

Kingdom of Saudi Arabia Ministry of National Guard Health Affairs

# Annual Report

2021





The Custodian of the Two Holy Mosques
King Salman bin Abdulaziz Al Saud







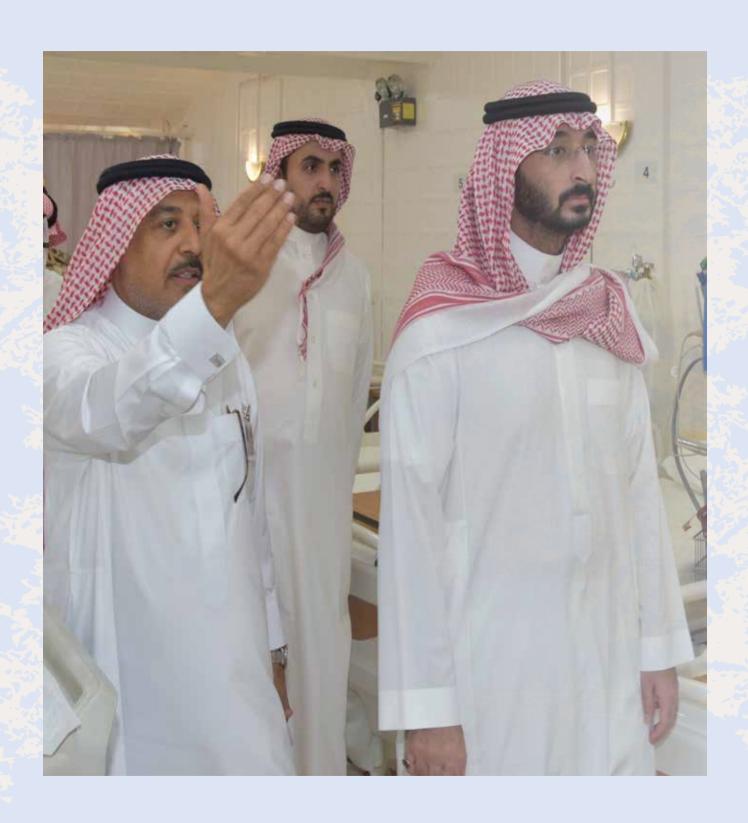
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# AMARDS AND REGISTIONS

Ministry of National Guard Health Affairs, Kingdom of Saudi Arabia



**4th Re-Accreditation**ACCREDITED with Joint
Commission International
(JCI)



**Gulf Cooperation Council Centre** for Infection Control



World Health Organization Collaborating Centre for Infection Prevention and Control and Antimicrobial Resistance



Web Medical Accreditation (WMA)



**HONCode** Standard for Trustworthy Health



**1st Re-Accreditation**Saudi Central Board for
Accreditation of Healthcare
Institutions (CBAHI)



King Abdullah Bin Abdulaziz Arabic Health Encyclopedia wins Digital Excellence



**HIMSS** Analytics **Stage 7** 



**CAP** Accreditation American College of Pathology



**SHEA-APIC** Partnership Prevention Award



**Arab Health Award 2015** 



Saudi Commission for Health Specialties **(SCFHS)** 



#### **American Society of Blood Bank**

#### **ASCO** QOPI' Certification Program

American Society of Clinical Oncology **(ASCO)** and Quality Oncology Practice Initiative (QOPI)



**ISO 15189**Laboratory
Certificate





American Society for Hospital Pharmacy (ASHP)



**ISO 185** 



ISO 9001:2008
Accreditation



Foundation for the Accreditation of Cellular Therapy **(FACT)** Stem Cell



**ACAN** Arab Technology Awards Healthcare Implementation of the Year 2009



**European Association of Cardiovascular Imaging** 



## Chief Executive Officer

#### STATEMENT



His Excellency
Dr. Bandar Al Knawy, MD,
FRCPC

It has been another year for MNGHA in striving for excellence in the midst of the service's challenges. This year, our vision is to forefront healthcare quality through innovation and excellence in patient care in all health affairs facilities.

Throughout the year, our unwavering focus was on delivering quality high care as close as possible to our people's own homes, and the very best outcomes for those we serve. This included successful contribution to a system-wide initiatives through emphasized health promotion, achieved excellence in military health services, provided timely access to highly integrated care, delivery of high quality safe, innovative care and exceptional patient experience, and the promotion of substantiality, resilience, and value and implemented large scale digital health.

We are so proud of the compassion and commitment demonstrated by our staff and colleagues in all partnered organization, their engagement, outlook, and the cohesion of the team as a projection of passion to provide innovative services, improved accessibility, and outcomes for patients we care and the breadth of transformation that has happened over the past twelve months.

This reflects tenacity, integrity, and a real passion for putting patients first that builds on collaborative teamwork as shared by everyone in the organization.

Again, thank you, and enjoy reading our Annual report we look forward to having another successful year ahead.

## Chief Medical Officer STATEMENT



Dr. Saad Al-Mohrij

We have once again proven our deep commitment to quality and service excellence in the health-care arena by showcasing the significant achievements, great initiatives and expansion in this 2021 Annual report of the Ministry of National Guard – Health Affairs.

The year 2021 showed the organization's resilience and quick recovery of the COVID -19 pandemic despite its frequent mutations and outbreaks. Our successful return to operation similar to the pre-COVID era displays the the organization's thrive in having the best healthcare system in the kingdom. It reflects the determination, hard work and success of everyone for the past year where each and everyone showed their dedication and commitment to fulfill the aim of providing the highest quality patient care, safety and satisfaction.

Giving us a glimpse of the institution's 2021 noteworthy achievement is this year's annual report presenting the growth inititatives and accomplishments of the different MNGHA departments across all regions in the field of health care services, research and technological advancement. Worth mentioning is our participation in significant international events that earned recognition signifying the quality of care that the institution offers and the skilled manpower comprising its professional and clinical staff. Concurrent to our return to the "new normal" is the acquisition of state of the art technologies, systems and process in the healthcare field through continuous research and collaboration with well-known institutions in the world.

With a dynamic and progressive healthacare organization, we have our share of challenges mandating rapid and systematic response and collective intervention. These challenges served as our motivation to bridge the gaps and improve the processes and systems to ensure that we provide the best quality patient care and safety constantly meeting the needs of the communities that we serve and maintain our status as one of the best healthcare facilities in the kingdom.

This achievements are made possible through the untiring leadership of His Excellency, the Chief Executive Officer, Dr. Bandar Al Knawy and the dedicated participation of all clinical and non-clin-cal staff of MNG-HA. I believe that with the combined commitment and great efforts, together, we will persist to sustain our stature in the healthcare industry throughout the kingdom and progressively be recognized in the international healthcare arena as an institution offering quality and safe patient care

### Chief Operating Officer Statement



Mr. Saad Al Otaibi

With profound appreciation and confidence, I am pleased to share to everyone the MNG- HA Annual Report 2021. I would like to express my sincerest gratitude for the outstanding teamwork of NGHA staff. Together, let us reflect upon some highlights of the journey during 2021.

The Covid -19 pandemic compelled closure of borders that impacted upon normal operations and presented challenges to manpower deployment, supply chain management of essential medical supplies including Personal Protective Equipment (PPE) to protect the workforce and patients. Increased prices of medical supplies from competing agencies posed difficulties and had to be balanced against managing the budget. Access to care had to be reviewed and re-imagined to ensure patients received the right care at the right time from the right teams. Faced with these challenges, the impact to patients and staff was mitigated through an innovative and robust approach.

Establishing new norms of working has allowed NGHA to return to pre-pandemic operations and this has been evident in the SURGE Program to prevent elective surgical delays and streamline access to treatment.

It was developed and sustained a rigorous supply chain management program that has ensured the availability of high quality PPE's for every member of staff 24/7. The Covid -19 vaccination program was executed with precision and has been successful in protecting staff, patients and the community from the virus. Medical supplies for patient care and treatment has likewise been maintained through a diligent process that has maintained a safe balance between supply and demand.

The Organization has demonstrated great fortitude and resilience in maintaining an exemplary standard of patient care and with development in technology, such as 'Tele-Health Program' that extended real-time access to care that aligns with the Vision 2030 initiatives.

The Corporate Clinical Efficiency Team has recently established a state of the art 'hub' to monitor and support a streamlined journey of care for every patient.

Indeed, MNG-HA has emerged stronger from the pandemic and introduced enhanced and improved services. These include:

- · Accreditation of the Cardiac Transplant Department.
- · Initiative to enhance Patient Experience through every stage of their healthcare journey.
- Initiative to enhance Staff Experience, satisfaction, creating a nurturing environment that supports the staff to flourish professionally and personally.
- Expanding new services to provide first class facilities for specialized care- Women's Health- CR, KASCH- Jeddah, Neuro-Surgery- Jeddah.

Moving forward with NGHA vision, I am confident that we will continue to succeed as we aim to strive with passion and commitment to provide quality patient care. May we continue to be committed in our goal of excellent healthcare, resilient in facing any adversaries and passionate in maintaining the highest standard of healthcare services to the community.

## PREFACE



**Dr. Mohannad Al Eeban**General Director

### CORPORATE PLANNING & REGULATORY AFFAIRS

Another year of various and great achievements in the Ministry of National Guard Health Affairs. In 2021, our organization succeeded in delivering progressive healthcare technology implementation across all regions in the Kingdom.

2021 was a landmark in MNGHA history, launching the clinical strategy for MNGHA, describing the great ambition within the organization and aligning with the National Vision toward continuing the excellence journey of patient care among our population.

Major services were introduced to our system represented by the starting of the Heart Transplant Program that was able to successfully transplant ten individuals in the first year of the program. As we see every year, innovative patient care practices within the region were launched: two main examples were the latest robot for joint surgery, which is the first in the Kingdom and fifth in the world, at Imam Abdul Rahman bin Faisal Hospital in Dammam. Another was performing catheterization of arteriovenous dialysis (Vistula), by a medical team from KAMC-Riyadh, and it is the first of its kind in the Middle East, North Africa, and Eastern Europe.

In 2021, MNGHA continued to ensure best quality and safe practices through multiple accredited and reaccredited from national and international entities like Joint Commission International (JCI) 4th, and by Foundation for the Accreditation of Cellular Therapy (FACT) Stem Cell, as well as American Society of Clinical Oncology (ASCO) and Quality Oncology Practice Initiative (QOPI), also by Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) 1st.

Here in MNGHA, we are honored to provide developed healthcare and services each year. With deepest appreciation, Statistics and Achievement Reports Development would like to thank who took a part in making this great report. Looking forward to next year's achievements.









Launching the latest robot for joint surgery, the first in the Kingdom and the fifth in the world, at Imam Abdul Rahman bin Faisal National Guard Hospital in Dammam. Continuation of the success of heart surgery in MNGHA the number of heart transplant has reached 10 surgeries in 2021.

A medical team in KAMC Riyadh performed the first catheterization of arteriovenous dialysis (Vistula), which is the first of its kind in the Middle East, North Africa and Eastern Europe. King Faisal Center for Cardiac Diseases and Surgery at King Abdulaziz Medical City in Jeddah was chosen by the Interventional Cardiac Catheterization Society in the United States as the first center from outside the states to participate in the largest visual international medical conferences that discuss the latest developments in cardiac catheterization

Recognized within
World's best smart
250 hospitals 2021 Globally as the leading
and only governmental
hospital in the
kingdom recognized by
partnership between
Newsweek and Statista.

Automation of all medical laboratory work in all health affairs facilities through a central laboratory information system linked to the best care health information system

Developing a radiological image archiving system linked to the health information system. It provides services that contribute to raising the efficiency and sustainability of radiology department's services.

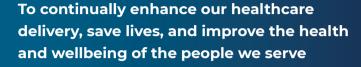
Launching the
Excellence Program for
Artificial Intelligence
for Heart Diseases and
Strokes, in cooperation
with the National
Guard Health Affairs
and the Data and
Artificial Intelligence
Authority (SDAIA).





MNG-HA
MISSION, VISION,
OBJECTIVES &
VALUES

#### **MISSION**



#### **VISION**

To be the leader in healthcare quality in deliver the best possible care for our soldiers, their families and the kingdom communities all times

#### **VALUES**

- Innovation
- National Impact
- Safety
- Patient First
- Integrity
- Respect and compassion
- Excellence

#### **STREGIC OBJECTIVES**

- Emphasize health promotion and prevention
- Achieve excellence in military health services
- Provide timely access to highly integrated care
- Deliver high quality, safe, innovation care and exceptional patient experience
- Promote substantiality, resilience and value
- Implement large scale digital health

# MNG-HA HISTORY & MILESTONES

	Planning and Self Determination Stage (Prior to 1982)
1954	Establishment of the Physician National Guard program.
1960	Al Shemaci Primary Care Clinic was established.
1968 to 1971	Built Primary Healthcare Clinics kingdomwide.
After 1971	Named all the established clinics as Healthcare Specialty Center operating 24 hours a day.
1975	Strategic planning stage of developing National Guard Hospital.
June 1976	National Guard had a contract to build 2 hospitals.
Prior to 1982	SANG Medical Services managed Primary Healthcare Centers.
1982	Completed and inaugurated two hospitals (Riyadh & Jeddah) within the era of the Custodians of the two Holy Mosques, H.R.H. King Fahad Bin Abdulaziz Al Saud
King Fa	had National Guard Hospital Supervising and Monitoring Stage (1983 – 1993)
1983	King Fahad National Guard hospital started providing medical services to the patients.  Established the National Antivenom & Vaccine Production Center.
	Performed the first liver transplant.

# MNG-HA HISTORY & MILESTONEs

	Self Management & Development Stage (1994-2003)
1994	Renamed SANG Medical Services to SANG Health affairs.
June 1995	Joint ventures between National Antivenom & Vaccine Production Center and one of the national specialized Medical Company.
1995	Established the in-Vitro fertilization (IVF) unit.
October 1996	Started the National Guard Health Affairs self-Operation Program.
February 2001	Announced the new titles for NGHA two hospitals to be King Abdulaziz Medical City Riyadh and Jeddah.
February 2001	The official opening of eight major projects.
March 2002	Established the College of Nursing formerly known as College of Nursing and Allied Medical Sciences-CNAMS.  Established the College of Medicine that served as the foundation of the KAMC Academy for Health Sciences which was later on launched as a full-fledged University.
September 2002	The successful separation of Conjoined Twins.
October 2002	Inaugurated two more hospitals the Eastern region namely: Kind Abdulaziz Hospital in Al Ahsa and Al Imam Abdulrahman bin Faisal Hospital in Dam- mam.

# MNG-HA ROFILE

	Growth and Self-Building Stage (from 2003 until early 2009)
February 2004	Performed the first Berlin LVAD mechanical heart implantation by King Abdulaziz Cardiac Center. The first implant procedure using this device at MNGHA and in the entire Middle East.
September 2004	Inaugurated and implemented the Internatonal Health Information Systems by Misys Corporation on 2004/09/29.
November 2004	Established the King Abdullah International Research Center steering committee providing an environment for clinical and health sciences research to MNG-HA faclities.
2005	Established the National Family Safety Program to prevent child abuse and domestic violence in the Kingdom.
	Established the College of Public Health and Health Informatics, the first college with this specialization within the Kingdom and the Gulf Region.
	GCC Center for Infection Prevention Control.
April 2005	Launched King Saud bin Abdulaziz University for Health Sciences (KSAU-HS) by the Custodian of the Two Holy Mosques King Abdullah bin Abdulaziz Al-Saud.
	Became World Health Organization Collaborating Center for Infection Prevention Control.
2009	CAP Re-accreditation. Introduced the Safety Reporting System (SRS). Separation of 5 sets of conjoined twins.







- Postgraduate Training Center and the Advanced Life Support for Obstetrics (ALSO) KSA Program was awarded as the 'First International Center of Excellence' in ALSO Program in the world, a recognition outside the United States of America given by the American Academy of Family Physicians (AAFP).
- Primary Health Care Center Arar was recognized and awarded by the Baby Friendly Community Initiative (BFCI), an International Program of the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) as a "BABY FRIENDLY CENTER"
- Launch of the Labratory Information System Cerner Millennium.

2013

- Opened the 5th MNG-HA Hospital, Prince Mohammed Bin Abdulaziz Hospital (PMBAH) in Al Madinah.
- Implemented Self-Service for Human Resources (SSHR).
- The National Family Safety Program (NFSP) established a Toll Free Child Helpline Service (116111).
- Launched of the New MNG-HA Intranet Portal.



- Successful separation of three (3) sets of Conjoined Twins.
- Launched of MNG-HA Unified Safety Management System.
- Activated Direct Inward Dialing (DID) & Direct Outward Dialing (DOD) Services at KAMC-Western Region and IABFH-Dammam.
- Launched of E-Employment Certificate Service through Oracle System...
- Launch of the Blood Bank System Hematos.

2015

- Opened King Abdullah Specialized Children's Hospital (KASCH) and implemented BESTCare EMR.
- Inaugurated King Abdullah International Medical Research Center (KAIMRC) and Central Laboratory Buildings.
- Medical Research Center and Central Laboratory Buildings.
- Launched of the Enterprise Archiving and Correspondence Tracking Solution (E-CTS).
- Activated eight (8) Transformation Program Projects.
- Established Bed Management Department.
- Established Nursing Transformation Program.
- Established Call Center at KAMC-Riyadh.
- Built an online MNG-HA Book of Measures Dashboard.
- Separation of two (2) sets of Conjoined Twins.
- Successful Mers-CoV Program.
- Launch of the Laboratory Information System Cerner Millennium in Prince Mohammad Bin Abdulaziz Hospital (PMBAH)

2016

- BESTCare has successfully went live in the in King Abdullah Specialist Children's Hospital and King Abdulaziz Medical City in Riyadh on January 2016.
- BESTCare Go-Live in in King Abdulaziz Medical City, Jeddah on May 2016.
- BESTCare Go-Live took place in Prince Mohammed Bin Abdul Aziz Hospital, Al Madinah on August 2016.
- BESTCare Go-Live both in King Abdulaziz Hospital, Al Ahsa and Imam Abdulrahman Bin Faisal Hospital, Dammam on December 2016.
- Separation of 5 sets of conjoined twins.
- Launched of MNG-HA Book of Measures 1st Edition & Dashboard.
- -Launch of the Clinical Data Warehouse System.
- Achieved HIMSS EMRAM Stage 6

2017

- Establishment of Command Center to receive calls concerning any delay in patient care.
- Operation of the Advanced Cardiac Imaging Center.
- 1st in the world to achieve DIAM Stage 6 as International benchmark for the use of Advance Digitization in Imaging IT to improve patient care.
- ISID has completed the development and operation of a system for ordering of blood units through an electronic health system in all health laboratories of MNG-HA.
- PNOC in Jeddah succeeded in completing 64 Autologous Bone Marrow Transplant.
- Launched of Cardiac Care Unit (CCU) in Al Madinah with a capacity of 10 beds.
- Launched of Biochemical Molecular Genetics Laboratory Services.



- Launched of 1st Clinical Nutrition Services Diet Manual in KAMC-WR on January 2018.
- Launching of IABFH/PHC Dammam pending Rejected Referral Escalation System on March 2018.
- MNG-HA Care Mobile Application in KAMC-CR on March 2018.
- Launched of KASCH Maintenance Department E-Services in KAMC-CR within the Self Services System under KASCH U&M Work Request on April 2018.
- KAMC-CR has been granted full accreditation by the Saudi Central Board of Accreditation for Healthcare Institutions (CBAHI) with outstanding performance and a score of 96.4% on May 2018.
- Patient Referrals from Family Medicine & PHC to KAMC-CR using BESTCare System on May 2018.
- PMBAH AI Madinah Laboratories amongst World Elite American Association for Laboratory Accreditation (A2LA) Accredited Organizations on September 2018.
- E-Registration Nursing Education Course System in KAMC-CR on 18 October 2018.
- Successful separation of Saudi Conjoined Twins (Shikhah and Shemoukh) in KAMC-CR on 25 October 2018.
- Launched one of the Nursing Quality Improvement Projects, "IV Cost Reduction" in KASCH, MNG-HA Central Region on 28 November 2018.
- Successful separation of Tanzanian Conjoined Twins (Aneisa and Melenes) on Sunday 23 December 2018.
- Achieved HIMSS O-EMRAM Stage 6.
- PMBAH Obtains the American College CAP Accreditation.
- Launched the expansion project of Al Madinah Primary Healthcare and Family Medicine Center.
- MNG-HA amongst the Top 15 Government Agencies in the Maturity Index of E-Government Services.
- KAMC-Jeddah has afforded the latest version of the robot (Di Vinci) as a first of its kind in the Middle East.
- PNOC succeeded in completing 64 Autologous Bone Marrow Transplant.
- In line with the Kingdom of Saudi Arabia efforts to fight the Covid\_19
  pandemic, MNG-HA has dedicated a specialized Covid-19 screening and
  treatment center in Khashmalaan, Riyadh.
- Launched the project of Artificial Intelligence Application to Improve Healthcare Services.
- Adult Mental Health initiatives during COVID19 Pandemic.
- MNG-HA has developed and launched an Enterprise Critical Lab Results Notification System (Takeed).
- In a scientific initiative, KAMC-Jeddah was selected by the International Academy of Cytology (IAC) for the Board Examination for physicians and medical laboratory specialists.
- Laboratory Information System (LIS) is a new project during MNG-HA digital transformation journey.
- PMBAH- Al Madinah successfully conducts an Implantable Hearing Aid Surgery.



- Bone Marrow Transplant Program in PNOC opened in March 2014. As of December 2019, PNOC has achieved treating over 175 cases.
   Prince Mohammed bin Abdulaziz Hospital has been fully accredited by the Saudi Central Board For Accreditation Of Healthcare Institutions (CBAHI) on March 2019.
- The 6th CAP Accreditation for King Abdulaziz Hospital Al Ahsa Laboratories on 21 March 2019.
- Opening of Autonomic Laboratory Unit at KAMC-Jeddah on 27 March 2019.
- HIMSS INFRAM Stage 6 on 07 July 2019 in Riyadh.
- HIMSS Outpatient-EMRAM Stage 7 on 08 July 2019 in Riyadh.
- MNG-HA Amongst the Top 15 Government Agencies in the Maturity Index of E-Government Services on 2nd quarter of 2019.
- Full Institutional Accreditation by the Saudi Commission for Health Specialties (SCFHS) in 2019 for Riyadh, Jeddah.
- King Faisal Cardiac Center (KFCC) in Jeddah were appreciated for the great contribution to International Conference for Intervention for Structural Heart Disease (PICS-AICS 2019) in the United State of America
   - San Diego on 19 September 2019.
- Successful separation of Libyan Conjoined Twins (Muhammad and Ahmed) on Sunday 14 November 2019.
- Imam Abdulrahman bin Faisal Hospital in Dammam succeeded in Robotic-Assisted Knee Replacement surgery as the first hospital to use this modern technology in the Eastern Province on 28 November 2019.
- Launched the New Emergency Coding System and the Unified Emergency Number (911) effective 04 Dec 2019 in PMBAH.

2021

- -Ministry of National Guard-Health Affairs (MNG-HA) celebrated Stage 6 Accreditation on both the Electronic Medical Record Adoption Model (EMRAM) and Outpatient Electronic Medical Record Adoption Model (O-EMRAM).
- -to launch the New Laboratory Information System project in Jeddah, Madinah, Al-Ahsa and Dammam After Being Launched in Riyadh.
- -In the framework of providing optimal healthcare services, with the highest quality and advanced technologies, the medical imaging department announces the opening of the Diagnostic Imaging Unit at the Emergency Care Center at King Abdulaziz Medical City − Riyadh.
- -The Ministry of National Guard Health Affairs ranked third among the top five government agencies in the stage of integration between the group of health services, which numbered 11 government agencies.
- -The Ministry of National Guard Health Affairs participates in the inauguration of the first ventilator that was manufactured in the Kingdom with international specifications.
- -The Ministry of National Guard Health Affairs is the first health system in the world to obtain (HIMSS) Stage 7 accreditation outside the United States.
- -The Ministry of National Guard Health Affairs and SDAIA launched the excellence program for Artificial Intelligence in cardiac diseases and strokes.



# MNGHA HealthcareFacilities MAP

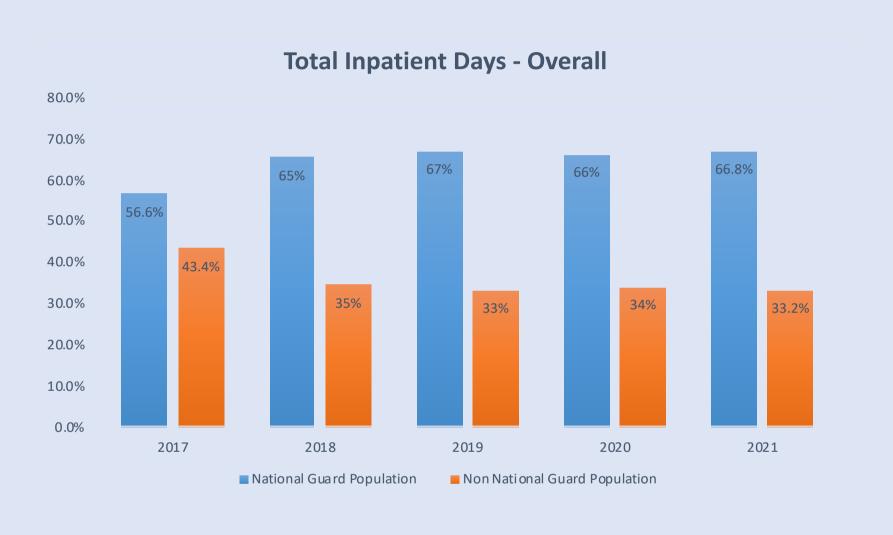




## Health Indicators AMONG MNGHA 2021



### Contribution of National Guard Health Affairs to the Non National Guard Population



We can see that the Notional have been extending their services to cover non notional guard population reaching %30 of their inpatient capacity to serve for high specialized services like transplant , oncology and advanced cardiac services.

### Health Indicators

#### By Hospitals

	Admission	Outpatient Visits	Emergency Room Visits	Surgical Operations	Day Care Surgery
MAIN HOSPITAL RIYADH	54,631	1,050,840	234,810	27,848	15,067
KAMC JEDOAH	22,064	326,523	64,648	9,624	4,211
PMBAH AL MADINAH	9,508	107,130	66,494	4,232	2,025
KAH AL AHSA	10,610	171,128	47,973	4,743	2,177
ABPH DAMMAM	6,972	79,717	56,144	2,182	543









#### **AMBULATORY CARE SERVICES**

#### Introduction

It is the primary goal of Ambulatory Care Services to ensure that every possible effort is directed to fulfill its role in meeting the Mission Statement of the Ministry of National Guard Health Affairs in providing the National Guard personnel and their eligible dependents, as well as Out-patients referred from other healthcare facilities, with highest possible quality of tertiary healthcare while ensuring efficacy and proper utilization of resources. Equally important to the missions are the components related to medical and health education and the scientific research.

#### Achievements among MNGHA

## King Abdulaziz Medical City - Riyadh



**Provide** (Level of timely access to highly integrated care.)

- Moved the Neuro-Surgery division to clinic 404 to get space for surgery department in 3rd floor to expand and open new clinics in order to reduce the waiting lists.
- Planning to move the OB/Gyne clinics into the Women Hospital once it is open in 2022 to get space for some services to expand.



**Implement** (The level of digital health implementation.)

- Started the Project of Tele-Health Clinics.
- Started implementing the IVR service in KAMC to limit the No-Show.
- COVID-19 Vaccination Center and Swapping clinics
- Been part of HIMSS AMAM Stage 7 ACS Department.

# King Abdullah Specialized Children's Hospital – Riyadh



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• King Abdullah Specialized Children Hospital in Riyadh scoring the highest across MNG-HA system (85.61%) for Patient Experience Survey.



Provide (Level of timely access to highly integrated care.)

- For the 2nd Year, KASCH continued to have zero (0) waiting list (patients due for appointment).
- KASCH continued to improved 4 weeks access to care in most of our Departments.
- Patient Services Quality office continue to function in monitoring daily referrals and MD orders.
- Created a dedicated Tele-Health clinic slots for each MRP that eligible for this services.
- Created Apheresis Clinic in the Adult Stem Cell Section.



**Implement** (The level of digital health implementation.)

• IVR Coverage (automated voice mail, reminder for all KASCH outpatient visits).





**Implement** (The level of digital health implementation.)

• Implemented Tele-health Clinics.



# **Anesthesia Department**Introduction

Anesthesia Department focused on establishing excellence in patient care, medical education and clinical research to meet the strategic plan of the National Guard Health Care System and our staff rendered their service with patient, working as expert in providing the Anesthesia in Pre-operative Program, in the main Operating Theatres, Caesarean Specialty Theatres and in Day Surgery Unit.

Our primary goal is to serve the patients with the finest care through collaboration with all the members of the healthcare team and utilization of continuous quality improvement principles. To achieve these goals, Anesthesiology Department is a key partner in providing evidenced based in clinical care for the post-operative patient, effective pain management for all the patients and education for the young men and women seeking a challenging and outstanding Anesthesiology Residency Program, and we are committed to the full integration of our interests in clinical practice, medical education and research.

#### Achievements among MNGHA





**Emphasize** (Level of health promotion and prevention.)

• Preparedness for COVID-19 in wards (20, 21, ICU).

#### King Abdulaziz Medical City – Jeddah



**Provide** (Level of timely access to highly integrated care.)

- Cool Radiofrequency machine –demo- provided, and new procedures will be performed.
- Provided Trigeminal Neuroglia pt. & RFA Treatment as day surgery procedure- DSU O.R.

#### Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



**Provide** (Level of timely access to highly integrated care.)

- MRI Compatible. (1 Monitor)
- Disposable Glide Scope.
- Supply tracking System (Barcoding)



**Implement** (Level of timely access to highly integrated care.)

• Implemented Tele-health Clinic.

# **Bed Management**

## Introduction

Bed Management Department is leading a collaborative process of assessment, planning, facilitation and care coordination to meet individual patients/families' needs through a comprehensive communications with different departments and services to promote a cost effective discharge process while maintaining high quality standards of clinical care.

#### Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

\$

Emphasize (Level of health promotion and prevention.)

• Initiated and full compliance of COVID-19 vaccination for NGHA patients allocated at all four (4) Long Term Care Facilities.

**Achieve** (Excellence achieved in military health services.)

• Call Center for Southern Border Soldiers had improved process workflow by having access of Rehabilitation and Imaging Services, which improve appointment system services by having southern border clinic in Dirab and UmAlhamam.







Provide (Level of timely access to highly integrated care.)

• All admissions (Elective, Immediate, ER, Day Care and Transfer from other hospital) were clinically operated and did not single out/cancelled the OR procedure whereas, most services had shut down due to the pandemic.



Deliver (Level of high quality, safe, innovative care and exceptional experience.)

- (4) Long Term Care Hospital Facilities Coordination Services
- Multi-Disciplinary Team visits per week for each four (4) facilities for ventilated and non-ventilated patients

 Medical Coordination had successfully launched MOH EHALA system in full capacity



**Promote** (Level of sustainability, resilience and value.)

• (4) Long Term Care Hospital Facilities had successfully achieved full implementation of medication request through Business Center.



**Implement** (The level of digital health implementation.)

• In participation and collaboration with the IT Department as one of their In-Patient Operational data pervasiveness for the data analytic, wherein, had successfully achieved in granting the MNG-HA Accreditation for HIMSS AMAM Stage 7 Validation represented and led by the Deputy



Chairman-Clinical and Quality, Audit and Improvement Section of the department.

- Implementated automated process team documentation input through BestCare system.
- Hospital Visitor Pass System.
- Discharge Office.
- Command Center had enhance the workflow process by adapting and implementing the CISCO Finesse and CISCO Jabber system to monitor the total number of cases received and missed calls by each agents to centralized and standardized quality control and coordination of care.

## King Abdullah Specialized Children's Hospital – Riyadh



Provide (Level of timely access to highly integrated care.)

- Opened four (4) additional beds in the discharge lounge.
- Established dedicated four (4) Burn Unit beds in PICU B52.



**Promote** (Level of sustainability, resilience and value.)

• Established Bed Management Department Webpage.

#### King Abdulaziz Medical City – Jeddah



**Provide** (Level of timely access to highly integrated care.)

- Prepared the Departmental Contingency Annual Plan for the Winter Resilience.
- Stability of the Average ER Boarding time (12.3) hours for the last two quarters (Q2&Q3-2021).
- A new outsource center was added administratively to the Bed Management Department called (CCSMC) for the NG Long Stay Inpatient (32 beds)
- Burn Unit returned to normal admissions on 03.10.2021
- AMU resume the admissions on 10.10.2021.
- Transferred more than (10) Long Stay ICU Ventilated patients to the MOH and Private Hospitals via EAHALTY SYSTEM on June 2021 to accommodate more Critical COVID-19 cases.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Maintained the 2020 plan for EAHALTY CALL CENTER to cover both departments Eligibility and Medical Coordination during the regular duty hours.



**Promote** (Level of sustainability, resilience and value.)

- Reduced the number of (Bed Blockers LOS > 30 days) for the third guarter of 2021.
- Increase the Bed Turn Over Rate (BTR) and decrease the Average Length of Stay (ALOS) in most surgical wards after enhancing the Same Day Admission (SDA) CEO-Led Project.



**Implement** (The level of digital health implementation.)

- Commenced a new project called the "Advanced Case Management Program" to improve the patient flow and be compatible with the new WECARE program and the Patient Experience Vision.
- Advanced Case Management Program:
- o The aim of this improvement project is to escalate and facilitate difficult to discharge cases or a special case that required multidisciplinary care in order to maximize patient experience throughout the patient stay

#### **Cardiac Sciences**

#### Introduction

Cardiac Sciences provides comprehensive cardiac care for adult and pediatric patients. committed to providing the highest quality core for patients and their relatives in professional, safe, efficient and teamwork environment.

In order to be a Global Leader in transformational cardiac surgical care by integrating excellence in clinical care, teaching, research and innovation.

#### **Achievements among MNGHA**

#### King Abdulaziz Medical City – Jeddah



**Provide** (Level of timely access to highly integrated care.)

- KFCC was able to develop and progress in the following clinical areas:
- a. Combine the coronary care unit with adult cardiac ICU to accommodate more critical cardiac medical and surgical patients and provide best patient care.
- b. Increase utilization rate of admission in the available clinical units, registered 100% frequently.
- We were able to maintain stable and adequate patient care services with the desired quality and safety measures despite of COVID-19 pandemic restrictions and limited resources as following:
- a. Maintained all cardiac clinical functions and completed all elective waiting list procedures in Cath Lab, EP and Cardiac Surgery with utilization rate averaged 75-100% (limited nursing/technician manpower)
- b. Established pathways and guidelines formulated by Cardiac Sciences' different clinical areas with clear settings of COVID Pandemic arrangement and strategies.
- c. Cardiac anesthesia team is providing an excellent form of collaboration & assistant to the main anesthesia and OR teams to achieve the hospital objectives (Improve Dental OR list, Renal Transplant program, and others)
- Outpatient Department in the KFCC in terms of opening new clinics.
- a. Opened daily Rapid Access Clinic in Adult Cardiology that increased clinic capacity by 25% to accommodate all new patient visits within 4 weeks and decreased long list of follow-up visits to less than 3 months.
- b. Additional of 3 clinic sessions in Adult Cardiology and 1 clinic session in Cardiac Surgery due to scholarship returnees.







- Launched of STEMI Program integrated with MOH (Ehalaty System) on October 17, 2021.
- o First case through STEMI Program was received from Al Thager Hospital on 11th November 2021, procedure was successfully carried out and transferred to CCU in a stable condition.
- KFCC was recognized internationally for the live cases transmission presented at prestigious international meetings.



**Implement** (The level of digital health implementation.)

• Implemented Telehealth Clinic in Heart Failure Program.







#### **Dental Services**

#### Introduction

As a part of the Ministry of National Guard Health Affairs, the aim of the Dental Services is to provide the Ministry of National Guard personnel and their dependents with the highest quality of primary, secondary and tertiary dental and maxillofacial surgery services, while ensuring accuracy and proper utilization of our available resources.

# Achievements among MNGHA



#### King Abdulaziz Medical City - Riyadh

Provide (Level of timely access to highly integrated care.)

- 116 dental clinics being utilized in College of Dentistry, KSAU-HS for the Dental Postgraduate Education residents.
- Added three (3) extra Oral and Maxillofacial Surgery (OMFS) clinics every week to cover the needs of Medically Compromised Patients (MCP) in KASCH.
- Added four (4) employee dependent clinic.
- Added three (3) Craniofacial Cleft Lip and Palate clinic in KASCH.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Added joint-Sleep Apnea Clinic in the main hospital.
- Family Dentistry Residency Program has been fully accredited Program by SCFHS.



Promote (Level of sustainability, resilience and value.)

Dental Operating System (DOS) has been operational for resources utilization and monitoring.



**Implement** (The level of digital health implementation.)

Employee ER and dependent/MPD clinic booking appointment thru MNGHA portal.





**Provide** (Level of timely access to highly integrated care.)

• Started & established Endodontic clinic.



Deliver (Level of high quality, safe, innovative care and exceptional experience.)

• Started The National Dental Assistant Program in cooperation with Saudi Commission for Health Specialties.

#### King Abdulaziz Hospital – Al Ahsa



Achieve (Excellence achieved in military health services.)

• One (1) extra South Border clinic in addition to the 8 clinics from 17:00 to 20:00



**Provide** (Level of timely access to highly integrated care.)

• Additional 4 OMFS clinic to replace OR and Day surgery until the new Maxillofacial Consultant.

#### Imam Abdulrahman Bin Faisal Hospital – Dammam



**Provide** (Level of timely access to highly integrated care.)

• Total patient seen in the department for the year 2021 increased by 61.09% with total of 3,739 compared to the year 2020 which had a total number of 2,381 patients seen.



# **Emergency Medicine**

# Introduction

The Emergency Medicine Department provides care to all eligible patients who is presented to the department. Our state-of-the-art facility continued to experience developmental and expansion changes which are best summarized by the continued ongoing restructuring efforts and the successful operations of our services.

## Achievements among MNGHA



# King Abdulaziz Medical City – Jeddah

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Activation of CDU (Clinical Decision Unit)

#### Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



#### **Emphasize** (Level of health promotion and prevention.)

• First responder course for non-medical hospital staff as well for the community.



**Provide** (Level of timely access to highly integrated care.)

- 24/7 emergency response coverage within the hospital premises.
- Significant increase in number of patients visiting the emergency department (from 9000 to 75000) visits per year.
- Coverage of PHC for ambulance emergency response.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Clinical Pathways is ongoing.
- Weekly Educational Activity.
- Weekly Mock Codes.
- Monthly M&M cases review & Departmental Meeting.
- Airway workshop.
- Emergency Medicine courses and workshops in Madinah Region.
- Emergency Medicine courses and workshops in Jeddah Region.
- EMS practice protocol development
- Contributed in recognition of PMBAH by SCFHS as a training center.
- Full staff certification for life support courses: BLS, ACLS, ATLS & PALS.
- Initiation of skill maintenance program.
- Emergency Department Residency Program.
- Ultrasound hands-on.



#### **Promote** (Level of sustainability, resilience and value.)

- Improved non- emergency long distance patient transfer service by decreasing the waiting time more than 50%.
- Established system for to control and monitor medical items foe proper utilization and planning to reduce cost.













#### **Implement** (The level of digital health implementation.)

• Opened channel for direct communication with Red Crescent to enhance mutual aid and cooperation.



# King Abdulaziz Hospital – Al Ahsa

**Provide** (Level of timely access to highly integrated care.)

- 64% consultant coverage of night duties despite short of staff.
- Fully functioning Respiratory Screening Clinic with a Booth and gate barrier to screen ARI cases.



### Imam Abdulrahman Bin Faisal Hospital – Dammam

**Provide** (Level of timely access to highly integrated care.)

• Total patient visit has increased by 20.5% for the year 2021 compared to 2020.



- Established a Dispatcher System for the EMS and establishing a new location for it.
- Starting a comprehensive EMS reform and development plan that should take full effect over 3 years.



**Promote** (Level of sustainability, resilience and value.)

• Started Electronic Requisition System for Emergency Medical Services.

# Family Medicine & Primary Healthcare Centers Introduction

The Family Medicine and Primary Healthcare Department provides preventive, therapeutic and rehabilitative care to Ministry of National Guard population, through primary care centers placed in Central, Western, and Eastern Regions.

#### Achievements among MNGHA

King Abdulaziz Medical City – Jeddah



**Emphasize** (Level of health promotion and prevention.)

- In order to efficiently control and organize the COVID-19 pandemic process, the Preventive Command Center has been establish since May 2020. Strategic planning and decision-making that are related to the COVID-19 pandemic are the main core functions of its operation. Services also include generating statistical reports on a daily basis through the center's statistics unit for continuous monitoring and improvement.
- Continuation of Fever Clinics at all PHC centres- WR, which provides screening for suspected COVID-19 cases and ensure the application of prevention and control measures for all PHC centers' visitors. The fever clinics at Iskan Jeddah and Iskan- Taif are running 24/7.
- Clinical Assessment Team (CAT) and Home Isolation Team (HIT) serve as the first line contact with COVID-19 patients. These teams work in collaboration with KAMC-Jeddah, the team provides initial assessment, emotional support, medical referral and follow-up for non-hospitalized COVID-19 patients



#### Achieve (Excellence achieved in military health services.)

• Continuation of Hemayah team services, to provide medical care and support for all military units in the WR, and promote their emergency and preventive readiness, ensuring that all precautionary and preventive measures against COVID-19 are taken. Additionally, securing logistic needs during the COVID-19 pandemic. It includes five teams; (1) field supervision and prevention team, (2) investigation and tracing team, (3) clinical assessment team, (4) home isolation team, and (5) logistic support team.



#### **Provide** (Level of timely access to highly integrated care.)

- Successful running of Tele-Health clinics, initiated primarily at Specialized Poly Clinics (SPC), and later expanded to include all other PHC centres in the Western region.
- Expansion of Dental services at SPC-PHC to include 9 new dental clinics under the operation of PHC-WR.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Started We Care system as part of patient experience program.



**Implement** (The level of digital health implementation.)

- Tele-Health Clinics in all PHC Centres in the Western Region.
- Started a new radiology system integrated with BESTCare.



#### Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

**Emphasize** (Level of health promotion and prevention.)

- Percentage of employee vaccinated for influenza was variable among the different years
- Screening rate of high risk patient for diabetes using HbA1c increased by 90 % 2018-2019



- Achieved 99% patient satisfaction rate for three consecutive years and was the highest among the whole National Guard regions.
- We achieved 97% of employee that finished their pre-employment medical examination within 2 weeks by the end of January 2021.
- Initiated Home Health Care services under Family Medicine Department-PMBAH.
- Initiated Stress Management Clinics for trainee.

#### King Abdulaziz Hospital – Al Ahsa



**Emphasize** (Level of health promotion and prevention.)

- Continue providing of family medicine and dental services.
- Maternal and child health services through OB/Gyn & Antenatal Care, Post-delivery care, essential children Vaccination, well baby care and screening and school screening
- Full management of diabetic patients and patients with multi-chronic diseases in Advance Family Medicine clinics.
- COVID-19 screening & swabbing of patients at PHC Al Ahsa Kadsiyah Clinic.



**Achieve** (Excellence achieved in military health services.)

- Military medical care through ongoing operation of the Shadqum Range Clinic, military training clinic and pre-employment military screening.
- Established Military Training Center at King Abdullah Military City accessible to BESTCare System.



**Provide** (Level of timely access to highly integrated care.)

Activated Respiratory Clinic at PHC Satellites Kadsiyah Clinic.

• Mental Health Clinic.



- Continue providing of specialties care services such as: Dermatology & Psychiatry
- Continue contribution in pre / post graduate clinical and academic training.
- Contribution and assistance of three scientific researches.
- Activated quality of care and patients safety committee.
- Implemented staff satisfaction questionnaire.
- Advanced Family Medicine clinics for advanced cases.



**Promote** (Level of sustainability, resilience and value.)

• Continue implementing of Saudization plan in PHC manpower.



**Implement** (The level of digital health implementation.)

- Provided further services on NGHA mobile application including ROI documents, open and update of medical files, and medications refill.
- Activated Telehealth Care Clinic.



# Imam Abdulrahman Bin Faisal Hospital – Dammam

**Emphasize** (Level of health promotion and prevention.)

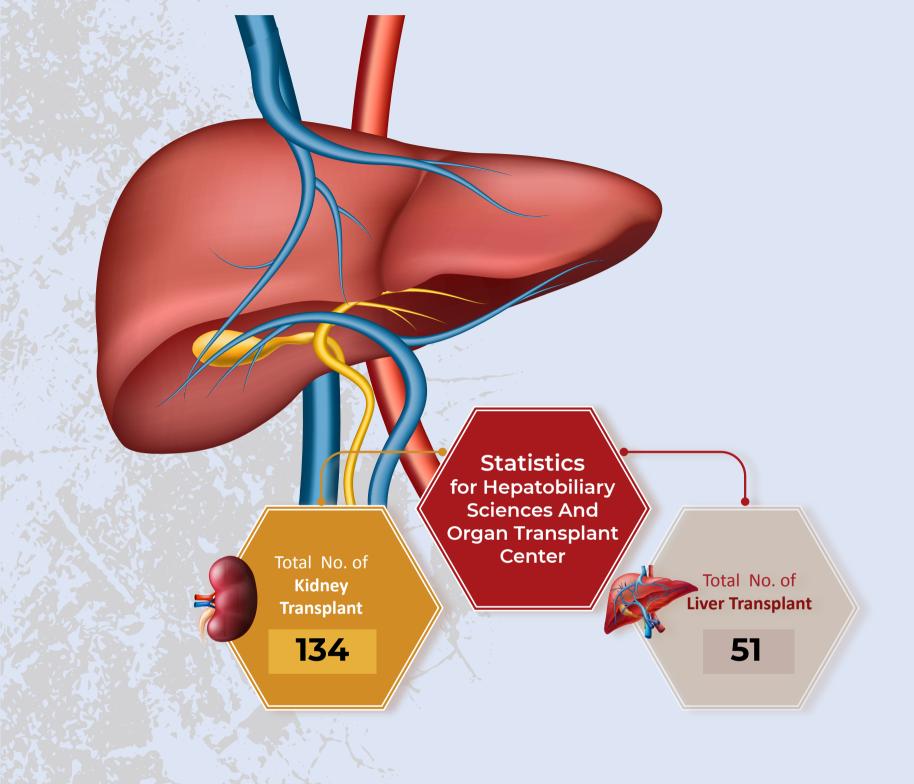
- Relocated Employee Health Clinic from IABFH Hospital to Dammam PHCC.
- All Family Medicine Clinics transferred to Dammam PHC.
- Gave the seasonal flu vaccination to all health personnel and patients.
- Launched Pre-travellers Swabbing for PCR to all NGHA staff.



**Achieve** (Excellence achieved in military health services.)

• Vaccination of recruits and soldiers in the battalions and in the PHC.





# Hepatobiliary Sciences and Organ Transplant Center Introduction

The Department of Organ Transplant and Hepatobiliary Surgery is dedicated to provide the highest quality of patient-centered, safe, and effective tertiary surgical and medical care in the areas & of Hepatobiliary diseases, liver and kidney transplantation in a timely, efficient and equitable manner.

Our primary commitment is to the employees of the MNGHA. The department also endeavors to promote continuing medical education, postgraduate, training, medical research and public health education.

#### Achievements among MNGHA



**Provide** (Level of timely access to highly integrated care.)

• Provided all transplant patient with Instant communication channel to communicate their concerns and requests which resulted in a major drop in walk in patients to clinic.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Renal Transplant Fellowship Accreditation
- Started the new program of Surgical Renal Transplant Fellowship and recently underwent Re-Accreditation of the program.
- All kidney donor are being done with laparoscopic procedure.

#### **Home Health Care**

#### Introduction

The Home Health Care Program is a hospital-based, community program, which was established in March 1994 to facilitate discharges from the hospital and for continuation of patient's care. It was developed to include as goals, not only to decrease hospital length of stay but also to reduce patient's visits to E.R., re-admission to hospital, visits to outpatient clinics and laboratories and also as an alternative to hospitalization, i.e. palliative care and IV therapy.

The service offers a multi-national and multidisciplinary service to patients and their families. Services include nursing, respiratory, occupational therapy, clinical nutrition and social works. A full time support palliative care doctors is available for consultation and home visits. A clinical pharmacist for patients on Warfarin and for consultation: When patient develop new symptoms, the patient is referred to HHC physicians & nurses to eliminate emergency visits to the hospital. Nursing and Respiratory staff are accompanied by male Patient Representatives/Interpreters (Saudi nationals) who may assist with translation, social and cultural issues.

#### Achievements among MNGHA



#### King Abdulaziz Medical City – Riyadh

Emphasize (Level of health promotion and prevention.)

• Covid -19 home vaccination Campaign.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Activated Home Health Care Call-Center
- Enhanced current I.V. Program by start using AccuFuser pump for Antibiotics medications at homes.
- Advanced Home Health Care Diploma for nursing.
- Established TPN program by using Smart pumps at homes for TPN patient.



**Implement** (The level of digital health implementation.)

• Used QR codes & Barcodes to register visits (Start/End Time, patients Requests) by using an online forms (Lead to stop paper wasting and reduce documentation time).

# entricine

#### King Abdullah Specialized Children's Hospital

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Launched Satisfaction survey of caregivers.
- Expanded HHC-KASCH Rapid Response team Project.
- Expanded virtual Pediatric Home Health.
- Blood draw for high risk patients during Covid 19 patients care visit.
- Development of Home Supply Services System.
- Expanded Enzyme Therapy Program.
- Enhanced HHC IV antibiotic utilizing IV smart pump TPN patients.
- Prepared videos to be used as education materials in Feeding tube home skills program project.
- Exchanged the old TPN Infusion Pump with new pump called (Micrel).
- Fabricated supportive mobility for patients under HHC-KASCH Occupational Therapist.
- Collaboration between HHC-KASCH and Mental Health Department to support HHC patients' caregivers.
- Collaboration between HHC-KASCH and Oncology and Orthopaedic department in Independent heroes project.
- Trained HHC Nurses to train caregiver to improve patients care.
- HHC-KASCH is presenting a new program lead by the occupational therapist, targeting Pediatric oncology and Orthopaedic patients, post operation patients who has movement difficulties to Improve mobility & Independency.
- Home monitoring program of patient with congenital heart disease varies from Home procedures to quality care monitoring at home.
- Feeding tube home skills program:
  - o Explain Tube Feeding indications, insertion procedure and the different tube types (NGT, GT, GJ).
  - o Describe the daily care needed for a feeding tube.
- o Describe the steps for feeding tube care including flushing, giving medications, giving a feeding, changing the tube, and the dressing.



**Implement** (The level of digital health implementation.)

• Collaborated with Quality and Patient Safety Separtment to build HHC Dash board.



#### King Abdulaziz Medical City – Jeddah

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Respiratory Therapy Service.
- Social Worker Service
- Nutritional Service

# व्यविद्या

#### King Abdulaziz Hospital – Al Ahsa

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Collaborated with Pediatric Department covering TPN patients.
- Corporate Quality Project to Establish HHC with Obstetrics and Gynecology Department.
- Respiratory services.
- Social worker services

# **Intensive Care Unit (ICU)**

#### Introduction

The Intensive Care Department admits critically ill patients from the emergency room, operating rooms and other ward areas. It is committed to provide the highest level of care according to international standards, ensuring optimal use of its beds and promoting evidence-based practice in all aspects of Intensive Care, in order to provide exemplary safe and high quality care for critically ill patients, utilize cutting edge innovation and research to improve patients' outcome, educate tomorrow's leaders in the management of acute life-threatening illnesses, and promote critical care profession locally and worldwide.

#### Achievements among MNGHA





Provide (Level of timely access to highly integrated care.)

- Respiratory Intensive Care Unit (RICU) Opened in December 2020; is a newly commissioned 15-bed intensive care unit, which was built to safely care for patients with infectious diseases. It is a state of art unit, well equipped to manage all levels of infectious diseases such as COVID-19, and all airborne transmitted illnesses. All rooms are negative pressure with the latest technology to monitor the patient outside of the room thus decreasing exposure to health workers without compromising care to the patient. RICU is also the primary unit for the ECMO (Extracorporeal Membrane Oxygenation) program that was set up to manage severely compromised patients with respiratory failure who were unable to be manage by conventional ventilator support.
- RICU patient room / Counselling Room: the RICU patient room which was designed mainly to be the primary unit for respiratory disease for the patient who needs to be isolated in a negative pressure room. The patient room is equipped with all needed high advanced technology to be able to monitor the patient from inside and outside (taking into consideration healthcare provider exposure).



- Simulation and Patient Safety: ICU simulation project is designed mainly to allow the acquisition of clinical skills through deliberate practice rather than an apprentice-style of learning. Simulation tools serve as an alternative to real patients, in a safe simulation environment, with advanced technology and high fidelity mannequins. A trainee can make mistakes and learn from them without the fear of harming the patient. A monthly schedule is being arranged with different learning topics for ICU multidisciplinary team members (residents, fellows, nurses, & respiratory therapists), such as safety patient scenarios, skill training sessions (for example; central line insertion and intubation), and clinical scenarios.
- Critical Care Initiatives: Those are a different ICU led projects aim to improve patient care & experience a facilitated workflow, standardized practice among all National Guard regions, monitor processes and outcomes, creation of multidisciplinary teams, automation way of documentation. It is also a collaboration between different stakeholders from physicians, nursing, respiratory therapists, physiotherapists, Clinical Information Management department and Data and Business Intelligence Management department. Those initiatives are the following: (ICU early mobility program, physician handover application in BESTCare system, ICU daily goal sheet, improving the care of ventilated patients NASAM bundle, Neuro Critical Care project, ECMO project, Critical Care ultrasound project, and SCREEN project).



#### **Implement** (The level of digital health implementation.)

- I-protect Project; it is using advanced technology to connect the patients on the ward to the I-protect command center 24/7, and notifying them about the patient's clinical situation, to be able to capture the clinical deterioration early.
- I-protect Monitoring Room; which is designed for the I-protect command center team to be connected to the patients and nurses on the floor.
- ZYARATI (Patients and Family Video Conferencing): This is an ICU led project that aims to offer a safe and convenient approach to communicate with a patient and their family virtually especially during the time when the hospital visit was restricted during COVID-19 pandemic. Implemented in the different regions over the Ministry of National Guard. More than 10,000 video calls were done between the ICU patients and their family in 2021, with the family satisfaction rate of 85%.



#### King Abdulaziz Medical City – Jeddah

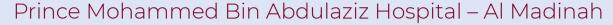
**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Used Virtual ICU Program to communicate between patients & their families virtually.
- Maturation of ICU simulation teaching program.
- Management of over 191 critically ill patients with COVID-19 for the year of 2021.
- Conducted REPLENISH Trail as the pilot study was published in Clinical Nutrition ESPEN journal in Aug. 2021.



#### **Implement** (The level of digital health implementation.)

• Completed The National Approach to Standardize and Improve Mechanical Ventilation (NASAM) initiative to implement evidence-based practices to reduce complications associated with mechanical ventilation in critically ill patients.





**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Participated in training of medical residents from Medical, Surgical & OB/GYN residency programs who are rotating in the ICU as per their rotation schedules.
- Established Covid ICU Isolation Ward.

#### Imam Abdulrahman Bin Faisal Hospital – Dammam



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Post Neurosurgical Critical care patient's management started in the unit.



**Promote** (Level of sustainability, resilience and value.)

• We have expanded our ICU bed capacity in the COVID pandemic period to total ten (10).



**Implement** (The level of digital health implementation.)

- CLMA (Closed loop medication administration): Barcode scanner to ensure all medication administered consistently using hospital code as well as unique order ID generated from BESTCARE with the benefit of decreasing error and increasing patient safety.
- Integration of bedside vitals and ventilator data into BESTCARE.
- MASIMO SET ROOT Platform: It is a powerful, expandable patient monitoring and connectivity hub that integrates an array of technologies, devices and systems to provide multimodal monitoring and connectivity solutions in a single clinician centric platform. Root's plug and play expansion capabilities allow clinicians to centralize patient monitoring by bringing together advanced rainbow SET Pulse CO-Oximetry, brain function monitoring, regional oximetry and capnography measurements on an easy to interpret customizable display empowering clinicians with more information for making patient assessments.

# **Medical Eligibility**

#### Introduction

Medical Eligibility Department was established to facilitate the process of accepting referred non-National Guard patients for tertiary medical care based on clinical criteria and according to hospital capacity to ensure that priority is given to those patients that are of greater need for our expertise and resources and maintain their eligibility as long as their medical condition require tertiary care.

#### Achievements among MNGHA



**Provide** (Level of timely access to highly integrated care.)

• Procedures for Extension of Eligibility and Continuation of Treatment thru eligibility office and to be arranged with MRP.

**Promote** (Level of sustainability, resilience and value.)

• Increased manpower to have (2) eligibility officers and (1) coordination officer.

#### King Abdulaziz Hospital – Al Ahsa

Promote (Level of sustainability, resilience and value.)

- Initiated database using Dashboard for Medical Eligibility and Coordination.
- Provided a high quality training.

**Implement** (The level of digital health implementation.)

• Computerize all Medical Eligibility and Coordination cases and link them to Best Care.

#### Imam Abdulrahman Bin Faisal Hospital – Dammam

**Implement** (The level of digital health implementation.)

- The eligibility continuation system add new services for MRP to extend the services through Bestcare.
- New cases can be submitted through NAFATH system.













# **Medical Imaging**

# Introduction

The Medical Imaging Department provides a comprehensive range of high quality Diagnostic, Interventional and Therapeutic Radiology. The management is responsible to the MNGHA and community to maintain its service excellence through its up to date Radiological practices in order to provide quality and excellence in our Radiological and Imaging Services and to support the clinical programs.

#### Achievements among MNGHA





**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Successful replacement of the old PACS system with the most updated PACS with functions that meet IA and safety measures.
- Obtained ACR Accreditation for Breast Imaging.
- Implemented De-escalation Plan Post Covid-19 Pandemic.
- Established ER Ultrasound.



Promote (Level of sustainability, resilience and value.)

Cyclotron Infrastructures and Licensing

#### King Abdulaziz Medical City – Jeddah



**Provide** (Level of timely access to highly integrated care.)

• Additional extra session in CT and MRI to accommodate the increasing Oncology demand of back log from Pediatric recovery plan.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Introduced RAPID- CT software for stroke.
- Installed New Fluoroscopy Unit.



Promote (Level of sustainability, resilience and value.)

- Installed new PACS System with its business Intelligence Functions.
- Replaced old equipment.

#### Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



**Provide** (Level of timely access to highly integrated care.)



• Expansion for Ultrasound rooms to be 5.

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Nuclear Medicine Section.
- Established Interventional Unit.
- Dexa Scan unit for bone mineral densitometry, Requested and still in process.

#### King Abdulaziz Hospital – Al Ahsa



**Provide** (Level of timely access to highly integrated care.)



• Expansion of Nuclear Medicine.

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Dual Energy CT scanning.
- SPECT Gama Camera.



**Promote** (Level of sustainability, resilience and value.)

• Replacement of all equipment.



#### Imam Abdulrahman Bin Faisal Hospital – Dammam

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• One (1) ultrasound machine (EPIQ ELITE) were delivered and received on February 24, 2021. Training of Sonographers was conducted by the Specialist Engineer in March 8 – 10, 2021.



**Promote** (Level of sustainability, resilience and value.)

• GE was replaced by PACS - New Change Healthcare System. PACS training was conducted face to face by Change Healthcare Engineers from July 26 - 29, 2021. The GO live was July 30, 2021.

# **Medicine Department**

#### Introduction

The Department of Medicine support the organizational vision and mission statements encompassing quality, education, research and leadership. Also provides outpatient, inpatient, consultation services, and additional supporting services including day case diagnostic and interventional procedures, and training and education of medical students, interns, residents and fellows from various specialties in order to provide timely, patient-centered collaborative care, and to be leading the best Health Community Welfare and Customer satisfaction to Ministry of National Guard employees and dependents through providing best patient quality of care, enhancing health providers' health education, and research promotion.

#### Achievements among MNGHA

King Abdulaziz Medical City – Riyadh



**Emphasize** (Level of health promotion and prevention.)

• Diabetic educator appointed for internal medicine clinics



**Provide** (Level of timely access to highly integrated care.)

- Expand Home sleep studies from 4 to 8.
- Addition of 2 ACC Outpatient Clinics for Geriatric Medicine.
- Outpatients Internal Medicine Clinic Expansions:
  - o 14 clinics were added There are now 39 General Internal Medicine clinics per week
  - o 1 Additional ARAC clinic; 6 daily Ambulatory Rapid Access clinics (ARAC) post discharge.
  - o 3 Telehealth clinic for virtual consultations.
  - o 4 Microspeciality clinics (Allergy/Immunology, Stroke, Thrombosis clinics).
  - o 2 IM pre-anesthesia clinics.
  - o 2 Diabetes educator clinics to improve management of diabetes.
- Pulmonary Rehabilitation expansion.
- Sleep lab expansion.
- Opened new virtual diabetes educator clinics in addition to bone and metabolism clinics, diabetic clinics, Thyroid Cancer Clinics, lipid and pancreatic.
- ER access to book 2 slots/clinic/week in ALL IM clinics.
- Winter resilience plans; White weekend initiatives
- Combined Hematology and Pulmonology multidisciplinary clinics

- Established one General Nephrology Clinic.
- Opened New Clinics (Laser Photo-dermatology and Triage Clinic).
- Telehealth clinic to continue virtual consultations post-pandemic.
- Spasticity and Multiple Sclerosis clinic operated in full capacity.
- Medico-dental multidisciplinary sleep clinics
- Screen all Diabetic patients for retinopathy.
- Manometry Esophageal/Anorectal & Spyglass



- Accessibility of the Comprehensive Geriatric Assessment (CGA) form in the Best Care System
- Constantly provide service to KAMC long-term patients housed in Care National Hospital (CNH) and Riyadh Care Hospital (RCH). Weekly visits supervised by the Division of Geriatric Medicine are being conducted for continuity of care.
- Extended the stroke code window to 24 hours using Thrombectomy Stroke Code pathway.
- Academically our Pulmonology division members published more than 43 articles in peer review journals for year 2021. Also conducted 2nd Diffuse Parenchymal Lung Diseases Day 2021.
- Established Geriatric Medicine Fellowship Program (Accredited by Saudi Commission for Health Specialties) which will commence in January 2022.
- Dedicated consultant led internal medicine consultation service with 24/7 consultant cover.
- COVID-19 clinical services: vaccine centre clinical leader.
- All residents has been promoted to the next level.



**Implement** (The level of digital health implementation.)

• Utilized RAPID software for neuroimaging interpretation.



#### King Abdulaziz Medical City – Jeddah

Provide (Level of timely access to highly integrated care.)

- Started new service for severe asthma clinic (a multidisciplinary clinic design for patient with severe asthma consist of:
- 2 Consultant Respirologist + Immunologist + PFT Technician and Health Educator in ACC Clinic every Tuesday.
- Post-COVID clinic every Thursday combined with General Internal Medicine.
- Increased unit overall utilization rate.
- Started New Multidisciplinary Rheumatology clinic with Ultrasound and Health Promotion.
- Decreased the waiting time for urgent Endoscopic procedures.
- Eliminated waiting time endoscopy.
- Launched Acute Medicine Unit Phase 1 (5-patients).

- Established Autonomic Laboratory (the only Lab in the Middle East for Acute Stroke Service).
- Established specialized clinics for Epilepsy, Extra Stroke Prevention, Multiple sclerosis, Movement disorders and Extended EEG monitoring.
- Launched Diabetic Center-Phase 1 and increased numbers of Endocrinology clinics by 25%.



- Acquisition of new endoscopic ultrasound machine and performing 53 EUS Biopsies and record number of cases EUS.
- New implemented microbiology laboratory tests improved ID diagnosis for infectious Diseases Division.
- Established Kidney Transplant Program.



Promote (Level of sustainability, resilience and value.)

- Decreased no show and rate of procedures cancellation.
- Changed the process of booking and reinitiating the endoscopy module thus emanating. redundancy and improving numbers and quality of procedures.

# Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



Provide (Level of timely access to highly integrated care.)



• Establishment of Haematology/Oncology Services, with administration of Chemotherapies in Adult Day care unit.

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

Participated in Joint Commission International Accreditation (JCIA), April 2021.

#### King Abdulaziz Hospital – Al Ahsa



**Provide** (Level of timely access to highly integrated care.)

• New Post Discharge Clinic in Cardiology Section.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Successfully managed COVID 19 patients admitted in KAH during the pandemic.



# **Obstetrics & Gynecology**

## **Obstetrics & Gynecology**

## Introduction

Obstetrics and Gynecology Division has a large clinical practice with a diverse population which offers medical students, residents, and other health care providers ample opportunities for learning both formally and informally. Physicians in the Division of General Obstetrics & Gynecology provide a wide range of consultation services, diagnostic and therapeutic, and well-woman care including routine gynecological exams, low risk and high risk obstetrics care, RFL, family planning, treatment for gynecological infections and menstrual disorders, office hysteroscopy and labor room coverage with consultant 24/7 and minimally invasive gynaecologic surgery, minor and major gynaecological surgeries.

## Achievements among MNGHA

#### King Abdulaziz Medical City - Riyadh



**Provide** (Level of timely access to highly integrated care.)

- Effective use of virtual clinic for gynecologic cases during COVID-19 Pandemic.
- Zero pending referrals.
- Increased clinic day from 2 full day clinic per week into 3 full day clinic per week.



- Continued an operational plan and implementing agreed on patient flow for COVID-19 cases including managing Elective and Emergency Cases.
- High Risk Obstetric Surgical Team (HROST): a multidisciplinary specialized team that provides services to patient with suspected/confirmed placenta accrete spectrum and patients who had previous complicated surgical history going for caesarean section.
- Fellowship in Urogyne & Reproductive Female Surgery: this is a three-year academic program with an objective of providing adequate training in consultation services and comprehensive management of women with pelvic floor disorders.
- Pre-implantation Genetic Diagnosis (PGD) Testing / Pre-implantation Genetic Screening (PGS).
- Oncology Fertility Preservation Clinic (Oocytes freezing).

Advanced ART (Verification of blastocyst).

## King Abdulaziz Medical City – Jeddah



**Provide** (Level of timely access to highly integrated care.)

- Established IVF unit.
- Fetal Therapy Unit

## Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



**Provide** (Level of timely access to highly integrated care.)

- Ob/Gyn clinics running at PHC twice a week.
- Established Feto Maternal Ultrasound unit.

## King Abdulaziz Hospital – Al Ahsa



**Provide** (Level of timely access to highly integrated care.)

- Addition of Pre-Conception Clinic.
- Starting First Visit Clinics for All Consultants.
- Established Perinatology Service.

## Imam Abdulrahman Bin Faisal Hospital – Dammam



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Established 16 CPG (Clinical Practice Guidelines) in addition to publish it in the MNG-HA intranet & implement them at corporate level to all Ob/Gyne departments in MNG-HA.



#### **Implement** (The level of digital health implementation.)

- E-CTG centralized monitoring is being established through all the regions of MNG-HA.
- The Ob/Gyne PACS system has gone live since Sep. 13, 2020 and now Ob/Gyne Ultrasound is completely separated from Medical Imaging Dept.



## Oncology

## Introduction

Oncology Department is providing personalized patient and family centered quality care to patients with cancer and blood disorders for the Saudi Arabian population, and other eligible patients. To improve and pursue excellence in cancer care through evidence, research, and quality improvement. To promote and propagate education and research and to discover and implement innovative treatment advances and laboratory research aimed at curing and preventing cancer and blood disorders. Our major areas of Oncology is the following:

- Adult Hematology
- Adult Medical Oncology
- Radiation Oncology
- Gynecology Oncology
- Palliative Care
- Stem Cell Transplant

#### Achievements among MNGHA

## King Abdulaziz Medical City - Riyadh

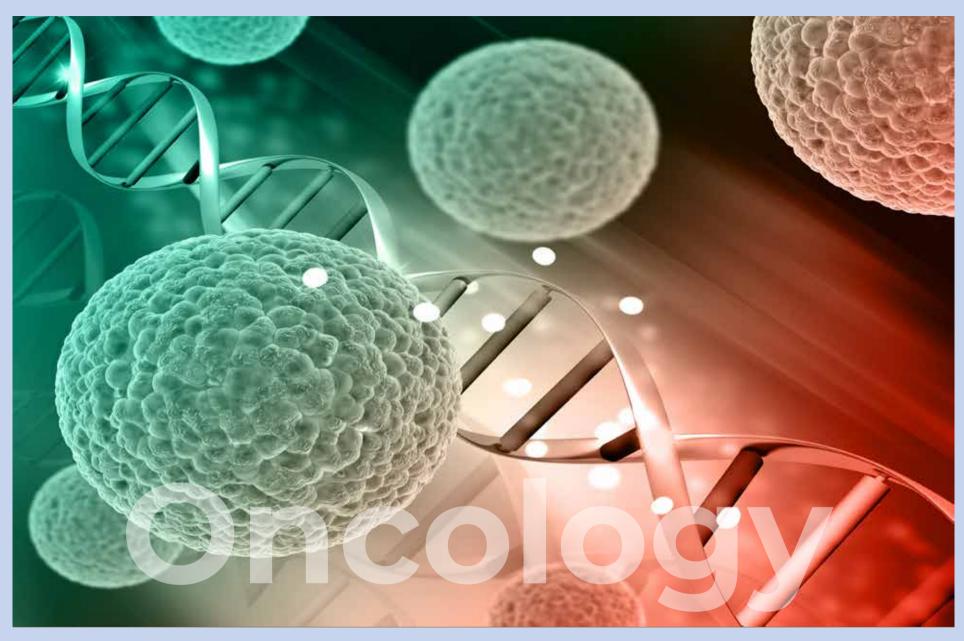


Provide (Level of timely access to highly integrated care.)

- Extended hours for outpatient clinics during COVID-19 pandemic.
- Added medication refill request clinic (15 slots per AM session only from Sunday to Wednesday)
- During COVID-19 crisis, palliative care accepted all referrals from all departments including Internal Medicine, GI, Hepatology, Hepatobiliary, Surgery and others including all support/comfort care patients in order to create more capacity for COVID-19 patients in KAMC.
- Expansion of the outpatient intensive chemotherapy program achieving better bed utilization and shorter length of stay.
- Sickle Cell Anemia under Hematology.
- IV iron clinic.
- SCT/Oral medicine Clinic started June 2021
- GVHD clinic: dedicated only for the assessment of patients with acute and chronic GVHD started January 2021.
- Launched new apheresis unit in KASCH.



- Reviewed and updated the chemotherapy protocols guidelines.
- Haplo-identical stem cell transplant for sickle cell anemia patients: Very complex type of transplant and performed in few centers in the world. There are 9 patients transplanted successfully by this method so far (6 transplanted in 2021). We have





launched a clinical trial using this type of transplant in sickle cell disease and thalassemia patients as part of international consortium.

- Transplant for Autoimmune disorders: This is a new program launched in 2019 to treat patients with non-hematologic disorders who are refractory to conventional medical therapies. 3 patients with a multiple sclerosis were treated successfully by autologous stem cell transplant and there are currently two active transplant cases. Next step we are considering transplant for patients with autoimmune rheumatologic disorders such as systemic sclerosis as there are more supporting evidence of benefit of SCT in these disorders.
- FACT (Foundation for Accreditation for Cellular Therapy) accreditation: cellular therapy international accreditation program.
- Active Breathing Coordinator (ABC) technique for Left-sided breast cancer patients.
- Cancer Control and Outreach: The first oncologist led model cancer genetic clinic in the kingdom is now fully functional.
- Initiated the International Foundation Medicine (FM) Tumor Board
- Initiated the Neuroendocrine Tumor Board.



#### **Implement** (The level of digital health implementation.)

- Integration of virtual outpatient clinics to regular outpatient clinics.
- Integration of Tele-genetic clinic for follow up and result clinic aiming to reduced the no show rate.

## Princess Noorah Oncology Center (PNOC) at KAMC-Jeddah

Specializing in acute cancer care, Princess Noorah Oncology Center serves patients suffering from solid tumors, lymphoma, leukemia, and blood diseases. It provides a holistic approach to cancer therapy tailored to the individual needs of the patient.



Provide (Level of timely access to highly integrated care.)

- Created clinics and tumor boards:
  - o GU Entry
  - o Sarcoma
  - o GI
  - o Thoracic
- Enhanced Recovery After Surgery (ERAS) for Gynecology Oncology, in order to reduce the length of hospital stay after surgery and speed patients' return to normal daily activities without increasing complications, or readmission rates.



- Reduced Intensity and Haploidentical Allogeneic Blood & Marrow Transplantation.
- Provided Matched Related Donor Transplant.
- Started Hemoglobinopathy Transplant Program.
- Established Site Specific Program Management.
- Established Cancer Genetics Clinic.



## **Pathology and Laboratory Medicine**

## Introduction

The Department of Pathology and Laboratory Medicine is committed to providing state-of-the-art Laboratory services with the best reputed and internationally recognized Institutions. This department provides complex and esoteric laboratory tests appropriate for a tertiary care and referral Medical Center for the people of Saudi Arabia. The department is continuously evolving to meet the challenges posed by the expansion in Clinical Services including Organ Transplantation, Specialty Children Hospital, Maternity Hospital, Trauma Center, Neurosciences and comprehensive Oncology Program.

The laboratories have maintained compliance with CAP/AABB throughout the period since 1986. They are also accredited by JCI and CLBB from CBAHI the National accrediting body. This distinction makes this department unique in the Kingdom and in the Middle East.

## Achievements among MNGHA

## King Abdulaziz Medical City – Jeddah



- Improved the blood culture analyzer by introducing and validating two Bactec blood culture machines.
- Successfully conducting the 10th re-accreditation cycle of the Collage of American pathologist (CAP) with 100% virtual inspection without any deficiency reported as well as the 9th. Re-accreditation Cycle of Association for the Advancement of Blood & Biotherapies (AABB).
- Validation in progress Next Generation Sequencing Technology is being for NIPT testing, Myeloid Panel, Solid Tumor Panel.
- Donor services has been improved by adding new hemoglobin analysis technology that gives more precies and accurate measuring for hemoglobin level in the donors called EFK Hemo Control Hemoglobin Measuring System.
- Launched Estimated Glomerular Filtration Rate (eGFR) for adult patients to assess the Chronic Kidney Disease Epidemiology Collaboration (CKD-EPI). This test will give better understating of the glomerular filtration.
- Infectious molecular unit implemented the FVL/FII mutation on GeneXpert Infinity testing.
- MGIT 960 BacTec TB culture machine was received and validated.





## Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Histopathology department expanded the services of immunohistochemistry from a panel of 70 protocols to reach 100 optimized validated protocols which detect the presence of a specific protein marker that assist with accurate tumor classification and diagnosis.
- Histopathology department started using specific dissected microscope and tools to support and assist Imaging-guided percutaneous renal biopsies procedures.

## King Abdulaziz Hospital – Al Ahsa



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Passed CAP and CBAHI re-accreditation.
- Therapeutic Apheresis is in advanced stage of starting.

## Imam Abdulrahman Bin Faisal Hospital – Dammam



- Microbiology instruments integration with LIS using MALDI-TOF for bacterial identification that reduce identification time to less than one hour from obtaining fresh isolate.
- One extra room is added to core lab to create more space to existing instruments, helping staff improving their practice, plan to add new service e.g. protein electrophoresis.
- Kwik diff staining newly used which will reduce semen analysis TAT to 3 days instead of 7 days.



## **Pediatrics Department**

## Introduction

The department aims to provide optimal pediatric medical care to inpatients and outpatients and to perform appropriate procedures in the high dependent units and day care area. Apart from Residency Training Program, the aim is to have fellowship training programs in most sub-specialties. Specialty clinics are held as well as several outreach clinics.

The Department of Pediatrics strive to create, evaluate, apply and disseminate the latest information and technology in medicine and seek to collaborate with others in improving the present and future health of children in the Kingdom.

### Achievements among MNGHA

### King Abdulaziz Medical City – Jeddah



Implement (The level of digital health implementation.)

• Implemented Virtual Technology for Out-Patient Care, Students, Resident & Fellows Education and Departmental Meetings with success.

### Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

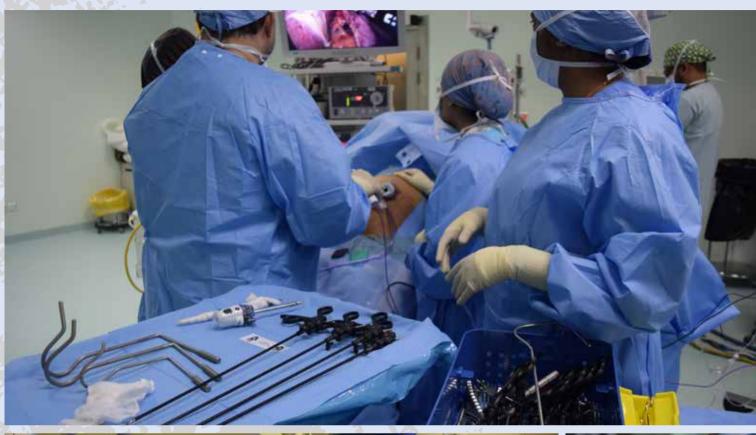


- Participated in Patient Safety Award with our project titled: Monitoring of Late Onset Sepsis in infants with Birth Weight less than 1500gms (VLBW).
- Contributed regularly to Pediatrics Cardiac Charity missions organized by King Salman Charity Centre.
- Published more than 20 papers in peer reviewed journals.
- Supported the Pediatrics Cardiology service in KAMC-Jeddah.
- Started New-born screening program in collaboration with central region.

## Imam Abdulrahman Bin Faisal Hospital – Dammam



- New Clinic for Healthy Child
- New clinics has been established in Out Patient Department:
  - o Screening started June 2021
  - o Refill (Home Meds Supply) started July 2021
- Pediatric Cardiology Clinic.







## **Surgery Department**

## Introduction

Surgery Department are obliged to deliver the best possible comprehensive and sustainable surgical service for all patients eligible for treatment. Also to provide the Saudi Arabian National Guard and eligible dependents with the highest quality of surgical care and to provide care to eligible patients suffering from diseases requiring tertiary care, and to promoted medical education, training and research.

### Achievements among MNGHA

### King Abdulaziz Medical City – Jeddah



- Hyperthermic intraperitoneal chemotherapy (HIPEC) surgery is a two-step procedure that treats certain cancers in the abdomen. Cancerous tumors are surgically removed, and then heated chemotherapy drugs are applied directly inside the abdomen to eliminate the remaining cancerous cells.
- Rezum is a minimally invasive transurethral water vapour therapy for benign prostatic enlargement which uses thermal energy for treatment.
- Implantable hearing aids are devices with a surgically placed component that replaces the receiver of a conventional hearing aid and directly stimulates the ossicular chain, round window, or cochlear fluid.
- Baha is a technology that combines a sound processor with a small titanium fixture implanted behind the ear.
- Awake brain surgery, also called awake craniotomy, is a type of procedure performed on the brain while you are awake and alert.
- Robotic Surgeries including Urology, General Surgery, ENT and Gynaecology
- Fellowship in Spine Surgery.
- Updated Neuronavigation System for Skull Base Surgeries.
- Neurophysiology and Intraoperative Monitoring.



## King Abdulaziz Hospital – Al Ahsa

**Provide** (Level of timely access to highly integrated care.)

- Established new COVID Clinic.
- OR Pathway.
- Started First Visit Clinic.



## Imam Abdulrahman Bin Faisal Hospital – Dammam

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Launched CORI Robotic-assisted Total Knee Arthroplasty.



# Clinical Nutrition Services Introduction

Clinical Nutrition Department compromises of qualified and skilled dietitians. They are available to consults all aspect of patient's nutrition care including assessment, recommendations for nutritional management and implementation of therapeutic diets within the hospital. The registered dietitian is functioning as a key member of the multi professional team, attending daily rounds, managing complex nutrition therapies by producing and monitoring enteral feeding regimen. They create the highest quality of nutrition care through their commitment to patients and their families.

The department provides nutrition service both for inpatient (wards) and for outpatient (OPD) and it has become integral part of patient care who is dedicated to providing the highest quality patient-focused nutrition care, to advancing the practice of clinical nutrition, and to educating future dietitians and other healthcare providers.

## Achievements among MNGHA

King Abdulaziz Medical City – Riyadh



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Provided Nutrition care for patients during COVID-19 Pandemic.
- Clinical Dietitians Participated as members in the Heart Transplant program (2020-2021).
- Nutrition screening and monitoring updated for all regions and with the collaboration of nursing Department.



**Implement** (The level of digital health implementation.)

- Initiated Digitalizing Education materials committee for all regions as a part of CEO led initiatives projects.
- Uploaded 13 education materials on web-links to share with patient in virtual clinic.

#### King Abdulaziz Medical City – Jeddah



- Started new Endocrine Nutrition Clinics, 10 clinics per week.
- Established nutrition services for Gastroenterology Specialized Adult Clinic and Oncology outpatients.

• Dietary service collaborated well with expanded long stay patients, home health care, renal patients, and evening services.



**Implement** (The level of digital health implementation.)

- Created a digital computerized educational material.
- Virtual public educational material for patients.





**Provide** (Level of timely access to highly integrated care.)

• Created One Carbohydrate Counting Clinic (CHO COUNT CLINIC) and two Telehealth Services Clinics.

## King Abdulaziz Hospital – Al Ahsa



**Provide** (Level of timely access to highly integrated care.)

• Established three additional virtual clinics to assess, instruct and follow up with the patients and improve the quality of service.





# **Facilities Management**

## Introduction

Facilities Management workshops are equipped with tools, machines & heavy equipment with adequate space that gives improvement in quality and boost efficiency. The department operating its own warehouse for easy coordination and increase productivity to achieve on-time project completion.

Facilities Projects task is to deliver and execute all in-house projects like renovation, modification, refurbishment, construction, fabrication, with quality and cost effectiveness. There are Eight (8) sections under the department such as Carpentry, Mason, Painting, Floor Laying, Electrical, Plumbing, and HVAC/Metal & Upholstery to support the whole operations.

Utilities & Maintenance Department is in charge with the management of main and auxiliary services such as electricity, ventilation and air conditioning, hot and cold water supply, steam, compressed air and medical gases. Maintenance of all fixed, moveable equipment, facilities, infrastructures, building structures, drainages and non-medical equipment's. Ensuring the operational condition of all utilities and equipment's for the satisfaction, safety and high-quality environment of the hospital for patients, staffs, and visitors beside to provide responsible stewardship for the long-term preservation and growth of premises.

### Achievements among MNGHA

King Abdulaziz Medical City - Riyadh

### **Project Task force**

\*\*\*

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

Created Virtual Clinic for doctors in NGCSC (Um Al Hammam Clinic).



**Promote** (Level of sustainability, resilience and value.)

- Completed power saving project with Tarsheed in Main Hospital.
- Replaced all pumps and central panels in ACC and Cardiac pump room.
- Managed to integrate the chronic ventilators into our Nurse-Call-System successfully in RICU.

## King Abdullah Specialized Children's Hospital - Riyadh

#### **Utilities and Maintenance**



**Promote** (Level of sustainability, resilience and value.)

- Maintenance contract for the equipment of the central sterilization department.
- Service Contract for Building Management System at KASCH Hospital.
- Connected control of Treated and Domestic Water Pumps to KASCH BMS (Building Management System) at Hospital Utility.
- Upgraded the transport and lifting system of the wastewater storage tanks for radiotherapy by adding four self-controlled pumps.
- Installed and testing commissioning Nurse Call system in Unit 67 Endoscopy and Public address system at outpatient pharmacy at KASCH.
- Installed new PLC system to control clean steam generator in Utility building.
- PLC System for clean steam.

## King Abdulaziz Medical City – Jeddah

## **Project Task force**



**Promote** (Level of sustainability, resilience and value.)

- Chemo Pharmacy Princess Nora Center (In-house project).
- Hospital words refurbishment (In-house project with U&M department).
- Labor and Delivery Expansion (Phase1&2).
- Transfer Refill Pharmacy (In-house project).

- CCTV cabling all hospital areas (In-house project).
- Delivery Expansion (phase 1) (In-house project).
- New OR Store (phase 2) (In-house project).

## Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

## **Project Task force**



**Promote** (Level of sustainability, resilience and value.)

- Flu clinic building.
- Dialysis Center.
- Discharge Pharmacy.
- Yanbu New Building Expansion.

#### **Utilities and Maintenance**



**Promote** (Level of sustainability, resilience and value.)

- Operated Yanbu Primary health care center at desire time.
- Replaced two new Petra chillers to make more comfortable working environment for Main Building 102.
- Installed new Reverse Osmosis chiller to operate / Hemodialysis unit 24/7.
- Provided documentations by following ASHRAE Standard 62.1 for international accreditation JCIA.
- For Housing staff, Military gates, communication rooms, BDR, portable cabins, Mosque, Replace all HVAC splits units.
- Kept the PMBAH water systems safe from microbial contamination through effective control and disinfection method.
- Followed the maintenance schedule correctly to maintain the performance of the equipment.
- Achieved safe work environment in all our area with zero injuries.
- All diesel tanks has been inspected and certified through an approved company.
- Installed new Dosing System at PHC Madinah.







## King Abdulaziz Hospital – Al Ahsa

#### **Utilities and Maintenance**



**Promote** (Level of sustainability, resilience and value.)

- Supply & installation of new electrical elevators (phase 1 elevators # 7 & 8) at KAH, is completing in November 2021.
- U&M has participated in the completion of the Covid-19 vaccination center at KSAU-HS, Al Ahsa
- Repaired High Voltage Cable of Igniter in Boiler No.1 and replaced the Circuit Breaker 1000 ampere at New Housing in PSS7.
- Rectified the defected MS-1 server at Public Address System by the alternative solution and the system is in operation; the required SPR has been raised for new replacement of MS-1 server.
- Replaced accessories "pressure gauges, safety relief valves, and PRVs" on main LPG pipelines.
- Replaced the pressure regulator valves PRVs for the drinking booster pumps in main RO plant .
- Replaced the defected pressure tank for the external housing drinking distribution pumps.
- Replaced the defected check valves of the cold transfer pumps in main underground area.
- Transferred all non-stock materials from U&M supervisor Bldg. 242 to LCCR BMS room, used as store for Fire alarm and Electronics sections materials/tools and spare parts.



- Installed new door intercom system in ER, which was urgently needed in order to control entry/exit patient and visitors.
- Fabricated a covers for the chillers motorized valves.
- Provide power of newly installed Bone Mineral Density Machine in Medical Imaging.
- Rectified the detached PVC flooring at internal staircases at building B314, B316, B319 & B321.
- Fabricated and installed two (2) heavy-duty access doors at pump room located in housing area.
- Replaced the relay switch & breaker switch in pressure line leak at Hemodialysis RO plant.
- Replaced the float Switch for High & low Level Break Water Tank # 2 at Hospital Main RO Plant.
- Relocated CO2 gas detector from Lab BLB 01 to the blood donor area in GLB02.
- Relocated data loggers for the refrigerators at the lab BLB01 to BLB29&30.
- ERH-5721-2013 Replace conventional to addressable Fire Alarm System in Bldg. 330, 331 & 332; supply and installation and internal programming of fire alarm system from convectional to addressable is completed, commissioned and the system is in normal operation.
- Replaced the Hydraulic Elevators to Electrical Elevators in Hospital Building.



# Health Information Management Introduction

Health Information Management provides a process of ensuring safeguard, maintaining the privacy, confidentiality and security, management of all patients' clinical records within the Ministry of National Guard Health Affairs (MNGHA) and its affiliated facilities. The Mission of Health Information Management is to obtain, manage and utilize patient information in an effort to enhance and improve individual and organizational performance in patient care, administration, management and support processes.

### Achievements among MNGHA

## King Abdulaziz Medical City – Riyadh

**Implement** (The level of digital health implementation.)

- Sick Leave forms have been integrated into SEHA Platform automatically.
- Adding "New Baby Registration" E-Form to Best Care System.
- Pre-School Screening through SEHA Platform designed by ROI.

## King Abdulaziz Medical City – Jeddah



**Implement** (The level of digital health implementation.)

- Referrals Request for Ticketing Expenses: HIM-WR is helping on providing old copies of referrals for National Guard employees and their dependents in order to get compensated for their travel expenses.
- Assigning a full time staff to assist researchers on finding the ICD-10- Codes for their research proposals and retrieve the old files for them from the offsite storage.

## King Abdulaziz Hospital – Al Ahsa



Implement (The level of digital health implementation.)

- Requesting Brief Medical Report thru the MNGHA Care Mobile App.
- Releasing Brief Medical Report thru the MNGHA Care Mobile App.



# **Nursing Services**

## Introduction

Nursing Services is an essential and significant part of Healthcare Organization that includes the promotion of health, prevention of illness and care of ill, disabled and dying people. Advocacy, promotion of a safe environment, research, participation in shaping health policy, and health systems management are key nursing roles.

Nursing Services provides state of the art practice of medical care services to the MNG personnel, their dependents and other eligible Saudi Arabian population for inpatient /outpatient departments.

The nursing workforce allocation based on acuity and the service provided. The nurse-to-bed ratios and Nursing hours are valid indicators of Nursing workforce allocations.

## Achievements among MNGHA

## King Abdulaziz Medical City - Riyadh



Emphasize (Level of health promotion and prevention.)

- Commissioned the vaccination hub.
- Commissioned dedicated Respiratory IC.



Provide (Level of timely access to highly integrated care.)

- Expansion of Dental and Ophthalmology OR.
- Established Heart Transplant services.
- Established High Risk Obstetric Surgical Team.



- Commissioned of Respiratory ICU and Creating Surge Capacity.
- Nursing Services in collaboration with medical services managed operations at the vaccination hub by providing nursing resources.
- Launched Enhanced Recovery Programs and it has become An Important Focus of Perioperative Management after Surgery Optimizing Various Protocols of Disease Programs.
- Launched the Well Resilient Nurse Program.
- Commissioned and Accreditation of Geriatric specialization.
- Commissioned Hybrid Cathlab and Operating Room.
- MNG-HA was accredited as a training center for the following Saudi Commission for Health Specialties Advanced Nursing Diplomas:
  - 1. Neonatal Care
  - 2. Adult Critical Care
  - 3. Cardiac Care
  - 4. Oncology Care
  - 5. Emergency Care (Re- Accreditation)
- The Saudi Commission for Health Care Training Academy has Accredited MNGHA as a Training Centre for the Healthcare Assistant Program for This Program with 28 Approved Participants.
- MNGHA Successfully Achieved The Reaccreditation From The CBAHI With an Outstanding Performance.





Implement (The level of digital health implementation.)

• Adoption of Telehealth Care Services for Outpatient Clinic and Primary Care.

## King Abdullah Specialized Children's Hospital – Riyadh



**Provide** (Level of timely access to highly integrated care.)

- Commissioned Ward B83, Pediatric Complex Care.
- Pediatric Rapid Response Team (PRRT).
- Tele-Health Program in ACC.
- Pediatric Flu COVID-19 Unit (KEFSU).
- Pheresis Treatment Unit.
- Pediatric Medical Day Treatment Unit.
- Developed Adolescent to Adult Transition Service Piloted in Endocrine and Rheumatology.
- Tele-Med in ACC to support a streamlined process of access to care.



**Implement** (The level of digital health implementation.)

- I CARE
- I SURGE
- ERAS Program
- I PROTECT

## King Abdulaziz Medical City – Jeddah



- COVID Drive thru clinic in ED.
- Fever clinic in RU.
- Respiratory unit to accommodate inpatient positive COVID.

- Oncology POWER pediatric pts are triaged and managed in ED during the COVID.
- Staff health clinic: Self-booking system including staff dependents and Opening of DM clinic, Antenatal Clinic.
- Staff health clinic new upgraded telephone units with speakers in all Doctor's rooms.
- Telehealth clinic in Onco OPD.
- Expanded 2 beds in ward 15 to serve BMT pts, covered by W25 nurses.



#### Implement (The level of digital health implementation.)

- ED received 5 new GE cardiac monitors in RU, and 3 in Resus unit.
- ED got all monitors' modules changed in Resus, RAZ, and IC units.
- New WIFI access points in Oncology& ED units to support closed loop initiatives.

## Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



- Chemotherapy services for Oncology patient.
- Relocation of Isolation Intensive Care Unit to Isolation Ward (Ward 3).
- Resumed full bed capacity operation.
- Launched Pediatric Dialysis Services.
- Telemetry system has been installed and (6) Telemetry devices
- Virtual Clinics for Outpatient.
- Same Day Admission program to minimize delay in operations.
- Increased bed Capacity to 21 beds Ward 4.
- Isolation Ward Adjusted bed capacity 14 Beds for COVID 19 patient.
- Ward 6 Resume operation of ward MPD and BC and Surgery extension.







**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Zero Hospital Acquired Pressure Injury 2021.
- Success of Bedside balloon Atrial Septostomy.
- Commissioned new ICN progress 90 %.
- Virtual triage drive through is established at ER entrance



Implement (The level of digital health implementation.)

- New emergency Coding system.
- Zeyrati application to allow virtual visits for patients and families.
- (Cyanotic congenital Heart Disease) test for all newborn babies.
- Automated discharge process.
- Medication Tracer System (Jira System).
- Bedside Monitors (Phillips) integrated with BestCare.

## King Abdulaziz Hospital – Al Ahsa



- Started with telehealth clinics in OPD with the aim of converting all virtual clinics to telehealth clinics.
- Implemented Home Health Care Program in collaboration with Obstetrician, Home Health Care and Nursing.
- Implemented a remote vaccine center serving eligible employees and the community.
- Created ante rooms in 33-bed converted Isolation Ward in preparedness for epidemic/pandemic.
- Merged medical step down and CCU to an increased bed capacity to 16 beds.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Created the overall hospital heavy lifting response team to ensure support and safety for patients.
- Nursing Education identified Clinical Resource link Nurses for each unit/ward to champion change and quality.



**Implement** (The level of digital health implementation.)

- Successful introduction of Close-Loop Medication Administration.
- Implementation of HIMSS-EMRAM (Healthcare Information Management Systems Society Electronic Medical Record Adoption Model). This is a barcode scanning technology used to generate labels for expressed breast milk to ensure correct milk is given to right patient.
- Implemented Newborn Discharge Automated Verification using Bar Code Scanner in collaboration with HTM Central Region to ensure safe discharge of neonate to right mother.
- Integrated Vital Signs and other physiological parameters in Philip's Cardiac Monitors and CCRT Devices to BESTCare.
- Barcode scanning application software for closed-loop medication administration.





**Provide** (Level of timely access to highly integrated care.)

• OPD has been added 34 Clinics.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Established Patient Central monitoring system in Ward 6 beds.

## **Operations Development**

## Introduction

The basic function of the Operations Development, is to access, analyze and evaluate procedures and processes for all operational activities also, to determine whether results are consistent with organization's established vision, mission, and objectives, and whether the procedures are being carried out as planned with high quality and minimal operating cost by linking operational best practices with performance enablers, that provides a platform for operational excellence, continuous improvement. It is yet helpful to adopt four (4) different complementary views of Operations:

- 1. Resource view focuses on the assets utilization in the operation.
- 2. Process view highlights the operation's activities used in transforming inputs to outputs.
- 3. Performance view of the operation used to evaluate outcomes and correct variances between what is done and what should be.
- 4. Innovation & Development is improving the healthcare experience through increasing patient access and engagement, enhancing relationships between providers and the people they serve, and doing this while reducing costs and improving outcomes through outstanding technology.

Components and elements of the Operation Development Department are:

- Resource Management
- Process Management
- Performance Management
- Innovation & Development

### Achievements among MNGHA



**Implement** (The level of digital health implementation.)

• 2nd phase pf the new automated space allocation system at KSMC-JED to be linked with all concerned departments



- Submitted a full analytical study on:
- 1. Enhancement of project management process and performance at KAMC-JED.
- 2. Improvement of healthcare waste ( Medical and General waste ) at KAMC-JED.
- 3. Role and responsibilities of facility management at KAMC-JED.

# **Patient Services**

# Introduction

Patient services is one of the essential part of the MNGHA hospitals and with its main function To provide Saudi National Guard personnel, MNGHA employees and their eligible dependents with the highest quality of healthcare service in all areas covered by patient services and continuous quality improvements.

The department's main function is to provide services in the following areas such as:

- Central Registration
- Dental Appointment
- Appointment
- Patient Information Centre
- ER Registration
- Schedule Maintenance
- Patient Escort
- Morgue

# Achievements among MNGHA

King Abdulaziz Medical City - Riyadh



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Initiated wheelchair lending system and SMS for wheelchair lending (on progress).
- Integrate the hospital Health information system with the National information Center (NIC).
- ER/ main registration extended assistance in opening files for covid-19 test for patient sitter.
- Accepted trainees as part of training program managed by training and development department.

# King Abdullah Specialized Children's Hospital – Riyadh



- Prerequisite for Tele-Health Clinics Quality Team is currently extending assistance in coordinating with patients (through calls) related to their appointments based on the lists given by the concern Tele-health clinics
- Utilized Virtual private Network (VPN) for those employees working from home.
- ER/ Main Registration extended assistance in Opening Files for COVID-19 Test for Patient Sitter and list of weekly report were duly submitted through email to Medical Eligibility.

# King Abdulaziz Medical City – Jeddah



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- · Activated Telehealth .
- Moved to Phase II by 100 % in Process sharing and request tracking system for patients' medical reports and escalating systems for the physician and department.
- Created and implemented plan for ticketing and expenses office through creating an APP and ESTC.
- Enhanced patient escort electronic system to track the number of requests and time of the request and employee performance.
- Worked on a plan with IT department and HR department to separate MRN number and Badge Number for staff in KAMC-Jeddah.
- Created waiting list for hospital and OPD patients for their appointments.
- Activated automated stamp system for ROI.
- Established the New Expansion for Dental Clinic in PHC.
- Established the New Vaccines Center.

## King Abdulaziz Hospital – Al Ahsa



Deliver (Level of high quality, safe, innovative care and exceptional experience.)

- Registration Vaccine Center.
- Patient Compensation Service.
- Tele health clinic has been activated.

# Imam Abdulrahman Bin Faisal Hospital – Dammam



- Participated in COVID-19 vaccination Center.
- Participated in creating the virtual clinics.

# **Pharmaceutical Care Services**

# Introduction

 Pharmaceutical Care Services renders comprehensive patient care through ambulatory care, decentralized inpatient care, clinical pharmacy services. It provides a unique and wide range of clinical and product services that are geared towards providing quality care in accordance with CBAHI & JCI Standards.

# Achievements among MNGHA

# King Abdulaziz Medical City - Riyadh

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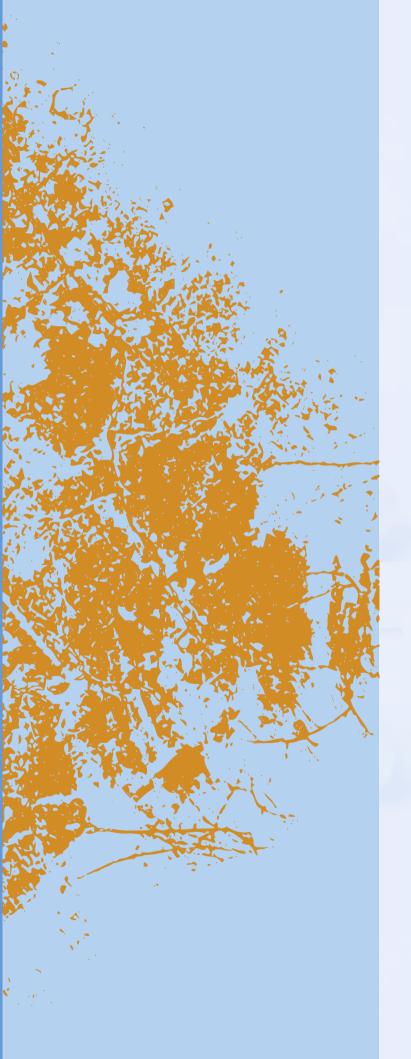
Deliver (Level of high quality, safe, innovative care and exceptional experience.)

- Integration of all pharmacies within/and across all regions to facilitate dispensing of medications for patients from the nearest area.
- Established a refill center in ACC pharmacy.
- Implemented tele-health pharmacy.
- Participated in Home Health Care TPN program services, discharge 10 patients on home TPN in 2021
- Participated in MNG-HA COVID vaccination centre.
- Implemented ADC in KAMC main narcotic room.
- New med book for dosing and monitoring neonatal patients.
- Updated IV manual and smart pump drug library.
- Participated in establishing OPAT system for Home Health Care.
- Add a new ADCs and new axillaries in some new units to cover our demands.
- Outpatient pharmacy is covering COVAX clinics.
- Outpatient pharmacy is covering the expansion of the infusion for 403 clinic.
- Upgraded Abacus System and TPN Compounder.



**Implement** (The level of digital health implementation.)

• Installed screens in ten different Pharmacy area to show periodical pharmacy quality data /report and to keep staff with most recent information (dash board).





- New icon has been added (Medication Leaflet) in Pharmacy webpage > Quality Improvement Section which will include English leaflet received from Logistics Contract Management.
- Implemented safety stock by using barcode verification during restocking of medications in ADC.
- Implemented automatic answering system (IVR) for dispensing refill medication after updating and integration with BEST Care in cooperation with outpatient pharmacy, Health Information Department and Communication Department.

# King Abdulaziz Medical City – Jeddah



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Established a refill pharmacy in Iskan Jeddah Poly Clinic to make it easier for a large group of patients to get their refilled medications
- Reduce waiting time and increase patients satisfaction by Establishing a fixed extension number to receive calls from patients who require refill for their manufactured items that helped to streamline the process of refilling manufactured items,
- Established a walk-in service for refill patients who face problem with refilling their medications through the application, and for patients whom medications cannot be sent via SMSA.
- Dispensed oncology patients' refill prescriptions in collaboration with the refill pharmacy to ensure hasslefree service for oncology/hematology patients.
- Launched the new Outpatient IV-Chemotherapy admixture area to prepare chemotherapy medications for outpatients in timely manner.
- Allocated a specific location in the diabetic center for the walk-in service for refill patients.



**Implement** (The level of digital health implementation.)

- Created a "WhatsApp" business account to answer patients' inquires related to the use of their medications.
- Implemented "WeCare" service for the first time in the WR to respond to all pharmacy-related issues addressed to the Patient Experience department.
- Established a new queuing system "QMATIC" in the outpatient pharmacy that organizes waiting time, enables us to monitor average patient time which is one of our key performance indicators, allows patients to relax while they wait for their turn, and gives patients better experience.

# Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



Deliver (Level of high quality, safe, innovative care and exceptional experience.)

- Implemented Allergy algorithm and code blue in the COVID-19 vaccine program.
- Improved safety by implementing protocols (new born, vanilla TPN, pre-eclampsia management).
- Medication Reconciliation (Best Possible Medication History for newly admitted patients).
- Application of temperature & humidity logger to monitor medication areas (Dickson Thermometer).
- Updated disaster plan based on the new coding system with integrated desktop announcement.



**Promote** (Level of sustainability, resilience and value.)

• Reduced expired items by redesigning stock levels and weekly expiry checks.

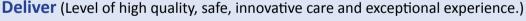


**Implement** (The level of digital health implementation.)

- Implemented We Care system in Outpatient Pharmacy.
- Coordinated and maintained adequate stock of all medication in all pharmacy areas.
- 65% compliance with CMLA (Target for 2021 50% in order to get HIMSS 6 accreditation).
- Less than 5% Overrides for the Automation project (Target < 5%)</li>
- DPIC Software has been approved and installed in MNG-HA Server



# King Abdulaziz Hospital – Al Ahsa



• Unit dose centralization has been activated for both inpatient and outpatient pharmacies.



**Implement** (The level of digital health implementation.)

- Barcode and CLMA has have been implemented.
- Packager machine is ready for functioning.

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# Imam Abdulrahman Bin Faisal Hospital – Dammam



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Drive Thru Refill Medication.
- Delivery of medication thru SMSA services.
- Call Center Agent for Refill Medication.
- Omnicell Machine for Narcotic & Psychotropic Drugs.
- New Chemo-Room and Renovation of IV Room and Corridor.
- Pharmacy store restructuring.



**Implement** (The level of digital health implementation.)

- Chemo Hood Machine.
- IV Laminar Hood.



# **Rehabilitation Services**

# Introduction

Rehabilitation services department supplies integral clinical services concerned with assessing patient functional capacity after injury or illness, planning treatment programs tailored to the individual patient and aiming to restore maximum functional independence after discharge from the hospital.

The existing Rehabilitation department consists of three integrated services these are:

- Physiotherapy
- Occupational Therapy
- Orthotics/Prosthetics

They share a common base and goals often overlapping in their professional boundaries. Hence, in this organization Physiotherapy, Occupational Therapy and Orthotics/Prosthetics are integrated clinically and administratively under the umbrella of the Rehabilitation services department to facilitate the process of care and maximize patients' functional outcomes.

# Achievements among MNGHA

# King Abdulaziz Medical City – Riyadh



- Ongoing participation in the Stroke Program Committee including Interdisciplinary In-services and training and new focused on specialized JCI Accreditation and weekly involvement of Stroke Unit rehab staff in presenting at specialized Stroke Nursing Program (SSNP) Level 1.
- Ongoing online Back care program aiming to minimize back Injury of the hospital Healthcare workers.
- Contracture prevention program for patients in the ICU by Rehab ICU team.
- Ongoing practice of Functional Independence Measure (FIM) use in Neuro Rehab Unit.
- Work in collaboration with Best Care team to enhance the patient portal for rehabilitation services

# King Abdullah Specialized Children's Hospital - Riyadh



Provide (Level of timely access to highly integrated care.)

- Successful full operation for all Rehabilitation three clinics de-escalation plan post Covid-19.
- On-going Virtual clinics (Tele-Rehabilitation sessions) for high risk compromised cases.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Involved in Spinal Muscular Atrophy (SMA) program with the Ministry of Health and Neurology Department. Assigned staff to cover those patients and build program for assessment and treatment. SMA assessment forms and SMA procedure for Pediatric patients were implemented in the Best-Care.
- Work in collaboration with Best Care team to enhance the patient portal for rehabilitation services and the content of Patient Visit notification SMS to be more informative.
- Two Pediatric Physical Therapy Research had KIMARC Approval
- Orthotics and Prosthetics Workshop.

# Prince Mohammed Bin Abdulaziz Hospital – Al Madinah



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Pparticipation in the 'Annual Disaster Awareness Week' conducted in PMBAH.
- Participation in the 'World Patient Safety Day' conducted in PMBAH addressing the quality and patient safety in Prince Mohammed bin Abdulaziz hospital themed as 'Safe Maternal and Newborn Care' 'Act now for safe and respectful childbirth'.
- New regional formulated committees' represented from all Rehabilitation services departments under MNGHA in line with the HAC Resolution in Riyadh and being implemented in all regions.

# King Abdulaziz Hospital – Al Ahsa



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• (3) Interns from Imam Abdulrahman Bin Faisal University (Dammam), (1) Intern Najran University (1) and Intern King Saud Bin Abdulaziz University for Health Science (Al Ahsa)



# **Respiratory Services**

# Introduction

Respiratory Services is an allied health specially employed with medical direction in the treatment, management, control, diagnostic evaluation and care of patients with problems of the cardiopulmonary system on a 24-hour, 7-day a week basis. Respiratory therapy personnel may accept written or telephone or verbal (if emergency) order of a physician to implement the following therapeutic procedures: medical gases and oxygen therapy, nebulization, humidification aerosols, pulmonary hygiene, mechanical ventilation, tracheostomy and endotracheal tube care, arterial blood gases, cardiopulmonary resuscitation, asthma education, patients transport and pulmonary function testing.

Respiratory treatments and services provided to patients in the following units:

- 1. Intensive Care Unit
- 2. Neonatal Intensive Care Unit
- 3. Emergency Room
- 4. Pulmonary Function Test Laboratory
- 5. Wards
- 6. OPD

# Achievements among MNGHA

# King Abdulaziz Medical City - Riyadh



- Launched Respiratory intranet website.
- Changed practice from using reusable Adult and Pediatric resuscitator to disposable resuscitators.
- New interface for non-invasive ventilation Helmet (HNIV).
- Disposable single use bronchoscope.
- High flow nasal cannula for adults. Airvo2, Inspired, and V60.
- New adult ventilators Drager V500, Mindray SV300, Mindray SV600, Servo Air.
- Total facemask for non-invasive ventilation.

# King Abdullah Specialized Children's Hospital – Riyadh



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Purchased and implemented the use of a new emergency/difficult airway instrument (manuijet).
- Commissioned the Pediatrics Complex Care Unit (KASCH) with the necessary respiratory resources.

# King Abdulaziz Medical City – Jeddah



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Pediatric Tracheostomy team.
- Pediatric Tracheostomy clinic.
- Expanded the service to cover COVID-19 in ICU.
- Single use Bronchoscopy in Critical Care.
- O2 assist module for Neonate.

# Prince Mohammed Bin Abdulaziz Hospital - Al Madinah



Provide (Level of timely access to highly integrated care.)

- Started the Pulmonary Rehabilitation clinic caring for respiratory patients who have decreased physical abilities as a result of respiratory diseases; this will include breathing exercise, energy conservative techniques, strengthening exercises, smoking cessation and education of nutrition & prescribed drugs.
- Extended the acceptance of referral to PFT services from Neurology, Immunology, oncology and haematology clinics.
- Extended to PFT to be all week to cover the high flow of referrals and orders.
- Expanded the service to cover the new COVID-19 ICU in ward 3.



- Participated actively in the CCRT committee.
- New disposable scopes for the Bronchoscopy device.

# King Abdulaziz Hospital – Al Ahsa



Implement (The level of digital health implementation.)

• Integration of Ventilators with the Best Care.

# Imam Abdulrahman Bin Faisal Hospital – Dammam



**Provide** (Level of timely access to highly integrated care.)

- Extended services to accommodate patients in the COVID WARD as cases surged mid of this year.
- Extended the application of High Flow Oxygen Therapy for Adult in ICU and COVID WARD.
- Provided additional services and assistance to Home Healthcare Department during their visits to patients.



- Initiated the use of Mish Ultrasonic Nebulization Therapy for severe asthmatic patients.
- Drager Babylog VN600 Neonatal Intensive Care Ventilation.
- Accommodated student trainees from IABF University-Dammam and Prince Sultan Military College of Health Sciences for clinical rotation in our department.



# **Social Services**

# Introduction

Social Service goal to ensure that patients benefit fully from the medical treatment, protecting them from different diseases and illness, allowing them to adapt with social environment. Social Service focuses on utilizing all available resources in the outside community, which may help stabilize patients and create a suitable environment for them. It also performs many roles and duties that help utilize the services provided by medical and social institutions to the community.

# Achievements among MNGHA

# King Abdulaziz Medical City - Riyadh



**Emphasize** (Level of health promotion and prevention.)

- Partnership with Family Medicine for the project plot concerning to Senior Care Program.
- Department took a major part from the preparation, to inauguration of Covid-19 Vaccination Center/Hub located in Sports Recreation and Complex, King Saud Bin Abdulaziz University for Health Sciences.



- Department project collaboration with Saudi Health Council for the Scientific Committee of the National Registry of People with Disabilities.
- Department received acknowledgement/appreciation from Quality and Patient Safety Department for the immeasurable contribution and participation in the success of CBAHI 1st Re-Accreditation.
- Department participation in the committees for Hospital Long-stay Multidisciplinary Initiative Team steered by Medical Services
- Department involvement in transporting patient from ER to their home after quarantine period with the help of Bed Management.
- Department cooperation with Medical Support Services regarding Task Force to Manage and Improve Utilization of Discharge Equipment.
- Department navigated Support Group therapy for Cardiac Patients, Dialysis Patient and Burn Unit Patients.

- Additional manpower full coverage for Genetics and Precisions Department.
- E-learning in the oncology pediatric ward.



**Implement** (The level of digital health implementation.)

- Executed virtual education program to long term patients.
- E-learning activities in the Oncology Pediatric Wards.
- Carried out of virtual meetings with other departments, virtual interview for selection of candidates to fill the vacancy in the department through Microsoft Teams Application system.
- Department used of Voice over Internet Protocol Phone (VoIP) for families and patients to have virtual communications over the phone.
- Modified BestCare System for better improvement of Social Worker documentation.



# King Abdulaziz Medical City – Jeddah

**Emphasize** (Level of health promotion and prevention.)

• Participated in the operation of COVID-19 VACCINE CENTER, KAMC-WR.



- Play therapist officially transferred to Social services with upgraded visions, perspectives and undertakings in order to proficiently meet the needs of pediatric, adolescents patients and their families.
- Launched of Social Services Tele Therapy Center.
- Launched Social Services Call Center.
- Coordination with Ministry of Education for Program study of Patients with Special needs (Oncology patients).
- In coordination with King Abdulaziz Medical City Satellite clinics in providing housing accommodation statement for financial reimbursement of MNGHA and non-MNGHA employees.
- Launched of Social Services Volunteer Services program.
- Provided medical equipment, accommodation, transportation, financial assistance community reference and other services to MNGHA patients (refer to statistical record).
- Extensive training for University students, volunteers and candidate for SCHS certificate (number of trainee per month)

is 10 – 18 heads).

- Expanded training for Social worker interns in cooperation with Training Department-WR.
- Virtual organizing and participation in different awareness / campaign days Nurses day, Diabetes, tuberculosis, Palliative, Hearts Day, Domestic Violence, Disability, STOMA, HIV, Breast Cancer, Cardiac Center, Tracheostomy.
- Supported group for pediatric and adult oncology patients.
- Actively collaborating with "WISH IT" PROGRAM for pediatric oncology patients on their wish gifts.
- Education for long term pediatric oncology patients.
- Send 25 CASES of relapse patients and under treatment pediatric oncology patients to get financial help, wish.
- Complied to Outpatient and In Patient Referral through Best care system.
- Launched of Social Services Tele Therapy Center.
- Social Services Call Center for assistance to patients and their families in fighting COVID-19.

# Prince Mohammed Bin Abdulaziz Hospital - Al Madinah



Provide (Level of timely access to highly integrated care.)

Complied to all referrals through BESTCare system.



- Linked the hospital with community by providing social services outside PMBAH, and coordinate with sectors concerned with social services outside PMBAH. Participate in outside activities provided for the community.
- Participated with the palliative care workshop program (workshop regarding the social worker role & responsibilities with the patient provided to the nursing' new staff)
- The social service department has provided psychological support to the positive cases and their families who have been admitted to isolation wards or patients who have been quarantined.
- Collaborative with nursing and patients experience department to facilitate communication between the patients and their family by providing phone or video call especial for some elderly patients who were admitted in the isolation wards

and suffered alone and couldn't contact with their families.

- Participated in providing development projects and services to improve the economic and living situation of the patient and his family by providing some services.
- Participated in the provision of some medical devices and health supplies.
- Participated in some social activities provided by the Social Service Department and directed to the patients and the community.

# King Abdulaziz Hospital – Al Ahsa



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

• Group Therapy Sessions: involves one or more psychologists who lead a group of roughly five to fifteen patients. Which aims to develop healthy emotional regulation skills, through Cognitive Behavioral Therapy and Dialectical Behavioral Therapy, and it is geared to children 12-14 years old.

# Imam Abdulrahman Bin Faisal Hospital – Dammam



- Presentation in the 1000 days of mother and child life webinar via zoom platform.
- Seminar regarding the development of covid-19 vaccine using mRNA technology via microsoft-team.
- Seminar regarding preventing violence against children and adolescents implications of covid-19.

# **Support Services**

# Introduction

Support Services Department oversee and responsible for support services activities and functions related to Staff Housing, Transportation and Vehicle Maintenance, Fire Protection Services, Food Services Contracts Operations, Safety Management, and Environmental Services, with contracted services such as Food Services, Housekeeping, Public Health, Laundry, Horticulture Roads and Grounds, and Hazardous Materials Services, and Transportation Services.

# Achievements among MNGHA

# King Abdulaziz Medical City – Riyadh



**Emphasize** (Level of health promotion and prevention.)

• Covered covid-19 vaccination center and covid-19 swab clinic in Kashamalan for housekeeping services. In addition, to cover Al Qadisyah clinic once it's operate.



Achieve (Excellence achieved in military health services.)

• Inclusion of newly commissioned building such as Military Police – Battalion (3) and construction of PHC in Qadseyah in monthly inspection & testing of Fire Alarm & suppression system.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Carefully reviewed commissioning documents for women's hospital project regards safety & risk assessment and FM 200 system & firefighting wet system.
- Women's Hospital project: Carefully reviewed commissioning documents about FM 200 System & Fire Fighting Wet System.
- Participated in fulfilling all CBAHI requirements that contributed to the accreditation of MNG-HA.



**Promote** (Level of sustainability, resilience and value.)

- New workshop for transportation department since the department will be handle to repairs all program vehicles
- Provided laundry services for North and South Dialysis Center.



### Implement (The level of digital health implementation.)

• Due to the current pandemic, Fire Department has officially launched the online program for Fire and Life Safety In-Service Training through E-Service in coordination with IT. The objective of the online program is to replace the physical attendance in compliance with the COVID-19 precautionary measures and to ensure compliance of JCIA/CBAHI standards and requirements in this regard.

# ₩

## King Abdulaziz Medical City – Jeddah

Emphasize (Level of health promotion and prevention.)

- Participated in the operation of COVID-19 Vaccine Center, KAMC-WR.
- Complied to safety precautions and standards in preventing spread of COVID-19.



## Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Deliver (Level of high quality, safe, innovative care and exceptional experience.)

- Preparedness for Fire Protection Services in response to fire incident to area with risk of COVID-19.
- Online Fire Safety Test for PMBAH Staff.
- Ensure compliance with JCI Fire Safety FMS Standard.
- Updated Emergency Evacuations Plan.



# King Abdulaziz Hospital – Al Ahsa

Emphasize (Level of health promotion and prevention.)

• Participated in the COVID-19 campaign.





# **Business Center**

# Introduction

The Business Center is the marketing arm of Ministry of National Guard Health Affairs, which complements the private sector by promoting the provision of the highest quality of primary, secondary and tertiary health care services to the general public, companies or individuals on a fee for-service basis. Business Center is helping MNGHA to enhance the staff retention policy as well as to promote optimum utilization of the facilities in order to augment additional financial resources for MNGHA

# **Achievements Among MNGHA**

#### **Other Objectives:**

- · RCM tender.
- Renewal of ARAMCO contract.
- Renewal of Astrazeneca contract.
- Code mapping between BESTCare codes and Billing System codes.

# **Corporate Communications**

# Introduction

The Corporate Communications Department is providing telecommunications and Information services, such as Call Centers, Command Center Services, Paging Services, Landlines, Mobile phones, Wi-Fi & IP-fax, etc. to all departments, employees and patients. Also, to connect all MNGHA premises via a unified telecommunications system.

The Corporate Communications provides advanced telecommunications and information infrastructures in order to enhance the quality of communications services available for all MNGHA and KSAU-HS users. The goals is to render only high-end communications and maintenance services that our workforce are committed to deliver.

# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

- Completed the project of migrating from analog to IP phones in Dental Clinic Building, Iskan Qadisiyah Clinic, and IMCU.
- Project of installation Cisco IP Telephony system in MC Complex Buildings 16 & 19.

- Enrolled Hemodialysis Centers (North and south) to MNGHA telephony system to grant calling internal extensions.
- New upgrading projects: Implemented a new call recording system, and Billing system for all sites.
- Established Covid-19 vaccination call centre with agents.
- Established WeCare Call Centre that serves MNGHA patient needs.
- Implemented new call tree for: Home Healthcare Department and Military Field Medicine with a dedicated number.
- Migrated dialing pattern for local calls from 99 to 9.
- Integrated public address system in KASCH with cisco telephony system to make announcement by using Cisco phone.
- Converted Qassim Clinic circuit from old landline technology to Session Initiation Protocol (SIP Circuit).
- Implemented prescription refill through IVR service for all MNGHA regions
- Implemented patient's appointments reminding via IVR service.
- Implemented patient's follow-up in Umm al Hamam Clinic via IVR service.
- Free WIFI internet for public in main hospital and KASCH.
- Installed Cisco IP Telephony System for COVID-19 Examination Clinic in Khashmalan.
- Unified Billing system for all central region systems and sites.
- Call recording system for Cisco phones.

# **Corporate Employee Social Club**

# Introduction

Employee Social Club offers huge variety of services to the employees and residents. Likewise, we are offering membership to the employees wherein members can avail loan programs, discounts in some establishments like restaurants, hotels, etc. and installments in some affiliated companies.

ESC also provides an early learning center that is open all-year round for Academic Program including Nursery Level (15 months - 2 years old), Toddler Level (2-3 years old), KG1 (3-4 years old), KG2 (4-5 years old), KG3 (5-6 years old) and for Non Academic Program for all age group (15 months - 6 years old). Due to the pandemic, the center is now offering an Online Academic Learning Services for all Kindergarten levels only.

ESC is responsible in organizing recreational activities, tournaments and special events as well. In addition, provides appropriate leisure and support a healthy and enjoyable lifestyle among employees.

# **Achievements Among MNGHA**



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Expansion of Child Learning Center in Riyadh and Al Ahsa.
- Additional toilets in the cafeteria and shading in bicycle area at CLC Riyadh.
- Renovated Community Center and Tent in Al Ahsa.
- Gymansium, Games Room and Swimming Pool Renovation in Dammam.



**Promote** (Level of sustainability, resilience and value.)

- Online Learning Program was created as part of the center's contingency plan in all regions.
- Infant services was added to the CLC enrolment program in Riyadh.
- Created and produced CLC curriculum and booklets required for all levels in Riyadh.



**Implement** (The level of digital health implementation.)

- Created an electronic yearbook for CLC parents in Riyadh.
- Created and transformed all Child Learning Center Waiting List, Registrations & other programs to be thru E-Services in all regions.
- Online registration for recreational lessons in Riyadh.
- Additional installation of CCTV (surveillance system) in sleeping rooms areas and installation of humidifier/diffuser devices required for all classrooms at the Child Learning Center in Riyadh.

#### **Other Objectives:**

- Re-opening of the Child Learning Center in all regions.
- Re-opening of the recreation facilities in all regions.
- Resumed recreational lessons and activities in all regions.

# **Corporate Planning and Regulatory Affairs**

# Introduction

Corporate Planning & Regulatory Affairs (CPRA) facilitates and leads implementation, standardizes the approach towards developing policies, procedures, forms and organization structure and assist in the provision of an effective decision support system for the Management to achieve MNGHA's mission and vision. It also facilitates in the publication of yearly statistical reports for the organization.

It has three (3) main functions:

- 1. Policy Development & Forms Standardization Management
- 2. Corporate Planning, Organizational Structure Development
- 3. Statistics and Achievement Reports Development

# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

- Reduced the APPs updating process from 2 months to 40 days.
- Accomplished organizational reports such as Health Affairs Achievement Arabic Report 2020, Significant Health Indicators Report 2020 and MNGHA Annual Report 2020.



**Implement** (The level of digital health implementation.)

- Automated the Committee Formation Orders process.
- Automated APP & Forms review & revise process.

#### **Other Objectives:**

- Utilized CPRA vacant position.
- Completed internal and external statistical request as requested.
- Completed special projects related to statistics and designing within MNGHA as requested.

# **Corporate Manpower Services**

# Introduction

The current role of Corporate Manpower Services is to provide a professional service to the organization in terms of manpower requirements/staffing, transfer and promotion, and compensation and benefits. As part of this process, a scientific and analytical approach is adopted with regard to; job descriptions, job analysis, workload measurements, remuneration reviews/recommendations, establishing salaries, re-assessing and amending benefit groups from a various departments within MNGHA – these functions are part of the daily function workload of Corporate Manpower Services.

The following sections are an integral component of the Corporate Manpower Services and allow for optimal manpower services:

- Compensation & Benefits Services
- Employee Credentialing & Transfer Services
  - 1. Staff Transfer Section
  - 2. Staff Redeployment Section
- Manpower Information Center
- Manpower Planning Services

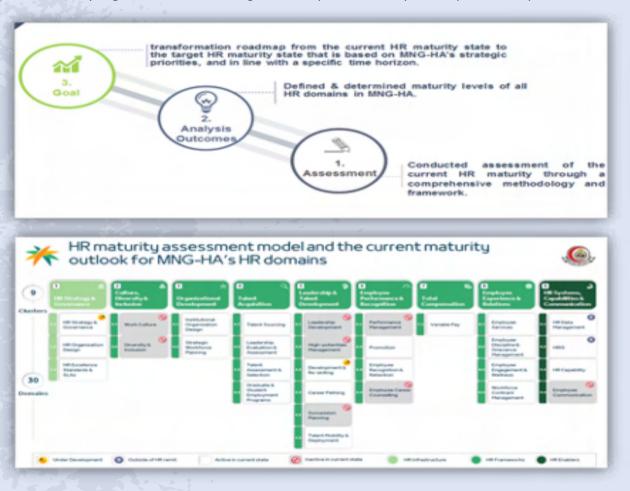
# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

- Enhanced the guidelines and procedures of recruiting employees under the Saudi Career Development Program directly on the target position instead of the SCDP Participant position in order to expedite the process of their transfer. The enhanced procedure minimized the processing time from 3-5 days to 1 day only, with effective assignment of Saudi employee on the target position that built up an efficient Saudization plan.
- Assisted the project of recruiting Saudi Nursing staff in coordination with Allied Health Training Management to increase the percentage of Saudi acquisition in nursing field and foster the recruitment process. Resulting in recruiting many Saudi employees as the process have been accelerated due to eliminating many levels of procedures.
- Manpower Establishment for new Hospitals:
  - o King Abdullah Specialized Children's Hospital in Western Region
  - o King Abdullah Specialized Hospital in Qassim

- o Women's Health Hospital in Central Region
- o King Salman Specialized Hospital in Taif
- o Neuroscience & Trauma Center in Western Region
- Achieved Human Resources Transformation project launched by the Ministry of Human Resources and Social Development (MRSD) and Korn Ferry Organizational Consulting Firm and spearheaded by the Corporate Manpower Services.



- Corporate Manpower Services process staffing requests raised by recruitment to accommodate the hiring of qualified candidates.
- Memorandum of Understanding (MOU) Form

As business partners, transparency and trust are two key factors in building a strong organization. Within MNGHA, a transfer of an employee to a lower position signifies a decrease in the compensation package; thus, in order to lucidly present the employee with the total compensation package upon transfer to the targeted position, a Detailed Memorandum

of Understanding Form was devised. This creates a mutual understanding and bond between the organization and its clienteles.

• Department's Justifications of Disapproved Applicants Form

In order to continuously deliver the utmost service to the MNGHA organization and being business partners with departments, streamlining difficulties in providing professional and acceptable justifications to employees is of prime importance to Corporate Manpower Services. Thus, Department's Justification of Disapproved Applicants Form was designed in order to teach and extend help to our business partners in providing sound judgment to applicants who will not be nominated or selected to the target position.

#### • External or Internal Advertisement

Crucial to every department is to source the most suitably qualified candidate who is expected to deliver sterling services and absolutely contribute to the MNGHA workforce. Providing options to departments of advertising their vacant positions either internally (via Manpower Gate) or externally (via Recruitment Services) matters, not to mention the MNGHA's support to the Nationalization plan. Empowering departments is vital in order to have choices and the more options they have, the more possibilities to select the candidates of high caliber and outstanding credentials.

#### • Nursing Junior Positions

Trust is of pristine importance in the MNGHA organization. Streamlining the business process is another thing. Hence, as a continuously growing and changing organization, consent was provided to Nursing Services, that is considered to be one of the bloodlines of the organization, to instantaneously process junior Nursing positions that were duly approved by the Nursing Services Credentialing Promotion Committee and Corporate Manpower Services to Corporate Human Resources for implementation. This will smoothly provide services and recognizing the hard work of deserving employees within the organization will yield positive results to the MNGHA organization as a whole.

- Automated notifications for Newly Approved /Uploaded JDs (via Oracle) to all respective Divisions/departments (including CMSD sections) whenever corresponding job descriptions are uploaded on Oracle. Which contributed to save CMSD time writing and sending memorandums to many departments across regions to notify them of Job descriptions approval. Results are instantaneous Communication and expediting process of JD process.
- Below are numbers of reviewed JDS, SCRC case & Referred Cases as of October 2021 in comparison to the previous year's 2020&2019:

10000	Month	JD reviewed	Month	SCRC case	Month	Incoming cases	Complete case
2021	Total	398	Total	77	Total	1875	1691
2020		288		55		1357	1229
2019		243		82		1025	911
	Ratio	1.4+				Ratio	1.27+

Major Projects – KASCH, Neuroscience Hospitals (WR) and Women's Hospital CR

Applied a range of planning methods to provide short and long term staffing plans 3 new (almost completed) hospitals - Women's Hospital CR, Neuroscience Hospital WR and King Abdullah Specialised Children Hospital (KASCH) WR.

- o Conducted across board stakeholder engagement because they have important perspectives on what the future workforce needs will be.
- o Triangulated the process to develop the total staffing, for example gauge the workload, professional judgment, benchmark and quantifying the volume of care to be provided.
- o Achieved cross lateral buy in on the project proposal and consistent implementation method from internal stake holders.
- o Professionally presented the project outcomes to MNGHA Higher Management and external entities Ministry officials with relative acceptance.
- Structure Review:
  - o OR Services across regions
  - o Establishment of Child and Adolescent Psychiatry and Behavioral Sciences Department
  - o Corporate Clinical Performance & Innovation Department
  - o Genetics & Precision Medicine CR & WR
  - o Bed Management Al Ahsa, Dammam and Al Madinah
  - o Commissioning of Staff Housing Complex, WR
  - o Religious Affairs across regions
  - o Cybersecurity
- Lateral & Promotional Transfer Cases as of October 2021:

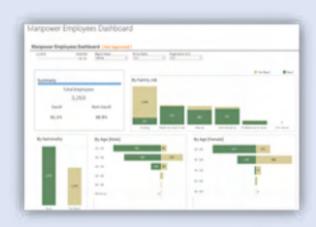
Lateral Transfer	Promotion
227	1,407



**Implement** (The level of digital health implementation.)

• Successful implementation of Manpower Gate portal which resulted to a faster process of advertising vacancies and providing departments with suitable internal applicants across regions

- Manpower Dashboard project is designed to visualize HR metrics and to provide the higher management with real-time information. The project in the final stage and will cover the following dimensions:
  - o Employee/ Positions Statistics board.
  - o Staff retention/turnover rates.
  - o% Percentage of Saudization.





- Automated the process of establishing Job Description to maintain and store in a single database. The automation will reduce the processing time with efficient archiving of Job Description.
- Established Manpower Gate system (Phase II) which will automate and expedite the transfer process. The following steps will automate:
  - o Departments will have access to log in and advertise their vacant positions (upon CMSD's confirmation).
  - o View the List of endorsed Applicants.
  - o Schedule interviews.
  - o Update the status of applicants (i.e. Selected/not selected), and write justification.
- o Applicants will be required to attach their full package before applying to the advertised position and the department will be able to view it once the applicant is endorsed which will save time instead of requesting the package via email.
  - o Positions open for external will be published separately so Local Recruitment can verify before advertising externally

Advertisements posted on Manpower Gate From Jan 2021 until Oct 2021	Applications through Manpower Gate From Jan 2021 until Oct 2021
2,161	21,884

# Corporate Human Resource Management Introduction

Corporate Human Resources Services is in charge of providing corporate-level support to the Ministry of National Guard Health Affairs and its affiliated facilities around the kingdom. For more over 27,000 employees, the department provides personnel service which includes employee benefits, performance appraisals, and rewards.

# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

- Total No. of Recruited Employees (Local and International) By Positions & Gender in the year 2021 reached 2,487.
- Continuous Professional Staff Development and Growth to enhance the "Know How" for existing employees.

in 2021 Corporate Human Resource Management has been restructured to includ training and development.

- Continuous Staff Performance Productivity to motivate employees to attend Interpersonal Skills based courses provided by Training & Development to be able to utilize their expertise fullest and enforce critical thinking for better performance and outcome.
- Continuous recruitment process efficiency and minimizing mobilization time frame.
- Continuous hiring for hard to fill positions/vacancies.
- Employees Retention from recruitment perspective.



**Implement** (The level of digital health implementation.)

- All the Government Affairs services rely on electronic portals and most paper transactions were excluded.
- Participated in improving the features of the Enterprise Badging System for easier and faster access.





# **Financial Affairs**

# Introduction

Finance Department – Central Region is responsible for providing accounting and financial services to all departments within the region. The department consists of the following sections:

- Accounts Payable processing of payments to vendors for purchase orders/contracts related to various services and supplies provided for program facilities and activities.
- Accounts Receivable recording and reconciliation of all collections irrespective of any sources and monitoring of outstanding accounts.
- Treasury preparation of cheques, fund and telex transfer payments for submission to Internal Audit for review and audit clearance and transmittal of documents for processed payments through Permanent Advance Accounts to Corporate Billing Services.
- Financial Services processing of payments for utilities, petty cash, recruitment fees, insurance, scholarships, manual payments of employee salaries and other related reimbursable and non-reimbursable expenses.
- General Ledger maintaining a complete audit trail of transactions and financial records ensuring that all financial transactions are accurately recorded in the fiscal books.
- Budget preparation of annual operating budget related to the region and monitoring and control of budget utilization and expenditures.
- GOSI preparation of Employee/Employer share of GOSI for remittance to GOSI office and reconciliation of remittance to deductions for employees' share of GOSI.

# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

#### **Accounts Payable**

- Productivity in processing of vendor payments as of 30 September 30, 2021 with a total amount of SR1,365,163,046.70.
- Liquidated Vendor Advances as of September 30, 2021 in the amount of SR 2,597,496.97 in the amount of SAR 1,985,184.09.

#### **Accounts Receivable**

- 4,426 receipts amounting SR 85,076,814 issued by cashier, checked & registered in Oracle ERP as of 30 September 2021 through Finance main cashier.
- 8 Bank Transfers to MOF Bank account amounting to SR 291,793,134.42.

#### **Treasury**

- A total of 5,503 transactions/PAFs amounting to SR667,714,067.57 were paid thru various funding source as of 30 September 2021.
- A total of 2,212 transactions amounting to SR 53,164,009.03 were billed under Permanent Advance Account-Riyadh as of 30 September 2021.

#### **Financial Services**

- Eliminated manual payment for employees with no payment details/new arrivals.
- Annual closing of petty cash Imprest Funds and subsequent re-issuance upon approved request.
- Continuous follow-up for the closing of advances (employees & vendors).

#### **General Ledger**

- A complete preparation, upload and post more than 174 JV's, 14,510 financial transactions and 60 financial statements for KAMC-CR.
- Prepared and recorded 48 reports for employee's deduction statements of Social Development Bank and Real State Fund in Arabic and English.
- Dealing and fixing inventory system issues and report problem.
- Monthly submission of bank reconciliation reports for 14 bank accounts.
- Cleared VAT account code 1367 for the year 2021 using new creation report.
- Trained, reviewed and coordinated past period reconciliation project of 11 bank accounts for 3 years.
- Developed bank reconciliation process and fixing problems with other departments and regions.
- Recorded manual final payments from the year 2018 to 2021.

#### **Budget**

- Replied to departments' email inquiries and requests for budget confirmation thru E-CTS were done in a timely manner.
- Budget adjustments related to changes in the department's MSR were done in a timely manner.
- FY2022 Operating Budget Proposal was done within reasonable time.
- Submitted FY2022 Operating Budget Proposal was done in a timely manner.



**Implement** (The level of digital health implementation.) **Financial Services** 

• Automated utilities payment which is made thru the Etimad system.

# **Healthcare Technology Management**

# Introduction

Healthcare Technology Management (HTM) Division provides technological expertise on the planning and assessment of medical technologies for subsequent acquisition, and the cost-effective life-cycle management of these technologies at MNG-HA. The Division plays a crucial role in the provision and sustainment of quality patient care, medical research and education, starting from planning of required medical technologies, needs assessment and procurement, to installation and commissioning, to service and support, quality performance, risk management, up to replacement and decommissioning. HTM ensures that MNGHA's medical assets are available, accessible, affordable, appropriate, and used safely. An efficient operational and appropriate management leads to improved health/clinical outcomes through optimal use of these healthcare technologies.

HTM delivers to MNGHA the required functions and services through the following departments/areas:

- Healthcare Technology Assessment & Planning (HTAP)
- Healthcare Technology Management Services (HTMS)
- Healthcare Technology Development (HTD)

# **Achievements Among MNGHA**



- Successfully performed 14 major expansions planning and 478 various SPRs needs assessment; generated 72 technical specifications for direct buy and 107 tender packages with multiple quantities of each item for tendering; performed 41 evaluation and pre-purchase selection; replacement of 52 obsolete equipment; and evaluate 41 presented new medical technologies.
- Successfully configured, accepted, and complete all medical physics inspections for the new Hybrid Cath Lab (722067 Azurion 7 B12 Philips Healthcare) in Cardiac OR.
- Successfully completed the delivery and installation of the contracted equipment for Children, NT Center, Women, Qassim & Taif hospital project. Completed the submission of the NUPCO tender for NGHA 5 project. Completion of study for Capacity & Demand with Spending Efficiency and Governmental Projects Authority for the NGHA 5 Hospital Projects & Mental Health project.
- Efficient support to the following areas (SICU, TICU, Burn Unit, and NICU) that were facing Bed crisis by providing extra Medical equipment such as:

- o Physiologic Bedside Monitors.
- o Infusion Pumps.
- o Ventilators to increase the Bed Capacity in the Area.
- Expanded services to cover Data Management Systems which connected with the medical devices such as:
  - o Anesthesia Data Management Systems in Central region.
  - o Electroencephalogram Data Management System in Central region.
  - o Oncology Imaging Data Management System in Central region.
- Expanded services to perform assessment and analysis for the end-user challenges, in order to propose an automated solution to overcome the existing issues.
- Roll out of Closed Loop Medication Administration Application in all regions.
- Roll out the ICU bedside integration of vital signs monitors and ventilators in all regions.



#### **Promote** (Level of sustainability, resilience and value.)

- Efficient in-house management of MNGHA medical assets; 61,722 pieces of healthcare equipment/technologies with acquisition value of SAR 2,301,621,337 for safe, reliable, and cost-effective usage, ensuring operational condition and continuous availability to patient use, research, education, and other domains of MNGHA's health system.
- HTM service engineers amidst inadequate staff engineers (all regions) effectively manage 78.54% or 48,472 medical equipment in service (out of 61,722). Only 0.46% or 281 are under full service contracts, and 29.83%, or 12,239 are still under service warranty, but the first service responders are HTM engineers. The medical equipment under on-demand contract covering 1.17% or 721 are actually managed in-house since this contract type is only used for spare parts.
- HTM successfully managed to achieve replacement strategy for all planned obsoleted of healthcare/medical technologies to be replaced by 2021, and obtained the new healthcare/medical technologies which is planned for expansion in 2021 with approximately cost 192,000,000.00 SAR, through National Unified Procurement Company "NUPCO".
- Successfully completed the arrangement between Ministry of National Guard Health Affairs & Spending Efficiency and Government Projects Authority on the operating ratios for the below Three (3) hospitals that included in NGHA 5 Hospital Projects:

	Specialist Hospital for Women's Health - Riyadh	King Abdullah Specialist Children's Hospital - Jeddah	Neurosurgery and Trauma Center - Jeddah
Compatibility Of	70%	<b>57</b> %	58%
Operating Ratios			

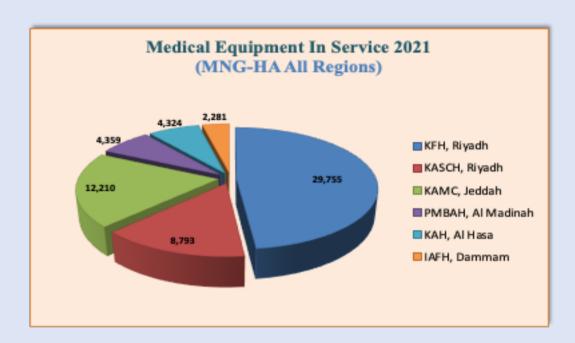
- Proficiently provide the required planning and assessment tasks encompassing the acquisition of medical devices for all expansion of clinical services, new facility constructions, and conversions of existing wards (all regions)
- Reduced the operational capital expenditures for medical equipment spare parts by sourcing in local markets and close monitoring of purchases and consumptions through a module in the maintenance management system.
- Implemented OmniCell's (automatic dispensing cabinets) project by installing override cables in multiple areas.
- Recognition from the Saudi Food and Drug Authority, for the remarkable effort and effective contribution on alert/recall management of affected medical devices and products, and in implementing the necessary action/correction.
- Assessment, coordination and preparation of tender requirements to procure capital medical equipment/technologies through NUPCO Tender 2021 and various tender fund allocations. Submission of (16) Tender Packages.

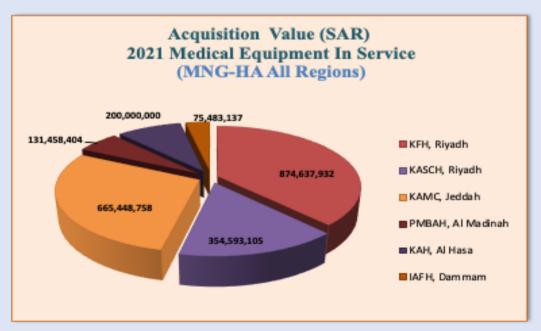


#### **Implement** (The level of digital health implementation.)

- GO-LIVE of the following:
  - o Standardize the integration platform for the new Point of Care devices across all regions.
  - o Centralized PFT platform for all PFT devices across all regions.
- o Develop new integration with IT department to enable BESTCare to receive IV Pump data (Transfused Blood & Infused Medication).
- o Support PACS GO-Live (Change Healthcare PACS System), by Configured the all related equipment and work list and troubleshooting the issue with connectivity.
  - o Support PACS for the Go-Live in Cardiac KAMC (Xcelera System).
- Introduced new application (as a pilot) in NICU to automate the verification process of the discharging new born with their mothers.
- Integrated ICU vital signs monitors along with the ventilators and CRRT machines to BESTCare.
- Established a new electronic dashboard to monitor the departmental KPIs and to track the functional status of the medical imaging equipment.
- Enhanced the patient care services and safety by installing wireless module to Epic Ultrasound system that allow enduser to send the studies instantly.
- Automated workflow/application for ER Team Assignment with a dynamic dashboard.
- Automated workflow/application for Rapid respond team escalation with a dynamic dashboard.
- IV medication Auto-programming from EMR to infusion pump.

- Automated the process of Point of Care annual assessment and operator certification for the care providers in all MNGHA.
- Established a Command Center in the HTMS workshop for monitoring the capital equipment





# Infection Prevention & Control Program Introduction

The Infection Prevention & Control Program at the Ministry of National Guard Health Affairs was established over 20 years ago and functions as a Corporate Department. It oversees the functions of hospital epidemiology, public health, environmental and occupational health and safety in Riyadh, Jeddah, Dammam, Al Ahsa and Al Madinah facilities. . IP&C Program oversees the Infection Control policies and practices in collaboration with the IP&C Departments of collaborator. In addition, there is a central surveillance unit in Riyadh that collects and manages data for all regions at a corporate level.

The Infection Prevention & Control Program aims to maintain a comprehensive system to monitor, evaluate and implement the necessary actions in order to ensure a safe and healthy environment for patients, personnel and visitors.

Our objective is to improve care for National Guard employees and their eligible dependents through prevention and control of infection and occupational injuries.

The Infection Prevention and Control Department consist of three divisions:

- Hospital Infection Control section
- Community and Public Health section
- Environmental Health and Occupational Safety section

## **Achievements Among MNGHA**



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Succeeded with other partners to improvise new and temporary areas based on the COVID-19 pandemic situation in order to control and manage the increasing cases of COVID-19 and other respiratory influx, and readjusted base on needs.
- Open Occupational Clinic in KASCH to provide the following services:
  - o COVID-19 vaccination.
  - o Provide other adult vaccination.
  - o Education and counseling for advice.
  - o Follow up NSI and other occupational health activities.

- Established COVID-19 vaccination center.
- Created temporary ICU Step Down in both areas Ward 22 and Ward 23.
- Created 10 ICU beds in isolation Ward 3, drive through visual triage, in-house PCR Lab in isolation Ward 3.



#### **Promote** (Level of sustainability, resilience and value.)

- Microbiological Air sampling of Pharmacy IV rooms.
- Water sampling of non-tuberculous mycobacterium.
- Adolescence Vaccination Schedule (Tdap, HPV and MCV4).
- Long COVID Services.
- Created a third team (Team C) which includes ASP and non-ASP related services.
- Antimicrobial Stewardship educational session for medical residents.
- Launched the Clostridium Difficile Prevention Bundle in all patient settings (ICU & non-ICU).
- Established a demo project for HIV patients.
- Management of two (2) patients in a single ICUs rooms in order to react on the high demand of ICUs beds.
- Provided physical examination and vaccination for students.
- Included COVID vaccination services for inpatients in the hospital.
- Provided COVID vaccine for patients under home health care services.
- Included rotating ID fellows in ASP coverage.
- Established adult sepsis pathways and maternal sepsis policy, which are applicable to ER and all inpatient areas except for Pediatrics.



#### **Implement** (The level of digital health implementation.)

- Implemented Go-live-BESTCare surgical prophylaxis.
- 15 new updated H2O2 machines to be used in terminal cleaning as a high-level disinfection.
- HSAREPOINT within MNGHA Cloud for effective communication and documentation.
- LIS-Lab information system for monitoring environmental microbiology samples results.
- Expansion of automatic booking system for scheduled vaccine order among HCW e.g. HBV vaccination series and varicella 2nd dose.

#### **Other Objectives:**

- Continuous Education on line session in both local and international countries (WHO educational program for limited resources countries, GCC).
- Hemodialysis and in-patients COVID-19 vaccination.
- Provided post COVID-19 right practice.
- Participated in the new ICG guideline for all playgrounds in/out hospitals.
- Involved in the new Infection Control Rapid Response Team.
- Evaluated chemical hazard products, and follow HAZMAT inventory.
- Involved for new commissioning vaccine center.
- Participated in the investigation for several infectious (Burkholderia and UTI infections).
- Provided educational webinars in relation to COVID-19 pandemic.
- Provided educational materials about COVID-19 on both hospital intranet and internet web pages.
- Initiated Infection Control Rapid Response Team.
- Generated a new cleaning and disinfection tool for Candida Auris.
- Inspected Child Care Center facility in preparation for re-opening during COVID-19.
- Environmental infection control assessment for many areas including Ambulatory Care Center, Laundry, Administrative Building and kitchen.

- Education of Western Region Primary Health Care Centers staff on Hazmat and medical waste management.
- Water quality monitoring of hospital and NGHA facilities.
- Achieved 100% MOH surveillance visit
- The implementation of Functional Link Nurse Program specifically assigned in hand hygiene program activities.
- Trained observers of the Right Care, Right Now Competency for all nurses.
- Continuous implementation of COVID-19 control measures.
- Contact tracing of healthcare workers including case summary submission to MOH.
- Strictly implementing no sitter policy.
- Monitored the compliance of HCWs to Infection Prevention and measures.
- JCIA and MOH accreditation.

# Information Technology Department Introduction

Information Technology Department (IT) is the key provider of information technology services in MNGHA. IT manages the IT facilities, IT network, IT applications and automation of processes in medical services and administrative-business operation processes Kingdome wide. This is in line with IT's mission to work in partnership with the business to leverage information technology for providing the most efficient quality and safe health care services. IT has developed a patient-centric strategy focusing on strategic core business applications that directly impact patient healthcare expectations. IT has updated it's strategy and adopted IT governance transformation management framework and adopted the balanced scorecard tool as a strategy execution and management tool in order to realize this vision.

## **Achievements Among MNGHA**



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- PMIS expansion.
- Upgraded the storage units for the medical and non-medical systems hosted in Riyadh Data Center.
- BESTCare LIS Project implementation at Hemodialysis Centers in Jeddah and Makkah Centers.

Pharmacy Baxa System Upgraded.



#### **Promote** (Level of sustainability, resilience and value.)

- Malpractice Insurance and Saudi Council License.
- Implemented continuity care plan & backup solution on PMBAH servers.
- Developed and implemented a mechanism to test the compatibility of operating systems with medical systems.



#### **Implement** (The level of digital health implementation.)

- Updated and upgraded the Cancer Registry System used by Oncology Data & Research Unit Princess Norah Oncology Center.
- Activated and connected King Abdullah Hemodialysis Centers for all regions with all MNGHA hospitals.
- Enhanced Electronic Medical Record Backup during HIS BESTCare downtime and activation of contingency plan in Dammam.
- Implemented Critical Result Notification System (Takeed) at MNGHA Hospitals in Jeddah, Al Madinah, Al Ahsa and Dammam.
- Rollout OR inventory system for Al Madinah.
- Manpower Gate to manage the MNGHA internal applicant's applications in which the admins can post job vacancies as well as tracking and manage the job application and generating reports for the job advertisements and the applications.
- Implemented "We Care" Program to automate the process of handling and managing patients requests and to notify the patient By SMS, with BESTCare integration to get patient information, In addition the service provides dashboard and statistic reports in Riyadh.
- Created a new service (Automation of Eligibility Request to Continue Treatment at Imam Abdulrahman bin Faisal Hospital Dammam) to enable eligibility extension for MNGHA patients.
- Automated and unified the medical coordination and inter-facility transfer at Imam Abdulrahman bin Faisal Hospital Dammam.
- Developed Enterprise Facility Management & Safety Risk Assessment Database.

- MNGHA Native patient mobile application.
- Implemented iSURGE Project.
- ESR iGuide.
- Implemented Clinical Decision Support System Command Center.
- Implemented iCARE Project.
- Activated new services to MNGHA patient portal in Al Madinah such as "ASK Doctor & Patient Education".
- Implemented Virtual Clinic (MyClinic®) solution.
- Implemented MyVisit "Ziyarati ®" mobile application solution.
- Completion of Virtual Clinic application project (Tele-Health program /clinics) implementation at MNGHA hospitals in all regions kingdom wide.
- Successfully implemented New Radiology Medical Imaging (CHC PACS) at MNGHA hospitals in all regions kingdom wide.
- Successfully implemented New LIS System within the HIS BESTCare in Jeddah, Al Madinah, Al Ahsa and Dammam.
- Integrated all Lab Medical Device with BESTCare system.
- Launched Closed-Loop Medication Administration (CLMA) within HIS BESTCare at Dammam and Al Madinah.
- Launched Closed-Loop Human Milk within HIS BESTCare at Dammam and Al Madinah.
- Launched Closed-Loop Specimen collection in Al Madinah.
- Al Cross-Validation for five (5) diseases.
- Implemented Disaster Recovery Services for Mission Critical Systems.
- Provided Cyber Security Solutions to all hospitals and medical cities at MNGHA kingdom wide.
- Provided Domain Security Solution and PenTesting services at MNGHA for Riyadh.
- Provided Advanced Persistent Threat Protection solution at MNGHA for Riyadh.
- Applied a solution of OCT clinic (called Optical Coherence Tomography Project).

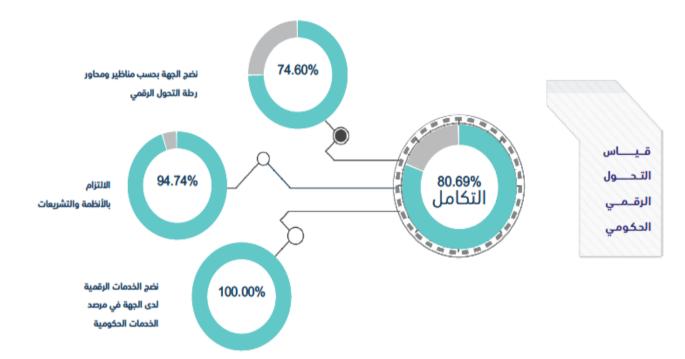
#### **Other Objectives:**

- HIMSS AMAM Stage 7.
- ISO 20000 ISO 27001 ITSM \_ISMS.
- Enhanced and Improved Cyber Security for MNGHA kingdom wide.
- Upgraded Email Security at MNGHA for Riyadh.
- Upgraded Enterprise Web Filter at MNGHA kingdom wide.
- Upgraded the email system for all MNGHA regions.
- CBAHI re-accreditation in Riyadh, Jeddah and Dammam.
- ISO 22301 Business Continuity Management System Certification.
- Improved Cybersecurity of MNGHA to obtain above 70% in National Cyber Security Authority Controls.
- AABB/CAP Virtual Re-Accreditation Inspection of Blood Bank requirements.
- CAP Virtual Re-Accreditation Inspection of LAB requirements.
- Integration with National Information Center (NIC).
- Integration with external platforms (Seha, Wasfaty, NPHIES).

• Implemented the requirements for Qiyas 9 of e-Government Digital Transformation Program in which the result was 80.69%.

# نتيجة قياس التحول الرقمي الحكومي الخاص بالجهة

نستعرض أدناه انجاز الجهة الاجمالي بمؤشر قياس التحول الرقمي الحكومي وكذلك التفصيل في الانجاز على مستوى كل مؤشر فرعي حيث يتكون مؤشر قياس التحول الرقمي الحكومي من ثلاثة مؤشرات فرعية حسب ماهو موضح أدناه.



#### انجاز الجهة بقياس التحول الرقمي الحكومي =

مستوى نضج الجهة بحسب مناظير ومحاور رحلة التحول الرقمي \* وزن المؤشر الفرعي الأول (75%) + الالتزام بالأنظمة والتشريعات \* وزن المؤشر الفرعي الثاني (5 %) + نضج الخدمات الرقمية لدى الجهة \* وزن المؤشر الفرعي الثالث (20%)

قياس التحول الرقمي الحكومي 05 الشؤون الصحية بالحرس الوطني



# Goverment services bus ( GSB):

#	Service name	Process name	Description
1	Saudi Health Council (SHC)- Elec-	Get Patient Records	The purpose of this service is to retrieve medical
	tronic Medical Records		records details that corresponding to a certain
			patient from all of the integrated health agencies.
			This service considers the National/Iqama Id and
			birth data of the patient as an identifier. The re-
			trieval information is all about condition informa-
			tion and medical history of the patient along with
			their demographic details.
2	Ministry of Education (MOHE)	Get Graduate record result	This service returns back graduate related infor-
	-Graduate Record		mation for Applicants, according to national id
			number.
3	Ministry of Education (MOHE)	Get Student Admission Status	Returns the admission status information for
	Student Admission	By National ID	applicants according to their national ID or Iqama
		Get Student Identification By	Number.
		National ID	
		GetRegisteredStudentInfor-	Identifying a student based on their National ID
		mation	or Iqama Number.
		GetGraduateRecord	
4	Education and Training Evalua-	Get Exam Result	The service has designed to provide the exam
	tion Commission – ETEC - Qiyas		result for specific applicant; it contains the exam
	Exam Results		result.
			The service returns the exam result with the
			highest score or in pass/fail basis (pass, pass with
			excellence, fail) depending on exam type.
4	tion Commission – ETEC - Qiyas	mation GetGraduateRecord	or Iqama Number.  The service has designed to provide the examos result for specific applicant; it contains the examos result.  The service returns the examos result with the highest score or in pass/fail basis (pass, pass)

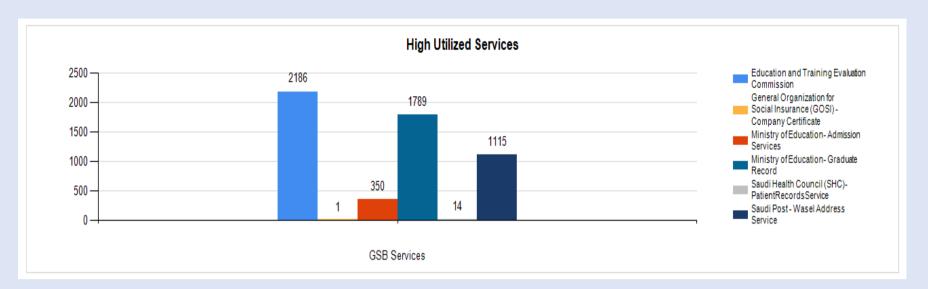
#	Service name	Process name	Description
5	Chamber of Commerce - Mem-	Get CoC Record By Member-	The COC Registration Service validates that a
	bership Record	ship ID.  Get CoC Record By Sijil Number.	business is a subscriber in good standing with the local chamber of commerce based on business license information, and, optionally, date of registration. The business license information provided can be commercial registration, Amanah, or other business license.
6	General Organization for Social Insurance (GOSI) - Company Certificate	Get GOSI Record	The "GOSI Company Certificate" service provides information about the organization such as GOSI Registration ID, Business Name and GOSI Registration Indicator.
7	Institute of Public Administration (IPA) - Trainee Information	Get English Level Test  Get Trainee Result By National ID  Get Suggested Programs For Person  Get Programs By Year And Term	Returns examiner result for English language test to determine his level. Returns organization trainees results information either by organization code to retrieve all the organization trainees' records or by National Id for individual trainee. Returns information about public programs which held for a specific job and training year / term, or just training year / term.
8	Ministry of Municipal and Rural Affairs (MOMRA) - Shop Licenses	Get Shop Licenses By Id  Get Shop License By License No	This service will allow permitted agencies to inquire about shop license(s) by providing identification number such as: National Id, Passport Id, Etc. or shop id along with a specific municipality code in order to limit the search scope. The expected results out of using this service will be the essential data of shop such as: shop owner information, shop locations details, etc.

#	Sam dan mama	Draces no ma	Description
	Service name	Process name Get MOMRA Contractor Clas-	Description This service Inquiry about Contractor Classifica-
9	Ministry of Municipal and Rural		
	Affairs (MOMRA) -Contractor	sification Record By CR No.	tion Basic Information using Commercial Number.
	Classification		
10	Saudi Central Bank (SAMA) - Ac-	Get Current Balance	The Account Balance Service provided by SAMA
	count Balance Service	Get Daily Statement	has the operations to returns balance, daily
		Get Monthly Statement	statement or monthly statement of the desired
			account.
<u> </u>	Ministry of Human Descures and	Cat Establishment Nitagat	This apprecian returns establishment Nites (es
11	Ministry of Human Resource and	Get Establishment Nitaqat	This operation returns establishment Nitaq (es-
	Social Development (HRSD) -	Info	tablishment color) information including Saudi,
	Nitaqat		Foreigners laborer count.
			The Inquiry about Nitaq Information using Estab-
			lishment Number.
12	Saudi Post -Validate Address	Validate Wasel Address.	The validated Wasel/POBox/ID Web service pro-
		Validate Wasel Address Wasel	vides consumer with a tool to check the validity
		with ID.	of specific Wasel Address or POBox Address
		Validate POBOX Address.	within Saudi Arabia territories, plus it checks the
		Validate POBOX Address with	mixture of such Wasel Address or POBox Address
		ID.	with National ID/Iqama No or Commercial Record
		Cities Lookup.	No.

#	Service name	Process name	Description
13	Saudi Post - Wasel Address Service	Get Individual Wasel Address.	This operation returns the Wasel Address of an individual.
14	Zakat, Tax and Customs Authority	Get Zakat Certificates By TIN. Get Zakat Certificate By TIN and Certificates Type. Get Zakat Certificate for Main Or Sub Branches. Get Zakat Certificate By Commercial Registration Number For Main Or Sub Branches. Get Zakat Certificate By Nationality ID / Iqama ID.	This service determines if a registered business is currently in satisfaction of its Zakat obligations. A positive determination returns a digital version of the Zakat certificate with Zakat compliance specifics.
15	Saudi Commission For Health Specialties - Practitioner Information	Get Practitioner Info	This service help to get the updated practitioner information

#### Annual Report for GSB Services Integrated with MNGHA for 2021:

#### **Highly Utilized Services Statistics for 2021:**

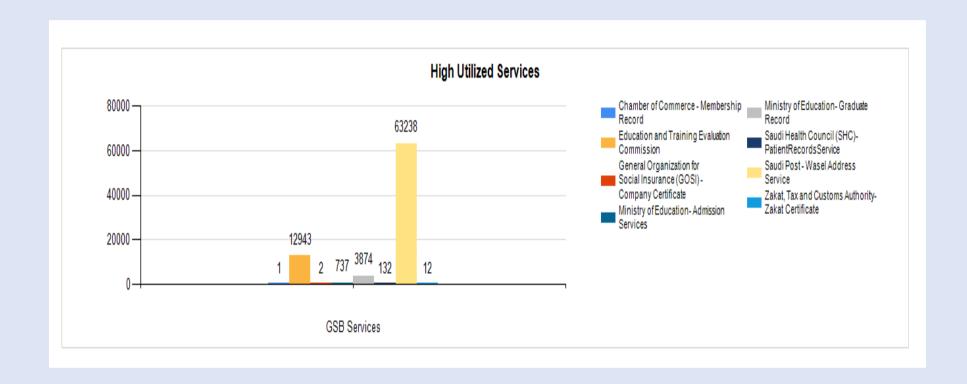


#### **Average Response Time Statistics for 2021:**

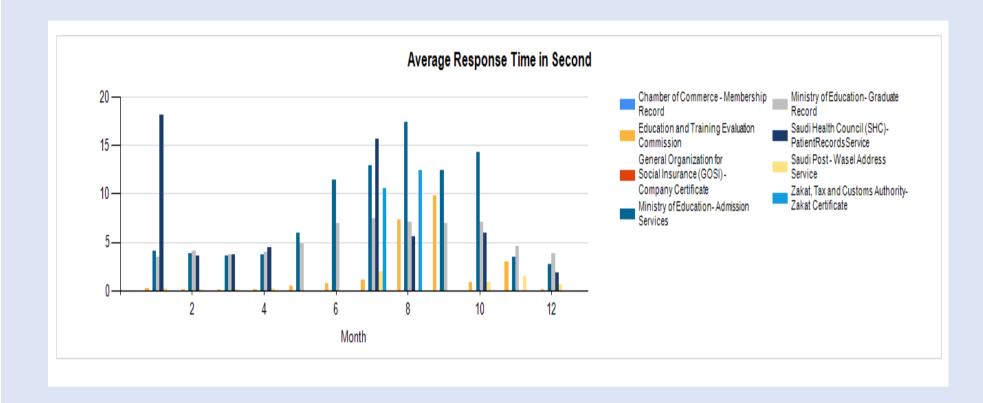


#### **GSB Services Utilization Report, since launching of the service:**

### **Highly Utilized Services Statistics:**



## **Average Response Time Statistics:**



### **GSB User Satisfaction Survey:**



# **Internal Audit**

# Introduction

The Role of Internal Audit (IA) is to provide an independent and objective assurance and consulting activity that is guided by philosophy of adding value to improve the operation of the Program. IA assists Higher Management in accomplishing its mission and achieving its objectives by bringing systematic and disciplined approach to evaluate and improve the effectiveness of the Program's governance, risk management and internal control.

# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

- Conducted 68 assurance services (financial audit, compliance audit, operational audit and inventory control) throughout various audit areas across the Programs.
- Provided 318 consultancy / advisory services to Higher Management and other concerned departments.
- Verified a total of 23,807 payment transactions, as routine audit, out of which 385 transactions were returned due to audit findings.
- 32,214 inventory related transactions were processed; 6,399 operational transactions were reviewed; 345 inspection rounds were conducted; and 1,057 Personal Qualifications Data and other HR related transactions were verified.



# **Corporate Legal Affairs**

## Introduction

Legal Affairs handles legal matters of the Ministry of National Guard Health Affairs for all regions of Saudi Arabia, King Saud bin Abdulaziz University for Health Sciences, King Abdullah Specialist Hospital for Children (KASCH) and King Abdullah International Center for Medical Research (KAIMRC). However, any legal correspondence cannot be stated due to confidentiality. It provides legal services and recommendations for the Ministry of National Guard Health Affairs in all regions.

Due to the restructuring via Royal Decree No. 412 dated 17/6/1441, Follow-ups and Investigation Departments in the Governmental entities is now reporting to Corporate Legal affairs. The responsibilities has expanded since the reallocation of Investigation Services for all the regions (CR, WR, PMBAH, Al Ahsa and Dammam) along with Surveillance Management (CR and WR), it monitors the implementation of recommendations, and external communication follow-ups with local authorities i.e. (NAZAHA..etc).

# **Achievements Among MNGHA**



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Expansion due to additional departments transferred to Corporate Legal Affairs such as:
  - o Follow-ups and Investigation Departments
  - o Investigation Services for all the regions (CR, WR, PMBAH, Al Ahsa and Dammam)
  - o Surveillance Management (CR and WR)



Promote (Level of sustainability, resilience and value.)

• Number of correspondences within the Corporate Legal Affairs 2021:

Number of Inquires	Number of Court Cases	Number of Investigation issue	Number of Guardianship Cases	Number of Request
633	200	235	175	55

#### • Court lawsuits 2021:

Total Court Cases	Closes Cases	Under Jurisdiction Process
200	175	29

Corporate Legal Affairs-MNGHA processed all jurisdictions lawsuits for all regions of Saudi Arabia, the department encountered huge number of court cases since 01 Jan 2021 until current time varied between administrative, labor and medical issues. It have shown that the total number of judgments issued reached to (171) judicial verdicts ruling between primary and final verdicts. However, the department still have 29 lawsuits under process along with the Ministry of Justice.

#### • Investigation Services:

Year 2021	Under Investigation	Closes cases	Total Incidents
Investigation Services- CR	31	114	145
Investigation Services- WR	14	21	35
Investigation Services- PMABAH	4	21	25
Investigation Services- Al Hasa	2	13	15
Investigation Services- IABFH	2	13	15

#### • Investigation Judicial Review Management:

Referred investigation cases reviewed and studied by IJRM	21
Investigation cases finalized through investigation committee	9
Grievances, complaints, and other subjects referred to IJRM for legal study and advice	20

### • Surveillance Unit Management:

Main Site	Sub Site	New	Existing	New	Existing	Total Com-
Main Site	Sub Site		Cameras	Recorders	Recorders	
		Cameras	Carneras	Recorders	Recorders	ponents
						By Region
KAMC-CR	KFH, ACC, Dental, Surgical T, LTCC,	90	1,144	3	4	1,241
	KASCH, Warehouses, Cardiac, NFSP,					
	Toxicology, KAIMRC, Dirab, Um-Al-					
	hammam, Yarmouk Clinic, MCX,etc.					
	· · · · · ·					
KAMC-	KKH, ACC, Cardiac, Princes Noura	46	573	5	0	624
WR	Oncology Center, MC1, Power House,					
	CMC, Bulk Store, Blood Donation,etc.					
РМВАН	Main Hospital, Housing, Warehouse.	0	450	3	0	453
IABFH	Main Hospital, Admin Building,	99	0	1	0	100
DAMMAM	Medical Bulk Warehouse					
KAH	Main Hospital, Toxicology, Blood	101	0	1	0	102
ALAHSA	Donor, Admin Building, Ancillary,					
	Bulk Warehouse, OPD2, Old Nusing					
	College.					
King	KADC Riyadh North	Tendered	Tendered	Tendered	Tendered	0
Abdullah	KADC Riyadh South					
Dialysis	KADC Hail					
Centers-						
CR						
King	KADC Makkah Mukarama	Tendered	Tendered	Tendered	Tendered	0
Abdullah	KADC Madinah Monawarah					
Dialysis	KADC Jeddah					
Centers-						
WR						
Total Com	ponents By Type	336	2,167	13	4	2,520

# Logistics and Contracts Management Introduction

Logistics & Contract Management is one of the Corporate Division in Ministry of National Guard Health Affairs. This division contains department from all regions that plays a vital role in providing the ministry and all its facilities the required supplies and equipment's in the most efficient, timely and cost effective manner. It determines the best source of procurement, secures competitive pricing, time limits, quality and performance as per government rules and regulations as well as internally driven standards. It also evaluates, matches and maintains thousands of product profiles to ensure stocks to meet patient demand as well as making plans on how to acquire, store and distribute materials around the hospital. The services cover all regions and range of other organizations such as satellite clinics as well as Primary Health Care Centers and Dialysis centers.

# **Achievements Among MNGHA**



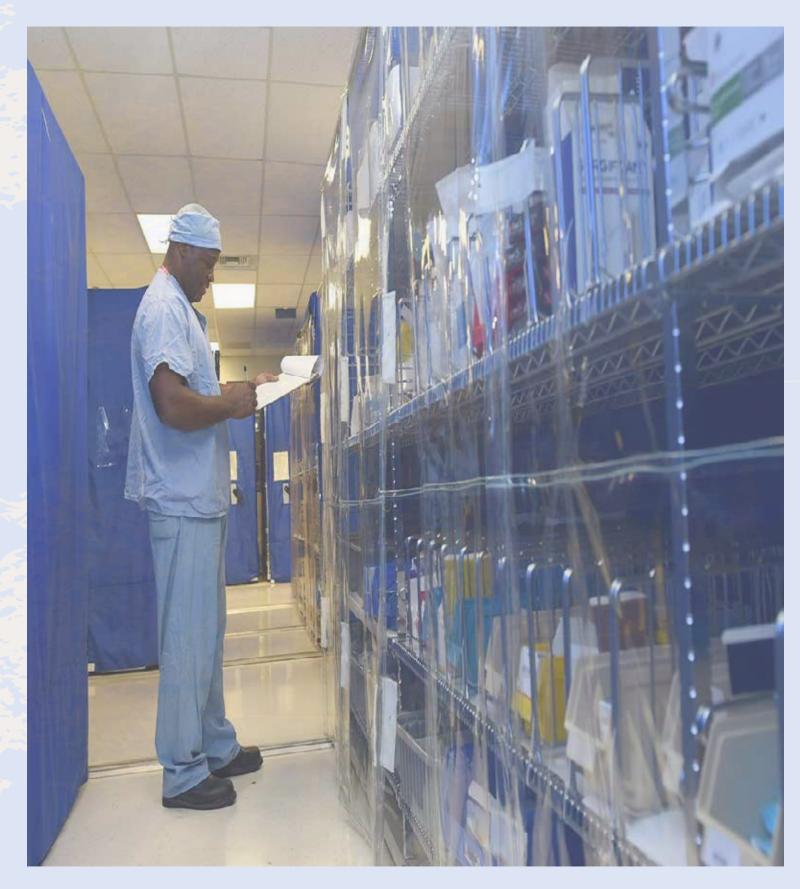
**Promote** (Level of sustainability, resilience and value.)

• Contracts Management-Management has accomplished its target to reduce the pending requisitions to almost lowest possible number by reviewing and discussing of all CAs report on a weekly basis departmental meetings.

#### **Other Objectives:**

- Contracts Management-Management has formed a Direct Buy Committee headed by Director of Contracts
  Management-Management and members from Contracts Management-Management and Logistics Services in order
  to review the POs of Logistics, and Contracts Management-Management for approval or rejection on weekly basis or
  when required.
- Contracts Management-Management is now responsible to process all Western area tenders.

Total No. of Issued Contracts	3,082
Total No. of Procured Items (Medical and Non-medical)	8,356
Total Savings	3,403,289.77
Total Budget for (Medical/Non-medical) items	576,217,107.39
Total No. of MOF PO's	3,874
Total No. of ESC PO's	3
Total Value of Items	1,606,220,257.29



# **Medical Protocol**

## Introduction

Medical Protocol Department is providing comprehensive medical care, and to ensure that all Protocol Offices in Riyadh, Jeddah, Dammam, Al Ahsa and Al Madinah provides high quality care in an effective, efficient, systematic and well organized manner. The department function is to organize the clinical performance of inpatient, outpatient and follow-up protocol clients, as well as to provide and promote continuity of care for clients at home, to and from the hospital, nursing home, or extended care facility.

# **Achievements Among MNGHA**



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Two (2) clinics operating once a week under Family Medicine were added for both female and male MPD patients.
  - o One (1) general dental clinic operating once a week to accommodate MPD patients.
  - o One (1) dental hygiene clinic operating once a week to accommodate MPD patients.
- Opened one additional Family Medicine Clinic.
- Optical Coherence Tomography clinic commenced.
- Increased number of clinic for most requested clinics based on statistic report and patient request.
- Covid19 Positive patient management in Ward 16A.



**Promote** (Level of sustainability, resilience and value.)

- Covid-19 Vaccine: 100% staff fully vaccinated.
- BESTCare modification initiated for Protocol Short Stay and day-care cases.
- MPD launched Flu Vaccine Campaign and Awareness on 17 October 2021.
- Availability of Vaccines in MPD clinic such as (Influenza, Pneumococcal, Hepatitis, Varicella, MMR, DPT, Tetanus)
- Priority services for Protocol patient at all Medical services on the other area of MPD clinic such as (Laboratory, Radiology, Emergency, and Rehabilitation) to reduce to waiting time for the next available appointment.
- Direct access to obtain MPD patients medication at the pharmacy.
- Direct access for MPD clinics as Walk-In upon request by Protocol patients.



**Implement** (The level of digital health implementation.)

- Implemented Telehealth Program.
- Created monthly on-call rota covering night and weekends.
- Established booking appointment at Protocol clinic for Family Medicine via application (Patient Service of National Guard).
- Implemented Telehealth, Teleconsultation and Virtual clinic at Protocol Clinic.
- Installed camera and headset in all clinic rooms for the implementation of ACC Telehealth program.

# Military Police Introduction

The 3rd Military Police Battalion at King Abdulaziz Medical City, MNGHA is providing superior protection in safeguarding the entire hospital premises, Patient, Staff, properties, contractor within MNGHA facilities, other outer affiliated facilities; and KASCH building. Apply law for maintaining order within facilities and establishments within jurisdiction application of permanent field procedures for Military Police.

# **Achievements Among MNGHA**



**Achieve** (Excellence achieved in military health services.)

• Provided a number of vehicles and personnel to the Military Police temporarily by the Ministry of National Guard.



Deliver (Level of high quality, safe, innovative care and exceptional experience.)

• Organized the overall safeguard and security of the Vaccine Center.



**Promote** (Level of sustainability, resilience and value.)

• Daily coordination is carried out with the departments concerned in this regard, and these departments are Social Service, Family Safety Department, Child Protection Team and Environmental Department.



**Implement** (The level of digital health implementation.)

• A direct device was provided by the Ministry of National Guard to control the traffic violations Basher, in addition to a barcode reader to control the exit of newborn, as well as providing Electronic correspondence through the Rasel system.

#### **Other Objectives:**

• A number of training courses were held for the Military Police, the hypothesis of dealing with the threat of bombs and explosions inside the facility was held, and a number of courses were held for the female security staff.

# National Antivenom and Vaccine Production Center Introduction

The National Antivenom and Vaccine Production Center (NAVPC) is considered the first and only center within the Gulf Area, and the biggest center in the Middle East, which produce specialized and multi-effect antivenom with the utilization of local snake and scorpion venoms.

NAVPC, being a producer of very potent antivenom against the venoms of local snakes and scorpions, has an ultra-modern plant for plasma processing and ampoule filling, which was built in accordance with the European Standards of Good Manufacturing Practice (GMP).

The Center has the capacity to supply all the antivenom requirements of the Kingdom and the Gulf States. It also has the potential of supplying neighboring countries with specialized antivenom if the demand arises.

# **Achievements Among MNGHA**



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Despite of the ongoing COVID-19 pandemic that affected all businesses across the globe, NAVPC was able to maintain its production and supply of Antivenom products to hospitals and government facilities inside the Kingdom and Gulf Region. We were able to adapt to changes especially in complying with policies and export procedures mandated by the Saudi Food & Drug Authority (SFDA) and to the regulations of the country of destination of our products.
- NAVPC's Antivenom products are in compliance with the SFDA regulation regarding the Drug Track and Trace System, a technology for tracking all human registered drugs manufactured in Saudi Arabia or imported from abroad, ensuring the safety of all drugs by knowing their origin starting from manufacturing phase until consumption.



**Implement** (The level of digital health implementation.)

• Electrophoresis system acquired by NAVPC's Quality Control Section, for the analysis of the purity of Antivenom products

to meet the required standards of SFDA.

• NAVPC launched the use of VISAP (Track, Trace and Aggregation), and linking with RSD (SFDA web for aggregation), to control and mark all Antivenom products.

#### **Other Objectives:**

- The Center's Veterinarian Services Section established its horse-breeding program and management, in which additional fourteen (14) horses were reproduced in our horse stable, thereby, minimizing the Center's procurement cost.
- Completed NAVPC Factory renovation to conform with SFDA's standard in Good Manufacturing Practice (GMP). Several kinds of equipment and cold storage are placed in an organized manner to increase production efficiency, to provide better safety measures to workers, as well as to reduce production costs through avoiding damage or waste of materials.
- Two (2) more bleeding rooms were added for the increasing need of plasma collection. To ensure a safe, efficient and convenient facility, several fences were also repaired, and stall doors were made to easily facilitate movements between stables.

#### **Required Statistical Data:**

	Snake	Scorpion
Total No. of Antivenom produced in ampoules	180,568	97,690
Total No. of Antivenom sold in ampoules	110,890	53,230
Export Quantity	3,650	8,730
Total No. of Catching Trips	19	10
Total No. of Collections	24	279
Number of horses acquired	28	

# **National Family Safety Program**

# Introduction

The National Family Safety Program has been established based on Royal Order No. 11471 /B issued on 16 Shawal 1426 H. November 18, 2005 as a national program aimed at protecting the family from violence and administratively linked to the Ministry of National Guard Health Affairs.

#### **Program Objectives:**

- 1. To enhance the role of Saudi Arabia in the humanitarian field by contributing in the preparation of regulations and policies to prevent domestic violence.
- 2. To enhance the partnership and solidarity with all the government sectors, NGOs, and charitable organizations in order to overcome obstacles and duplication in the objectives and performance.
  - 3. To support researches and studies and provide knowledge and databases related to domestic violence.
  - 4. To train staff members in all sectors to deal and effectively handle cases of domestic violence.
- 5. To raise the level of awareness among the individuals and organizations about the long-term negative consequences of domestic violence.
- 6. To improve the quality of services provided to the domestic violence victims and develop prevention and rehabilitation programs.
  - 7. To contribute in preparing future national strategies and plans addressing domestic violence issues.

#### **Department/Section/Unit of the Program:**

- 1. Community Services & Awareness Department has two sections
  - o Public Relations & Media Section
  - o Saudi Child Help Line Section
- 2. Prevention & Research Department has two sections
  - o Advocacy & Prevention Section
  - o Scientific Research Section
- 3. Operation & Training Department has two sections
  - o Accounting & Human Resources Section
  - o Training & Development Section
- 4. Information and Communication Unit

#### 5. Quality and Excellence Unit

## .Achievements Among MNGHA



Promote (Level of sustainability, resilience and value.)

- · Scientific studies and data collection:
- o The program collaborated with local and international institutions in conducting scientific studies and collecting data on domestic violence and child abuse:
- The program collaborated with the Saudi Association for the Support of Older Persons (Waqar) proposing a research project entitled "Determining risk factors for a sample of elderly people exposed to domestic violence in Kingdom of Saudi Arabia".
- The program collaborated with the King Abdullah International Center for Medical Research in conducting a scientific study entitled "Evaluate impact of Public Health Campaign to increase use of child safety seats, self-reported knowledge and behavior change and compliance among parents of newborns in Saudi Arabia".
- The program was coordinated with 55 universities and academic and research institutions to attract researchers and graduate students from various universities and research centers in Saudi Arabia.
- NFSP have published many studies in scientific journals as follows:
- The program published a study on domestic violence against married women during the Covid-19 pandemic in Saudi Arabia.
- The program published a study on assessing the impact of the Covid-19 pandemic on reports of abuse recorded by the National Family Safety Program in Saudi Arabia.
- Local and international partnerships:

The program has made its efforts in regards to the international and local partnerships coordinating with other related international and national organizations including companies in the same field with approximately 27 partnerships at the local level and four partnerships at the international level taking into the consideration the importance of such partnerships in achieving program objectives.

o The most important partnership at the international level:

- 1. Unicef
- 2. World Health Organization
- 3. United Nation Development Program. (UNDP)
- 4. AGFUND
- Training of workers in the field of social protection:

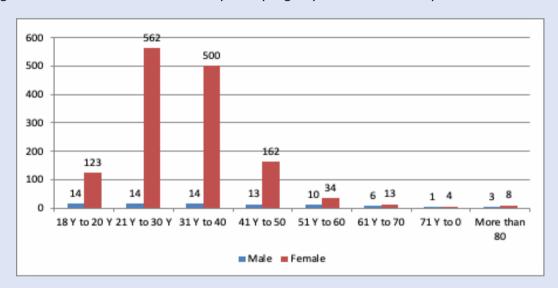
The program completed efforts to develop training programs in the field of family protection, collaborating with UNDP to write a report identifying the training needs of professionals dealing with child abuse and neglect. An advanced training program for doctors and health practitioners and an advanced program for the preparation of trainers has been develop for the Women's Support and Development Program.

Geographical expansion of the Women's Support and Development Program:

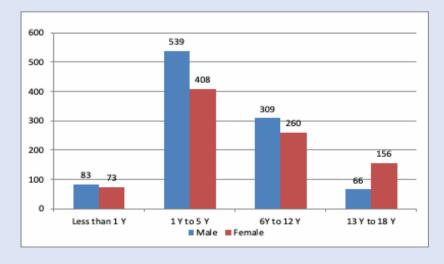
The program has succeeded in achieving the geographical expansion of the Women's Support and Development Program, one of the most important sustainable preventive program targeting women exposed to domestic violence. Where the program was able to make agreements to a large number of charities from different cities within the Kingdom, This contributed to the implementation of this rehabilitation program in Asir, Jazan, Al-Jouf, Qassim, Tabuk, Arar, Mecca, Medina, Dammam and Riyadh. The program will also complete its efforts to achieve further geographical expansion in the coming years.

#### **Significant Statistics:**

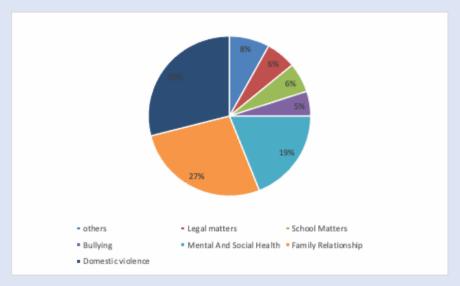
All Registered cases in the National Family Safety registry for adults for the year 2021:



All Registered cases in the National Family Safety registry for child for the year 2021:



• Statistical of Childhood problems for the year 2021:



# **Quality and Patient Safety**

# Introduction

Quality and Patient Safety works as corporate level to disseminate knowledge in health care quality and build capacity to improve safe and high quality care provided to patients by supporting all hospital's departments in continuously improving the state of quality, proactively seeking latent causes of harm, and mitigate risk by implementing evidence-based practices and ensuring regulatory compliance.

Patient Experience Program is a broad system program that aims to improve the patient experience and promote patient-centered care and a healing environment.

Staff Experience Department is a program structured and dedicated to supporting the best environment for all MNGHA staff.

# **Achievements Among MNGHA**



**Promote** (Level of sustainability, resilience and value.)

- Commissioned the National Surgical Quality Improvement Program "NSQIP" across MNG-HA regions to measure risk-adjusted outcomes of surgical interventions.
- Conducted the 1st Joint Patient Safety Culture Survey at the hospital level in collaboration with Saudi Patient Safety Center.



**Implement** (The level of digital health implementation.)

- Developed a mortality and morbidity database to ensure effective tracking and follow up of cases and ensure implementation (under testing phase).
- Launched a Patient Experience Survey, an electronically self-administered by patients that capture all touchpoints in the patient care journey.
- Patient Experience Service Assessment, a tool designed to improve patient experience focusing on PX six domains. (Timely access to care, information& communication, staff engagement, environment & hospitality, coordination & integration, and patient voice & response).
- Upgraded the existing Safety Reporting System to enable the advanced function for reviewing evaluation, analysis, and management of safety incidents affecting patients, visitors, staff, or program facilities.

# **Patient Experience**

# Introduction

Patient Experience Department is committed to exhibit proactive role in interfering and interacting with patients, their families, and hospital staff to create a respectful, compassionate, patient and family-centered experience. The department is dedicated to maintain a high degree of patient experience throughout MNGHA. Recently as part of our re-structuring and co-design project, we implemented three functional units to serve our patients and meet their expectations as well as improve their experience. We aim to improve patient satisfaction, engagement and patient-centered care.

- 1. Patient Voice Unit responsible for patient advisory, patients' rights and complaints management.
- 2. Patient Information Unit responsible for patients' meet and greet, information, and guidance.
- 3. WeCare Center works as front desks of MNGHA; a channel to create an effective connection with the organization's customers with the commitment to exceed their expectations.

# **Achievements Among MNGHA**



**Implement** (Level of timely access to highly integrated care.)

- Co-design the scope of service towards Patient Experience Concept.
- Improving the workflow of patients' rights and complaints management process.
- Establishing E-dashboard to monitor the calls, tickets and managing the workflow of WeCare Center.

#### **Other Objectives:**

• Restructuring the department from Patient Relations Department to Patient Experience Department

# **Project Management Office**Introduction

Project Management Office (PMO) exercises and provides engineering expertise within the scope of the division on all issues related to initiating, planning, executing, monitoring, and commissioning and handover of all major MNGHA construction projects and other services related to area of assignment.

# **Achievements Among MNGHA**

#### **Other Objectives:**

Completed Construction Projects (Medical and Non-Medical):

- Supply & Installation of (79) Complete Dental Delivery Units with all the Required Accessories Required for Dental Clinics at MNGHA Hospitals.
- New External Fire Fighting Water Network -MCX STAFF HOUSING COMPOUND KAMC RIYADH.
- Project replacing 160 numbers batteries for Cath-labs in cardiac center at KAMC-Riyadh.
- Supply & Installation of 10 Parking Shades for Refrigerated Vehicles in NFSP at KAMC- Riyadh.
- Supply and installation of one (1) water filtration system includes civil mechanical electrical works valve for raw water outlet for drainage systems etc. for dental clinic in Prince Bader housing PHC MNG-HA.
- New Fire Water Line for Existing Hydrants Al Ahsa.
- Replaced old Chillers & AHU Old Oncology KAMC, WR.

The achieved percentage of all ongoing construction projects (Medical and Non-Medical Related):

- Constructed National Guard 132/13.8 KV S/S#8360 in Khashmalan at MNGHA 98.2%.
- Constructed KAMC & KSAU HS Storm Drainage System to City Storm Water Network. At MNGHA. Riyadh-79%.
- Replaced sewage and storm water lift stations, Riyadh-89.5%.
- Renovated Operating Rooms at KAMC-CR, Rivadh Phase 2- 72%.
- Specialized Hospital for Women's Health, Riyadh 96.28%.
- King Abdullah Specialized Hospital, Qassim 90.85%.
- IABFH Dammam Expansion Projects 84%.

- Neuroscience Trauma Care Center, KAMC WR 95.85%.
- King Abdullah Specialized Children Hospital, KAMC WR 95.72%.
- Data Center, KAMC WR 97.77%.
- King Salman Specialized Hospital Taif 91.63%.
- Replaced Existing AHUs and Associated Electrical Works, KAMC WR 92%.
- Constructed 110/13.8, KV Substation, KAMC WR 94.90%.
- Constructed 110/13.8, KV Substation, Taif 87.10%.
- Constructed Parking for Patients and Hospitals Visitors in KAMC- Jeddah 69%.







# King Abdullah International Medical Research Center (KAIMRC)

### Introduction

King Abdullah International Medical Research Center's (KAIMRC) purpose is to transform lab results into products that improve the quality of life, while training skillful researchers within the healthcare community. KAIMRC is a young and thriving organization that has evolved to accomplish immeasurable success in a short period. At KAIMRC, we pursue translational research to facilitate the advancement of biomedical and clinical research and knowledge into practical solutions. All KAIMRC employees and researchers are loyal to the organization's values, and our success is owed to the depth of that loyalty. Values, such as ethics, transparency, teamwork, and quality performance are demonstrated by our entire organization, and are the keys to our success. We continue to strive for excellence and higher standards through international collaborations and partnerships and quality project expansions.

## **Achievements Among MNGHA**

atriztra

**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Artificial Intelligence.
- Phase I Clinical Trials.

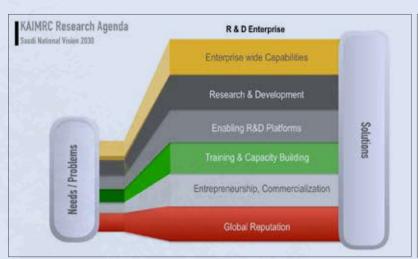


**Implement** (The level of digital health implementation.)

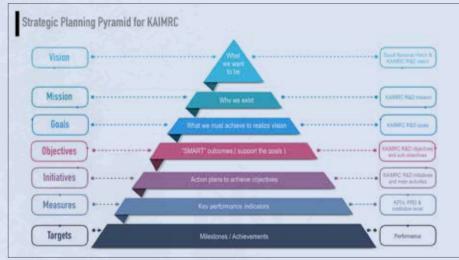
- Cellular Therapy (CAR-T cells).
- Vaccine Development.
- Monoclonal Antibodies Development.
- Pharmaceutical Analysis Platform
- Animal Research Testing Facility Platform.
- Clinical Trials Services

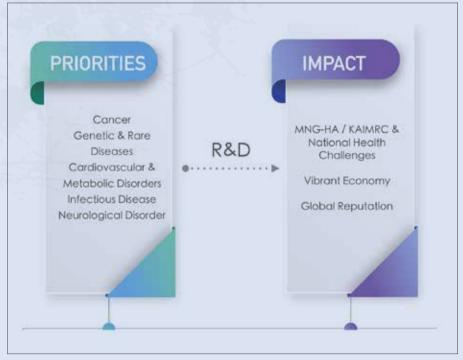
#### **Other Objectives:**

- · Proof of concept funding
- Biobanking



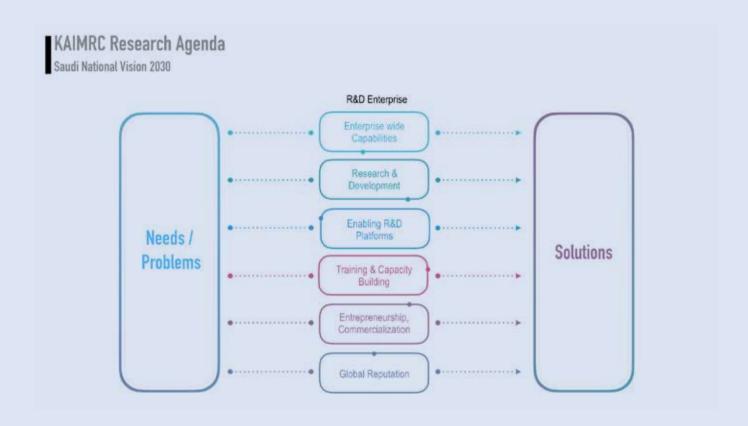


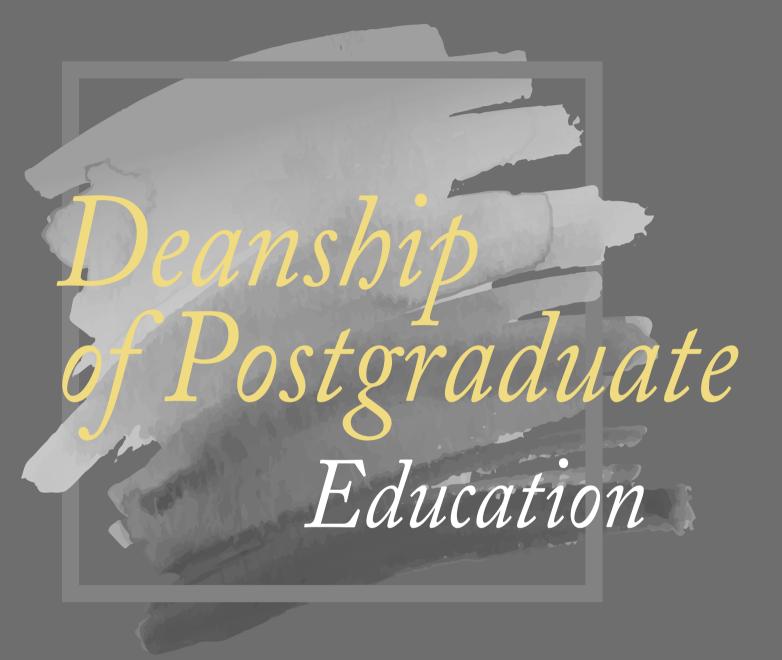




#### The effect of the results of the researches on patients and health services in the organization:

- Quality Control testing for drugs to ensure their quality.
- Increased the number of Clinical Trials leading to increase of number of patients benefiting from Novel Therapies.
- Better understanding of mechanisms of antimicrobial resistance leading to better diagnostics & more tailored treatments.
- Total No. of Published Researches in 2021: 1,689 Publications.
- Total No. of Stem Cells Donors in 2021: 217 Donors (Jan to Sept).





# Deanship of Postgraduate Education Introduction

The Deanship of Postgraduate Education (DPE) was established in the late 80's under the umbrella of King Abdulaziz Medical City - Ministry of National Guard Health Affairs (MNGHA) in Riyadh, named Academic Affairs. It was one of the significant departments that spread out its services later on to other regions of MNGHA for more than three decades. The vision of Deanship of Postgraduate Education is to create a culture of academic excellence to stimulate professional growth and achieve a leading role in graduate studies at the local and regional levels. The Deanship's mission is to provide a high-quality learning environment and continuously provide excellence in education with up-to-date information and research by enriching healthcare professionals' experiences to promote the healthcare of KSA society. Moreover, providing a distinguished educational environment in Medical Education for Postgraduate Residency and Subspecialty Programs, Master Programs, Allied Health Training, and Continuous Professional Development by transferring specialized expertise in health care and clinical skills by providing educational programs and events according to the latest sciences and technologies to achieve efficiency for healthcare providers and support professionals and increase community knowledge. Moreover, the Deanship of Postgraduate Education provides its service throughout the three KSAUHS Campuses and MNGHA Medical Cities and Hospitals. Additionally, the Deanship of Postgraduate Education delivers its services through Medical Education, Master Programs, Allied Health Training, Visiting Professor, Postgraduate Training Center, Advanced Trauma Life Support Office, Symposia and Conferences Division, Quality assurance, Health Sciences Library, and Media Services. The vast majority of the programs and other related services from DPE are also extended to other regional DPE offices that provide such functions in Jeddah, Al Ahsa, Madinah, and Dammam. DPE places great importance on innovations in science and technology and the requirements of modernization and development. Considering them to be among its basic standards when generating new programs, in order to be up-to-date in its' time and beneficial opportunity to its recipients. With this in mind, this report was prepared in order to shed light on the efforts of the Deanship, and we trust that you will find the information in our report to be beneficial.

### **Achievements Among MNGHA**

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Promote (Level of sustainability, resilience and value.)

- Launched the service to allow CPD trainees to pay training fees online along with online registration.
- 188 Medical Education programs.
- Participated in the university's accreditation committee as a simulation center officially, and work continues to equip medical laboratories in the deanship building to hold clinical simulation courses in coordination with the Technical Affairs Department.

- Created an interactive page with information resources for the COVID-19 pandemic on the Health Sciences Library portal.
- Allowed remote access applications to approximately (36) primary databases and (5,834) e-books, in addition to (6,280) electronic health journals.
- Provided online training for librarians in all regions collaborating with: Clinical Key for Nursing & Elsevier Company for Science Direct.
- Accommodated more than fifty-two thousand (52,000) visitors and users during the year 2020 to the main library at KAMC-Riyadh.
- Provided direct search services and access to electronic resources for 671,680 through the digital library portal.
- The Media Services Department continues to provide its services such as design, photography, and video on an ongoing basis during the Corona pandemic for the University, Health Affairs of the Ministry of National Guard and its affiliated programs, King Abdulaziz Medical City (Riyadh, Jeddah, Al-Ahsa, Dammam, and Madinah), Military Field Medicine, Research Center, and King Abdullah Children's Hospital.
- During the current pandemic, 68 online training courses were held to train 17,664 trainees with the participation of international and local trainers.
- 63 intensive LEAD in Nursing courses were held in Riyadh.
- The Continuing Professional Development Center in Al-Ahsa participated in the International Meeting of simulation in Healthcare with a research proposal entitled: Applying the Model (Translating Evidence into Practice) into Simulation to Improve Healthcare Outcomes.
- Participation of more than 300 trainees of specialization programs in the Health Affairs Vaccination Center of the Ministry of National Guard for the COVID-19 pandemic.
- Introduced Train of Trainer (TOT) program to develop the skills of trainers participating in the training process.
- Created Allied Health Professions and Nursing Training Committee, along with the development of training programs for allied health and nursing specialties.



**Deliver** (Level of high quality, safe, innovative care and exceptional experience.)

- Cooperation with MNG-HA Medical Cities to employ the outputs of training programs from new medical education programs in the Deanship.
- The total number of medical education program trainees in cooperation with the Ministry of National Guard Health Affairs for this year reached 2,203 Doctor. Including 1,924 Resident Doctors in 95 training programs in the Saudi Specialty

Certificate (Residency). And 279 Fellowship Doctors in 93 programs in subspecialties (Fellowship).

- The Postgraduate Training Center in Riyadh has been recognized by the American Heart Association as a reference center in the Middle East and North Africa.
- Organized more than 725 health educational activities in the continuing professional development programs, including conferences and specialized workshops internationally and locally.
- The number of trainees for continuing professional development activities in all regions reached 27,977 healthcare providers from inside and outside the Kingdom.
- 2,096 training hours accredited by the Saudi commission for health specialties in all regions.



Implement (The level of digital health implementation.)

• Activated the electronic registration and payment system for training courses in cooperation with the University's Information Technology Department.

#### **Other Objectives:**

- Obtained the full institutional accreditation for medical education programs from the Saudi Commission for Health Specialties as of 2021 for a period of 4 years in Riyadh and Jeddah.
- The Department of Continuing Professional Development in Riyadh has been approved as a Continuing Professional Development entity by the Saudi Commission for Health Specialties during the years 2021-2023.
- Accreditation of training centers for the Basic and Advanced Life Support Program in Maternity and Pediatrics (ALSO & BLSO).
- Created and accredited eight Saudi Fellowship certificate programs in medical education.
- Obtained a renewal of the decision to accredit seven Saudi specialty certificate programs, and eleven Saudi fellowship certificate programs in medical education.
- The quality of training was evaluated for 40 Residency and Fellowship programs in all regions for the year (2020/2021), with a number of lectures being presented to train accreditation assessors.

# Significant Statistics:

Indicators	Riyadh	Jeddah	Dammam	Al Ahsa	Al Madinah
No. of Registered in Residency Training Programs	1,035	536	41	216	96
Total No. of Graduates from Residency Training Programs	197	106	39	39	
Total No. of Registered Fellows	228	51			
Total No. of Graduates from Fellowship Training Programs		41	-		-
Total No. of Scholarships	61	32	7	12	8

Total No. of Training Activities (Symposia, workshops, courses, conferences and etc)			
Region	Total No. of Training Activities		
Riyadh	241		
Jeddah	204		
Al Ahsa	101		
Dammam	71		
Al Madinah	108		
Total No. of Training Activities	725		











