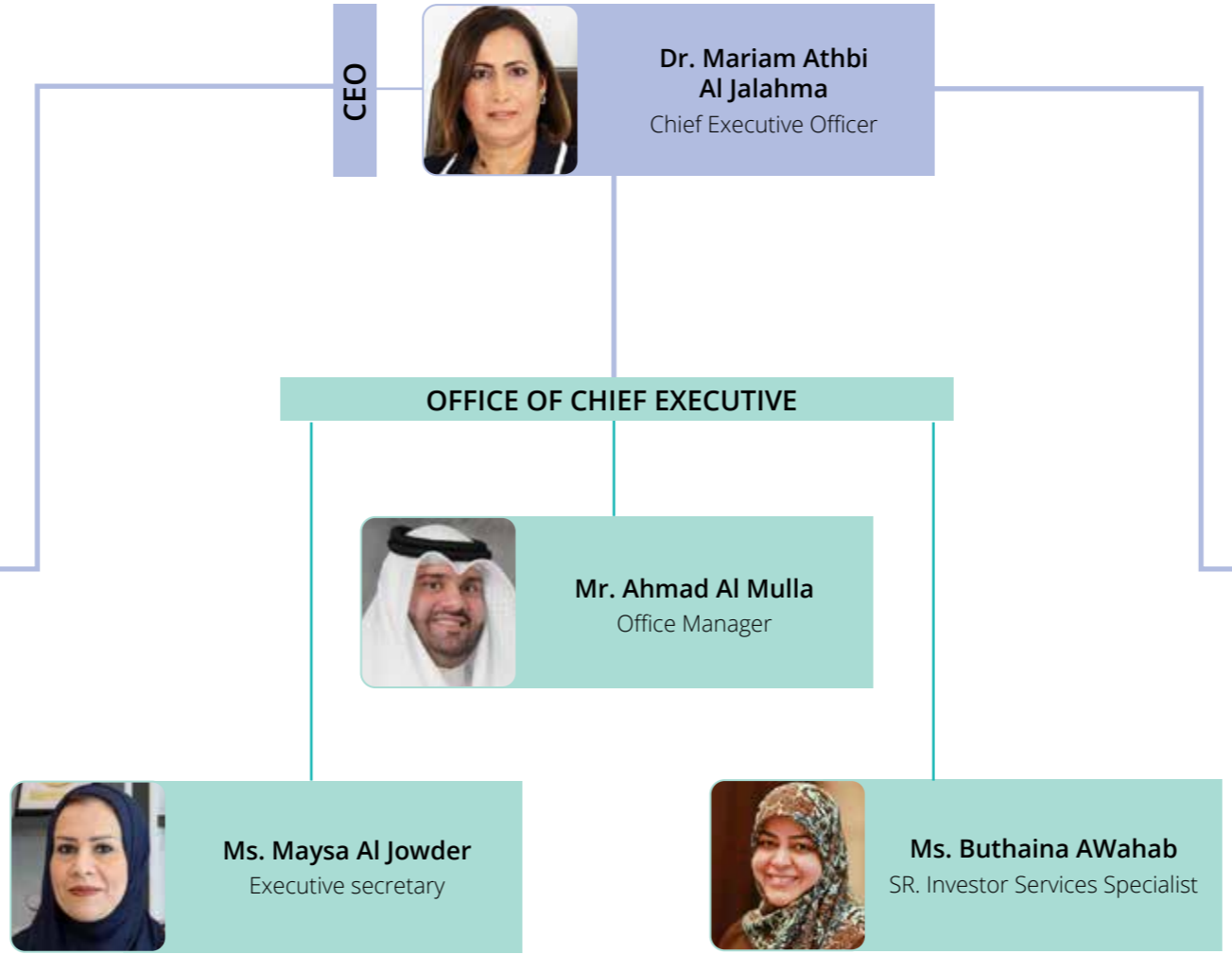
Mariam Al Jalahma

Chief Executive Officer NHRA









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DEPARTMENTS

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Regulation Office
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Health Facilities
Regulation Section
-  **Ms. Roaya Al Abbasy**
Pharmaceutical
Regulation Office
-  **Ms. Eman Abdulla**
Human & Finances
Resources Section
-  **Dr. Ghada Al Doy**
Medical Complaints Unit

In 2020, there were 788 healthcare facilities licensed in the Kingdom of Bahrain. The HCF department received 136 applications for opening new healthcare facilities that varied from hospitals and various health centers in different specialties and 90 facilities have been granted approval and licensed. License renewals were given to 711 healthcare facilities.

The Quality Control Assessment (QC), is an internal program, designed by NHRA with cooperation from the Public Health Laboratory to measure the quality and efficiency of private health laboratories, the accuracy of their results, and the quality of equipment and technicians working with infectious diseases. In 2020, this QC assessment was conducted in 34 private medical laboratories. In addition to this, eight laboratories were approved to conduct PCR tests for the detection of Covid-19 infection and have been subject to QC assessments every 3 months.

By the end of 2020, the total inspection visits carried out by the inspection team was 1226 of which 297 private healthcare facilities recorded no violations during the inspection visits. Facility Safety violations (157) accounted for the largest segment of violations in facilities, of which 75% of those violations were corrected by the end of 2020.

Following the issuance of Resolution No. (33) of 2020 regarding drug addiction treatment and rehabilitation of addicts provided a new category in rehabilitation which allows for a medical center to provide these services.

280

total number of licensed private medical centers

788 total number of licensed facilities in the Kingdom of Bahrain

90 total number of new licenses issued

90

total number of licensed private clinics

14 total number of change in classification of an existing facility

711 total number of license renewals

20

total number of licensed private hospitals

1226

total number of inspection visits

588

total number of violations identified



New standards that have been formulated and added to our guidelines are for the following criteria:

1. Telemedicine.
2. Covid-19 Specimen Collection Guideline.
3. Remote Nasopharyngeal Swab Specimen Collection.
4. Occupational Health.

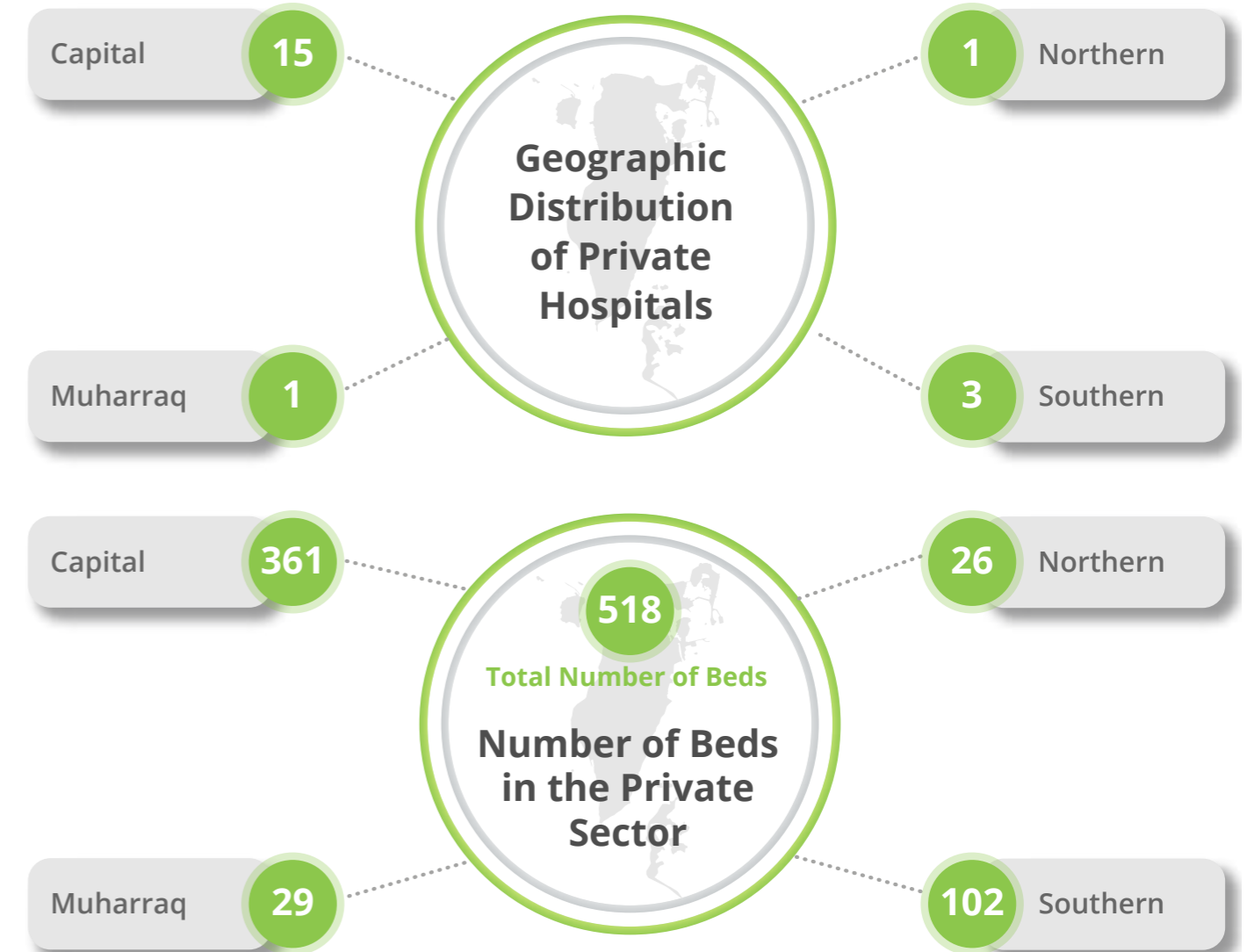
Furthermore, the department is currently working on cryo-chamber and cryo-sauna standards.



In 2020, 42 health care facilities were approved for Covid-19 swab collection services: 9 for Ministry of Health subsidized swab, 21 for elective swab service, four for drive thru services and 6 for remote swab collection services. The department also conducted frequent inspection visits to facilities in regards to Covid-19 pandemic management: 43 visits for assessment of isolation and quarantine facilities, 36 visits related to swab collection service assessments, and 65 visits related to monitoring of precautionary actions taken by health facilities against the spread of Covid-19 infection.



Licensed Facilities



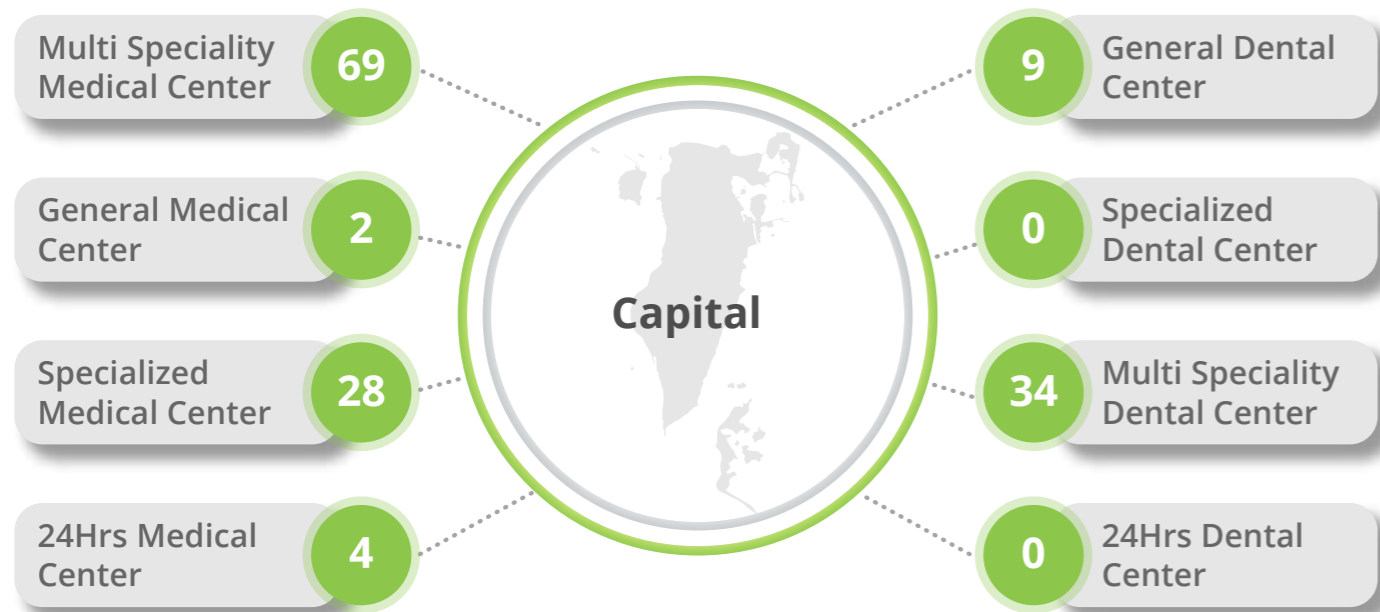
Number of Registered Centers



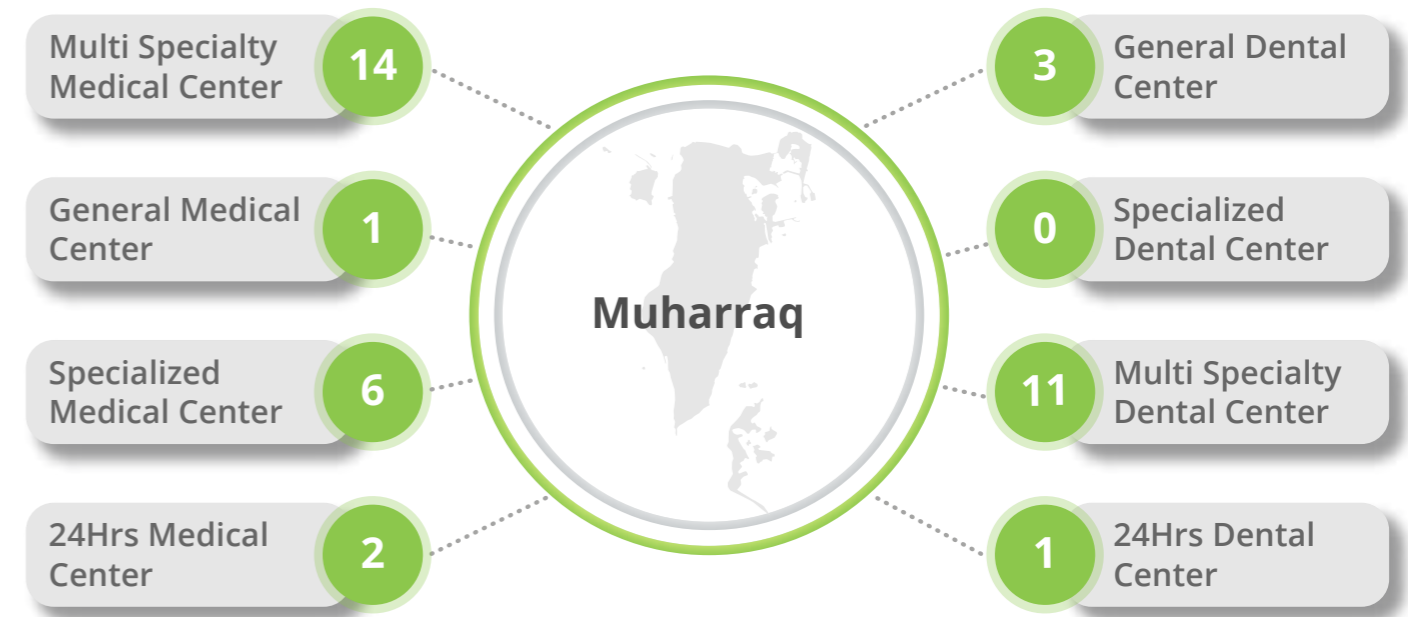
Registered Dental Healthcare Facilities



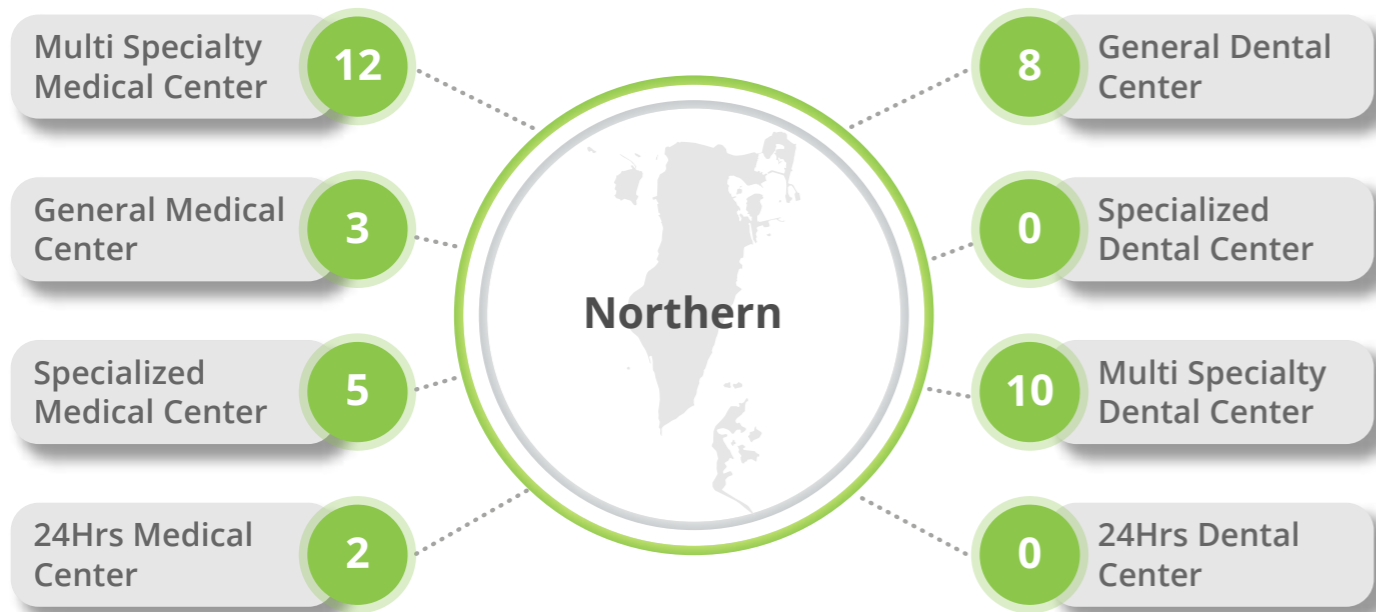
Geographic Distribution of Registered Centers



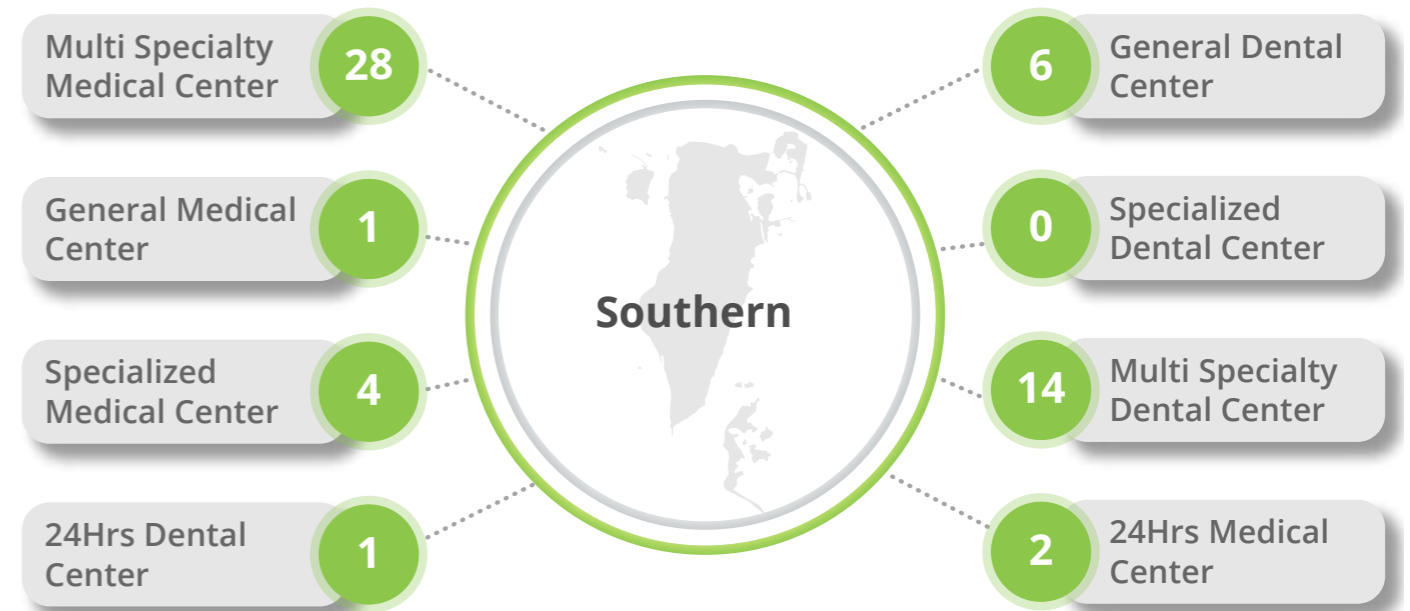
Geographic Distribution of Registered Centers



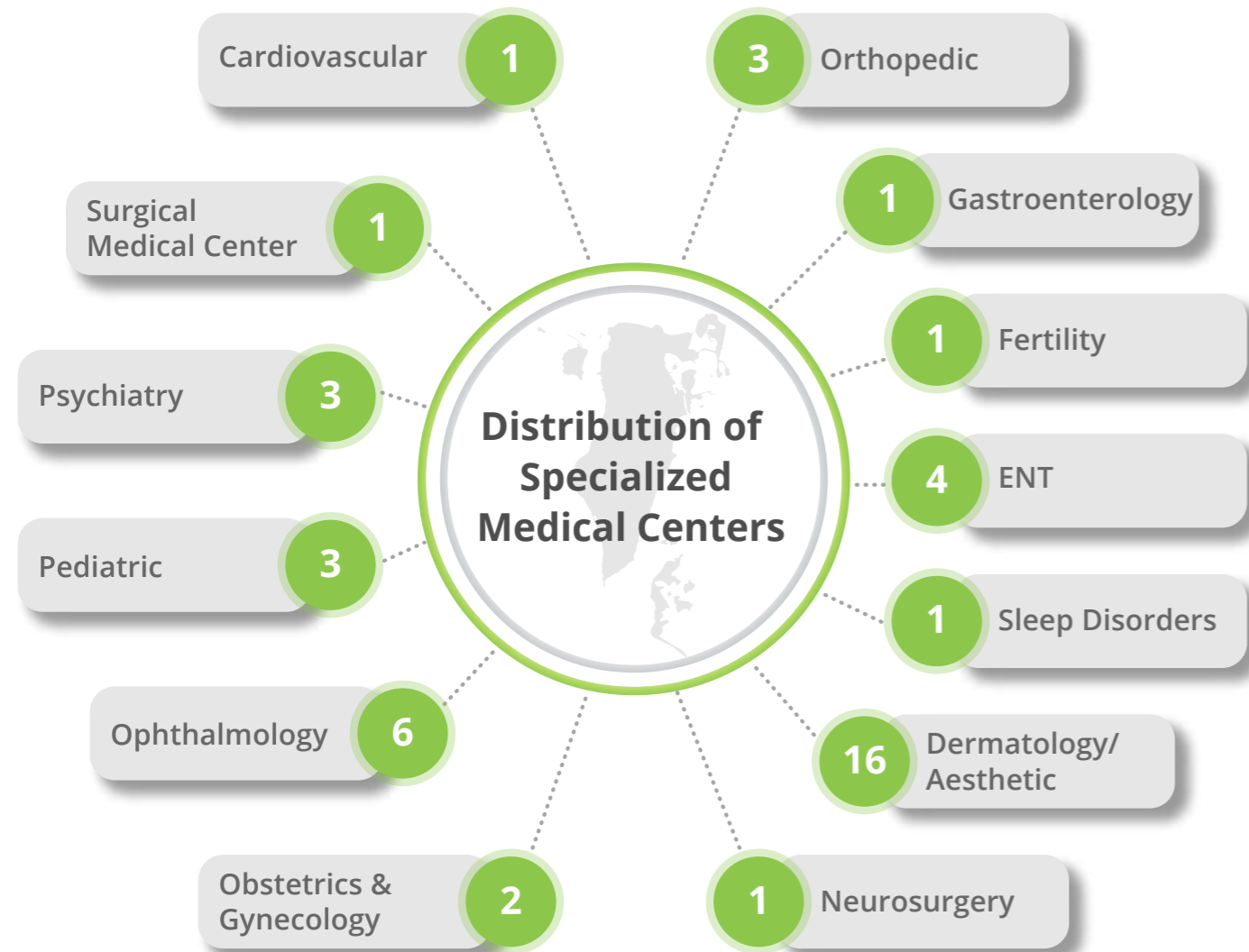
Geographic Distribution of Registered Centers



Geographic Distribution of Registered Centers



Distribution of Specialized Medical Centers

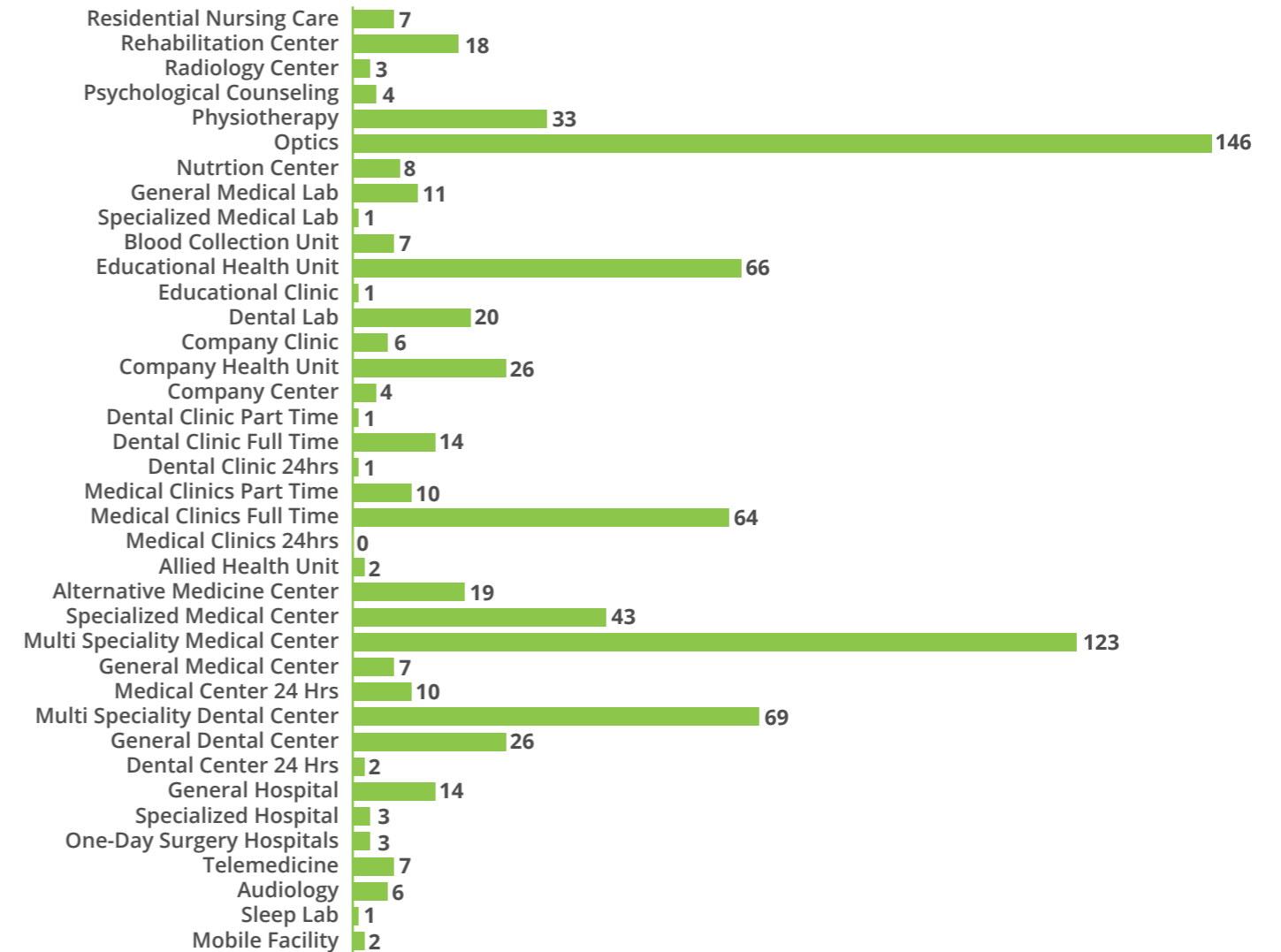


Registered Medical Clinics





Classification of Facilities



Inspection Visits 2020



Inspection Violations

333 total number of general violations

179 number of infection control violations

76 number of medication violations

297 number of no violation "appreciation letter"

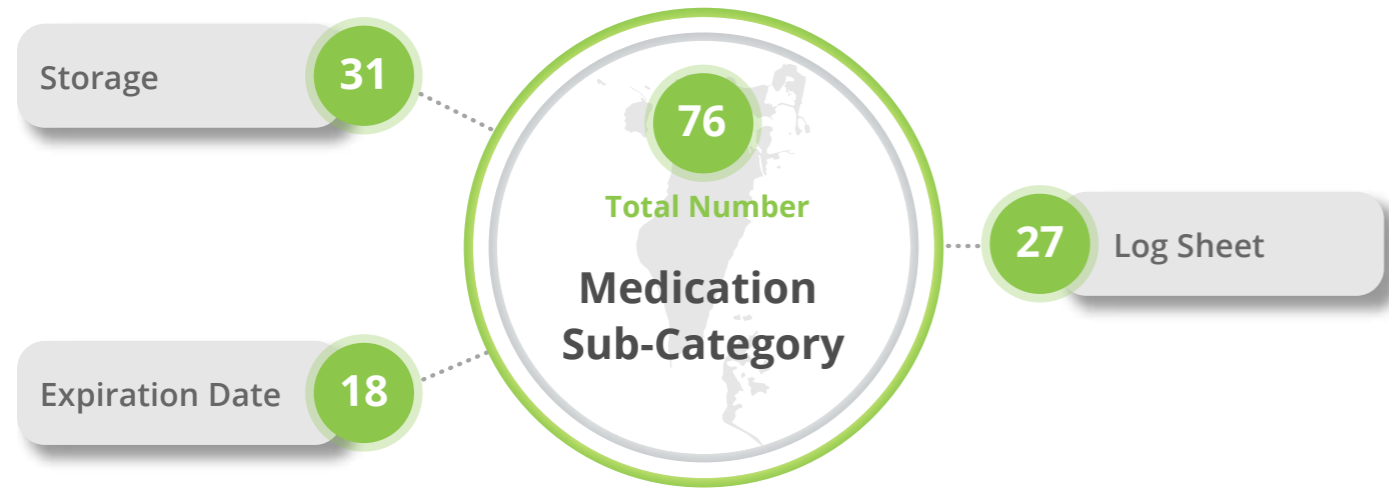
General Violations



Infection Control Sub-Category Violations



Medication Sub-Category Violations



Facility Safety Sub Violations



Licensing Violations



Device Safety Sub Violations



Actions Taken Against Major Violations

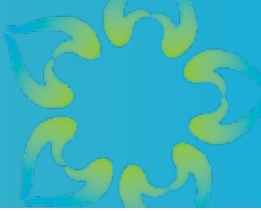


Total Private Facilities Providing Pre-Marital Checkup



Private Facilities Providing Pre-employment Examination for Expatriates

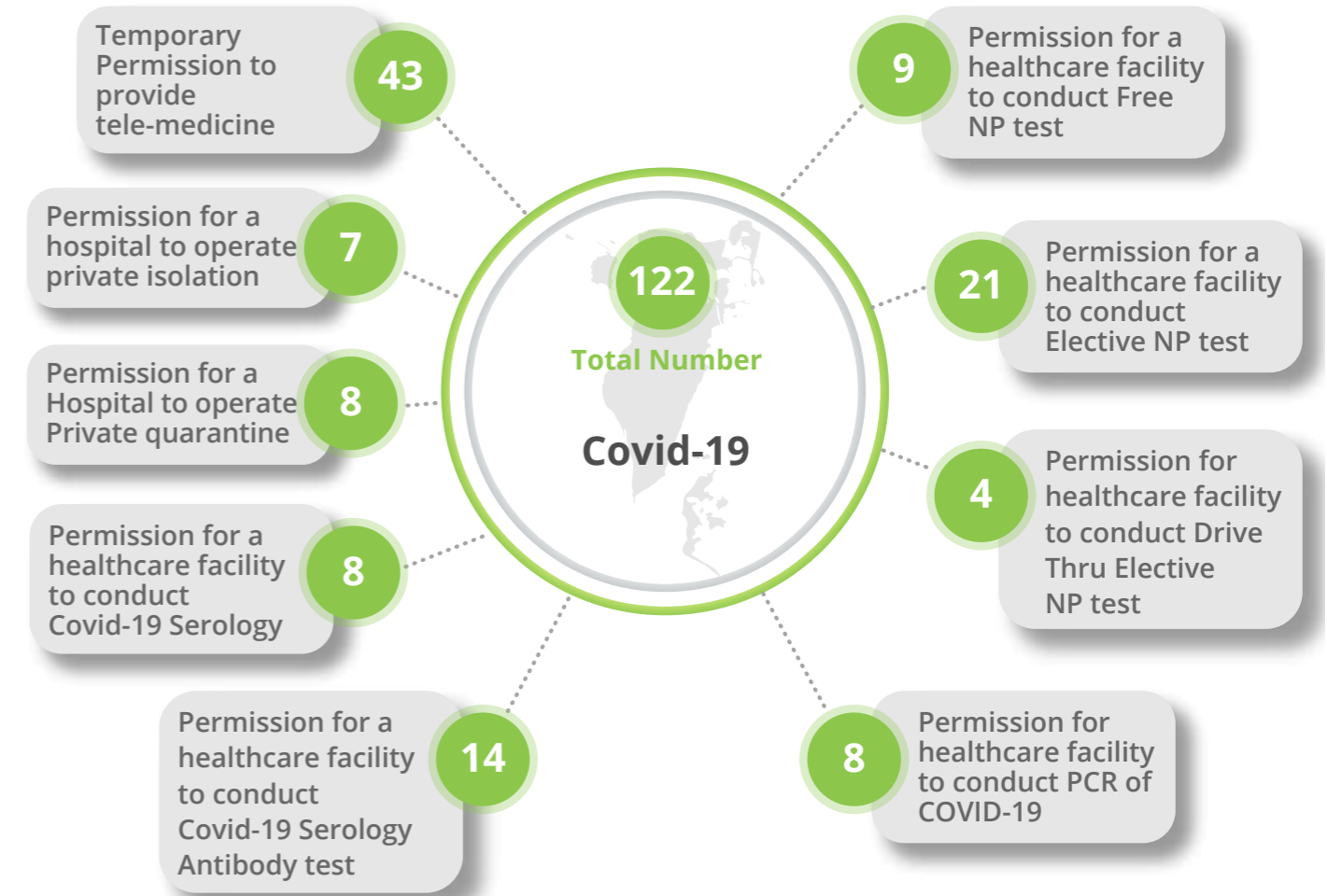


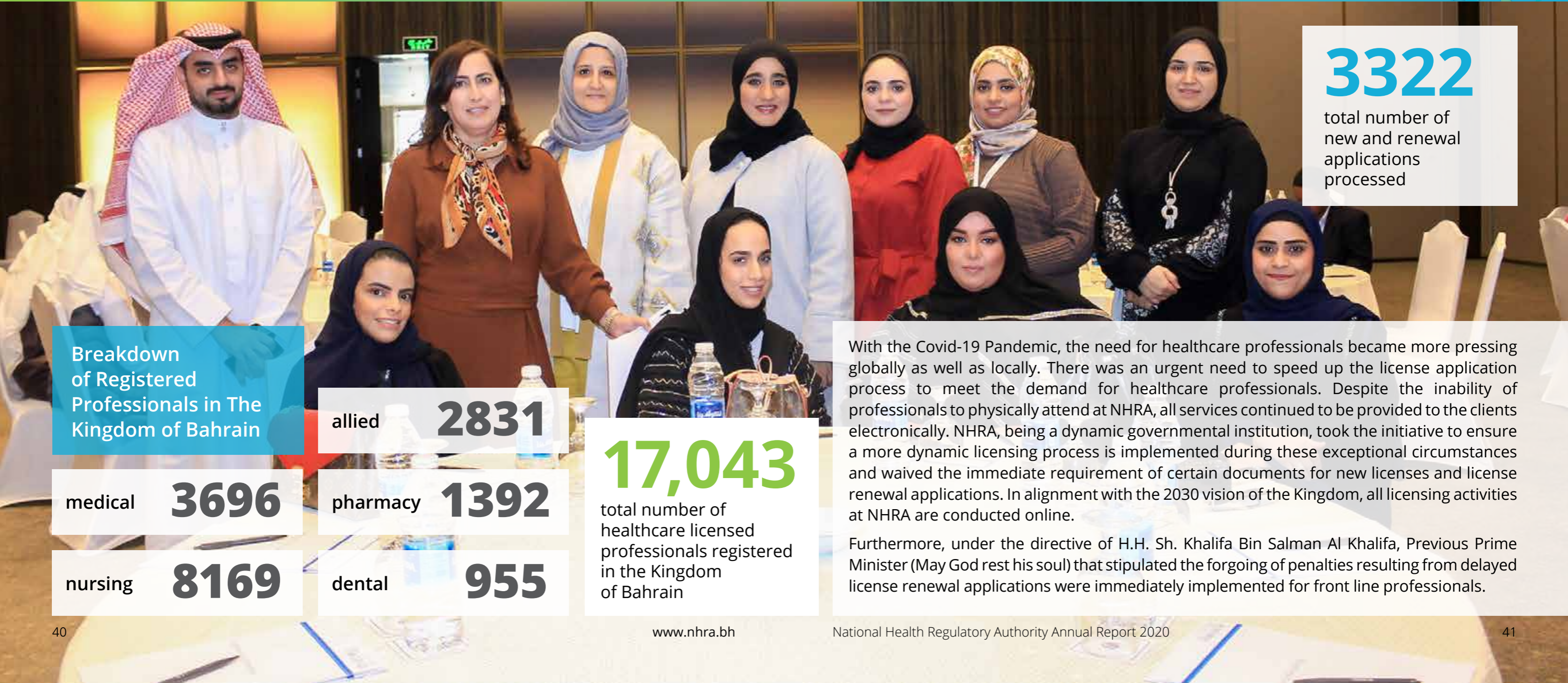


Private Facilities Providing Vaccination services



Covid-19 Activities





3322
total number of new and renewal applications processed

Breakdown of Registered Professionals in The Kingdom of Bahrain

medical **3696**

nursing **8169**

allied **2831**

pharmacy **1392**

dental **955**

17,043
total number of healthcare licensed professionals registered in the Kingdom of Bahrain

With the Covid-19 Pandemic, the need for healthcare professionals became more pressing globally as well as locally. There was an urgent need to speed up the license application process to meet the demand for healthcare professionals. Despite the inability of professionals to physically attend at NHRA, all services continued to be provided to the clients electronically. NHRA, being a dynamic governmental institution, took the initiative to ensure a more dynamic licensing process is implemented during these exceptional circumstances and waived the immediate requirement of certain documents for new licenses and license renewal applications. In alignment with the 2030 vision of the Kingdom, all licensing activities at NHRA are conducted online.

Furthermore, under the directive of H.H. Sh. Khalifa Bin Salman Al Khalifa, Previous Prime Minister (May God rest his soul) that stipulated the forgoing of penalties resulting from delayed license renewal applications were immediately implemented for front line professionals.

The department also utilized this time to initiate, implement and update several important national documents as outlined below:

1. Publication of Healthcare recipients' rights and responsibilities in Arabic and English.
2. Good Documentation practice policy.
3. Setting Requirement for passing licensure examination for more allied professionals.
4. Medical Supervision Policy.
5. Clinical Chaperone Policy.
6. Standards of Medical Consultations.
7. Escalation of Clinical Care Policy.
8. Bariatric Metabolic Surgery Policy.
9. Publication of revised pharmacists PQR (updates).
10. Clinical Privileging Guideline.
11. Publication of revised nursing PQR (updates).
12. Botulinum Toxin Injections and Dermal Fillers Privileging for Dentists.
13. Implant Dentistry Privileging.
14. Nursing and Midwifery Scope of Practice.
15. Physicians scope of service.
16. Code of Professional Conduct (updates).
17. Publication of revised Medical PQR (updates).



The department finalized the revision of the medical, dental, nursing, and pharmacists' professional requirements and published them after the approval of the Supreme Council for Health as well as healthcare recipients' rights and responsibilities, and the code of professional conduct.

There are a total of 17,043 professionals licensed in the Kingdom of Bahrain.

The department continues to strive to enhance its electronic system to meet the needs of healthcare professionals and to ensure the ease of use of the system by the end users.



NHRA Licensed Physicians by Professional Category



NHRA Licensed Dentists by Professional Category



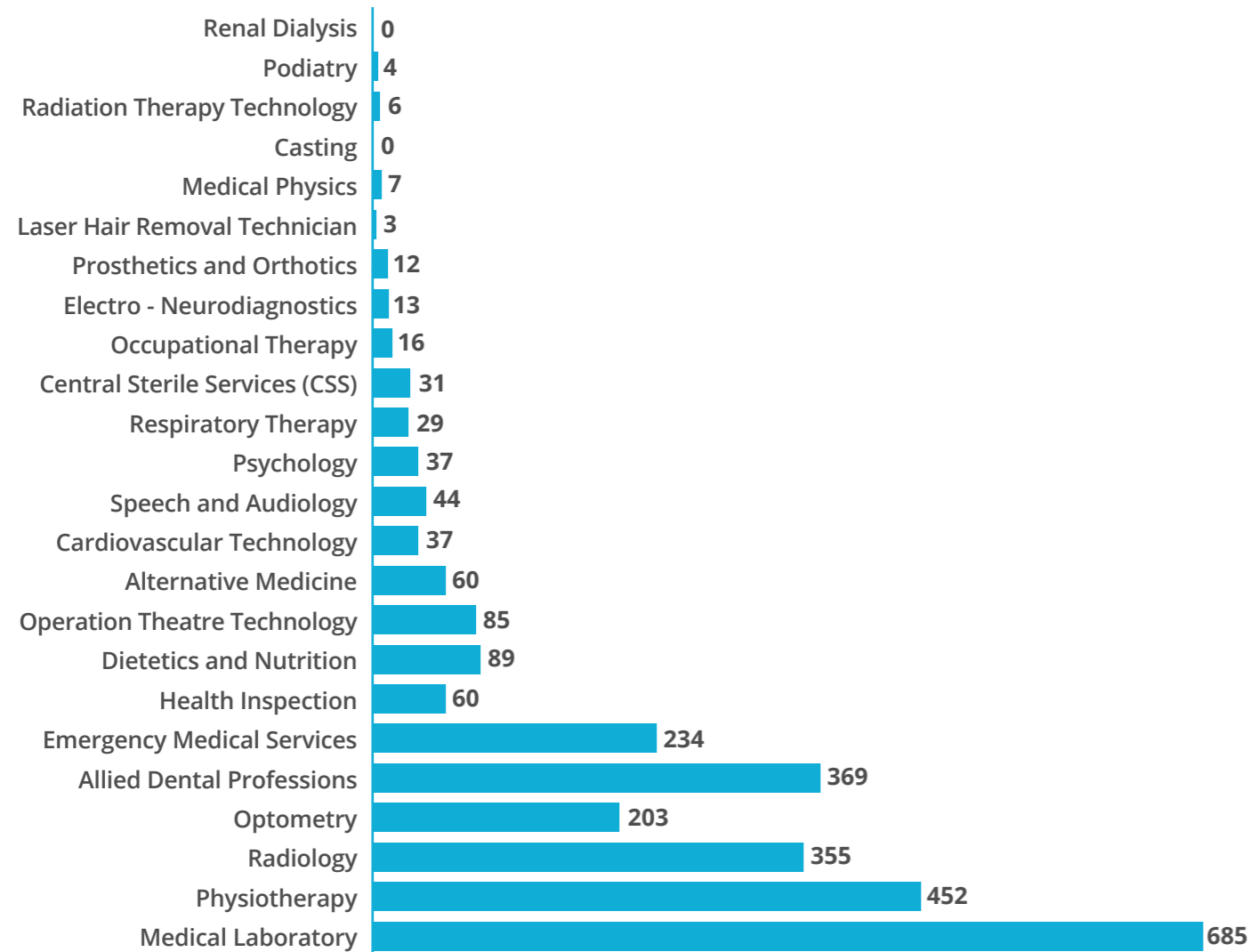
NHRA Licensed Nurses by Professional Category



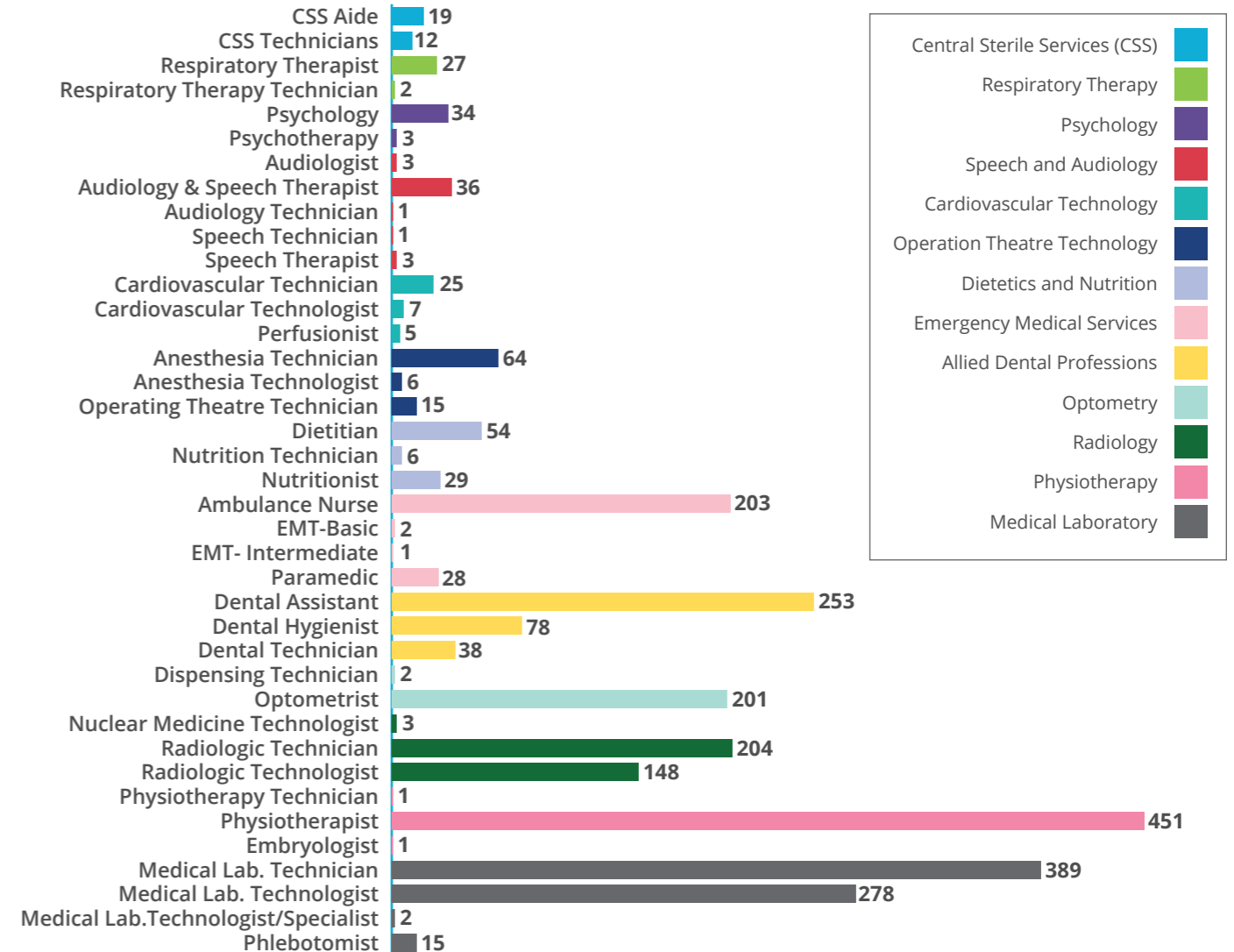
NHRA Licensed Pharmacists by Professional Category



NHRA Licensed Allied Health Professionals

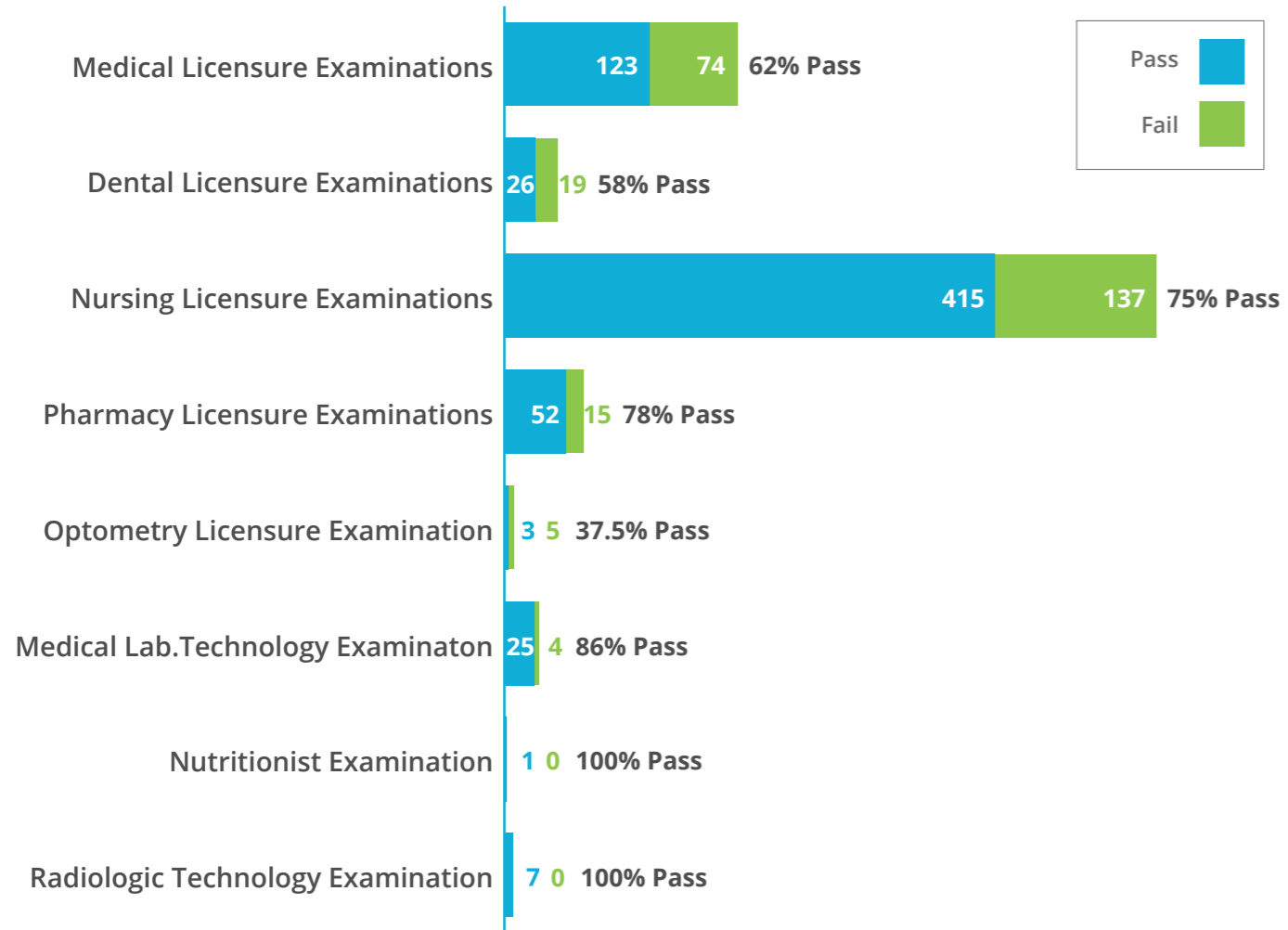


Distribution of NHRA Registered Allied Health Professionals by Specific Speciality





Healthcare Professional Licensure Exam Results





There are 20 Complementary and Alternative Medicine (CAM) facilities licensed in the Kingdom of Bahrain with a total of 60 alternative medicine professionals licensed to practice.

Under the directive of the national Covid taskforce all hijama practices conducted in homes were suspended until further notice. Facilities offering alternative medicine services to patients are required to follow the proper framework of cupping presented to all facilities in 2019 when NHRA collaborated with the Sharjah International Alternative Medicine Centre.

Strict adherence to the appropriate infection control guidelines and medical waste management have been reiterated to all facilities offering these services.

42

number of licensed alternative medicine practitioners

20

total number of licensed alternative medicine facilities

22

total number of facilities providing alternative medicine services

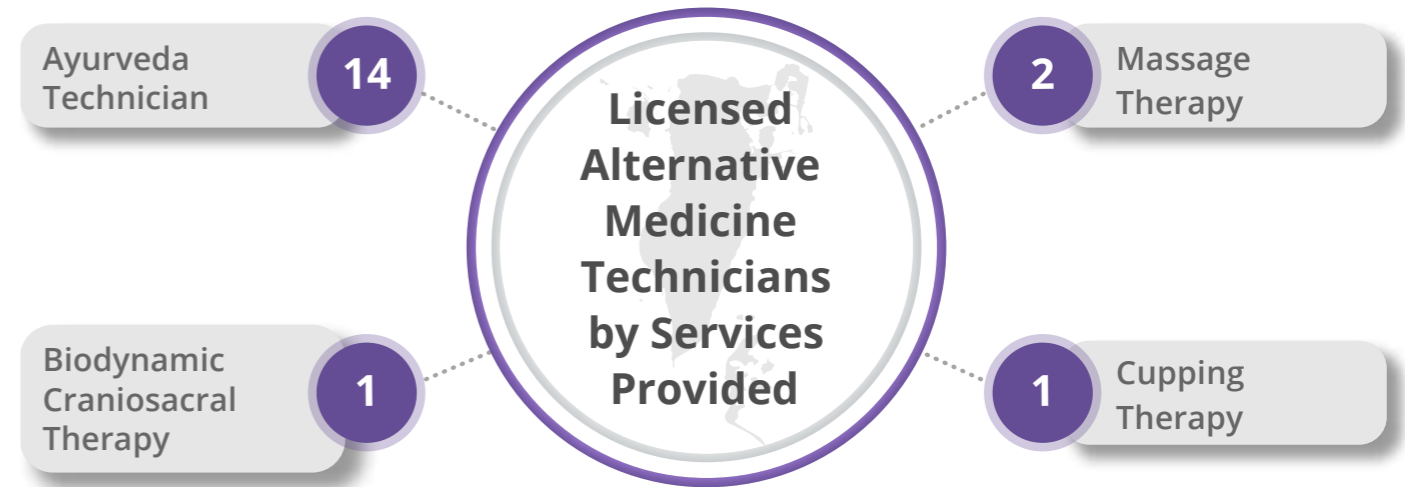
18

number of licensed alternative medicine technicians

Licensed Alternative Medicine Practitioners by Speciality



Licensed Alternative Medicine Technicians by Services Provided



New Applications for Alternative Medicine Professionals

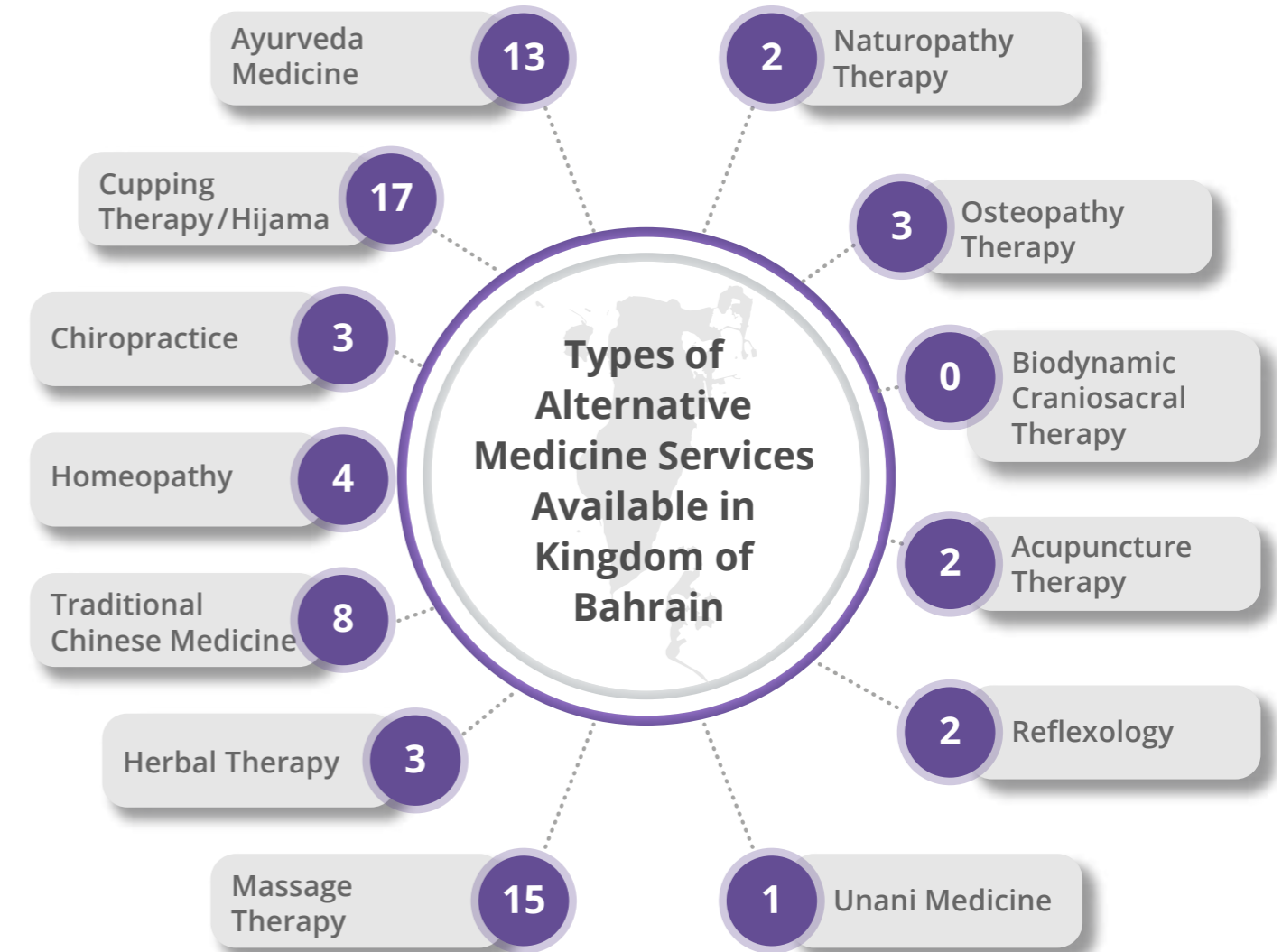
1 total number for alternative medicine physicians license

43 total number for alternative medicine practitioners license

28 total number for alternative medicine technicians license



Types of Alternative Medicine Services Available in Kingdom of Bahrain



In light of the Covid-19 pandemic in 2020 the pharmaceutical products regulation department faced many difficulties amongst them the most essential was to ensure that medicine shortages would not ensue in the country. The department processed 3478 temporary importation of non-registered products applications, 89 new medicines registration, 371 medicine licensing renewals, 1378 medicine variation applications and 2993 medications were priced.

Using the drug utilization review system (DUR) the department processed 9,454 electronic invoices. 155 manual invoices were cleared with 563 cold shipment release and 2920 medicines were processed on Brand Sync (GS1) Portal.

As for classification, 262 pharmaceutical products were classified. 24 new health products were registered, 71 licenses renewed, and 46 variation applications were processed. For alternative & complementary medicine 38 applications were assessed.

2 number of local manufacturer site inspections

89 total number of new medications registered

2 total number of Covid-19 vaccines emergently authorized

663 total number of health products registered in the Kingdom

3851

total number of medications registered in the Kingdom





In 2020, the pharmaceutical products regulation department licensed the first local manufacturing site in Bahrain and continued registration and renewal of 139 international manufacturing site applications and 12 agency transfer applications.

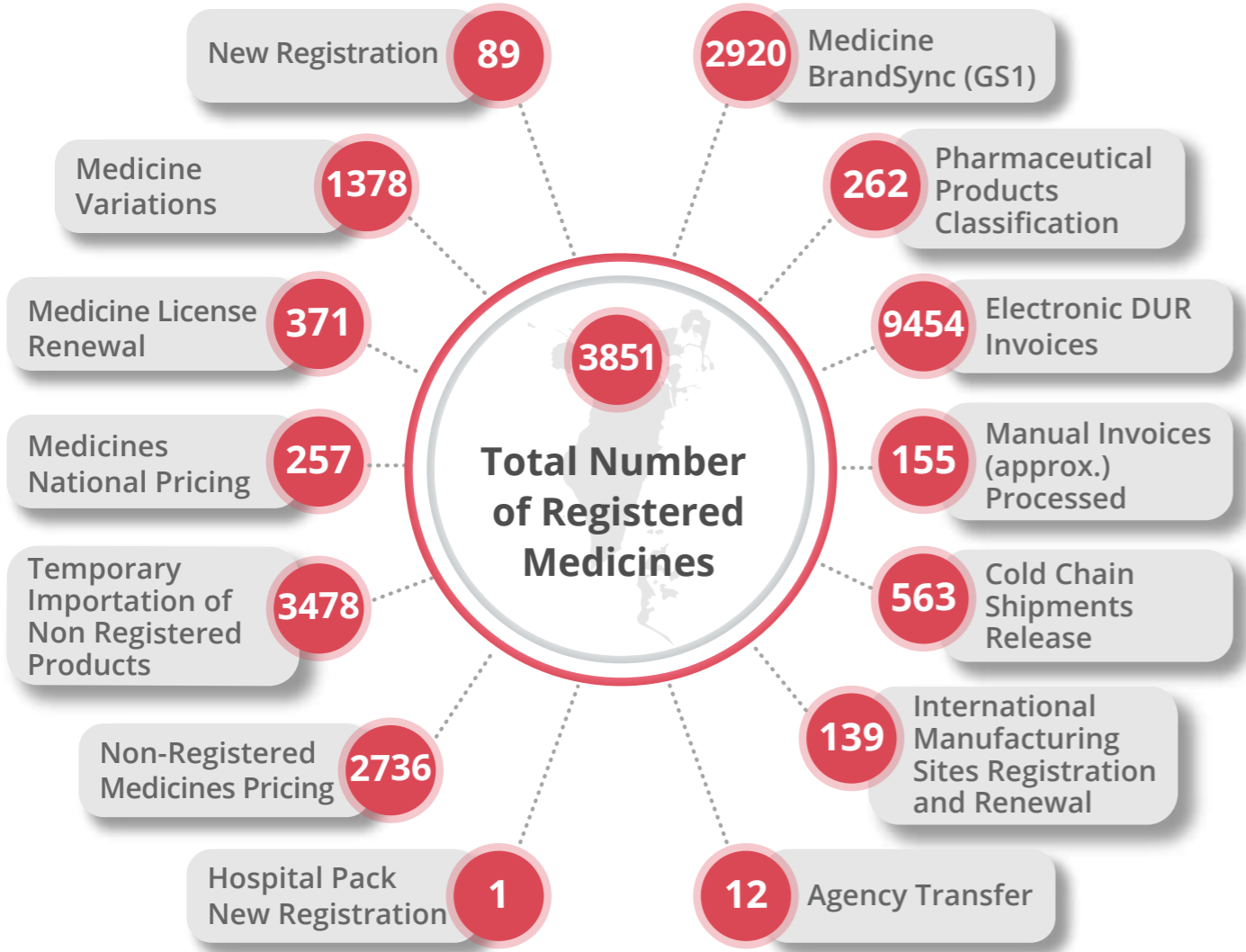
There are 3851 registered medication products, 663 registered health products, and 2860 total Medicine Baseline applications imported in 2020. Additionally, the following guidelines and procedures were also implemented:

- Good Distribution / Storage Practices Guideline for Pharmaceutical Products.
- Health Products Licensing Guideline.
- Local Manufacturer Importation and Exportation Approval Procedure.
- Pharmaceutical Product Parcels Clearance and Collection Procedure.
- Telemedicine Dispensing Procedure.

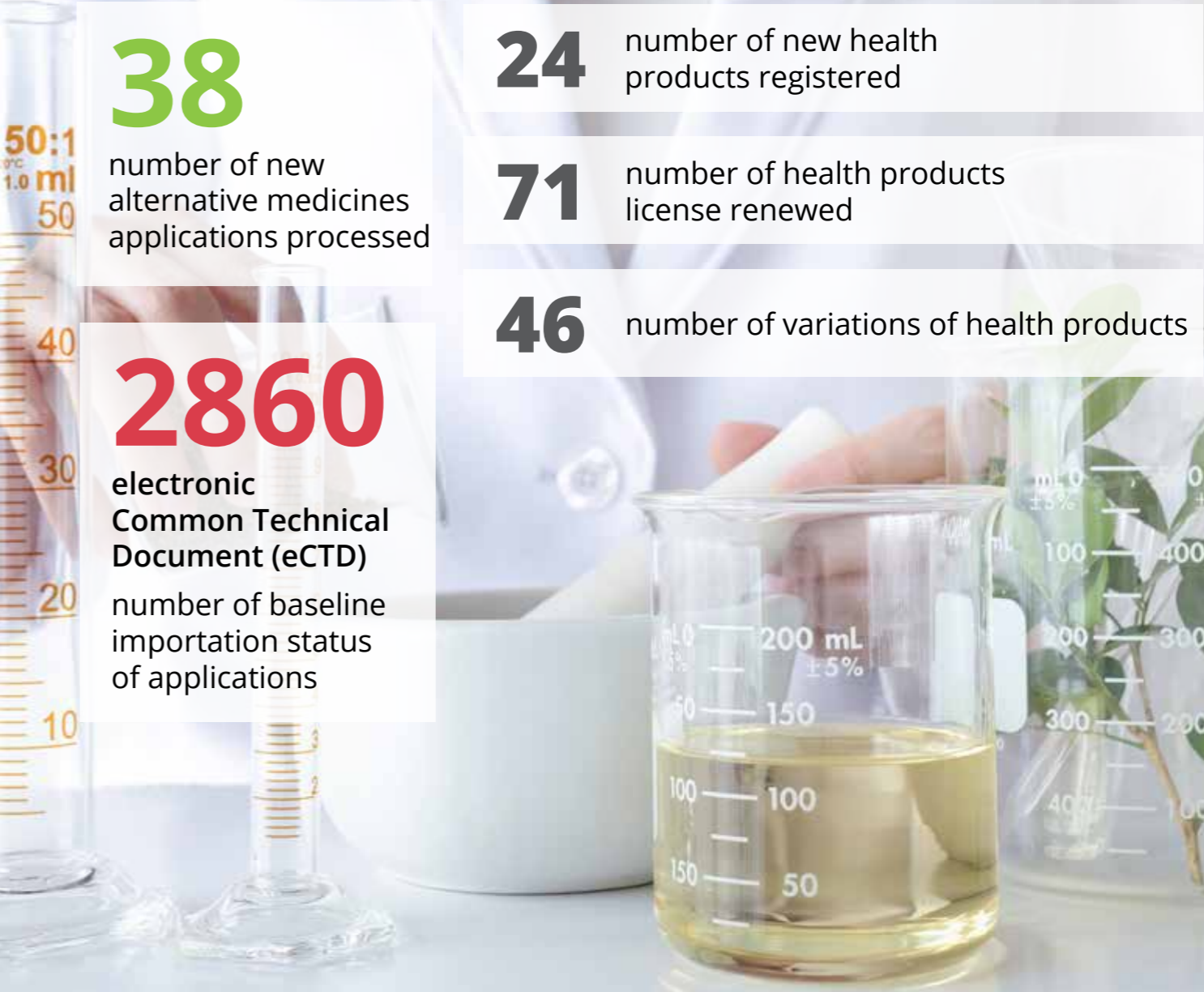
One of the highlights of the pharmaceutical products regulation department in 2020 was the privilege to contribute to the national Covid-19 taskforce by reviewing and emergently authorizing two international vaccines that has provided the people of Bahrain some relief from the events of the year. Both Pfizer BioNTech Covid-19 Vaccine and SARS-COV-2 Vaccine from Sinopharm were given emergency authorization in December 2020 and other vaccines are under review.



Regulatory Activities



Alternative / Complementary Medicines



332 total number of licensed pharmacies

74 total number of facility pharmacies

258 total number of private pharmacies

A total of 47 new pharmacies were licensed in 2020, of which seven were opened in a healthcare facility and 40 were private pharmacies, reflecting a 14.6% increase in the number of new licensed pharmacies compared to 2019. The total number of pharmacies licensed in the Kingdom of Bahrain are 332 of which 258 are operating as private pharmacies and 74 are operating in a healthcare facility.

In spite of the global pandemic, NHRA pharmacy inspectors conducted 654 inspection visits, under the required PPE conditions laid out for healthcare works in the Kingdom.

Seven hundred and thirteen violations were identified and corrected out of which 45% were related to medicine violations, 21% related to Pharmacy set-up violations, 18% related to licensing violations, 12% related to temperature and humidity violations and 4% related to pricing violations.

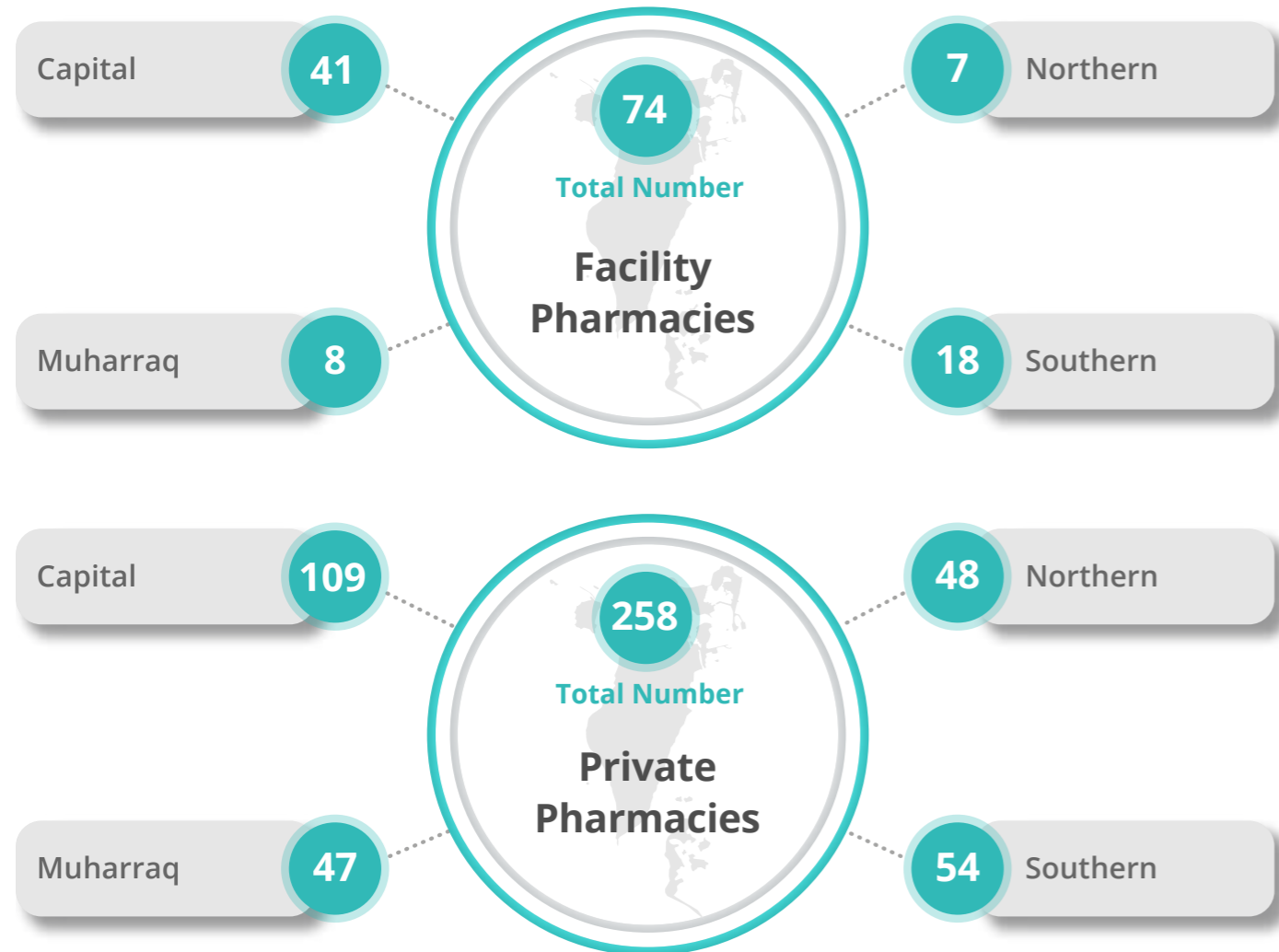
Six new warehouses were registered making it total of 13 Pharmaceutical Warehouse registered in the Kingdom.

In 2020, Bahrain had two new pharmaceutical facilities introduced and were licensed by the pharmaceutical product regulation department which is regarded as the Scientific Office and Pharmaceutical Service Center.

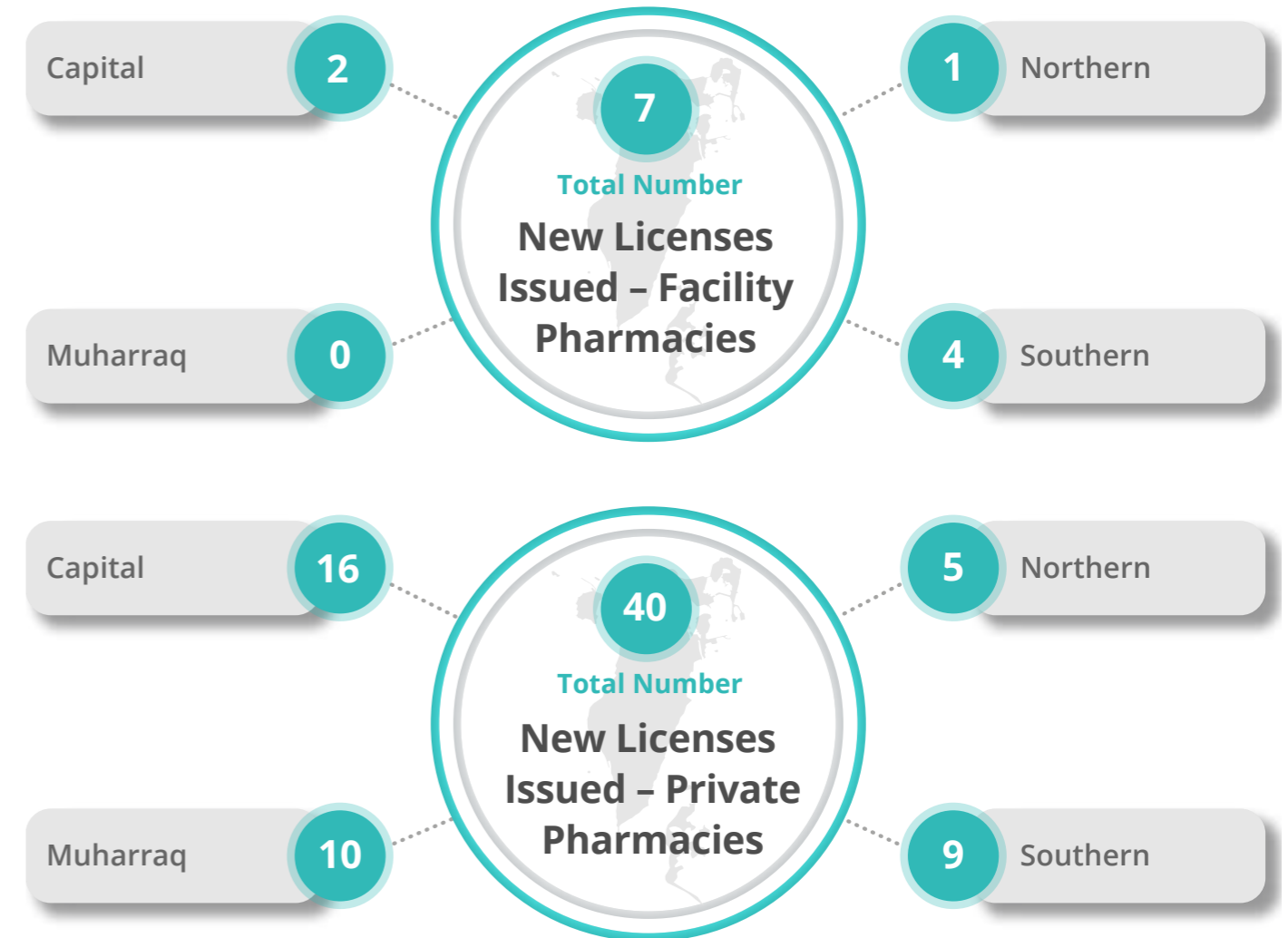
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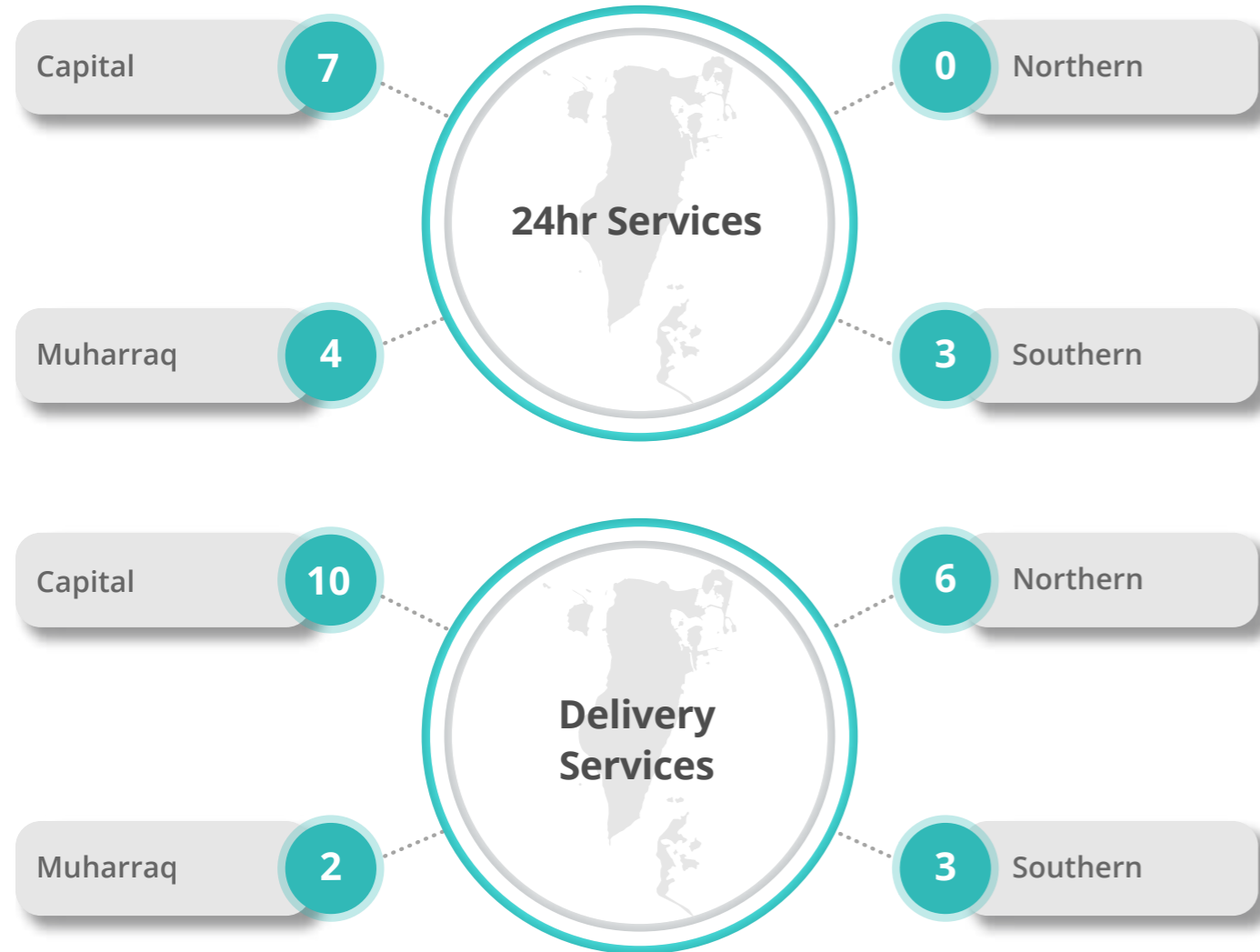
Pharmacy Licensing



New Licenses Issued



Geographic Distribution of Private Pharmacies with Special Services



Inspection Activities



11,137 total number of medical device (ofeq-online application)

278 total number of combined medical device (manual application)

45,221,710.09 BHD
total value of medical devices imported

14 total number of inspection

1144
total number of registered medical devices in 2020

75
total number of new companies request (sijilat)

3972
total number of medical devices in healthcare facilities

11,415
total number of new medical device applications assessed

The medical devices regulation department registered 1144 medical devices in 2020. The registration process aims to assess compliance with safety, performance and quality requirements set out in applicable regulations and standards.

The total number of new medical device applications evaluated by medical device engineers reached 11415, of which 11137 applications were processed through the Electronic System of Customs (OFOQ), while 278 requests were manually processed in relation to the combined medical devices.

The total value of the imported devices was 45,221,710.090 BD. The authority rejected 21.6% (2465) of the total applications submitted for import due to either the detection of a false certificate or a counterfeit device.

Two new guidelines were established:

1. Medical Devices NHRA Guideline "Covid-19"
2. Importing and Manufacturing of Hand Sanitizing Gel Guideline



The following decisions were also issued:

3. MDR_Circular_6_2020_Air Doctor Product.
4. MDR_Circular_7_2020_Rapid test for research purposes only and not for diagnosis.
5. MDR_Circular_16_2020_Importation of Medical Devices During Covid-19.
6. MDR_Circular_17_2020_Guideline of hand sanitizers.
7. MDR_Circular_21_2020_Extension of temporary holdup of receiving new medical devices and supplies registration requests.
8. MDR_Circular_25_2020_counterfeit medical products.
9. MDR_Circular_27_2020_ Medical Devices Quality Certificates verifications done by email will be extended from three months to six months.
- 10.MDR_Circular_31_2020_Using infrared thermometer.
- 11.WHO Information Notice for Users of Medical Devices 2020/3 Advices For healthcare providers on the safe use of medical masks.
- 12.MDR_Circular_45_2020_Requirements needed for Covid-19 \SARS related requests.

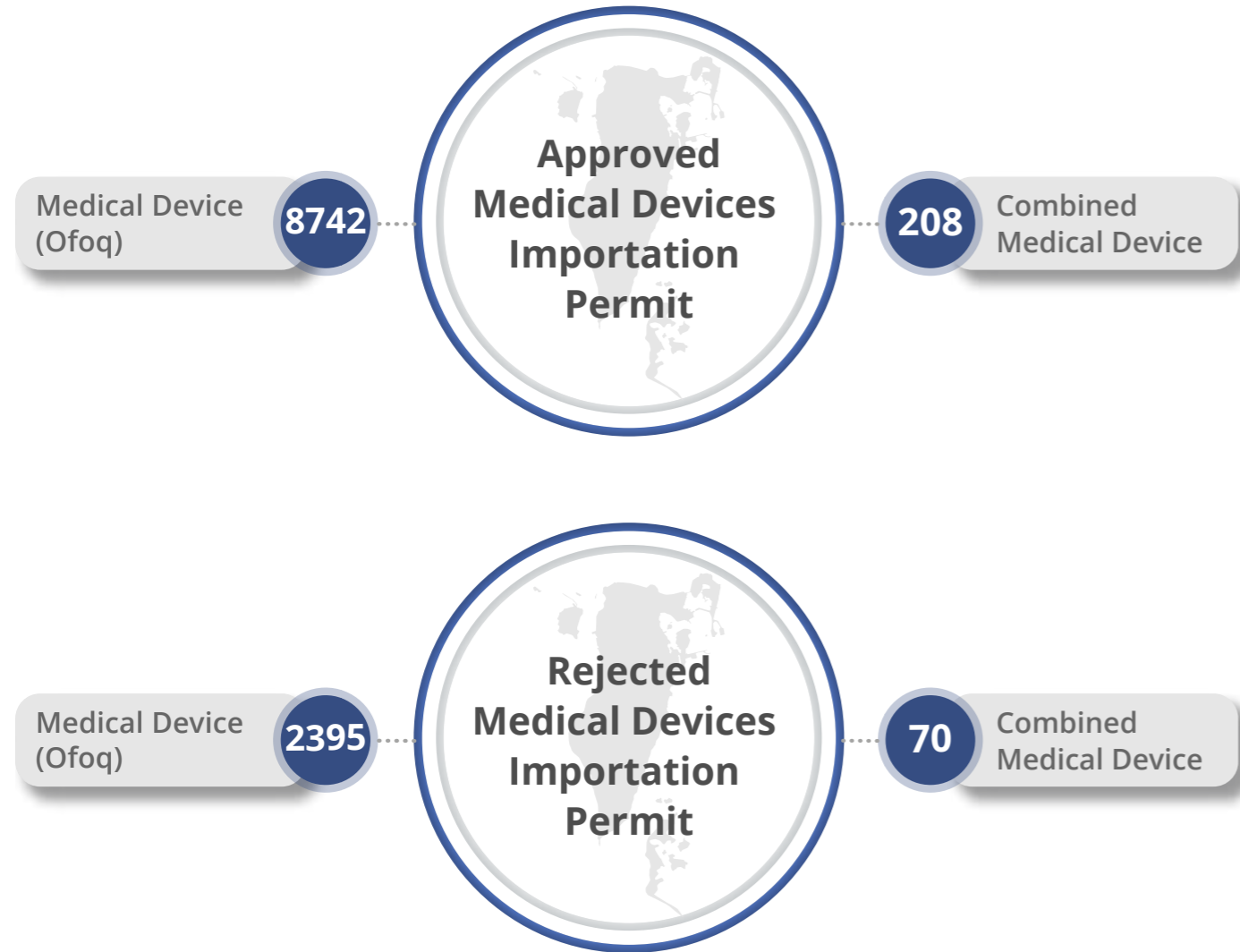
The following achievements were attained in 2020:

1. Seven new Guidelines were issued and 6 updates to existing guidelines were implemented.
2. For Covid 19 – two new guidelines and 11 circulars established.
3. A Covid-19 new technical review was inducted for various technologies which included inspections, technical file assessment and post market reports studies for example (locally manufactured ventilators, uv light, disinfectant tunnel, Covid-19 rapid test, n95 mask, portable hepa filter, sanitizers, air purifier, airductor and applications and watches.
4. 1st Legal decision issued for medical devices.

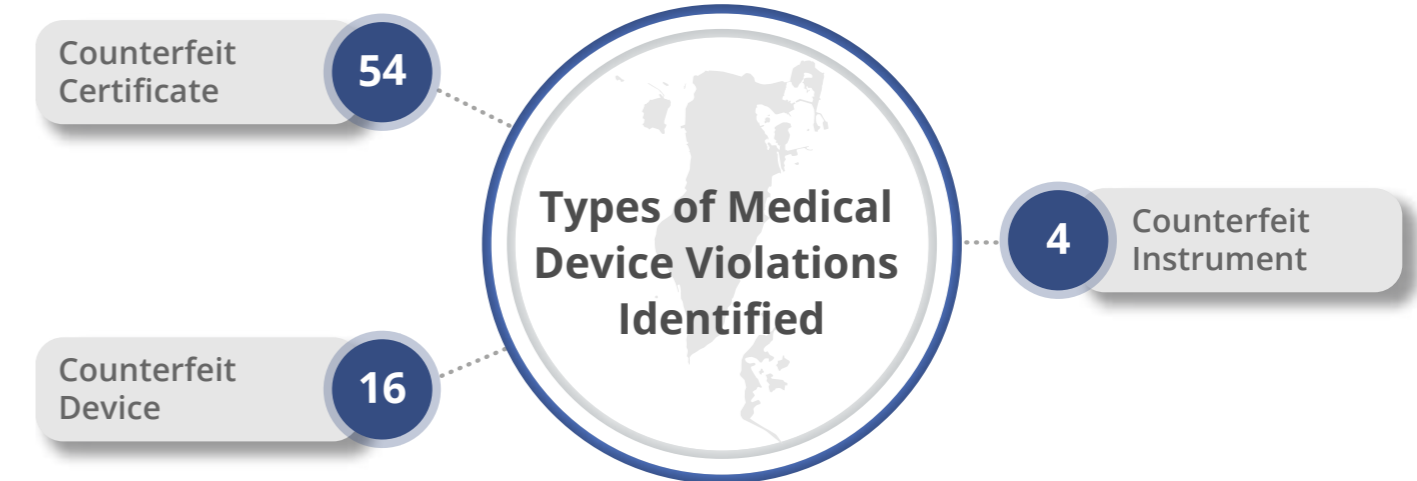
5. Started registering local manufacturing sites (9 applications submitted in 2020 – 1 was approved and 2 had the initial approval).
6. Updated HS code list to have a sub coding to facilitate the importation of medical devices (total number is five sub coded Hs codes).
7. Closed one beauty spa and confiscated all the devices due to misuse of medical devices.
8. Reduced the rejections of ofoq applications by 3%.
9. Outsourced medical device registration reviewing to expedite the process of registration and minimize the timeline of reviewing to half the time.
- 10.Continued the inspections of authorized representative virtually.
- 11.The department took all services electronic including application reviews and appointment booking system and submission.
- 12.NHRA certificate recognized by Gulf health council.
- 13.Launched the first GCC medtech virtually.
- 14.Added HS codes to the whitelist to facilitate the importation for items that are self-declared and does not put patient or user life at risk.
- 15.Had 3 virtual events for importers and healthcare facilities to elevate the awareness about NHRA MDR regulation.
- 16.Initiated a new national committee for post market surveillance and had one virtual meeting for both authorized representatives and healthcare facilities.
- 17.Initiated a new technical committee for medical devices standards as part of the GCC technical committee from the Gulf Standardization Organization.



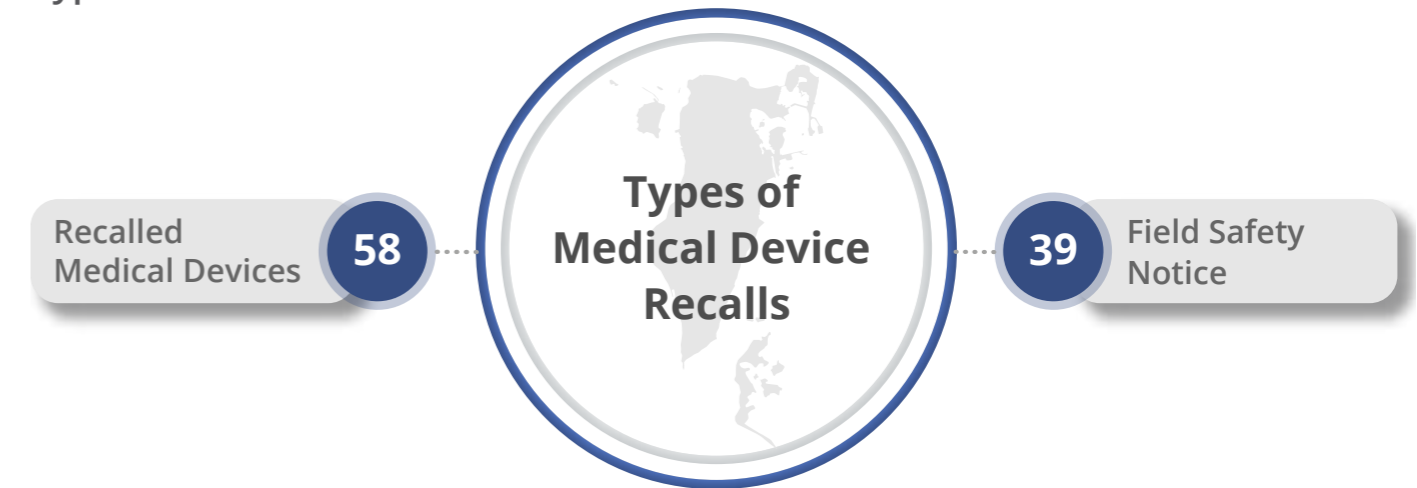
Medical Devices Importation Permit



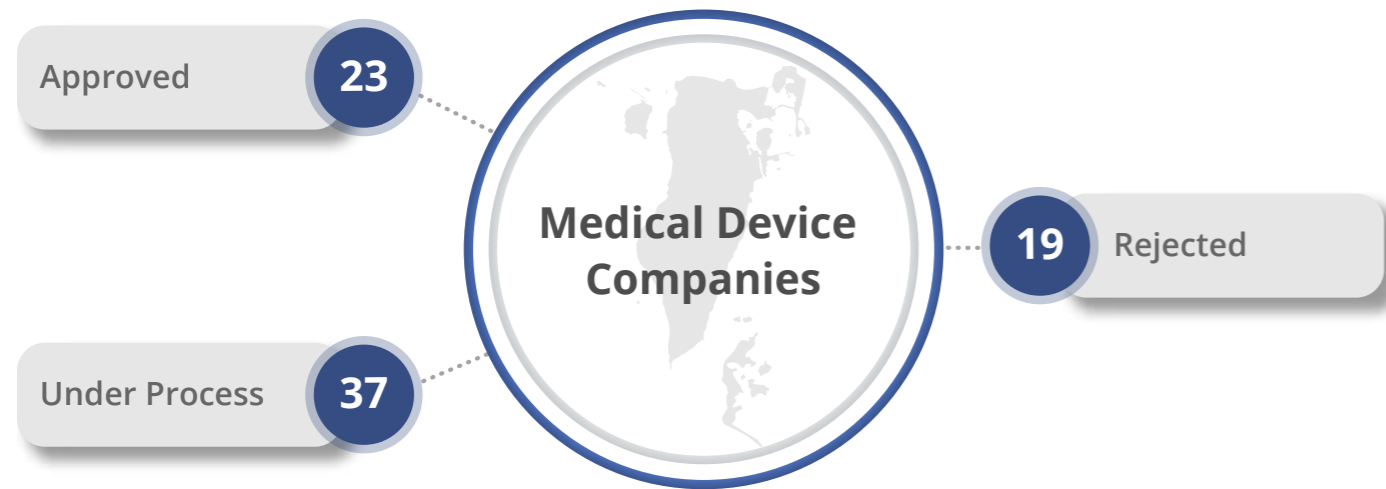
Types of Medical Device Violations Identified



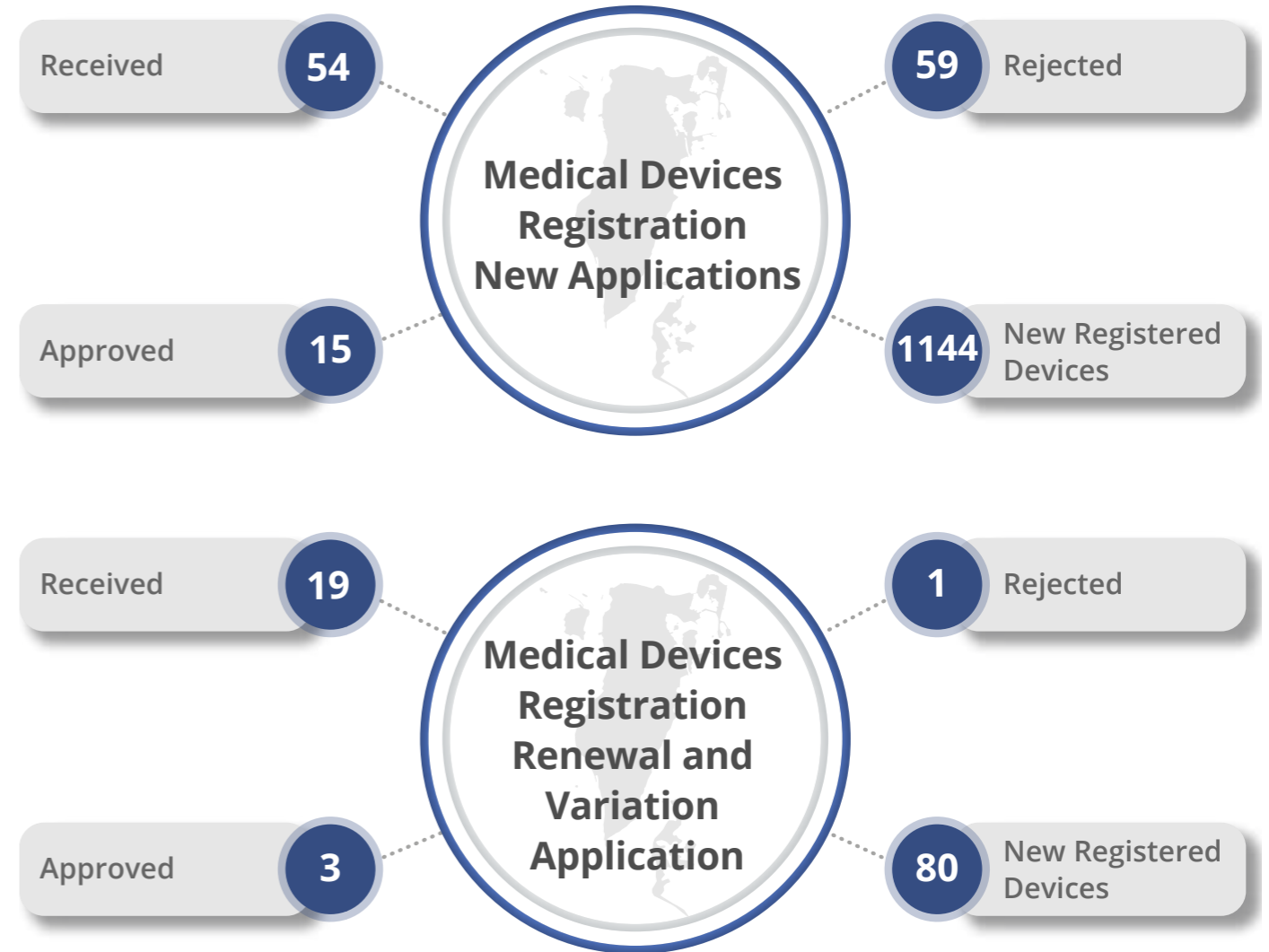
Types Of Medical Device Recalls



Medical Devices Authorized Representative Registration



Medical Devices Registration



Medical Devices Approval for Use



Medical Devices Classification



30 total number of medical MOH cosmetic devices classification requested



16,037

total number of approved
continuing professional
development programs

13,856

total number of continuing professional
development programs in the governmental sector

2,181

total number of continuing professional
development programs in the private sector

Continuous Professional Development (CPD)

Since the issuance of resolution No. (40) of 2016 regarding the validity of licenses of healthcare providers and conditions of renewal, there has been a major increase in the number of CPD activities attended by all healthcare professionals.

In 2020 the Clinical Trials and CPD Regulations Department had received and processed 16037 CPD activities. These CPD activities were offered by both private and governmental sectors. The majority of these activities were in the form of lectures and online webinars followed by specialized workshops, general workshop and conferences. The majority of the CPD activities conducted in 2020 were for the Laboratories & Pathology specialties 3521 (22%) followed by nursing 2213 (14%), neurology 1231 (8%), Plastic Surgery 788 (5%) sectors and 8284 (51%) of CPD activities for other specialties.



The following achievements were attained in 2020:

1. Issuance of circular No. (33) for the year 2020 in July requesting all healthcare institutions, providers of CME & CPD activities, organizers of conferences and health training centers to provide online services.
2. Re-Review of the 2nd Edition of CPD Regulations Charter. Pending approval from Supreme Council of Health.
3. Joint Committee of NHRA-Ministry of Labor and Social Development for Health Care Professional Training Program Applications conducted several meetings for Reviews and approved several health training programs and health training centers.
4. Updated CPD Application Approval Form 2020.
5. CPD Agreements have been signed with several Health Care facilities and providing them their CPD Code for Internal Activities.
6. Online CPD Committee Application Reviews was activated.
7. CPD website activation.
8. Participation in Accreditation Council for Continuing Medical Education ACCME 2020.
9. Participation in Association for Medical Education in Europe (AMEE) 2020.
10. Participation in Bahrain Dental Conference 2020.
11. Participation in NHRA National Health Accreditation CPD workshop 2020.
12. Participation in Patients Safety and infection Control Conference 2020.
13. Implementing Health Care Quality Project aimed at improving waiting time for CPD application approval process.

Types of Approved CPD Activities



Distribution of Approved CPD Activities According to Speciality

Anesthesiology	200	Occupational Medicine	316
Aviation Medicine	165	Oncology	306
BLS, ACLS & PALS	309	Ophthalmology	511
Cardiology	281	Orthopedic	292
Dentistry	504	Patient Safety & Management	173
Dermatology	206	Pediatric	373
Emergency Medicine	161	Pharmacology	299
Endocrinology & Diabetology	82	Physiotherapy	154
ENT	360	Plastic Surgery	788
Forensic Medicine	36	Primary Health Care	231
G. Medicine	332	Psychiatry	11
General Surgery	510	Pulmonology	365
Genetic	26	Radiology	206
Health Care Accreditation	166	Rheumatology	5
Health Care Mangment, Quality & Ethics	187	Gatroeneterology	68
Health Research	140	Urology	9
Hematology	284	Aviation Medicine	16
Infection Control & Prevention	211	Bariatric Surgery	3
Internal Medicine	335	Vascular Surgery	0
Laboratories & Pathology	3521	Pathology	6
Medical Education	42	ICU	8
Neurology	1231	Gatroeneterology	2
Nursing	2213	Speech therapy	6
Nutrition	121		
Obs & Gyn	266	Total	16037

Clinical Trials

NHRA has well established guidelines for conducting clinical trials in Bahrain, and in 2020 the Clinical Trials by using Pharmaceutical Products and Clinical Trials by using Stem cells Guidelines were re-reviewed and approved.

The Clinical Trial (CT) unit received and reviewed 11 Clinical Trials applications, of which 7 have been approved.

Eight Clinical Trials were from the government sector. The majority of these clinical trials submitted to NHRA (64%) were in the field infectious disease and pulmonology diseases and these trials were all related to Covid-19 either therapeutic trials and / or vaccine against Covid-19 trials.

The Clinical Trials Committee gave Emergency Approval of Covid-19 Vaccine Inactivated SARS-CoV-2 vaccine (Vero cell) provided by Sinopharm, Beijing Institute of Biological Products Co., Ltd. In addition to this the following clinical trials were also approved: 2 clinical trials in endocrinology and diabetology, 1 clinical trial in hematology, and 1 clinical trial in obstetrics and gynecology.

The following achievements were attained in 2020:

1. Re-Review & Updating the Clinical Trials Regulations in Kingdom of Bahrain.
2. Re-Review & Updating the Standards & Requirements for Independent Research Ethics Committee (IREC) Involved in Clinical Trials in the Kingdom of Bahrain.
3. Re-Review & Updating The Clinical Trails by Using Stem Cells Regulations & Standards in Kingdom of Bahrain.
4. Participation in GCC Clinical Trial 3rd Forum 2020.
5. Formulation of an NHRA Bioethics Committee for all Healthcare facilities and universities.



6. Formulation of NHRA Clinical Trial Committee with members from Academia & NHRA.
7. Seven clinical trials packages were approved and are listed below:
 - a. **GCC Collaboration:** Multicenter, Randomized, Double Blind, Parallel Placebo Controlled, Phase III Clinical trial to Evaluate the Protective inactivated SARS-CoV-2 Vaccines (Verol Cell) in Healthy Population Aged 18 Years Old and Above.
 - b. **International Collaboration:** International Random Clinical Solidarity Trial with WHO: Public Health Emergencies – Solidarity Experience, Additional Random International Trial for The Treatment of Covid-19 Patients Receiving Regular Local Health Care in Hospitals.
 - c. **Local Clinical Trial:** Random Comparison of treatment of patients with Covid-19 using Favavir versus hydroxychloroquine.
 - d. **Local Clinical Trial:** Convalescent plasma therapy for Covid-19 patients: a prospective randomized trial.
 - e. **Local Clinical Trial:** An Open-Label, Pilot Study to Evaluate the Safety, Tolerability, and Efficacy of 5 Aminolevulinic acid phosphate and Sodium ferrous citrate (5-ALA-Phosphate + SFC) in Subjects with SARS-CoV-2 Infection (Covid-19).
 - f. **Local Clinical Trial:** Randomized Effect of Topical Insulin on Wound Healing”; Blinded Randomized Controlled Study.
 - g. **Local Clinical Trial:** Epidemiology of Pneumonia And Pneumococcal Serotype Distribution in a Tertiary Care Centre of Hospitalized Adults Aged ≥ 18 Years In Bahrain Protocol No.: W1220441 conducted in Salmaniya Medical Complex, Al Manama Bahrain.

8. Twelve online Clinical Trials Committee Meetings.
9. Clinical Trial website activation.
10. Emergency Approval of Covid-19 Vaccine Inactivated SARS-CoV-2 vaccine (Vero cell) provided by Sinopharm, Beijing Institute of Biological Products Co., Ltd.



Distribution of Clinical Trials / Organization



Distribution of Clinical Trials



Distribution of Clinical Trials According to Speciality



17

total number of hospitals accredited by NHRA

24

total number of medical centers accredited by NHRA

7

total number of accreditation committees convened

In keeping with our mission and vision we continue the process of evaluating the performance of healthcare facilities since the implementation of the national accreditation program. In order to continue the momentum, we had successfully achieved in raising the healthcare quality standards of the Kingdom through accreditation the CEO approved the implementation of modified accreditation surveys to healthcare facilities. Surveys will be conducted in a hybrid format that incorporates both onsite and offsite reviews until such time that it is safe for us to resume our regular accreditation services.

At present we have successfully accredited 17 hospitals and 24 medical centers. Analysis of hospital accreditation criteria has revealed several areas of improvement for the authority to assist healthcare facilities in gaining and maintaining accreditation and thus to continuously improve the quality of services provided to the people of Bahrain.



39

total number of quality improvement plan submission

15

total number of accreditation consultations conducted

9

total number of online accreditation workshops conducted



Additionally, the accreditation department was instrumental in the quality and infection control audits of 7 governmental Covid-19 facilities including level 6 at Salmaniya Medical Complex. Quality improvement action plans were presented to all the facilities.

The following achievements were attained by the department in 2020:

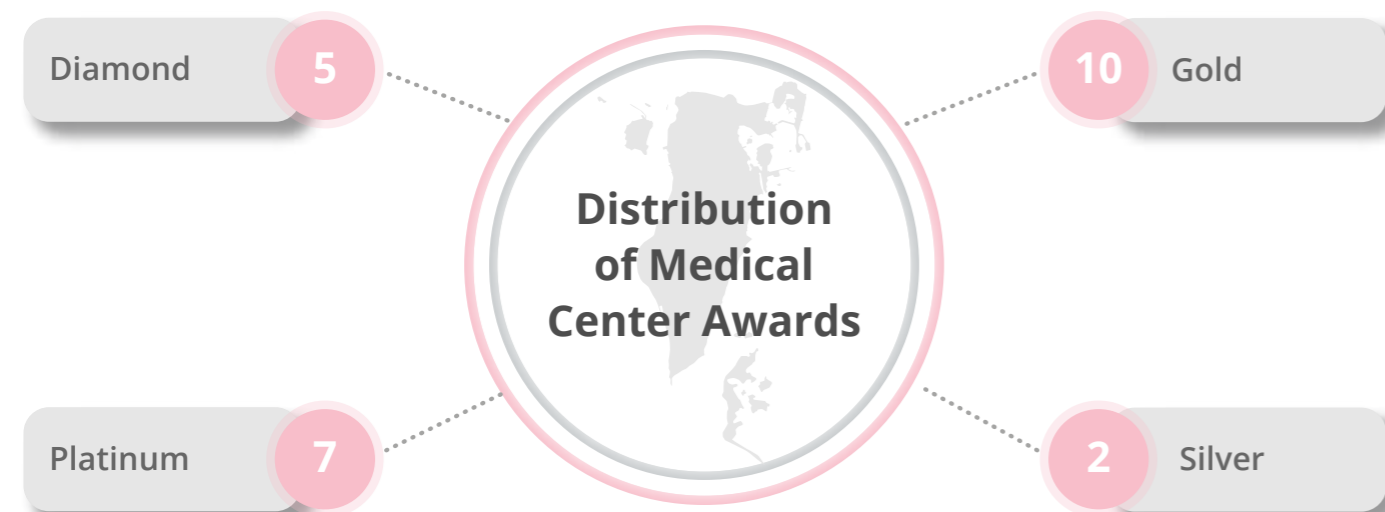
1. New surveyor training program for 10 new surveyors and mock survey experience held in March 2020.
2. Nine online accreditation workshops for medical centers held in July-August 2020.
3. Quality and infection control audits of 7 governmental Covid-19 facilities including level 6 at Salmaniya Medical Complex.
4. Two follow up visits to governmental Covid-19 facilities.
5. Implementation of virtual consultations to assess facility readiness for accreditation surveys.
6. Implementation of 4 hybrid accreditation surveys that included three medical centers and one hospital.
7. Achievement of CPHQ (Certified Professional in Healthcare Quality) certification of quality assurance staff member in the department.



Distribution of Hospital Awards



Distribution of Medical Center Awards



Medical Center Core Element Analysis of Not Met Criteria

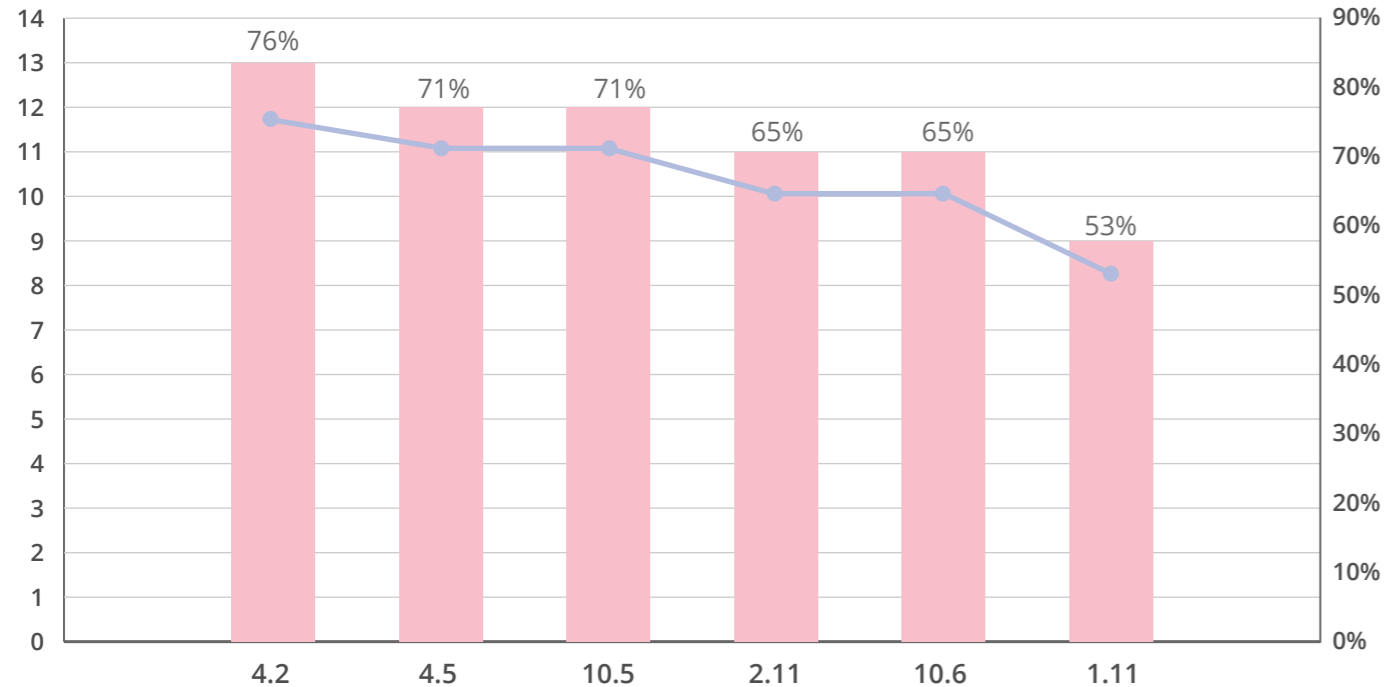
Not Met Analysis By Standard



Element No	Standard	Description
9.5	Provision of Care	Clinical Practice Guidelines
4.4	Quality Management and Patient Safety	Risk Management Plan
1.2	Governance, Management and Leadership	Periodic evaluation of governing body
1.7	Governance, Management and Leadership	The facility should have a 3 to 5-year strategy
3.10	Patient and Family Rights	All patient complaints are analyzed
4.7	Quality Management and Patient Safety	Monitoring of patient safety goals

Medical Center Core Element Analysis of Partially Met Criteria

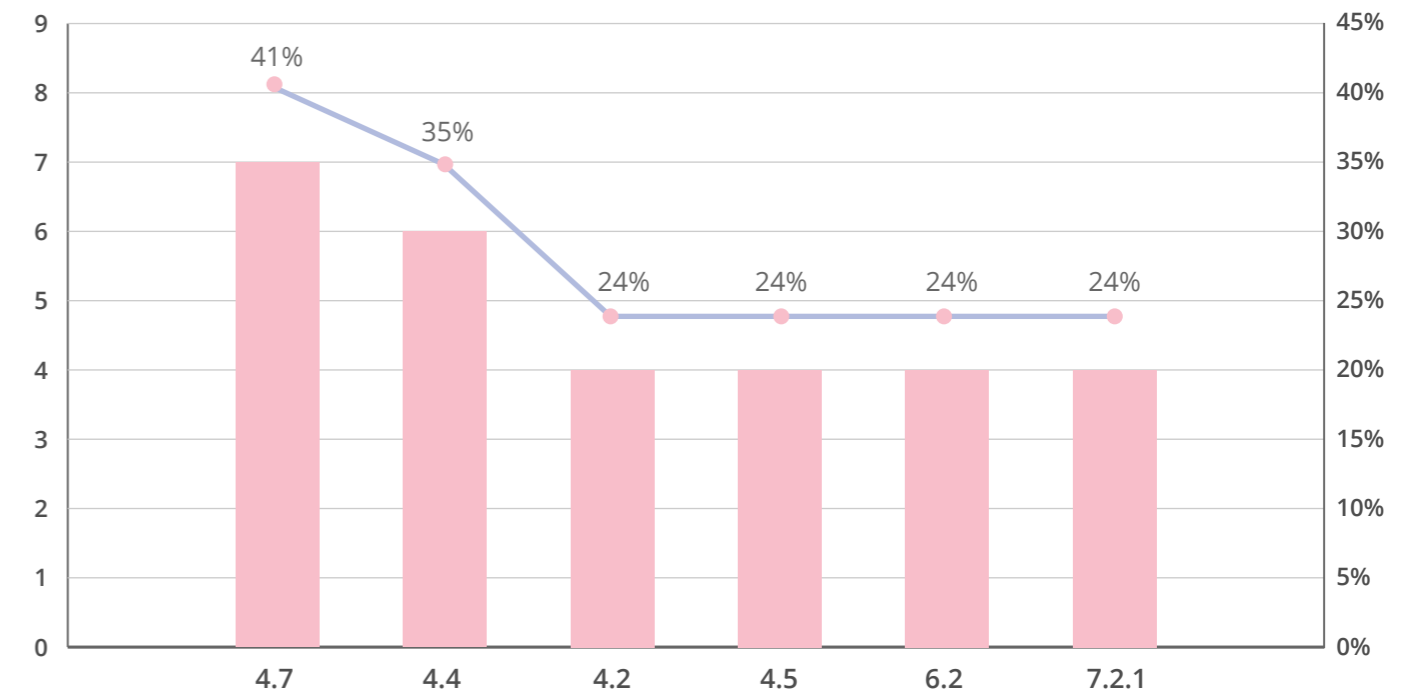
Partially Met Analysis By Standard



Element No	Standard	Description
4.2	Quality Management and Patient Safety	Develop and implement a quality improvement plan
4.5	Quality Management and Patient Safety	Implementation of an incident reporting system
10.5	Medical Staff	Periodic evaluation and performance appraisal of medical staff
2.11	Human Resources	Performance of medical staff
10.6	Medical Staff	Continuously improving the performance evaluation process
1.11	Governance, Management and Leadership	Communication and coordination between management, leadership and staff

Medical Center Core Elements Analysis Distribution of Recommendations by Priority

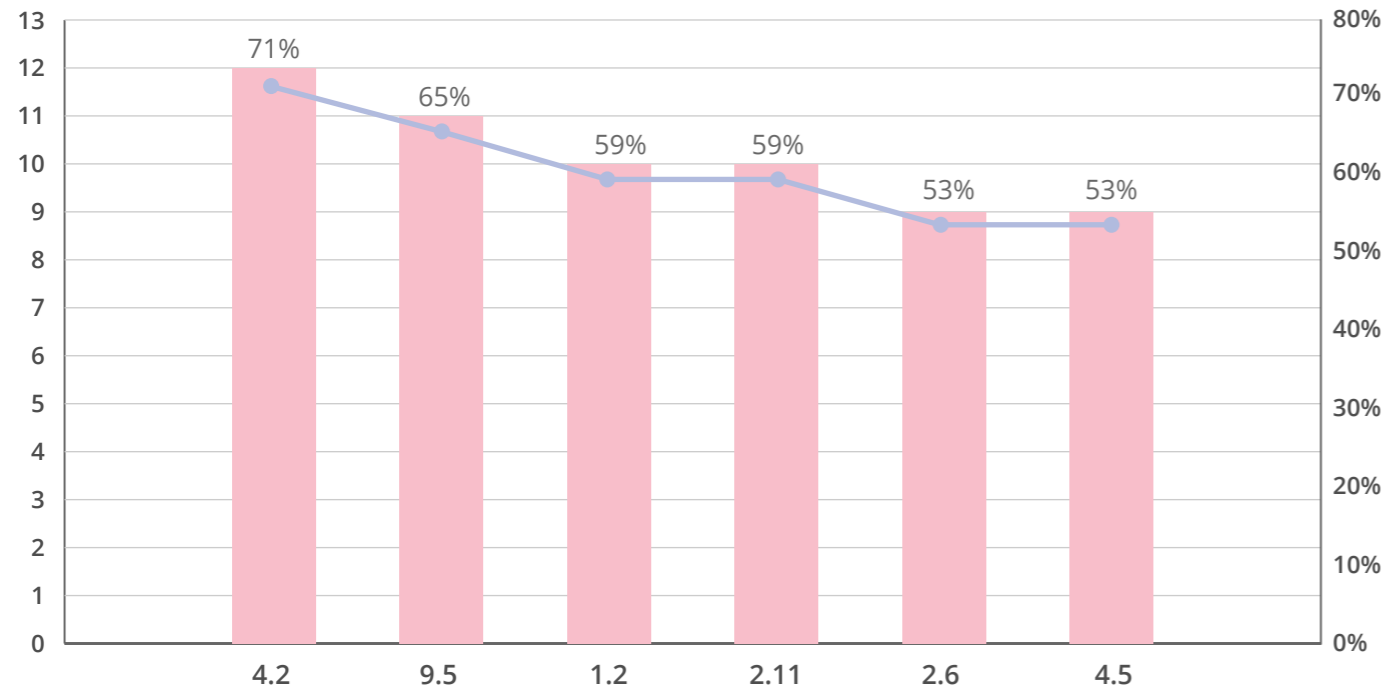
High Priority Recommendations



Element No	Standard	Description
4.7	Quality Management and Patient Safety	Monitoring of patient safety goals
4.4	Quality Management and Patient Safety	Risk Management Plan
4.2	Quality Management and Patient Safety	Develop and implement a quality improvement plan
4.5	Quality Management and Patient Safety	Implementation of an incident reporting system
6.2	Infection Prevention and Control	Appropriately qualified infection control in-charge
7.2.1	Facility Management and Safety	Facility Safety Plans for the facility are in place and implemented

Medical Center Core Elements Analysis Distribution of Recommendations by Priority

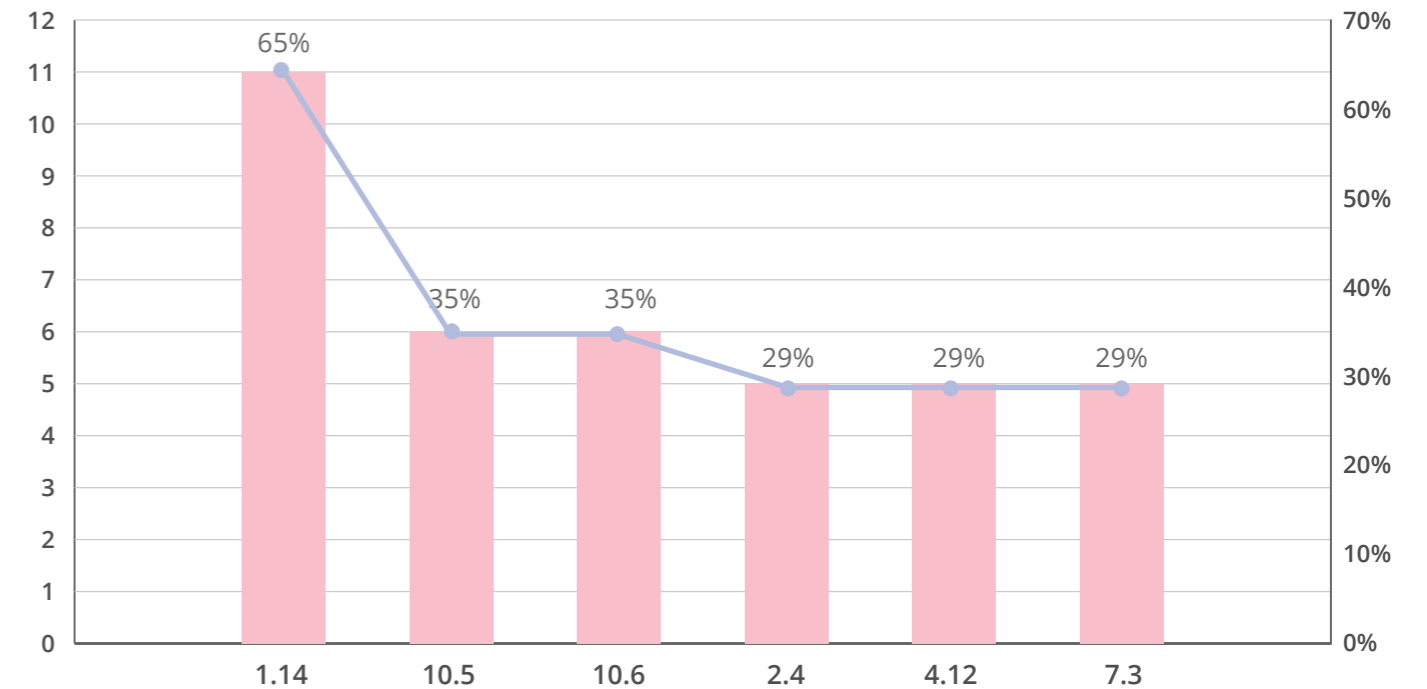
Medium Priority Recommendations



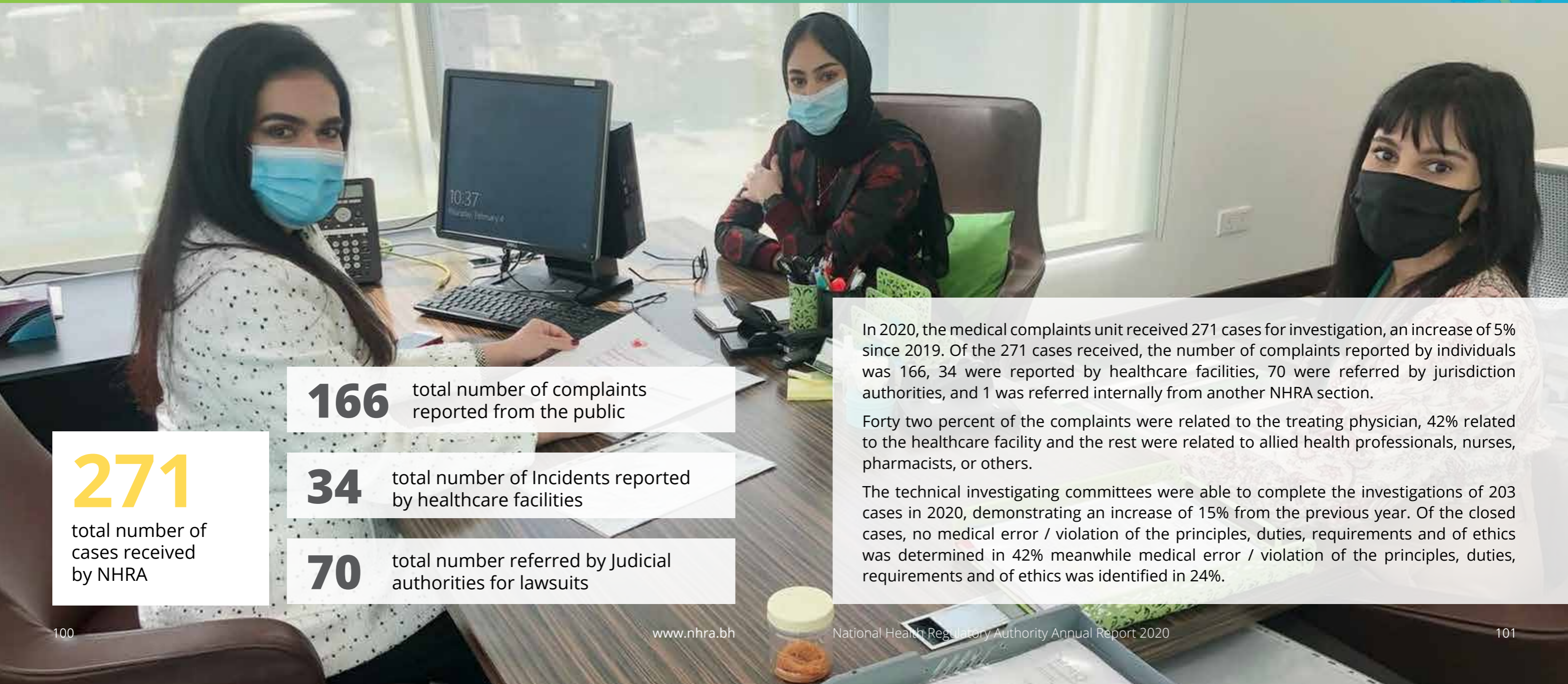
Element No	Standard	Description
4.2	Quality Management and Patient Safety	Develop and implement a quality improvement plan
9.5	Provision of Care	Clinical Practice Guidelines
1.2	Governance, Management and Leadership	Periodic evaluation of governing body
2.11	Human Resources	Performance of medical staff
2.6	Human Resources	Management recommendations on educational needs for staff
4.5	Quality Management and Patient Safety	Implementation of an incident reporting system

Medical Center Core Elements Analysis Distribution of Recommendations by Priority

Low Priority Recommendations



Element No	Standard	Description
1.14	Governance, Management and Leadership	Policy on Policy and Procedures
10.5	Medical Staff	Periodic evaluation and performance appraisal of medical staff
10.6	Medical Staff	Continuously improving the performance evaluation process
2.4	Human Resources	Job description policy
4.12	Quality Management and Patient Safety	Implementation of quality indicators
7.3	Facility Management and Safety	The facilities building and environment are user friendly



271

total number of cases received by NHRA

166 total number of complaints reported from the public

34 total number of Incidents reported by healthcare facilities

70 total number referred by Judicial authorities for lawsuits

In 2020, the medical complaints unit received 271 cases for investigation, an increase of 5% since 2019. Of the 271 cases received, the number of complaints reported by individuals was 166, 34 were reported by healthcare facilities, 70 were referred by jurisdiction authorities, and 1 was referred internally from another NHRA section.

Forty two percent of the complaints were related to the treating physician, 42% related to the healthcare facility and the rest were related to allied health professionals, nurses, pharmacists, or others.

The technical investigating committees were able to complete the investigations of 203 cases in 2020, demonstrating an increase of 15% from the previous year. Of the closed cases, no medical error / violation of the principles, duties, requirements and of ethics was determined in 42% meanwhile medical error / violation of the principles, duties, requirements and of ethics was identified in 24%.

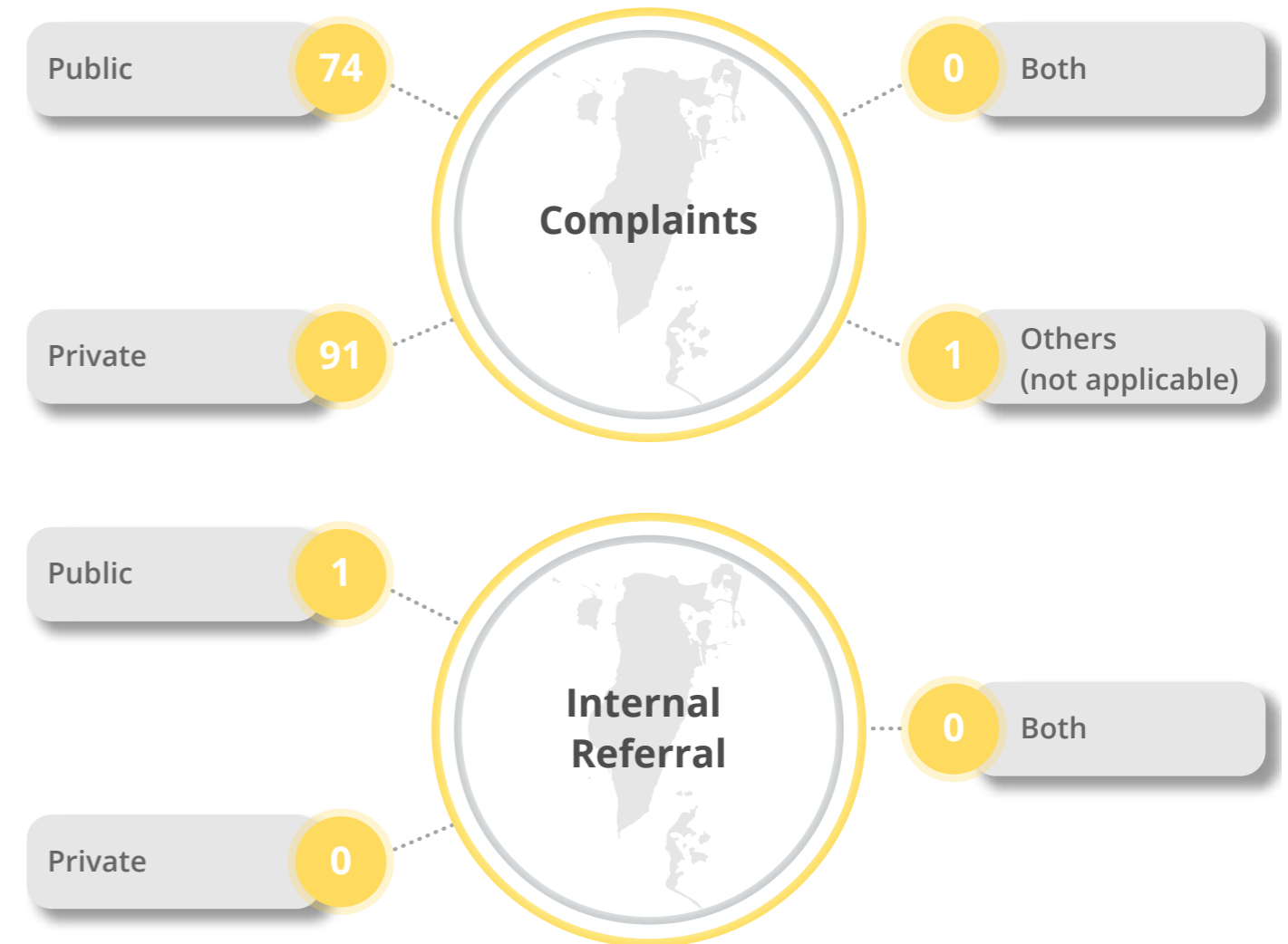


The disciplinary Committees and Accountability Committee issued 37 disciplinary actions that included 17 suspensions, 13 warning notices, one professional license was cancelled and six financial penalty were given.

Some of the challenges the department faced were based largely on the amount of time it takes to resolve a case. The complexity of the cases varies, and some cases can take several months or years to resolve. There are many steps involved in the investigation of a medical complaint and only by doing a thorough and exhaustive investigation can we ensure that we are able to uphold our stature as the stewards of healthcare in the Kingdom.



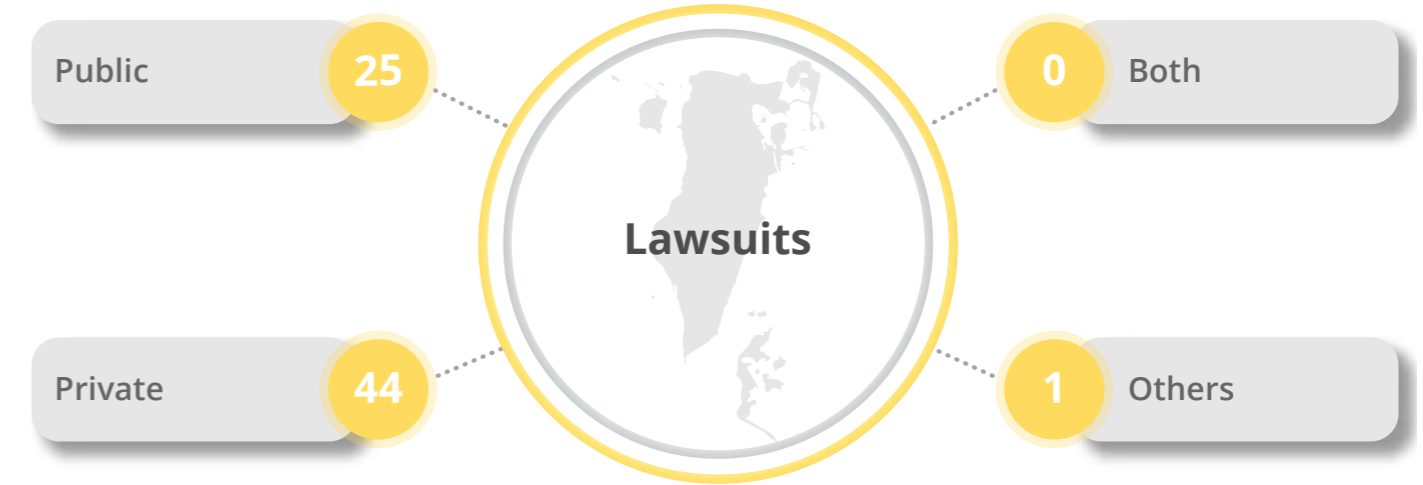
Distribution of Complaints, Incidents and Lawsuits by Health Sector



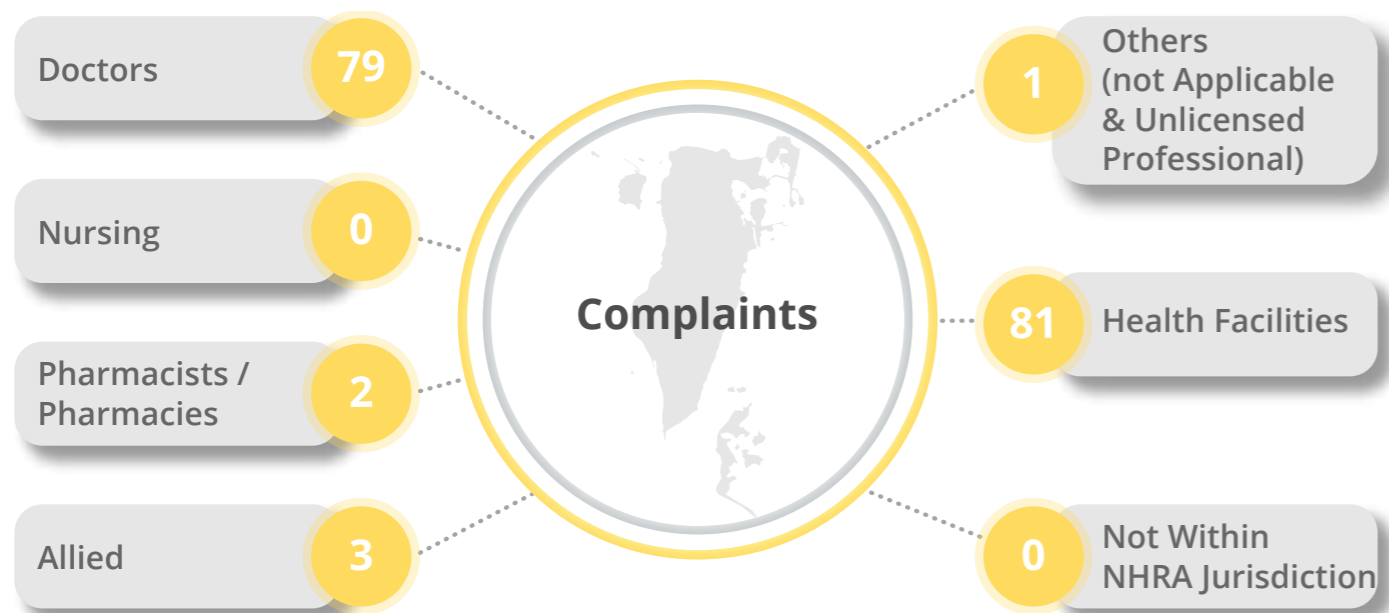
Distribution of Complaints, Incidents and Lawsuits by Health Sector



Distribution of Complaints, Incidents and Lawsuits by Health Sector



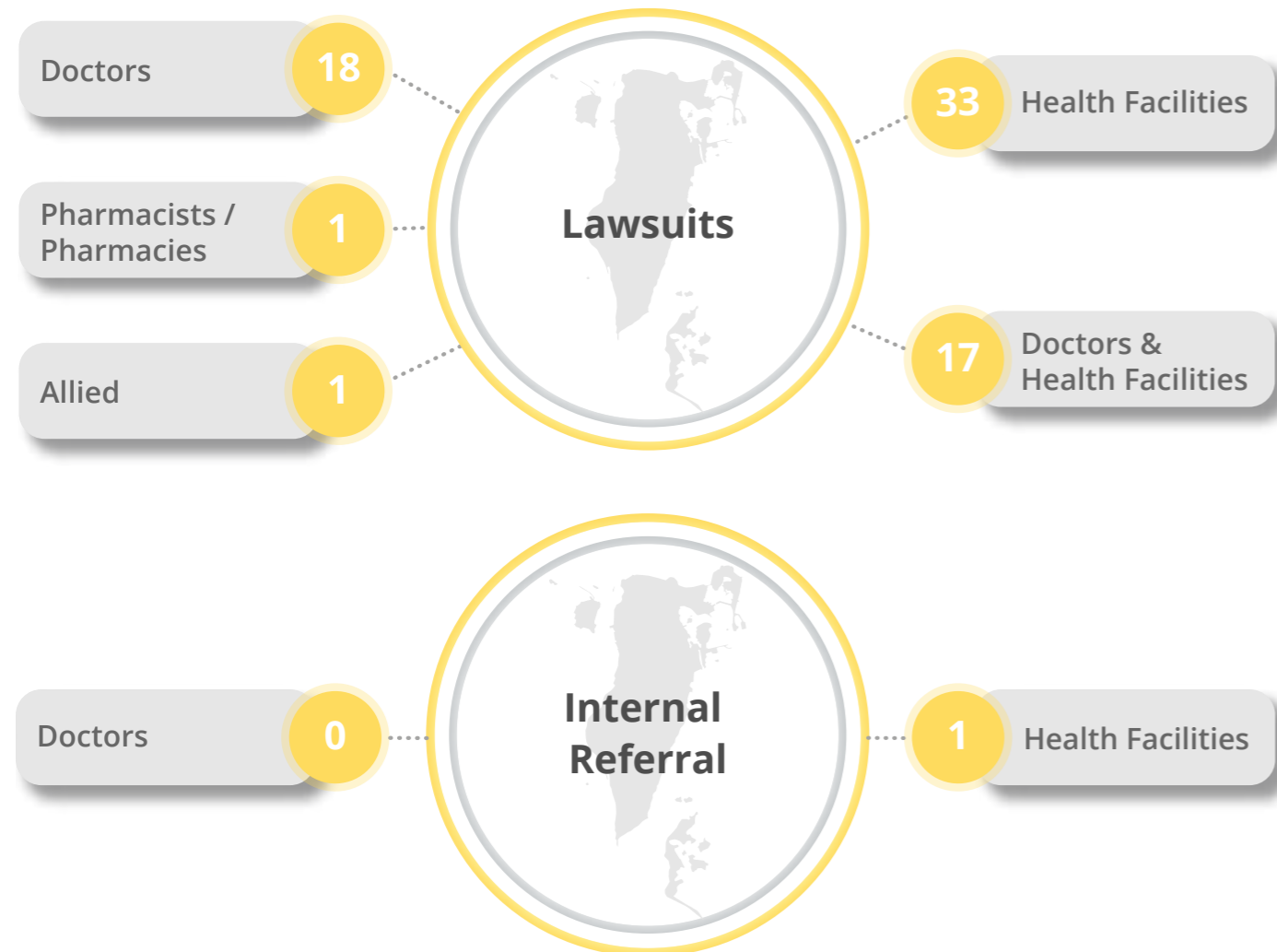
Distribution of Complaints, Incidents and Lawsuits According to Health Profession



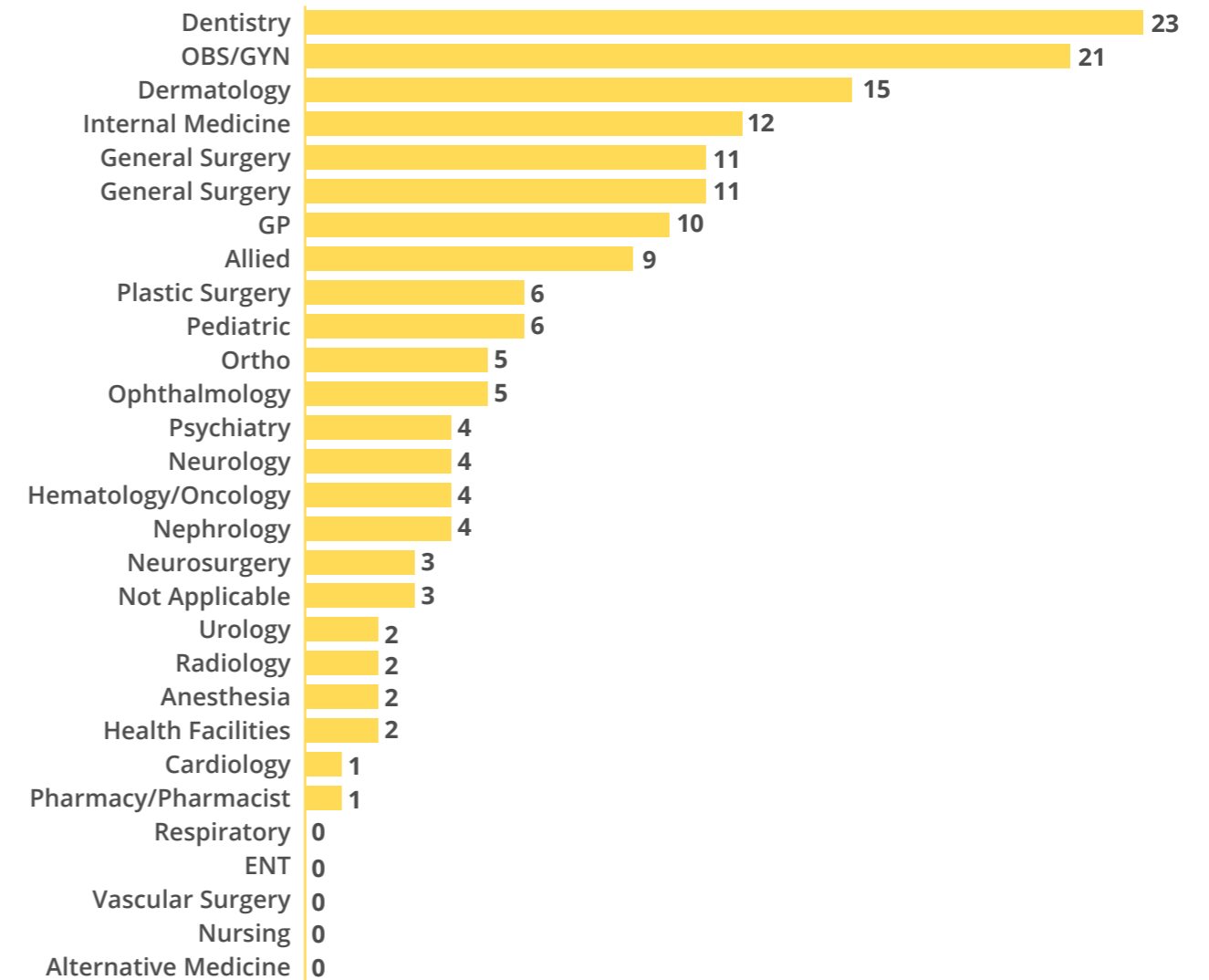
Distribution of Complaints, Incidents and Lawsuits According to Health Profession



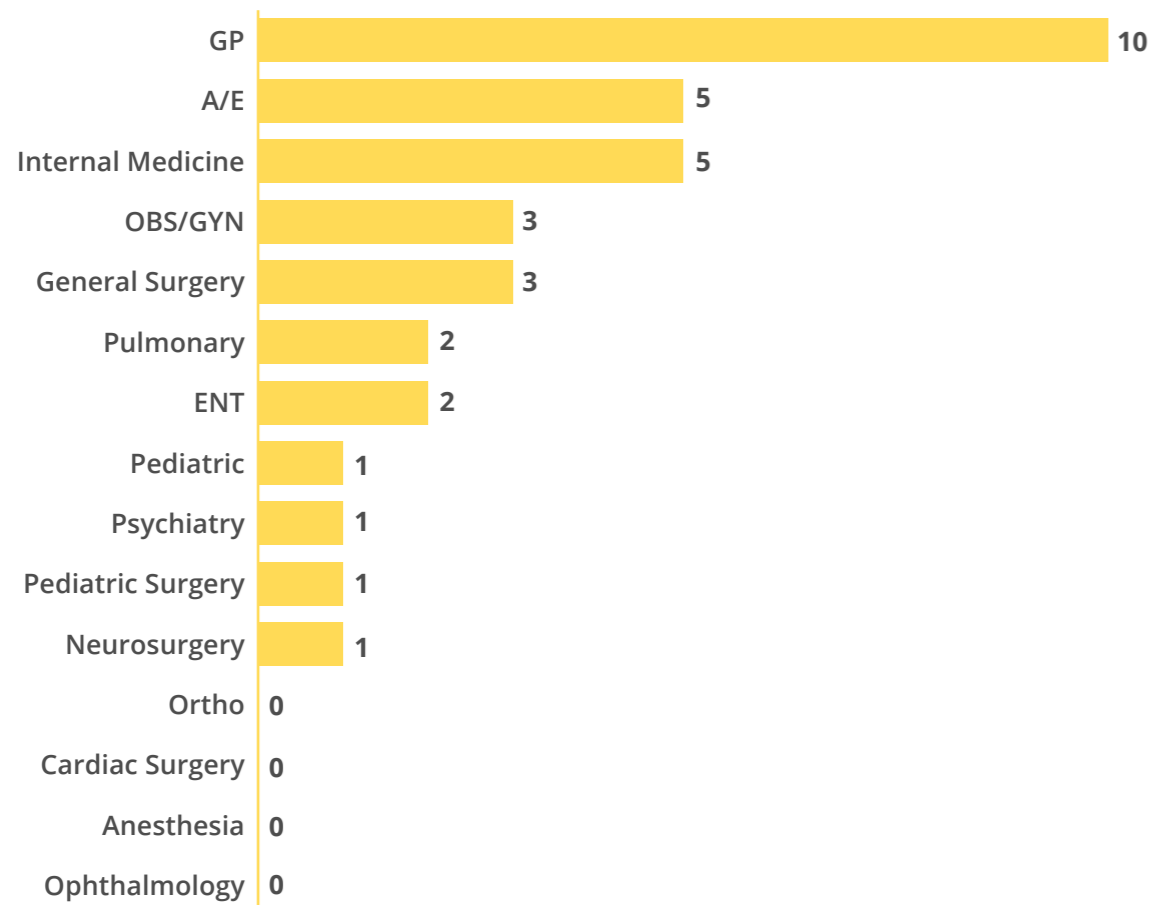
Distribution of Complaints, Incidents and Lawsuits According to Health Profession



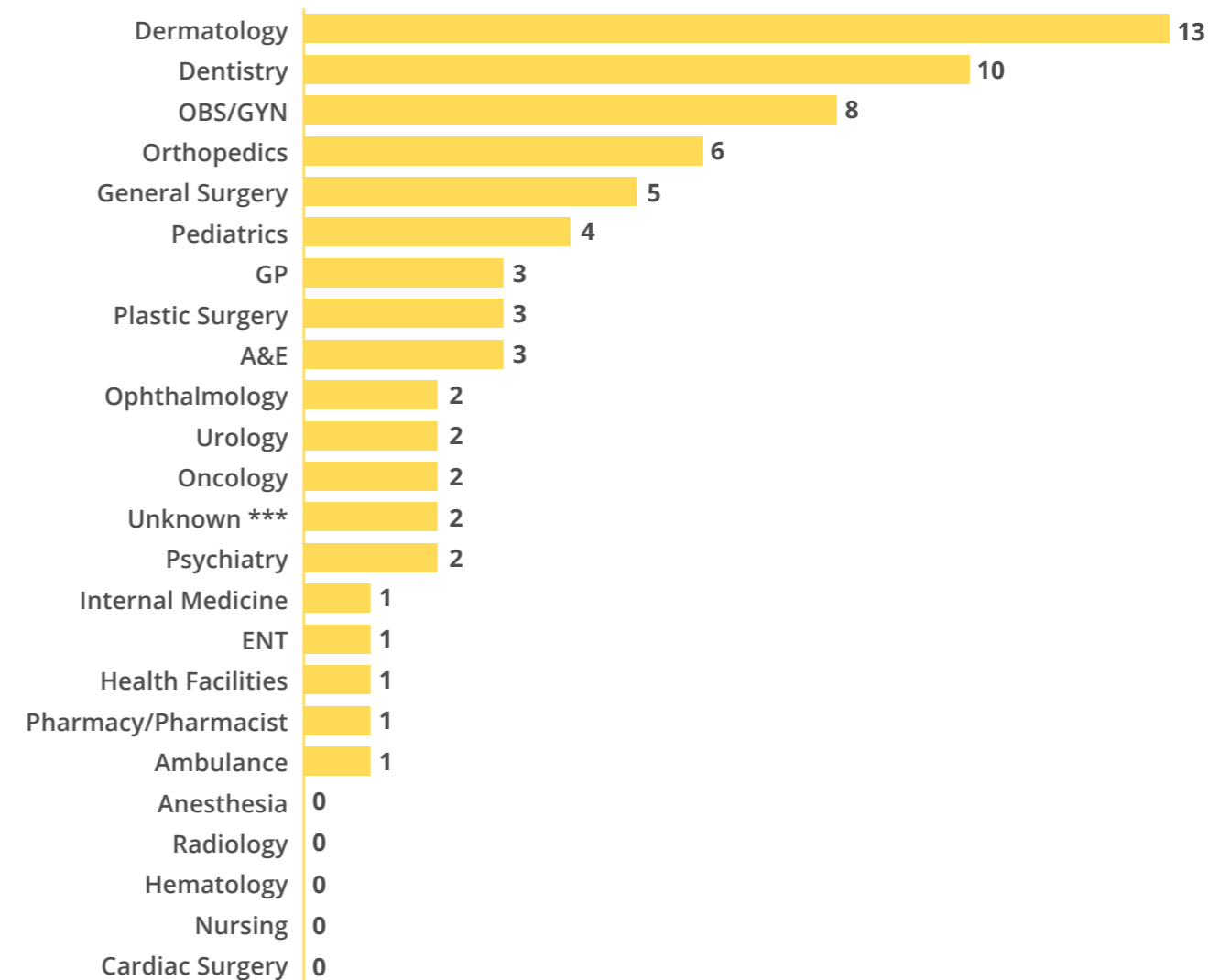
Distribution of Complaints According to the Most Frequent Speciality



Distribution of Incidents According to the Most Frequent Speciality



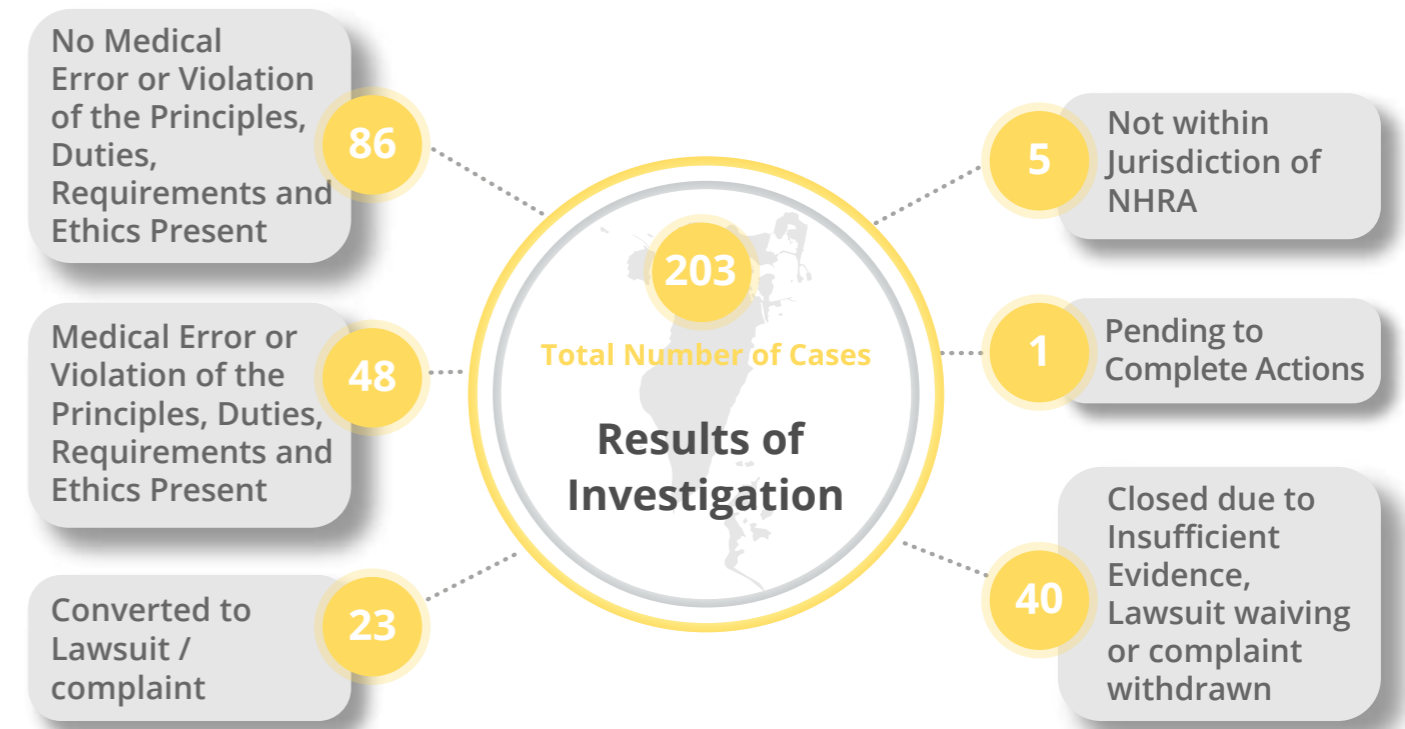
Distribution of Lawsuits According to the Most Frequent Speciality



Types of Cases Investigated / Closed



Results of Investigations





Laws and decisions issued in 2020

In 2020, the legal affairs unit has been engaged in developing new regulations and updating existing ones.

Four important resolutions were published during the course of 2020:

1. Resolution NO. 29 of 2020 regarding the issuance of the regulation for the practice of health professions exams in the National Authority for Regulating Health Professions and Services.
2. Resolution NO. 32 of 2020 regarding the issuance of the regulations for registering medicines and pharmaceutical preparations, pricing medicines and determining the profit margin.
3. Resolution No. 33 of 2020 regarding the regulations and requirements for health facilities licensing for the treatment and rehabilitation of addiction.
4. Decision No. 48 of 2020 regarding quality control of medical devices and products.

Additionally, the unit has also worked on the following draft law and decision (that is under study):

1. A draft law on the practice of pharmacy professions and licensing of pharmacy centers.
2. A draft resolution to issue a list of requirements and procedures for licensing and monitoring governmental health facilities.
3. A draft amendment to Decree-Law No. (21) of 2015 Concerning private health institutions.
4. A Draft decision to issue a list of fees for medical devices.

These draft resolutions are pending the legislation and legal opinion commission approvals. The unit has also collaborated with the Bahrain Medical Society, the Ministry of Health and other related health institutions to work on a draft legislation for The Practice of Medicine and Dentistry.



NHRA continues its initiative to ease the investment process and improve the healthcare sector through its Investors Office. The office is a full-service initiative provided to investors from conceptualizing their ideas to the final licenses and procedures needed to start healthcare businesses in the Kingdom. It serves as a liaison between NHRA departments and other important business support authorities such as the Economic Development Board, Tamkeen, and other government entities as needed.

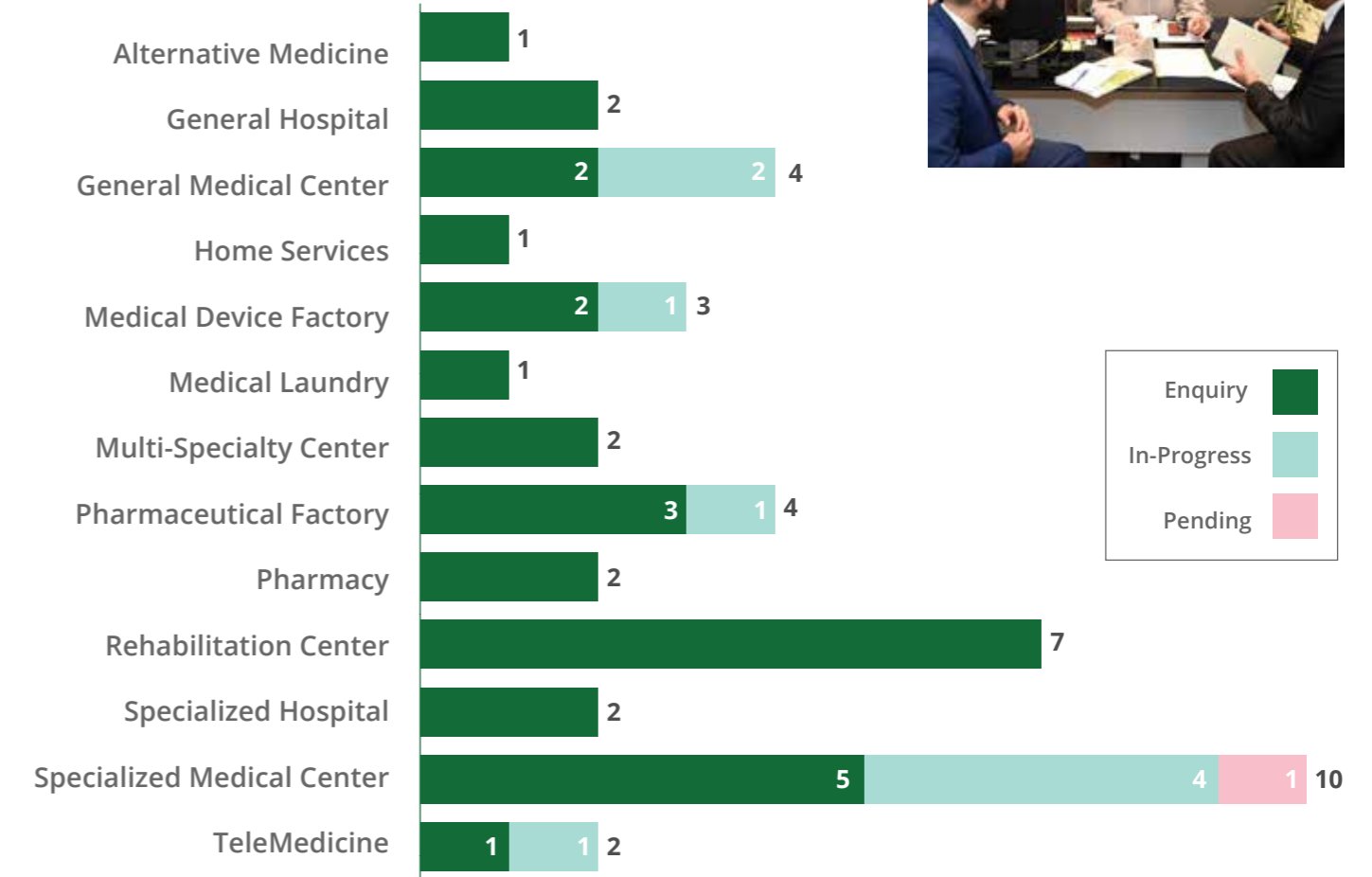
In 2020 the office received 41 inquiry requests for various healthcare investments from the markets of the GCC, Europe and Asia. Out of the total inquiries, 10% were inquiries about establishing hospitals, 63% on establishing medical centers and 22% in pharmaceutical and medical devices sectors, 5% were related to other areas in healthcare.



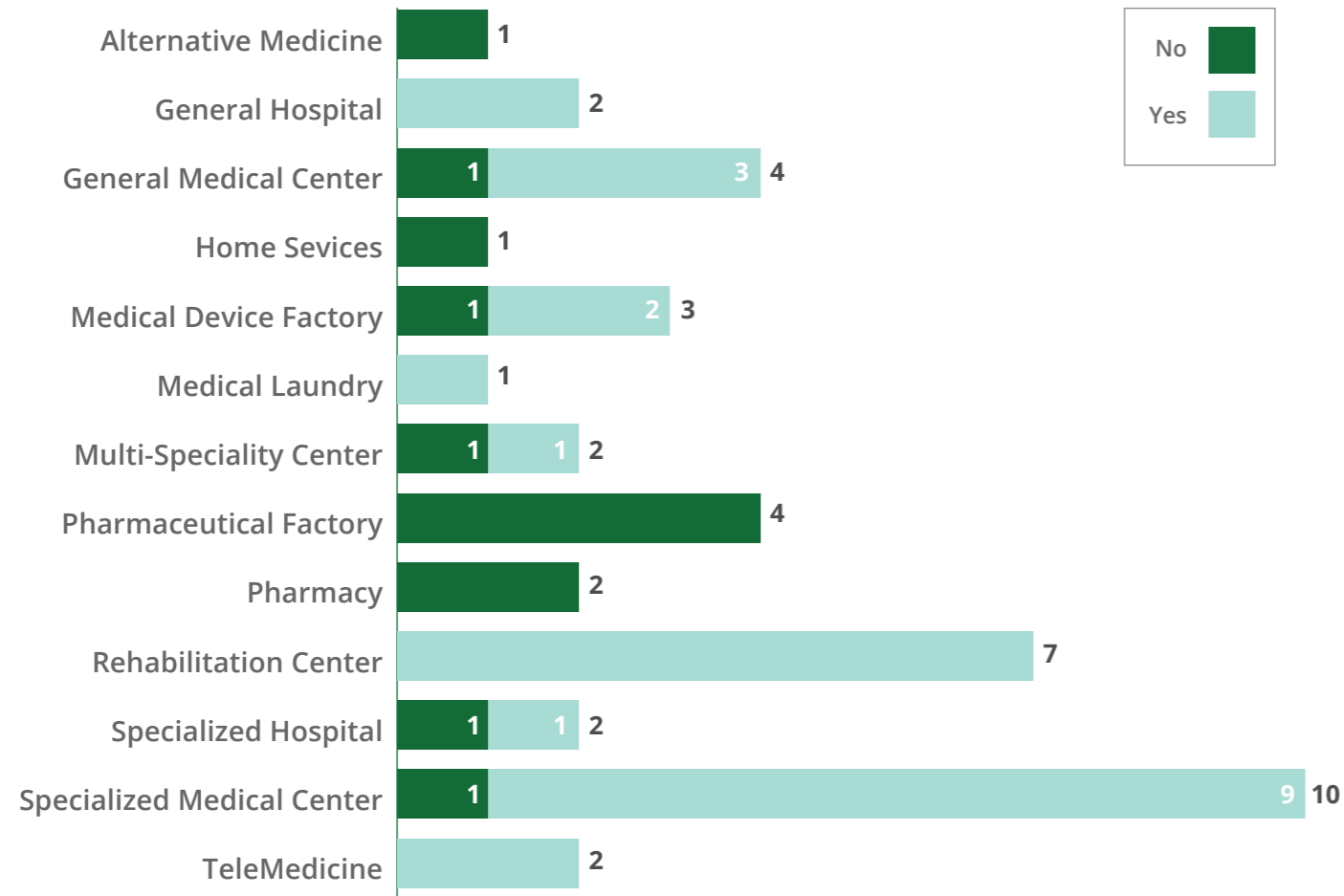
Total Number of Requests Received by Facility Category



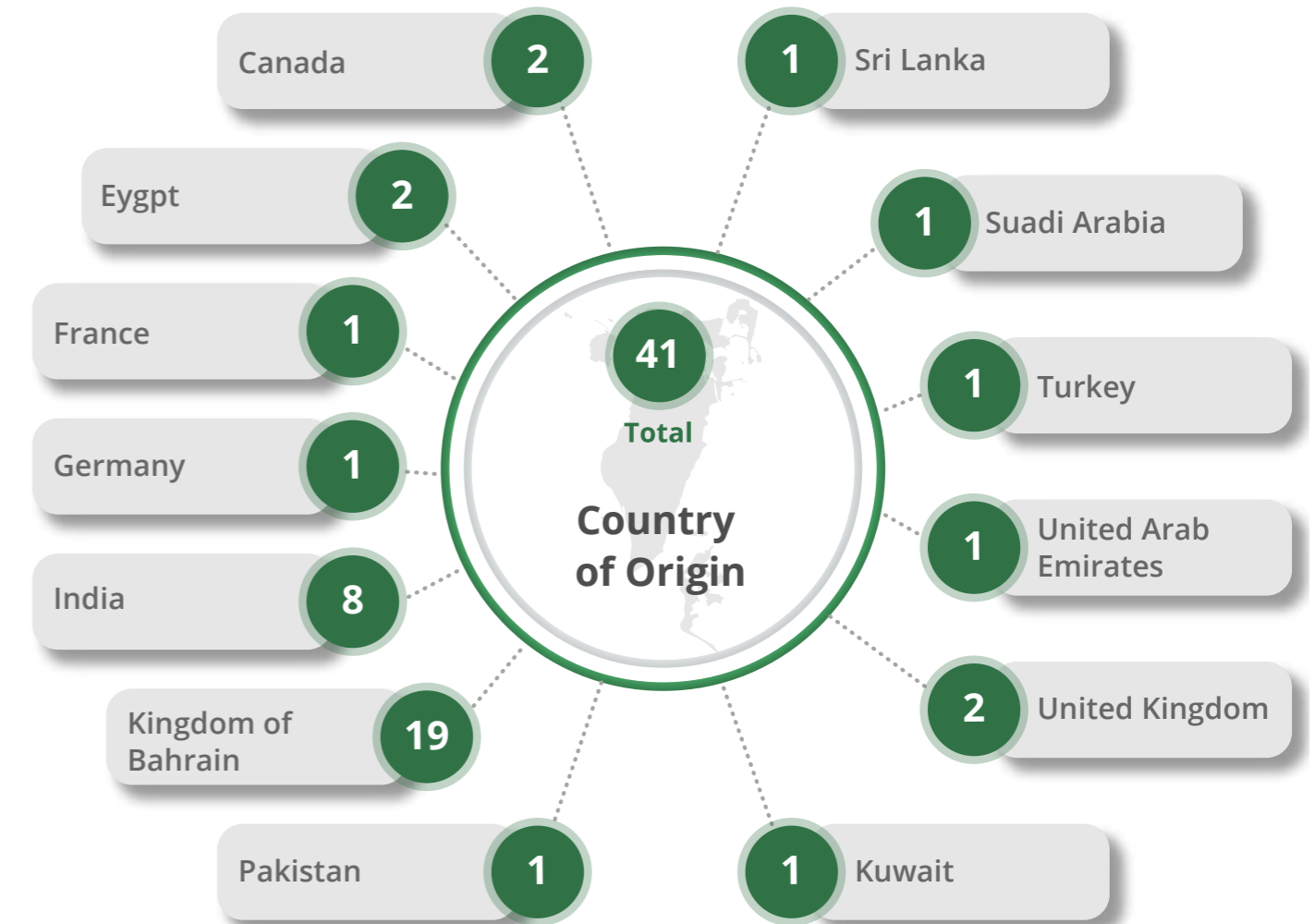
Outcomes of Requests



Facility Category with Bahraini Partnerships



Country of Origin Enquiries



نواصل بعزم



”
نواصل بعزم
لتبقى البحرين شامخة

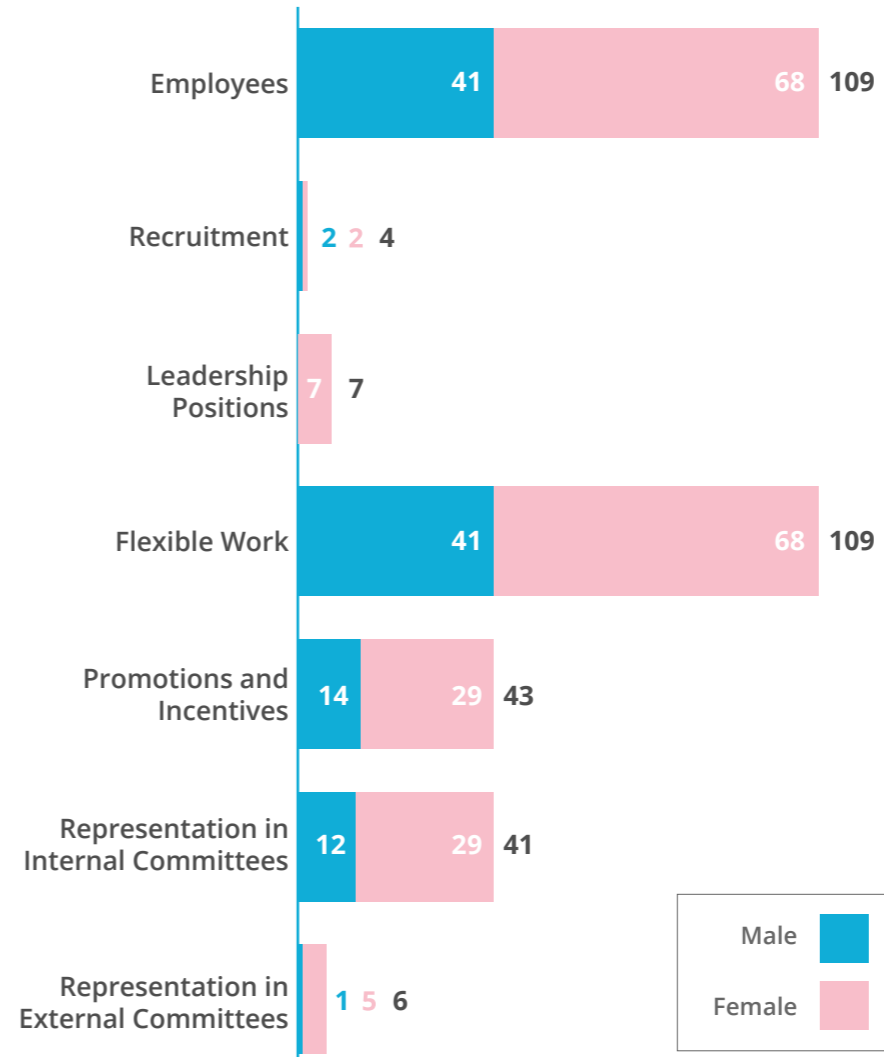


The Equal Opportunities Committee submitted National Report on Gender Balance for the year 2018-2019 to the Supreme Council for Women. The report achieved 6th position out of 37 entries for the award from Her Highness Princess Sabeeka bint Ibrahim Al Khalifa for the advancement of Bahraini women.

The head of the committee Mrs. Namat Al Subaie was nominated as the Director of the Health Quarantine at the Ministry of Health at the start of the Covid-19 pandemic in February 2020. Mrs. Namat Al Subaie was instrumental in establishing the Hidd Health Quarantine Unit, Park Regis Lotus Hotel Quarantine Facility in Juffair, and assisted in the successful implementation of the Sitra Quarantine Unit. She also assisted in the Bahrain – Saudi border quarantine units and in the development of new programs for the quarantine facilities.

A virtual Bahraini Women’s Day was celebrated successfully with all staff at NHRA.

Gender Statistics at NHRA





The Finance department achieved the following in 2020:

1. Under the directive of H. H. Sh. Khalifa Bin Salman Al Khalifa, Previous Prime Minister (*May God rest his soul*) that stipulated the forgoing of penalties resulting from delayed license renewal applications were immediately implemented for front line professionals. More than 620 frontline professionals have been exempted from paying any penalties or fines for a total amount of BD 36,100.
2. Achieving the government's goals in reducing spending on recurrent expenditures, especially during the Corona pandemic, where a reduction of more than 8% of the approved budget has been achieved.
3. Issuance of Decision No. 5 for 2020, in regard of cancellation of fees charged on some services.
4. Implementation of an electronic payment gateway for all NHRA services through a secure platform for payment.

The HR department achieved the following in 2020:

1. Training instituted and implemented for 50 Employees.
2. 4 new employees were added as staff at NHRA.
3. 21 employees were promoted.
4. 22 employees received an employment reward.
5. National Sports Day was celebrated in February for all NHRA staff.

The IT department achieved the following in 2020:

1. Successful Completion of setting up and configuring the IT infrastructure after NHRA reallocation to Al Khair Tower.
2. Successfully setting up and enabling Work from Home policies and procedures, such as:
 - Remote Access from Home
 - Installation video tutorials
 - Instruction guidelines documents
 - Setting up WhatsApp Business channel to receive IT requests.
3. Transferring all internal and external committees' processes and procedures online using MS Teams and SharePoint.
4. 66% completion of phases of migration of the NHRA IT infrastructure to Cloud (AWS).
5. Commissioning of e-NHRA system project.



National Health Regulatory Authority Revenues and Expenditures Account For the period from 1 January 2020 to 31 December 2020

Description	Budget	Actual
Revenues		
Taxation & Fees	2.900.000	1.919.540
Government Goods & Services	-	300
Fine, Penalties & Misc	100.000	216.470
Total Revenues	3.000.000	2.136.310
Recurrent Expenditures		
Manpower	1.816.961	1.816.960
Services	621.245	518.771
Consumables	22.451	4.755
Assets	13.468	6.467
Maintenance	12.100	7.660
Transfers	80.916	0
Total Recurrent Expenditures	2.620.000	2.354.613
Project Expenditures	-	-
Total Expenditures	2.620.000	2.354.613
Surplus (Deficit)	380.000	218.304



1. A committee to follow up on the implementation of the authority's electronic system project.
2. Advisory Committee for Dentistry.
3. Accountability Committee
4. Investigation Committee
5. Disciplinary Committee for Professionals of Human Medicine and Dentistry
6. Technical Committee for Reporting Professional and Ethical Errors for Practitioners of Medicine
7. Technical Committee for Reporting Professional and Ethical Errors for Practitioners of Dentistry
8. Disciplinary Committee for Licensed Professionals in Pharmacy
9. Disciplinary Committee for Licensed Professionals in Nursing and Midwifery
10. Disciplinary Committee for Allied Health Professionals

11. Medical Devices Standards and Specification at NHRA
12. Equal Opportunity Committee at NHRA
13. Clinical Research Ethics Committee for Healthcare Facilities
14. Clinical Research Committee
15. Professionals Development and Continuous Education Program Committee
16. Advisory Committee for Human Medicine
17. Occupational Health and Safety Committee
18. A Committee to Review and Adjust the Results of Evaluating the Performance Ratios
19. The Internal Procurement and Tenders Committee
20. A Committee to investigate the grievances of Professionals of Medicine and Dentistry
21. National Accreditation Committee

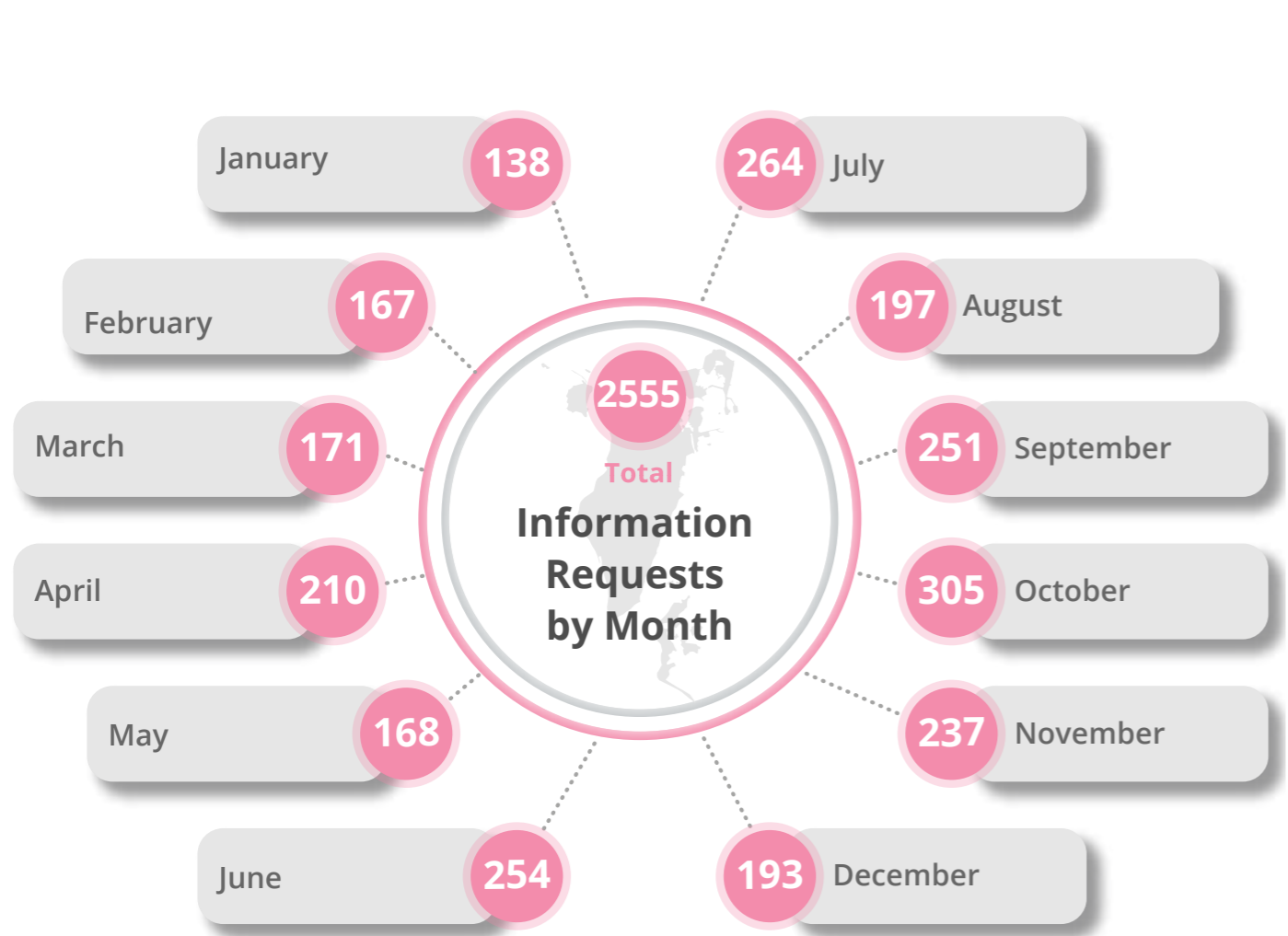


2555
total number of
information requests

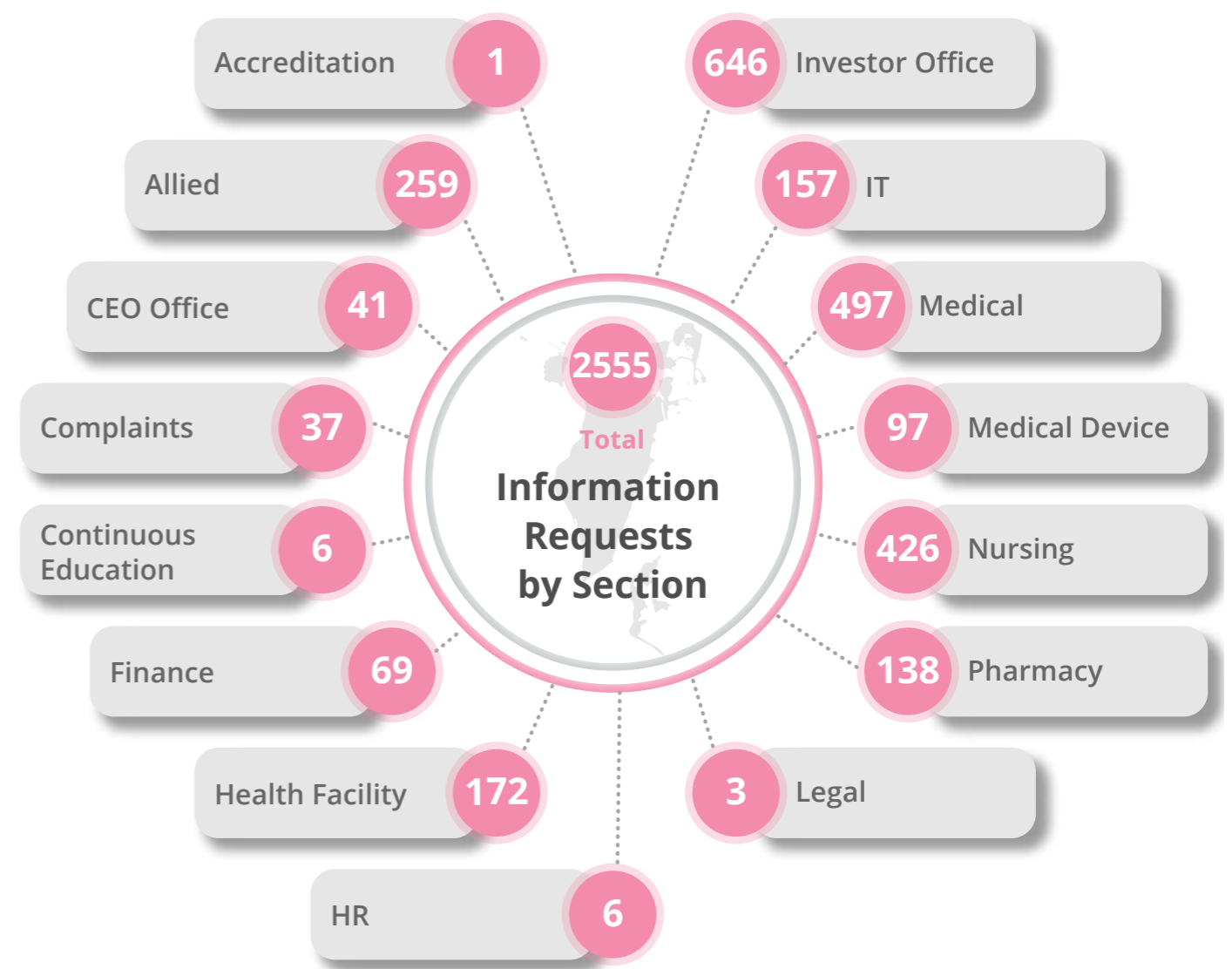
As part of our mission and vision to provide the best services to our Customers, we had previously implemented dedicated line of communication with NHRA through our **info@nhra.bh** email address. This has allowed customers to communicate and receive a response directly from NHRA staff within 12 hours for a general query and 48 hours for a specialized query.

The NHRA received a total of 2,555 emails in the year 2020; 2,395 of them are closed; 160 are pending more information from customers so as to resolve the query.

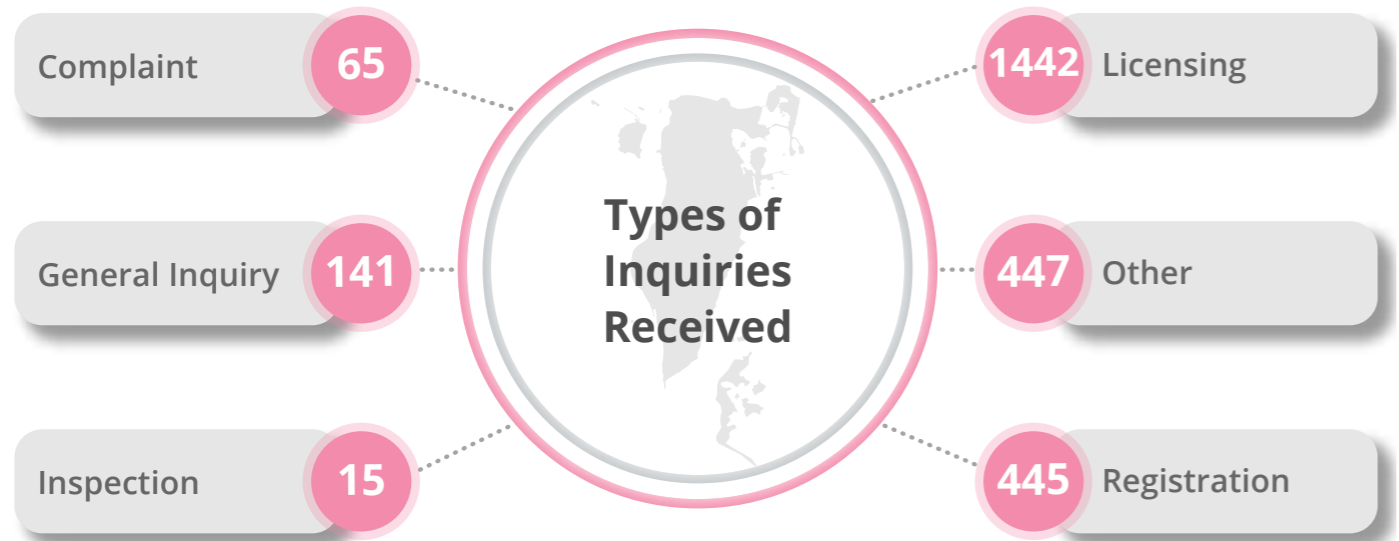
Information Requests by Month



Distribution of Inquiries by Section



Types of Inquires Received



Outcome of Inquiries Received





المهية الوطنية لتنظيم المهن والخدمات الصحية
NATIONAL HEALTH REGULATORY AUTHORITY

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2020 Annual Report

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