الشؤون الصحية - وزارة الحرس الوطني
Ministry of National Guard Health Affairs
MNGHA







MNGHA
ANNUAL REPORT
2024

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خادم الحرمين الشريفين
الملك سلمان بن عبدالعزيز آل سعود

صاحب السمو الملكي
الأمير محمد بن سلمان بن عبدالعزيز
ولي العهد، رئيس مجلس الوزراء
ورئيس مجلس الشؤون الاقتصادية والتنمية



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الأمير عبدالله بن بندر بن عبدالعزيز آل سعود
وزير الحرس الوطني

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2024

Vision

To be a leading organization that is recognized for delivering excellent and compassionate healthcare.

Mission

To provide exceptional patient care, with thehighest clinical and operational standards, delivered through a culture of excellence.

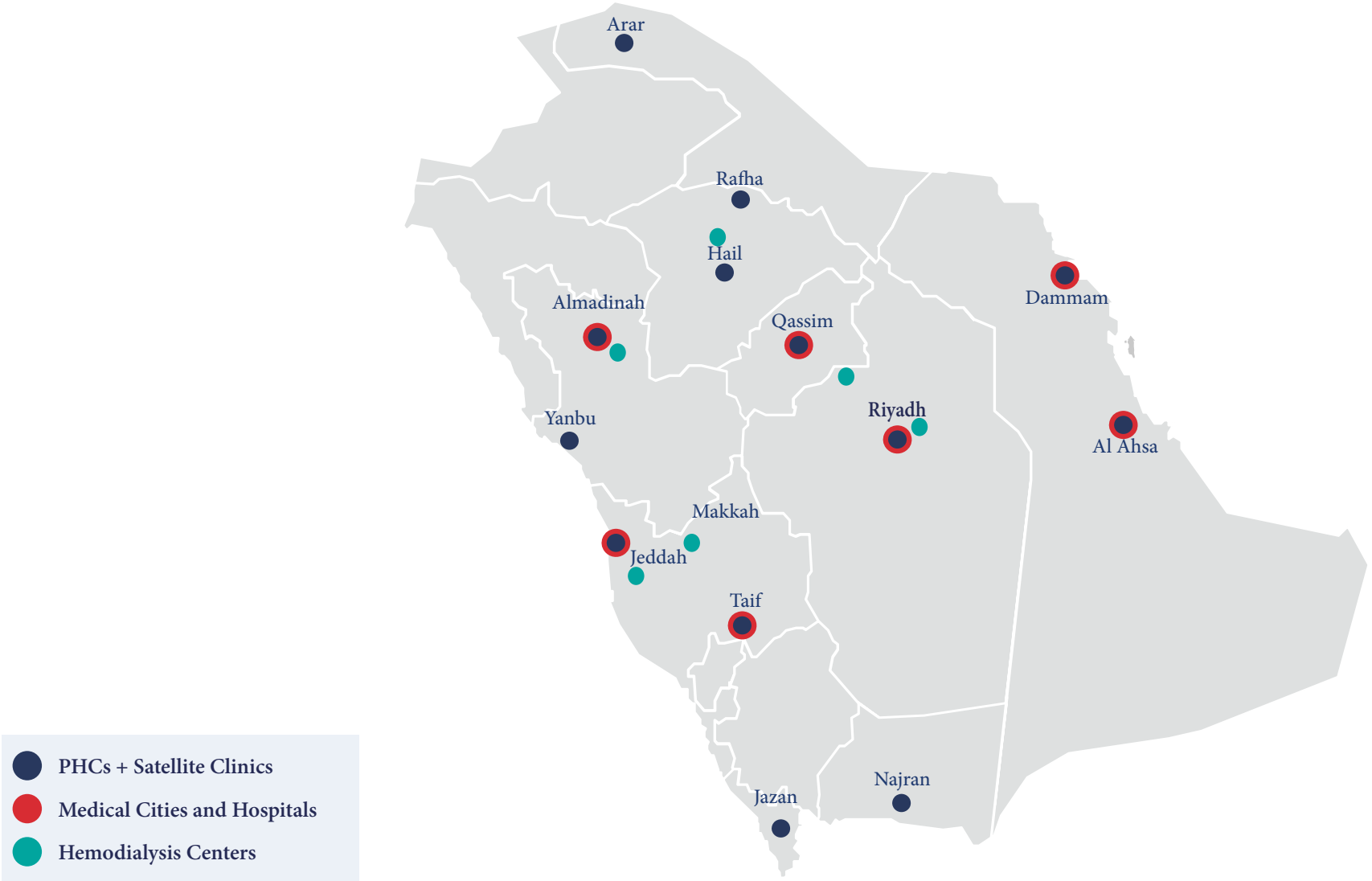
Objectives

- 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.

Values

- Empathy and Compassion.
- Transparency and Accountability.
- Integrity and Respect.
- Collaboration and Excellence.

MNGHA
HEALTHCARE FACILITIES MAP





Chief Executive Officer
Ministry of National Guard Health Affairs (MNGHA)
His Excellency Dr. Bandar Alknawy

Dear MNGHA Family,
What an extraordinary year 2024 has been! As we reflect on our journey, I am filled with immense pride for what we have achieved together. Through innovation, dedication, and a shared commitment to excellence, MNGHA has redefined the future of healthcare - delivering world-class services, advancing medical research, and putting our patients at the heart of everything we do.

This year's Annual Report captures our milestones and I am grateful for the outstanding accomplishments of our remarkable teams. Thank you for making 2024 a year of transformational impact and groundbreaking achievements marked by the advancements across all facets of our organizations.

From cutting-edge medical research and digital health innovations to patient-centered care models, we have set new benchmarks in healthcare delivery. But none of these achievements would have been possible without the dedication, expertise, and teamwork of our incredible healthcare professionals, administrators, researchers, and support staff. Your relentless pursuit of excellence continues to inspire me every day. You are the heartbeat of MNGHA!

To our partners, stakeholders, and the communities we serve - thank you for your trust and collaboration. Together, we are building a healthier, more sustainable future for Saudi Arabia and beyond.

As we look ahead, we remain laser-focused on Vision 2030, with bold plans for expanding AI and predictive healthcare in fostering innovation, enhancing specialized care programs and healthcare accessibility, and strengthening regional and global collaborations to improve the quality of life for all.

The 2024 Annual Report captures our progress. Let us continue to push boundaries, embrace change, and lead with compassion. The future of healthcare is here, and MNGHA is at its forefront.



Chief Medical Officer
Ministry of National Guard Health Affairs (MNGHA)
Dr. Saad Al-Mohrij

At the heart of our mission lies a commitment to ensuring timely and accessible healthcare for all patients. This year, we have made significant strides in optimizing appointment scheduling and enhancing the efficiency of our healthcare services.

The percentage of patients who were able to secure an appointment in an Outpatient Clinic within four weeks of referral stands at 81.56%. This milestone underscores our dedication to streamlining outpatient services and ensuring that those in need receive medical attention without unnecessary delays.

Similarly, within our Primary Healthcare Centers (PHC), 83% of patients successfully booked their appointments within four weeks. This achievement reflects our continued focus on improving primary care accessibility, meeting patient expectations, and delivering essential healthcare services in a timely manner.

Additionally, 2024 marked a record-breaking year for transplant procedures, with an unprecedented 817 transplants performed. This remarkable accomplishment highlights the expertise and dedication of our medical teams, as well as the advancements in surgical success rates and healthcare accessibility.

As we look ahead, we remain steadfast in our pursuit of excellence, striving to further enhance our healthcare system and provide even more efficient, patient-centered services. Together, we move forward with confidence and a shared commitment to better health outcomes for all.



Chief Operating Officer
Ministry of National Guard Health Affairs (MNGHA)
Mr. Saad Al-Otaibi

It is with great honor to present the MNGHA Annual Report 2024, a testament of the Organization's steadfast commitment to a holistic and quality patient care. The Year 2024 demonstrated that MNGHA has set a new level of healthcare excellence as shown in the various clinical and medical programs, expansion and infrastructure projects, and in the replacement and acquisition of new medical devices.

MNGHA continues to be globally recognized in wide array of international standards and acclamations. Among these, MNGHA is included in BEST SMART HOSPITAL list (2024) published in Newsweek. It also received multiple nominations in various categories in World Summit on the Information System Forum and in Global Artificial Intelligence Summit (GAIN) as one of the early adopters for Artificial Intelligence.

In its commitment to keeping pace with the strategic and economic growth in the healthcare sector, and seizing opportunities to widen our healthcare services in line with Vision 2030, MNGHA has expanded its specialized services:

- Neuroscience and Trauma Care Center, Jeddah
- King Abdullah Specialized Children's Hospital, Jeddah
- King Salman Specialized Hospital, Taif
- New Chronic Disease Management Center, Riyadh
- New Stem Cell Lab in KAMC- Riyadh. Started the CAR-T Cell Therapy Construction and aiming for ISO Certifications.
- Construction of Primary Healthcare Clinics in King Abdulaziz, Al Ahsa
- Commissioned Medical Warehouse in Imam Abdulrahman bin Faisal Hospital in Dammam

The Operations is resolute in the acquisition of medical devices, technologies and robotic programs that are cost-effective, state-of the art, safe and sustainable in all regions. MNGHA has also tapped the power of Artificial Intelligence (AI) to accelerate and enhance Ultrasound examinations, assist in accurate diagnosis and provide support to the diverse healthcare services in all regions. Pharmaceutical Services has undergone automation and digitalization. Automatic/Digital Storage Cabinets were procured and Closed Loop Medication Administration (CLMA) were adapted to lessen human intervention and avoid medication errors increasing efficiency and accuracy in medication management

Central to MNGHA's success is its people, thus the field of Human Resources has facilitated various initiatives and innovations. MNGHA launched RISE System (Realize, Innovative, Simplify and Elevate), which is a fully integrated system designed to enhance the recruitment processes until onboarding processes. Enhanced recruitment workflows and digital application tracking thru Talentera were utilized, and automation and digitalization of various HR services were facilitated.

As MNGHA continue to recognize nurses as the backbone in providing quality patient care, multiple programs are being launched to ensure their quality clinical care and work satisfaction such as I-TRAIN Workshop, GREATS Initiatives and MAGNET Accreditation Road Map.

These milestones represent the evolution of healthcare into a more integrated, patient-centric, and technologically advanced way of caring for patients, employees and community, and affirmed to be aligned and in support with the Vision 2030.

MNGHA is resolute in its commitment to providing a truly exceptional patient care experience remains unwavering. My sincerest THANK YOU to each and every one of MNGHA staff for an amazing and successful 2024!

Corporate Planning & Regulatory Affairs Preface

Over the year of 2024, the Ministry of National Guard Health Affairs (MNGHA) has achieved remarkable milestones, reinforcing our commitment to delivering world-class healthcare services. Through innovative initiatives both within Saudi Arabia and internationally, we continue to prioritize patient care, ensuring accessibility and excellence in medical treatment.

This year marked a record-breaking 817 organ transplants, with King Abdulaziz Medical City - CR expanding services to include Lung and Pancreas transplants. Innovations like the Day Care Kidney Donation Program and Same-Day Admission for organ donors improved patient care. Additionally, MNGHA led the first Kidney Exchange between families, supporting unmatched family donors.

In 2024, primary health care centers (PHC) and outpatient clinics made significant strides in improving appointment accessibility and overall access to care. These advancements reflect continuous efforts to enhance scheduling efficiency, streamline patient care coordination, and refine appointment management systems. Such progress underscores a commitment to delivering high-quality healthcare services while ensuring timely access for all patients.
MNGHA also earned first place in the health sector for digital transformation, scoring 93.51% in the Digital Transformation Measurement Program. Moreover, it was recognized as one of the world's best smart hospitals for 2025, marking its third consecutive year on the list.

These accomplishments underscore MNGHA's unwavering commitment to innovation and patient-centered care, driving excellence in healthcare services year after year. We take pride in delivering advanced medical solutions and ensuring the highest standards of care for our patients. As we move forward, Statistics and Achievement Reports Development team extends their heartfelt gratitude to everyone who contributed to this exceptional report, eagerly anticipating the continued success and groundbreaking advancements that await in 2024.

2024 MNGHA

MNGHA SERVICE EXCELLENCE



292
Stem Cell Transplant



213
Kidney Transplant



133
Corneal Transplant



101
Liver Transplant



38
Car-T Cell Transplant



15
Heart Transplant



20
Lungs Transplant



5
Pancreas transplant



749
Robotics Surgeries



55
HIPEC Procedures



3
Gene therapy



2
Conjoined Twins Separation

MNGHA
Advanced Clinical Programs

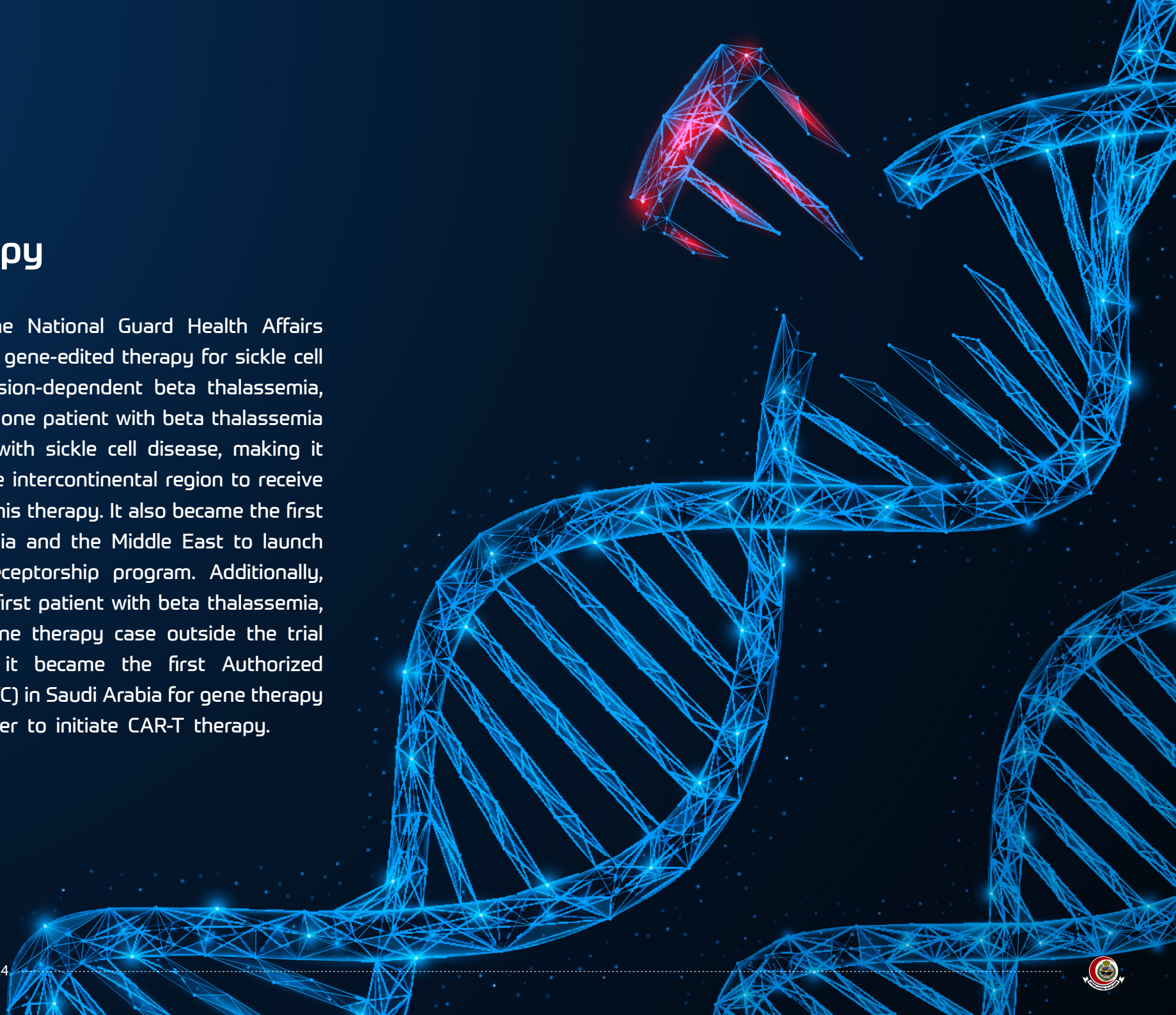
Organs Transplant

King Abdelaziz Medical City - CR has continued their excellence in organ transplant program, by Adding Lung & Pancreas transplant as new services. in addition to enhancing quality of care toward our patient represented by Day care Kidney donation program & same day admission for other organ donors. and leading Nationally through conducting first Kidney Exchange between families aim to facilitate donation from unmatched family donors “National Program for Kidney Exchange between Families”.



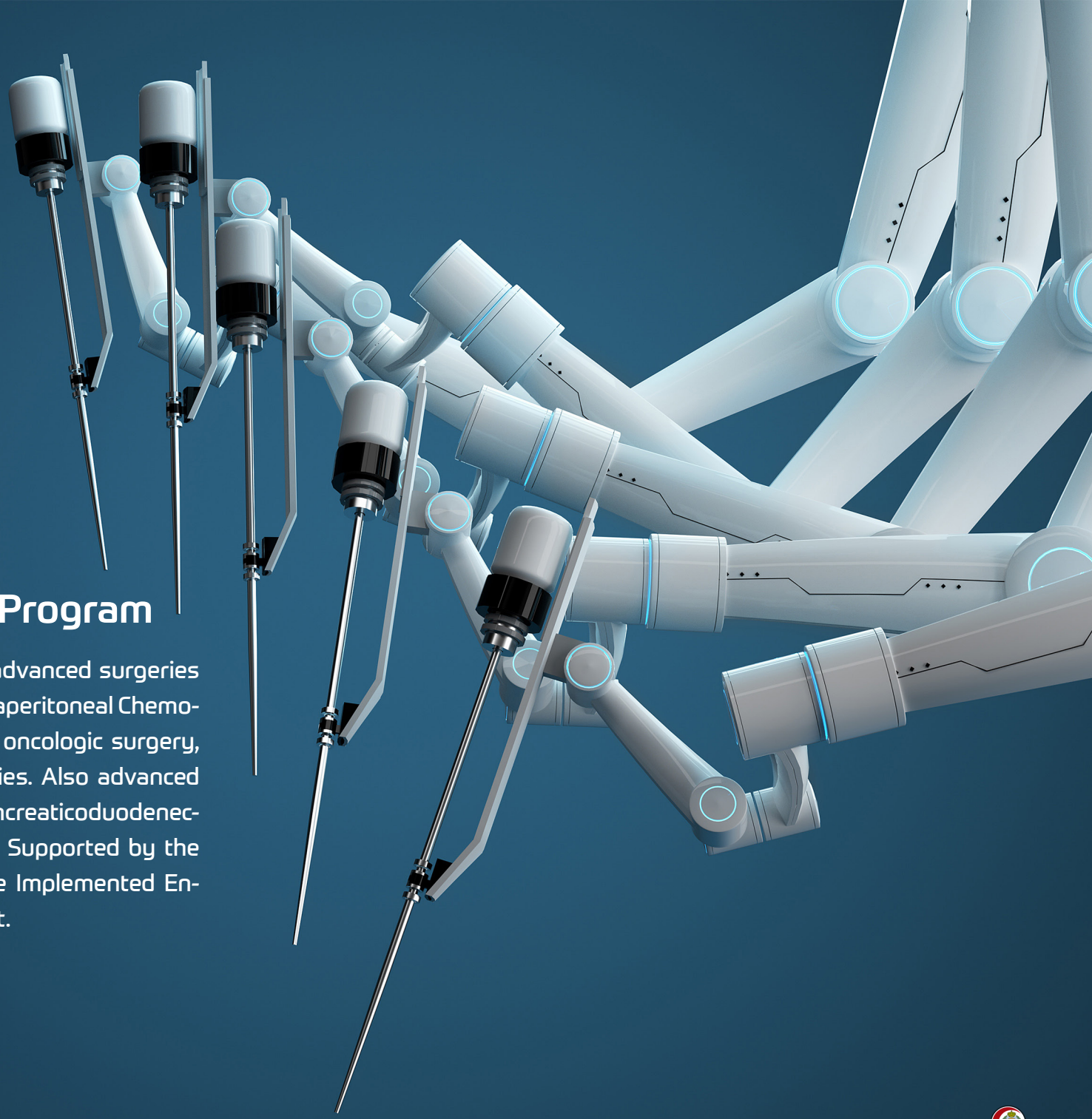
Gene Therapy

In January 2024, the National Guard Health Affairs (MNGHA) launched a gene-edited therapy for sickle cell disease and transfusion-dependent beta thalassemia, successfully treating one patient with beta thalassemia and enrolling three with sickle cell disease, making it the first center in the intercontinental region to receive site certification for this therapy. It also became the first center in Saudi Arabia and the Middle East to launch a gene therapy preceptorship program. Additionally, MNGHA treated the first patient with beta thalassemia, marking the first gene therapy case outside the trial internationally, and it became the first Authorized Treatment Center (ATC) in Saudi Arabia for gene therapy and the second center to initiate CAR-T therapy.



Haematology & Oncology

MNGHA has advanced in other oncology services and stem cell transplant by initiating Fertility Preservation Program for cancer patients (Oocytes freezing). And support health globally through processing of stem cell donation from local donors to international patients in different countries, also continuing high quality service delivery MNGHA achieved a -100 %100 day survival in BMT program and %100 Neutrophil and platelet engraftment.



Advanced Surgical/Robotic Program

MNGHA achieved significant advancement in advanced surgeries and robotics represented by Hyperthermia Intraperitoneal Chemotherapy (HIPEC) program, robotic surgeries in oncologic surgery, urology, orthopedics and many other specialties. Also advanced laparoscopic procedures like Laparoscopic Pancreaticoduodenectomy, Single channel laparoscopy procedures. Supported by the implementation of best quality practice of the Implemented Enhanced Recovery After Surgery (ERAS) Project.



CAR-T Therapy

In 2023, the CAR-T therapy program was established at King Abdulaziz Medical City (KAMC) in Riyadh, marking the first of its kind in both Saudi Arabia and the Middle East. This program operates under the Adult and Pediatric Stem Cell Transplant (SCT) and Cellular Therapy divisions in the National Guard Health Affairs (MNGHA). By 2024, it had managed 38 cases, contributing to a total of 62 cases since its inception.



Home Health Care

Home Health care one of the pillar in clinical efficiency services and has expand significantly over the years in term of number of population served, services provided (maternal, neonatal, children, geriatric , hematology and Oncology, palliative care), engaged more in acute care therapy like Home IV antibiotic program, Pediatric Home health care rapid response program, Home care Chemotherapy program, home care palliative care program. Making it instrumental in enhancing clinical care with better Patient experience

MNGHA
Clinical Productivity/Efficiency


MNGHA Healthcare Activities 2024
Interventional Procedures
91,596
Hospital Outpatient Visits
2,692,600
Operational Beds
4,419
Total Radiology Investigations
1,311,319
Total No. of Items per Prescription
3,996,703
Laboratory Investigations
44,936,712
Emergency Room Visits
586,742
Total Admissions
113,786
Virtual Care in MNGHA
358,321
Visits at PHCs
2,063,383
Total No. of Hemodialysis Patients in all MNGHA
1,736
Total No. of Hemodialysis Sessions in all MNGHA
166,137

MNGHA
Healthcare Activities 2024



Average Length of Stay (MNGHA)

1.95%



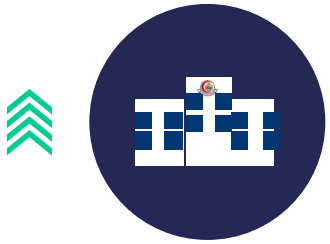
Surgical Operations (MNGHA)

10.97%



Hospital Outpatients Visits (MNGHA)

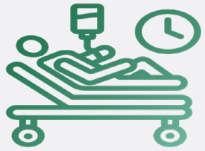
13.23%



Primary Health Care Visits (MNGHA)

7.38%

I. Access to Outpatient Clinics & PHC



81.56%

Outpatient Clinics

The percentage of patients who were able to book an appointment in Outpatient Clinic within **4 weeks** of referral.



83%

PHC

The percentage of patients who were able to book an appointment in PHC within **4 weeks.**

II. Diabetic Retinopathy Screening in the Ministry of National Guard Health Affairs

Diabetic Retinopathy Screening Program has been implemented through the installation of optical coherence tomography (OCT) and fundus photography machines at King Abdulaziz Medical City's diabetic center and affiliated primary healthcare centers in Riyadh. Integrated into the BESTCare electronic health record system, the project enables remote screening and evaluation, significantly reducing the need for in-person consultations. Since its launch in November 2020 until December 2024, the program has screened over 107,056 diabetic patients in Riyadh, covering most of the registered diabetic population.

The diabetic retinopathy screening program at MNGHA represents a pioneering achievement in telemedicine. By combining remote screening, AI-based diagnostics, and optimized workflows, the program has significantly improved early detection rates, reduced patient congestion in retina clinics, and enhanced access to specialized care. As reflected in the data, the project served 93% of the patients virtually without the need to reach Ophthalmology physical appointment which created capacity for almost 90,000 appointment. As the program expands to more regions and integrates advanced AI models, it promises to set a new standard for efficient, technology-driven diabetic retinopathy management in national healthcare systems.

Year (2020 – 2024)	Patients Who Utilized the Service	Patients' physical Transfer	Patients Served Virtually
Total	107,056	7,170	99,886
Percentage	100%	6.7%	93%

MNGHA
DIGITAL HEALTH 2024

The Health Affairs at the Ministry of National Guard won the **first place** at the health sector level in the digital health sector, with a score of **93.51%**, and obtained the "creative" level in the digital transformation measurement program for the year 2024 affiliated with the Digital Government Authority.

Honoured in Global Artificial Intelligence Summit (GAIN) as one of the early adopters of the ethics principles of artificial intelligence on September 2024.

Implemented the Gov. Unified Design Code by Digital Government Authority (DGA) in MNGHA portal.

Health Affairs achieved 100% in the Human Resources Data Quality Index through integration with the Ministry of Human Resources and Social Development through Eltizam platform.

Implemented E-Participation in MNGHA as requested by Digital Government Authority (DGA)

Sepsis Care Enhancement by Electronic Notification "SCREEN" project.



Established an in-house 3D Printing lab to help various departments with parts replacement, which will be useful in decreasing the cost and downtime of broken/damaged equipment. We saved approximately (376,342 SAR).



The Ministry of National Guard Health Affairs has been recognized as one of the world's best smart hospitals for 2025, marking its third consecutive year on the list after previous selections in 2023 and 2024. This accolade highlights its dedication to advanced medical services powered by technologies like artificial intelligence, robotic surgery, telemedicine, and electronic records, backed by a robust IT infrastructure. The selection was conducted by STATISA, an expert in statistical and informatics studies, which evaluates hospitals excelling in the use of innovative medical technologies.

A healthcare communication app designed to connect isolated patients with their families through video calls and messaging while ensuring caregiver support.

Key Benefits of BAYNAHUM:

- **Reduces Infection Risks** – Helps minimize hospital transmissions, protecting vulnerable patients.
- **Boosts Care Quality** – Enhances staff efficiency and direct patient care.
- **Improves Visit Experience** – Provides a smooth and effective virtual visiting service.
- **Promotes Digital Services** – Encourages patient engagement in health management.

80%
Patient Satisfaction

82.67%
of users find virtual visits equal to in-person visits

82%
satisfaction in target groups

44,000+
virtual visits conducted

MNGHA
NEW FACILITY 2024



King Abdullah Specialist Hospital for Children in Jeddah



Chronic Diseases Center in Riyadh

MNGHA Accreditation 2024



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



World Health Organization (WHO)



GCC Expert Hub



Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI)



HIMSS New EMRAM (Electronic Medical Record Adoption Model) Stage 7



CAP Accreditation American College of Pathology



American Society of Blood Bank



CAP ISO 15189 Laboratory Certificate



American Society for Histocompatibility and Immunogenetics (ASHI)



GAC ISO 17025



SGS ISO 13485



Cardiac Cath Accreditation (American College of Cardiology)



Saudi Commission for Health Specialties (SCFHS)



American College of Radiology ACR



European association of cardiovascular imaging



FACT Accreditation

Center of Excellence in providing Acute Care American Society of respiratory Care

CIRSE standards of Quality Assurance in interventional Radiology International Accreditation System for Interventional Oncology Services (IASIOS)

Accreditation from the American Heart Association (AHA).

Riyadh

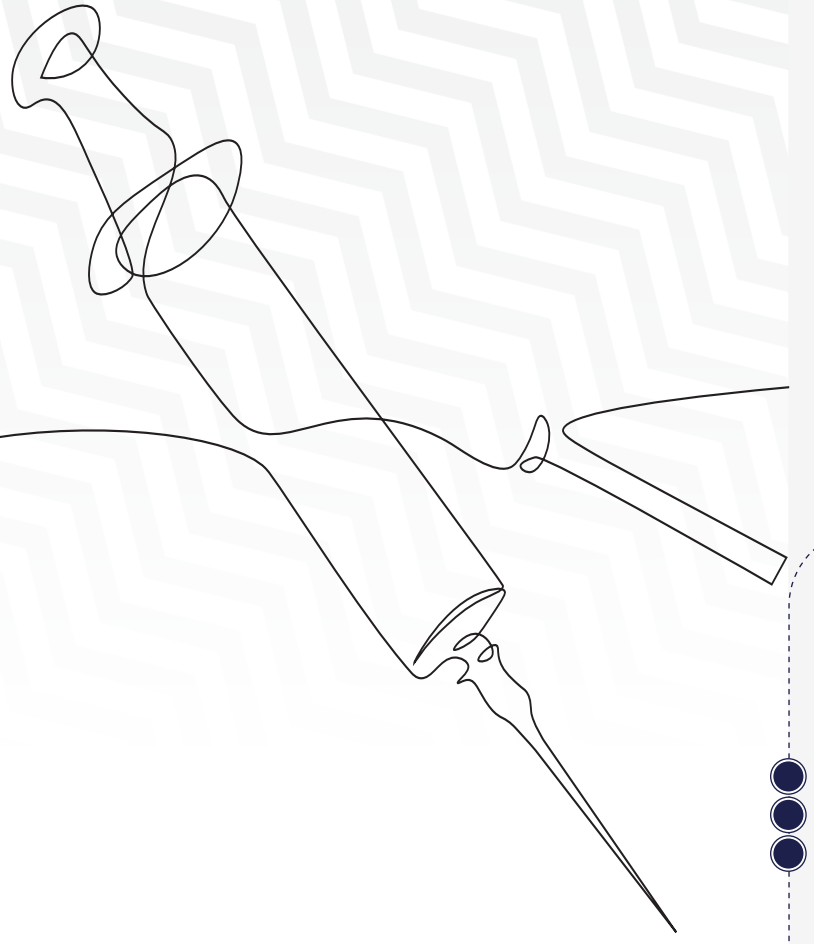
Medical Services

- Anesthesia Department
- Bed Management
- Child Psychiatry and Behavioral Sciences
- Dental Services
- Emergency Medicine
- Family Medicine & Primary Healthcare Centers
- Home Health Care
- Intensive Care Unit (ICU)
- Medicine Department
- Oncology
- Outpatients Department
- Hepatobiliary Sciences and Organ Transplant Center
- Fertility and Reproductive Medicine Department
- Neurology
- General Obstetrics & Gynecology
- Genetics & Precision Medicine Department

Operations

- Clinical Nutrition Services
- Nursing Services
- Patient Services
- Facilities Management
- Project Task Force
- Pharmaceutical Care Services
- Support Services
- Rehabilitation services
- Release Of Information
- Social Services

Medical Services



Anesthesia Department

Anesthesia Department focused on establishing excellence in patient care, medical education and clinical research to meet the strategic plan of the Ministry of National Guard Health Affairs (MNGHA) 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 clinical teams and application of continuous quality improvement principles. 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. Additionally, we are providing education through Anesthesiology Residency Program for the younger generations seeking a challenging and outstanding experience. We are committed to the full integration of our interests in clinical practice, medical education and research.

MNGHA Achievements Objectives

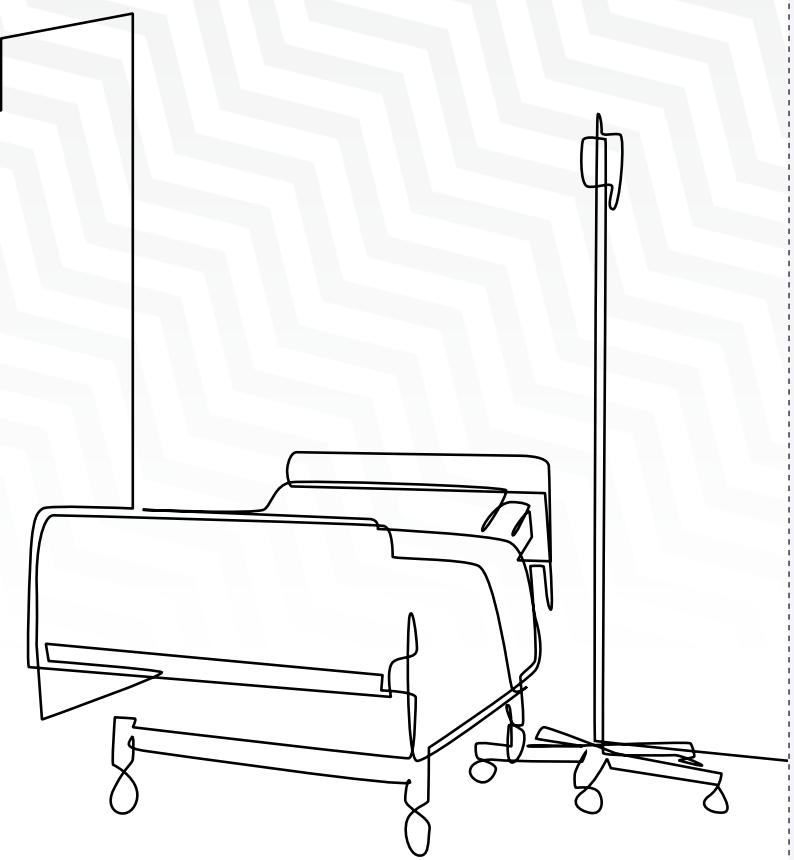
New services, innovative care and new device/ machine:

- Established Hyperthermic Intraperitoneal Chemotherapy (HIPEC) Program.

Process improvement (shortness, lengthiness, decrease or increase):

- Pain Management Clearance for Waiting List Procedures.

Bed Management



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

The bed management operationally is organized into seven main sections that work cooperatively and effectively to achieve the department's goals.

MNGHA Achievements Objectives

Awareness and prevention:

- Educational rounds for patients that given by Case Management's Staff to enhance awareness about pre and post discharge process.

Excellence in Experience and Practice:

- Discharged and transferred 98 Chronic Vent patients.
- Launched Certified "Case Management Fundamental" Program.

New

New services, innovative care and new device/ machine:

- SMS services for effective communication with patient's relatives or Caregiver.

Process improvement (shortness, lengthiness, decrease or increase):

- Reduced waiting hours in ED (Emergency Department).
- Successfully discharged over 27 Neonatal chronic cases to home and other care facilities.
- Achieved significant cost savings by reducing cases of discharge refusal.
- The number of discharged patients increased from 22 to 39 compared to last year.
- The Medicine Case Management team achieved a 2% increase in early discharges rate compared to the last year.
- The Medical Coordination team efficiently managed over 2400 requests from IHALAH, with 66% increase from the previous year.
- Launched PMO (Project Management Office) to help with:
  - Enhance employees' performance.
  - Training and development for department's staff.
  - Starting and following Projects for departmental development.
  - Activating internal communication through systemic process.
- The emergency medical services field has successfully outsourced patient transportation services to a professional company. The objective of Bed Management is to eradicate discharge delays caused by Team 1, where the total number of trips has gone up by 457 compared to last year.



2% increase
in early discharges



Discharged over 27
Neonatal chronic cases
to home and other



Launched PMO
(Project Management
Office)

Education program and training

- Collaborative Training Program with Nursing department for patients and their family in (Simulation Lab) for home health care.
- Coordinated with respiratory companies to conduct educational session for home used respiratory machines Continuous Positive Airway Pressure (CPAP) and Bilevel Positive Airway Pressure (BIPAP).
- New case management training program specialized for Women's health and Neonatology.
- Managed and coordinated the participation of 43 Bed Management staff members in various training and development courses.

Digital health implementation and initiatives

- Established departmental website.
- Implemented Patient FLOW Management System by the Inpatients' Nursing Workstation, Admission Office, and Case Managers, enabling them to improve their services.
- Created Medical Equipment System to streamline the request process, leading to time and effort savings, and offering access to any medical equipment provided by Allied health specialists.

2024 Statistical Information: KACSH:

Characteristics (ADULT)	Q1 - 2024	Q2 - 2024	Q3 - 2024	Q4 - 2024
Operation bed - KASCH	187	188	192	192
Average LOS - KASCH	12	12	11.2	11.5
Occupancy rate - KASCH	90%	87%	94%	95%
Bed Blockers - KASCH	11	9	12	11
Admissions - KASCH	1,354	1,272	1,375	1,325
Discharge - KASCH	1,352	1,303	1,320	1,349

Characteristics (PEDS)	Q1 - 2024	Q2 - 2024	Q3 - 2024	Q4 - 2024
Operation bed - KASCH	268	268	268	268
Average LOS - KASCH	6.6	6.5	7.1	6.2
Occupancy rate - KASCH	95%	92%	95%	96%
Bed Blockers - KASCH	31	34	32	33
Admissions - KASCH	3,169	2,804	2,915	3,125
Discharge - KASCH	3,216	2,795	2,925	3,124

Child Psychiatry and Behavioral Sciences



The Child and Adolescent Psychiatry and Behavioral Science Department offers specialized mental health care for children, adolescents, and families in the Ministry of National Guard. Services include clinics for psychiatry, development, therapy, and psychometry, inpatient care, 24/7 emergency support, and community-based programs for early intervention and education. The department collaborates with multidisciplinary teams to address diverse needs, promoting mental health and well-being in Riyadh, Saudi Arabia.

MNGHA Achievements Objectives

Awareness and prevention:

- Early intervention in psychiatry, development behavior, psychology, family therapy and speech services.
- School health service, collaboration with National Family Safety Program.
- Participated in Mental Health Conference, World Mental Health, Stuttering Campaign, Children's Day and Diabetic Day.

New services, innovative care and new device/ machine:

- Established psychotherapy initial intake for early therapy intervention.
- Opened the Child Mental Health Clinic The first in the kingdom.
- Established the practical part of the Anxiety Program in collaboration with Mquire University in Australia.

Process improvement (shortness, lengthiness, decrease or increase):

- Increased the number of fellows, residents, psychology interns, pediatric residents, & medical interns.

Education program and training:

- Educational lectures for both psychiatry and psychology in a weekly basis for multidisciplinary staff including all trainees in different level.
- Nursing training program dealing with child mental health patient in both outpatient and inpatient services.
- Clinical training and education activities for trainees in a weekly basis (Psychiatrists, Psychologists, Therapists, Speech Therapists, Social workers, & Nurses).

Digital health implementation and initiatives:

- Implemented M-CHAT in Bestcare.

2024 Statistical Information: KACSH:

Clinics	No. of Visits
Child Early / Assessment Intervention	702
Comprehensive Clinics (Multi-disciplinary Team)	824
CMH Programs (ADHD, Autism, and Anxiety Programs)	1,416
Psychiatry Clinics (First visit, Follow-up, and sub-specialty clinics (OCD, ADHD, Adolescence, and Autism))	6,922
Psychiatry V Clinics	1,900
Developmental Behavior Clinics (First Visit, Follow-up, and Virtual)	1,020
Psychology V Clinics	727
Psychology & Therapy Clinics	4,261
CMH Miscellaneous	1,147
Total Visits	18,919



Early intervention in psychiatry



Opened 1st Child Mental Clinic



Established Anxiety Program collaboration

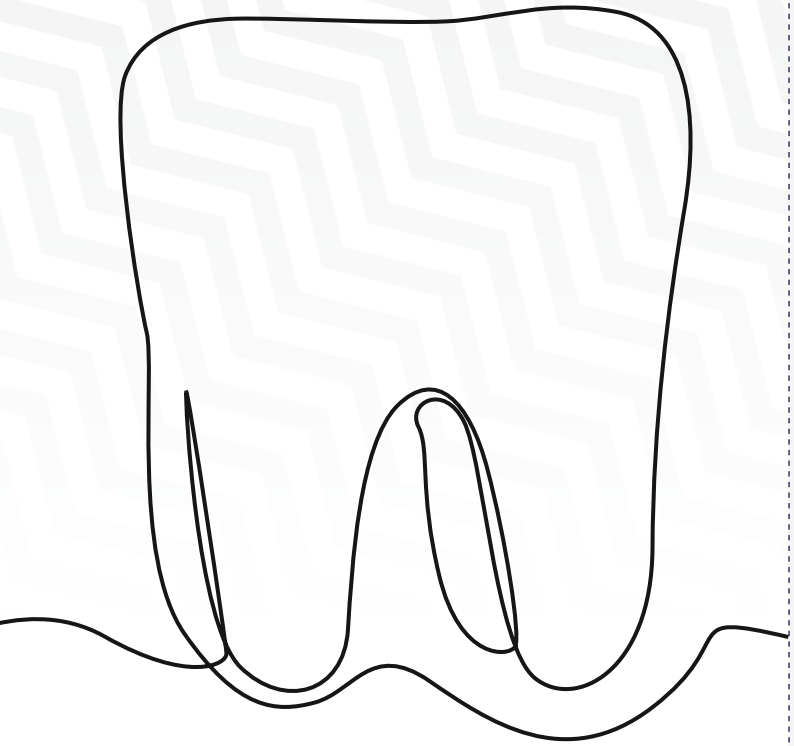


Weekly multidisciplinary educational lectures



Implemented M-CHAT in Bestcare

Dental Services



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. With the mission to ensure accessible, innovative and high-quality oral and dental health care to the patient, while ensuring efficiency, safety, digital transformation and proper utilization of available resources.

In the academic front, the Dental Department is the largest training center accredited by the Saudi Commission for Health Specialties (SCFHS) to educate young dentists through its Residency Training Programs in collaboration with the College of Dentistry, King Saud bin Abdulaziz University for Health Sciences, and the Dental-Family Medicine Primary Health Care Clinics (Dental-PHCC).

MNGHA Achievements Objectives

Awareness and prevention:

- World Diabetes Awareness Day, Oral Cancer Awareness Campaign, 3rd Dental Residents Retreat Day and Oral Awareness Day.

Excellence in Experience and Practice:

- Board eligible residents have extended their service (6 months), which contributed to the decrease in the number of the individual waiting lists.
- Launched College of Dentistry (COD) Faculty clinics.

New services, innovative care and new device/ machine:

- Dental Clinical Activities System (DCAS) is a newly enhanced system for managing the workload of clinicians and dental assistants in Dental Services, including the distribution and assignment of clinic spaces for the Dental Clinics.
- To ensure compliance with national and organizational policies and patient safety standards, the Dental Staff Qualification and Education (DSQE) System was developed to manage the Solicitors Qualifying Examination (SQE) documentation of dentists, including privileges and evaluation. Where, dentists will receive notifications of expired or soon-to-be expired documents.

Process improvement (shortness, lengthiness, decrease or increase):

- Reduced waiting time for new patients to 4 weeks access to care compared to last year.

Digital health implementation and initiatives:

Successfully established and implemented the following:

- Implant consent form & Extraction consent form.
- Biopsy consent form.
- Orthodontic consent form & Orthodontic termination consent form.
- Comprehensive treatment consent form.
- Adult treatment plan form & Paediatric treatment plan form.
- Mixed dentition treatment plan form.
- Dental resident progress notes.
- Establishment of research project for the newly intake residents.
- Modification of the dental progress notes multiple times.



3rd Dental Residents Retreat Day



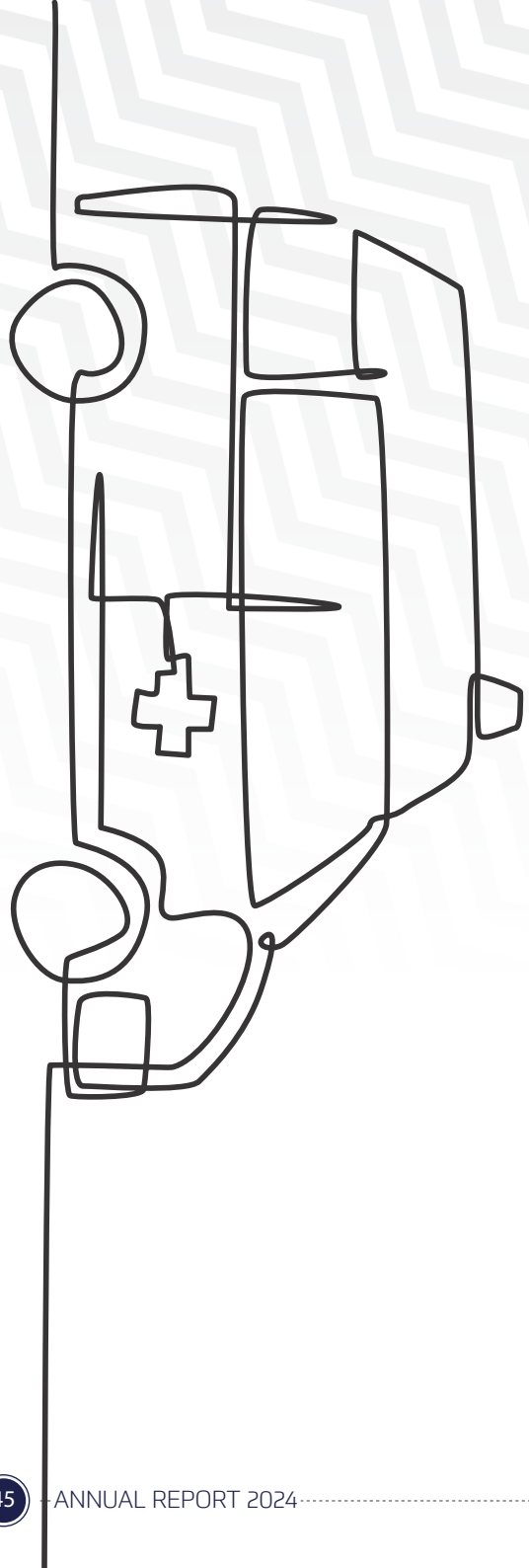
Dental Clinical Activities System (DCAS)



New patient wait: 4 weeks



Launched COD Faculty clinics



Emergency Medicine

The Emergency Medicine Department (ED) 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. Additionally, the Emergency Medicine Department provides education to Residents, Interns from several universities, medical students, EMS Students and Nurses.

MNGHA Achievements Objectives

Awareness and prevention:

- Code Yellow Update for Physicians & Nurses.
- Increased Public Awareness by 30 Community Health Initiatives and Education sessions.
- Improved the Healthcare of Psychiatric Patients in ECC-ACU.
- Emergency Care Centre (ECC) iCare – following up with continuous care and promoting optimal patient care regarding inpatients in ECC.
- Stay Safe is an initiative project that aims to promote community education and raise awareness about injury prevention. To provide valuable information on different safety topics, Pediatric EM created a series of educational infographics. These materials will be shared in the MNGHA official website, public media channels like YouTube and X (formerly Twitter) and digital screens in ED waiting areas.

Excellence in Experience and Practice:

- Reduced the risk of mortality and morbidity events by early recognition of sepsis signs (Sepsis Alert System).
- Virtual ED- this helps tremendously to fill the gap of shortage of physicians in the emergency department, to ensure better interaction between the patient and the physician and allows the patient to discuss their health concerns prior to coming to the ED.
- More than 30 Military Missions were covered by EMS.
- Implemented a new ED flow to Improve Overcrowding and Decrease Length of stay (LOS) of Patients in ED.
- Priority Pass – to facilitate patients' access to care by giving an aide to facilitate patient flow and process to the appropriate ED clinical unit and other services including laboratory, radiology, etc. This only applies patients with special needs.

Process improvement (shortness, lengthiness, decrease or increase)

- On-call Consultation System Accelerate Admission.
- Stroke Code Activation Enroute.
- Established Communication Access nationally with Ministry of Health National Health Emergency Operations Center (NHEOC) & Interfacility with Women's Health Hospital (WHH) and King Abdulaziz for Specialized Children Hospital (KASCH).
- 100% compliance with pain screening admissions at ACUB.
- ED Consultation Perfect Month – held in September 2024 which purpose is to track the issues in different subspecialties concerning the consultation delays, referral and transfer of care from ED, including other services, e.g., radiology, laboratory, EMS transfers.

New services, innovative care and new device/ machine:

- Disaster Navigation Application Initiative.
- The Patient Experience Department initiated and implemented the GREATS Program across MNGHA, and conducted workshops to encourage ED staff and others who work alongside the ED team, such as nurses, paramedics, RT, pharmacist, and patient experience. By working collaboratively, this program fosters camaraderie while improving patient flow and care coordination to enhance patient experience.
- Installation of flexi-glass in all Medication rooms in ECC for safety and security. Also, CCTV cameras requested to all ECC units.

100% pain screening compliance achieved

30 initiatives raise public awareness

Sepsis Alert System reduces mortality

GREATS Program enhances patient experience

Education program and training:

- Patient Care Technician Training – Saudi Council Program.
- Saudi Emergency Nursing Diploma new trainees started last October 2024.
- SNDP Trainee/Residency Program.
- ECC CRN's Teaching in Nursing Education i.e., BLS, Communication Workshop, & BMS.
- Command Center Agents' Educational Lectures with Training & Development Department.
- Seven (7) ER Diploma; 8 Residency Program for Nurses; 3 Residency Program for PCTs; 16% Saudization in ACUB.
- Point of Care (POC) Trop-I Machine – training.
- Quidel Triage MeterPro POC Machine – training.

Digital health implementation and initiatives:

- CISCO Japper (Emergency Command Center started a new service as Medical Consultation 24/7, to connect ER Physicians to the needed specialty).
- Patients Biometrics in 3 points of Entry in ACUC, RAM and Ambulance Checkpoint.
- Station Mobile Desktop in the entire ECC.
- Integration of Documents that are currently sent to HIM for Scanning.
- Zain PoC Web Based Dispatcher Console Software Dashboard with 8 Portable Radios.
- QR codes are used to help patients and their families understand their rights and responsibilities, as well as instructions that patients and their families must abide by and adhere to. Patients, families, companions, and guardians may scan the QR code using their mobile phones to view the document.



International awards, recognition, contributions

- 5th Joint Commission International (JCI) Re-accreditation.
- 3rd Place Winner for the Poster Presentation on Oman Society of Emergency Medicine (OSEM) Conference 2024.

National awards, recognition, contributions

- 2nd Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- 3rd Place Winner for the Oral Presentation on Research Day 2024.
- 1st Place Winner for the Oral Presentation on Saudi Society of Emergency Medicine (SASEM) 2024.
- 2nd Place Winner for the Oral Presentation on Saudi Board Emergency Medicine (SBEM) 2024.
- Recognized as a Professional Volunteer by the National Center for Non-Profit Sector in 2024.
- ECC-RU & CDU Charge Nurse Carla De Leon, received Clinical Excellence Award for IND 2024
- Won the 3rd place in Best Poster Presentation during Emergency Medicine Research Day on 23 January 2024 on Enhancing Patient Length of Stay in the Emergency Department Flu Unit in a year of Altered Patient Flow process which has a positive impact on improving LOS, optimized triage and multidisciplinary team communication.

Objectives in line with the Kingdom's 2030 Vision:

- Direct emergency hotline with the Ministry of National Guard.
- EMS provided over 1,800 volunteer hours, supporting community health initiatives and education.

Training Program Statistical Report

Name	Figures
Number of current PEM fellows 2024	16
Installation and Validation Percentage of fellows completed their program training in the last 5 years	100%
Implementation percentage of fellows passed their program exams in last 5 years	97%
Total Number of Educational activities	32
Total Number of Consultants Based Educational Activities	23
Total Number of online departmental educational activities in 2024	5

Family Medicine & Primary Healthcare Centers



Family Medicine and Primary Health Care in Central Region provides promotive, preventive, therapeutic, and rehabilitative care to the Ministry of National Guard population through Primary Care Centres in Riyadh, Arar, Hail, Najran, Qassim, and Rafha.

There are currently 34 primary care clinics of varying sizes in operation. Two clinics (King Saud City Housing and King Abdulaziz City Housing) offer urgent care units. The Ministry of National Guard clinic and King Khalid Military Academy Clinic both operate on 24-hour schedules. To meet the daily demand from our population and patients booked from KAMC/KASCH Emergency Department. Also, the Health Care Specialty Center provides clinics with extended service hours.

MNGHA Achievements Objectives

Awareness and prevention:

- Celebrated multiple awareness days, campaigns, including Alzheimer's Disease Day, Breastfeeding awareness week, Breast cancer awareness week, Food and Safety Awareness Day, Healthy Aging Campaign, International Infection Prevention Week, International Radiology Day, Mental Health Day, Obesity Awareness Day, World Breast cancer day, World Diabetes Day.

Excellence in Experience and Practice:

- Expanded virtual clinics.
- Optimized pharmacy efficacy by implementation of Pharmacy Inventory Project.

Process improvement (shortness, lengthiness, decrease or increase):

- Implemented the followings:
- PHC Change Model.
- Follow up slots up to 99%.
- Preschool Screening & Registry.
- Premarital Screening & Registry.
- National Vaccination Registry.

New services, innovative care and new device/ machine:

- Ativated SMSA medication delivery for virtual care patients.
- Implemented Chronic Care Disease clinic.
- Implemented Q-Matic system in Pharmacy and laboratory services.
- Expanded physiotherapy services for some FM & PHC Centres.

Education program and training:

- Unified Continuous Professional Development (CPD) activity across all centres to deliver high impact learning outcomes.
- Increased educational and training opportunities for clinical and non- clinical staff through attended different Corporate Training and Development courses.

Digital health implementation and initiatives:

- Developed and implemented dedicated screening captures in the clinical information system (BESTCare), providing insight into the screening efforts in primary care.
- Develop and validate several clinical and administrative KPIs such as 'Prevalence of Diabetes Forecasting' and "Region Wise Active Patients' aiding in both clinical and operational data monitoring.
- Ssuccessful enrollment in the international National Database of Nursing Quality Indicators (NDNQI).

International awards, recognition, contributions

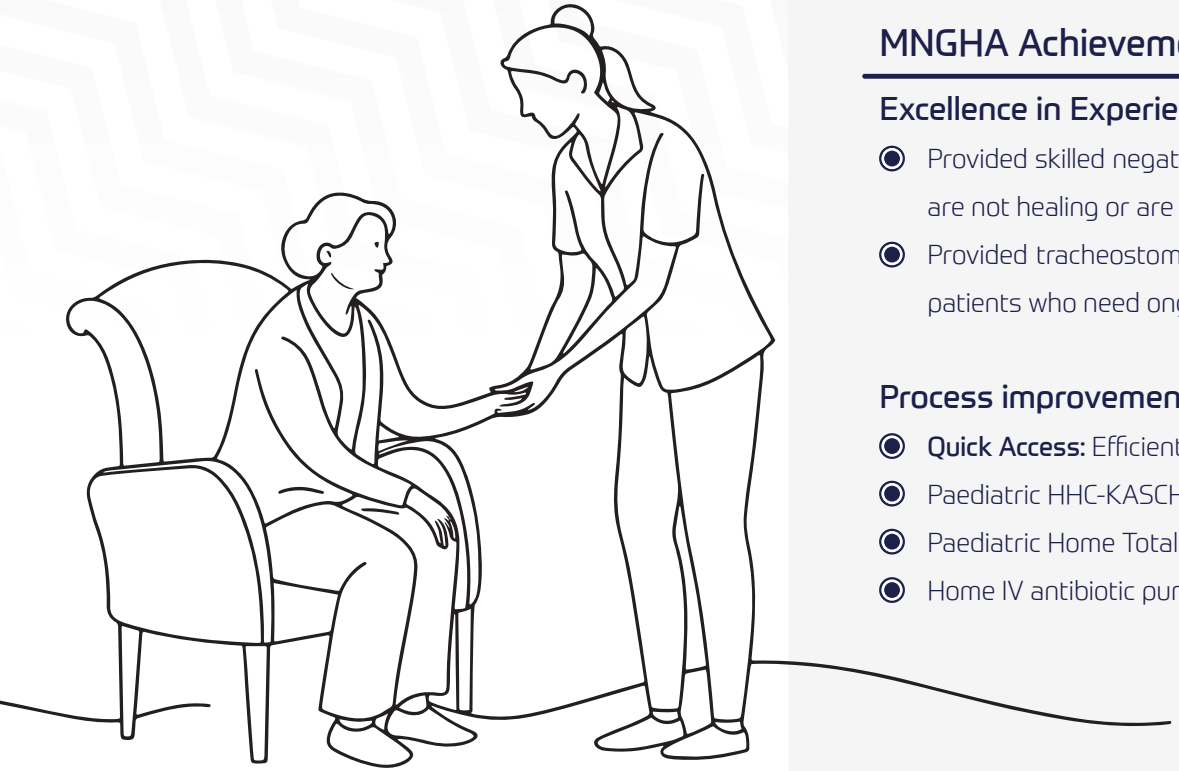
- HIMSS Community Care Outcomes Maturity Model (C-COMM) Stage 6 Accreditation.
- HIMSS Adoption Model for Analytics Maturity (AMAM) stage 7 Accreditation.

2024 Statistical Information:

PHC Name	No. of Visits-2024
Arar	23,658
Battalion and Bridge	33,581
Chornic Disease Center	16,907
Hail	53,161
Iskan Yarmouk	273,962
Khashm Alan	373,160
King Khalid Military	9,454
King Saud (Dirab)	139,155
Ministry of National Guard	19,799
Najran	9,872
Prince Bader Residental City	29,581
Qadseyah	20,194
Qassim	39,654
Rafha	41,369
UmAlhamam	212,265

Home Health Care

In April 1994, the Hospital-based Home Health Care (HHC) Program was launched to support patient discharges and ongoing care in the community. Its primary objectives are to shorten hospital stays, minimize patients' visits to emergency rooms, reduce hospital readmissions, and limit appointments at outpatient clinics and laboratories. The program also serves as an alternative to hospitalization, offering a range of services that include physician consultations, respiratory care, occupational therapy, social services, an anticoagulation clinic, and a specialized wound care team that employs negative pressure dressings. Additional services encompass laboratory testing, intravenous therapy, total parenteral nutrition (TPN), vaccination programs, palliative care, and nursing services such as Foley catheter management, suprapubic catheter care, NG tube care and exchange, as well as PEG tube site and stone care.



MNGHA Achievements Objectives

Excellence in Experience and Practice:

- Provided skilled negative pressure wound therapy, which is primarily utilized to treat complex wounds that are not healing or are at risk of not healing.
- Provided tracheostomy care at home represents an essential aspect of home health care, particularly for patients who need ongoing respiratory support.

Process improvement (shortness, lengthiness, decrease or increase):

- **Quick Access:** Efficient referral processes.
- Paediatric HHC-KASCH Rapid Response Team.
- Paediatric Home Total Parenteral Nutrition (TPN) Service.
- Home IV antibiotic pump (easy flow) to expand IV antibiotic home services.

New services, innovative care and new device/ machine:

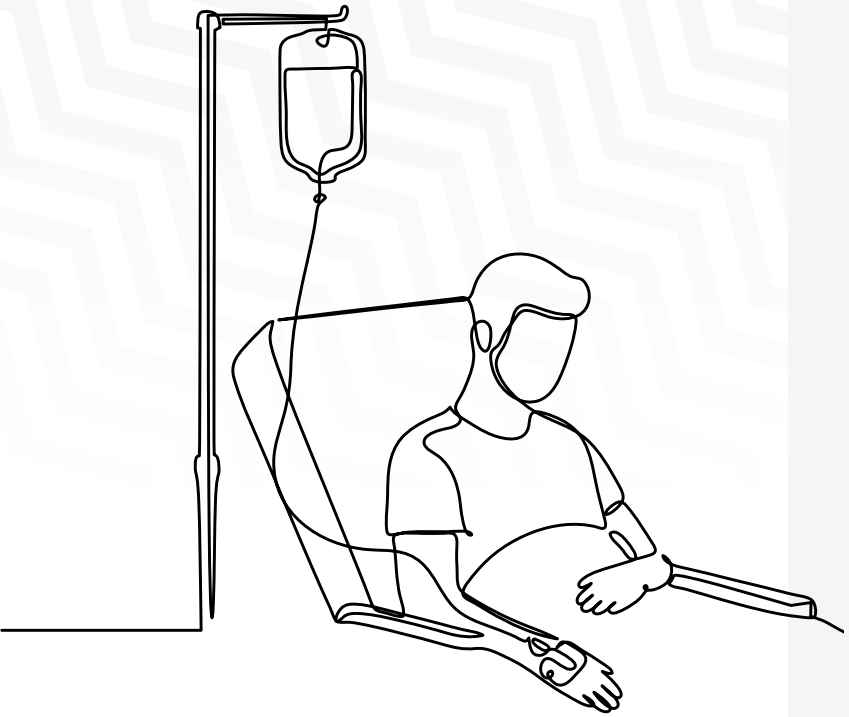
- Integrated Home Health Care Services: Empowering Post-Partum and Dental Care.
- Enhanced Post-Partum Care:
  - Provide personalized home health care services to support new mothers physically and emotionally.
  - Educate on post-partum recovery, breastfeeding, and infant care.
- Implemented Dental Home Health Care Services:
  - Screen, prevent, and manage dental health issues in vulnerable populations, including the elderly and those with mobility challenges.
  - Deliver educational resources about oral hygiene and preventive care directly in the home setting.

Education program and training:

- Neonatal HHC program within Paediatric HHC.
- Established Feeding program under Paediatric HHC.

Digital health implementation and initiatives:

- Telehealth Services: Providing virtual consultations and follow-up care to improve access and convenience for patients.
- Mobile Health Applications (coding system): Offering digital tools for patients to track symptoms, medication and schedules.
- Home Health care service mapping system: Creating a home health care mapping services application can greatly enhance patient care, optimize service delivery, and streamline communication among health care providers.



Intensive Care Unit (ICU)

The Intensive Care Department admits critically ill patients from the emergency department, 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. Intensive Care Unit educate tomorrow's leaders in the management of acute life-threatening illnesses, and promote critical care profession locally and worldwide.

MNGHA Achievements Objectives

Excellence in Experience and Practice:

- Improved patient care delivery with the highest quality by working on different Critical Care Initiatives for patients safety including: (I-protect, ICU Early Mobility Program, , ICU Daily Goal Sheet, Simulation and Patient Safety Project, Improving the care of ventilated patients NASAM Bundle, Virtual Family Visit and Patient Experience – Zyarati, Subarachnoid hemorrhage project, Safe Tracheostomy Care, Critical Care Family Support Program, and Sepsis Care Enhancement by Electronic Notification "SCREEN" project).

Process improvement (shortness, lengthiness, decrease or increase):

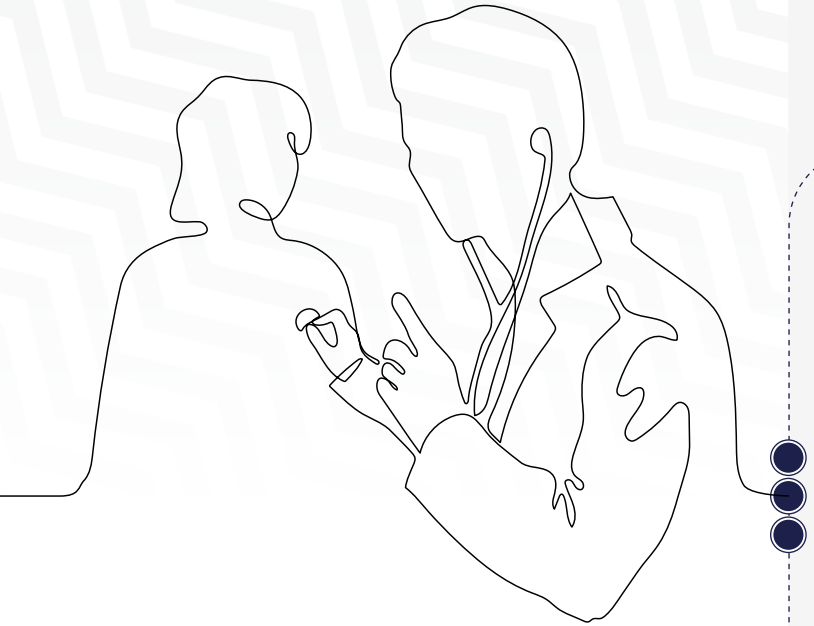
- Low readmission rate (1.6 % in 2024 - 1.4 %in 2023).

National awards, recognition, contributions

- Saudi Customer Experience Association 2025 Awards – 2nd place for Zyarati project.

Medicine Department

The Department of Medicine supports 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. Medicine Department provides 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.



MNGHA Achievements Objectives

Excellence in Experience and Practice:

- Conducted planned quarterly visits for sustained patient follow-up and access to care.
- Offered accessible supportive services such as retinal exams, dietary consultations, psychological care, and Physical/mental evaluations.

New services, innovative care and new device/ machine:

- Acquire the ACGME Accreditation for the Geriatric Fellowship program.
- Started the Age Friendly Hospital initiatives in all Geriatrics settings outpatient, and inpatient units.
- Created Geriatric program at the Chronic Disease Management centre.
- Internal Medicine (IM) Malignancy Project was initiated had shown great achievement and an average of 1173 hospital days were saved. Total patients served as IP (82) 63% and OP (48) 37%. It is initiation of diagnostic stewardship program in our division.
- Established the Acute Medical Unit.

Process improvement (shortness, lengthiness, decrease or increase):

- The 4-week access to care has dramatically improved.

Digital health implementation and initiatives:

- Shorten time for booking sleep study using more home sleep study and auto-CPAP titration modalities.
- Introduced remote blood glucose monitoring for high-risk patients, enabling timely interventions through direct communication and urgent care coordination.

2024 Statistical Information:

Gastroenterology

Examination Name	Count of Examinations
Colonoscopy, Adult	2,018
Double Balloon Enteroscopy Upper	4
Endoscopic Retrograde Cholangiography (ERCP)	244
Endoscopy Capsule, Adult	7
Endoscopy with Ultrasound Upper	104
ERCP with Spy glass, Adult	10
Esophageal Manometry	63
Esophagogastroduodenoscopy, Adult	1,863
PH Study, Adult	13
Sigmoidoscopy, Adult	104
Upper Push Enteroscopy, Adult	13
Grand Total	4,452

Geriatric Medicine

Category	Total Number
Patients Seen in OPD	1,548
Patients Seen in MPD	52
Patients Admitted Under Geriatric Medicine	125
Geriatric Medicine Consultations	640
Geriatric Verification Program Consultations	46
Percentage of Patients Discharged Home	99%



Oncology

Oncology, Palliative Care, Radiation Oncology, and Cancer Control and Outreach. It also has a Data Management unit for clinical and research support.

The Adult Medical Oncology division treats various cancers using a multidisciplinary approach. Adult Hematology addresses blood disorders like leukemia and lymphoma. The Adult Stem Cell Transplant division offers care for transplants and advanced therapies. Gynecology Oncology specializes in female cancers.

Palliative Care aims to improve the quality of life for patients with serious illnesses. Radiation Oncology focuses on advanced radiation treatments. The Cancer Control division works on prevention and early detection. The Data Management Unit maintains a tumor registry, while the Research Unit coordinates oncology research projects.

MNGHA Achievements Objectives

Awareness and prevention:

- Genetic counselling and prophylactic surgery for patient with hereditary malignancies at high risk to have cancer.
- Colposcopy clinic for abnormal Pap smear to ensure vaccination/HPV.
- Palliative care helpline covering all patients across the Kingdom 24/7.

New services, innovative care and new device/ machine:

- Initiated the International Foundation Medicine (FM) Tumor Board.
- Oncology fertility clinic.
- Genetic clinic.
- Precision oncology clinic.
- Initiated the Neuroendocrine Tumor Board.
- Established combined GI clinic and HIPEC.
- Expanded the Suspected Cancer Program Clinic.
- Expand the Middle East & North Africa - National Comprehensive Cancer Network (MENA-NCCN) Center.
- Launched the Gene-edited therapy for SCD and TDT, we have infused 1 TDT patient, and we collected 3 SCD patients.
- The haploidentical SCT program for sickle cell disease patients (28 patients recruited so far/39 patients using haplo protocol).

Process improvement (shortness, lengthiness, decrease or increase):

- Unstable adult SCT patients can access ER beds in C65 directly instead of proceeding to main ER.
- Adult SCT Day care unit delivers services till midnight.
- Added medication refill request clinic (15 slots per AM session only – from Sunday to Wednesday).
- Same day admission.
- The palliative care bed capacity is increasing gradually due to the nursing shortage, we started with 12 beds and now we have a total of 24 beds.
- Extra OR day- to shortened/reduce the number of patients in the waiting list.

International awards, recognition, contributions

- The first centre to achieve site certification in intercontinental region for Gene-edited therapy for SCD and TDT in Jan 2024.
- The first centre to achieve site certification in intercontinental region, outside North America and Europe for CAR-T therapy for Yescarta– Gilead/kite product.
- The first centre in intercontinental region, outside North America and Europe to infuse CAR-T therapy for DLBCL Yescarta– Gilead/kite product.
- The first centre in Saudi Arabia and Middle East to launch the gene therapy preceptorship program.
- The first centre in Saudi Arabia and Middle East to launch the nursing CAR-T therapy preceptorship program.
- Processed the stem cell donation from Saudi donor to international patients (more than 100 donors) in different countries. Those donors were recruited through the Saudi Stem Cell Donor Registry.
- Four-Dimensional Computed Tomography (4DCT) in Radiation Oncology.

National awards, recognition, contributions

- SSBMT (Saudi Society of Blood and Marrow Transplant).
- EBMT (European Bone Marrow Transplant).
- CIBMTR (Center for International Blood and Marrow Transplant Registry) American.
- Affiliated centre with Saudi Stem Cell Donor Registry (SSCDR) as donor collection and transplant centres.

2024 Statistical Information:

Total No. of outpatient visits to clinic 720 and Radiation Oncology:	
Adult Hematology	16,700
Adult Medical Oncology	13,853
Adult Stem Cell & Cellular Therapy	7,100
Radiation Oncology (unit 60)	4,373
Gynecology Oncology	3,623
Cancer Control & Outreach	950
Palliative Care	842
Clinical Nursing	213
Clinical Nutrition Services	192
MH Liaison Services	191
Total	48,037

Day Care Unit	
Outpatient Visits	11,616
Chemotherapy	13,152

Average length of stay (ALOS) days, by specialty:

Adult Stem Cell Transplant & Cellular Therapy	23
Adult Hematology	16
Palliative Care	15
Oncology/Hematology	8
Adult Medical Oncology	6
Gynecology Oncology	5

Bed occupancy rate by specialty:

Adult Hematology	97%
Adult Medical Oncology	95%
Palliative Care	92%
Gynecology Oncology	84%
Adult Stem Cell Transplant & Cellular Therapy	69%
Oncology/Hematology	69%

Total No. of Admission by specialty:

Adult Medical Oncology	1,389
Adult Hematology	1,000
Adult Stem Cell & Cellular Therapy	367
Palliative Care	357
Gynecology Oncology	333
Radiation Oncology	68
Total	3514



Outpatients Department

The Ministry of National Guard Health Affairs organization has a significant component called the Outpatient Center, which provides specialized medical care.

Three (3) major departments work together to operate the Outpatient Clinics. The first priority is medical staff, followed by nursing services, and finally patient services.

MNGHA Achievements Objectives

Excellence in Experience and Practice:

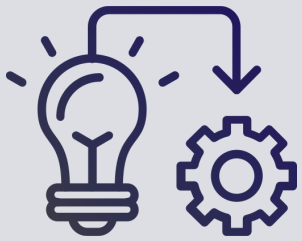
- Implemented ACC Efficiency Change Model.
- King Abdullah Specialized Children Hospital in Riyadh scoring as one of the highest across MNGHA system for Patient Experience Survey for the last ten (10) months.

Process improvement (shortness, lengthiness, decrease or increase):

- Increased the capacity of clinic utilization.
- Accurate number of slots showing in the ACC Dashboard vs number of slots that are actually utilized (ex. vacations/holidays are not reflected in the ACC Dashboard).

New services, innovative care and new device/ machine:

- KASCH continuously improving the direct booking rate in most of our departments with approaching 100% of referral received appointment within 4 weeks from the referral date.
- Establishment of Women Medical Care clinic – early pregnancy clinic.
- Successful movement of In-Vitro fertilization (IVF) & Reproductive Endocrinology Department.
- Successful Movement of Breast Surgery Unit.
- Extension of women mental health service through the addition of psychotherapy, maternal and couple therapy.
- Access to care has improved after the HAC resolution application of the new OPD system.



Digital health implementation and initiatives:

- Self check-in.
- Creation of a dedicated Virtual clinic slot for each MRP that eligible for these services with continuous modification enhancement.
- IVR coverage enhancement (automated voice reminder) includes the following:
  - Confirmation of appointment.
  - Request of reschedule.

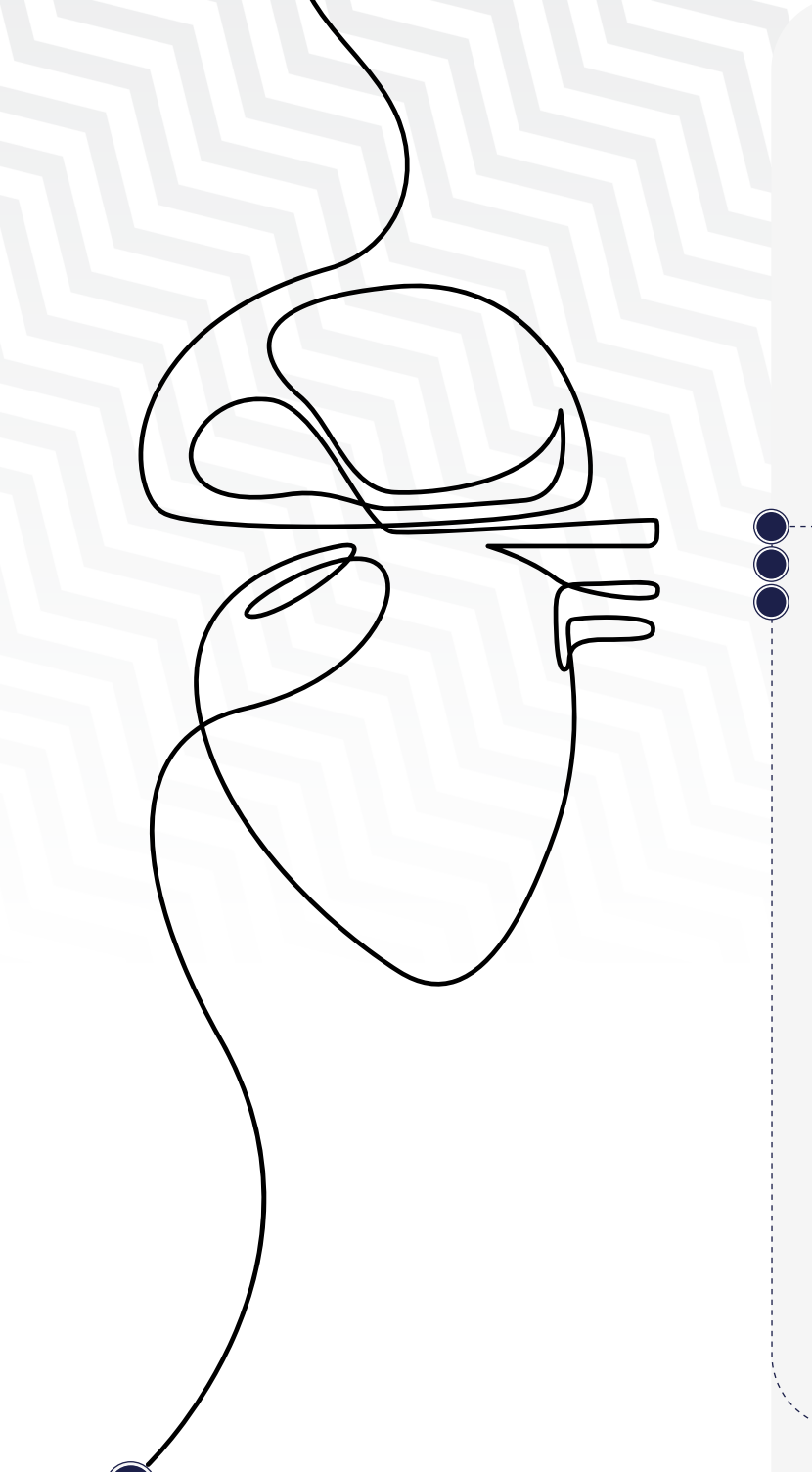
2024 Statistical Information:

KAMC:

Clinic type	Booked	Show/answered	Walk-In	No-Show No-Answer	Total seen
Physical (Nursing Count)	330,222	223,540	92,278	99,466	315,818
Virtual (Dashboard)	61,253	44,621	0	16,633	44,621

WHH:

Scheduled	Seen Physical	Seen Virtual	Walk-In	No-Show	Total seen
73,726	55,975	2,153	11,205	16,572	69,333



Hepatobiliary Sciences and Organ Transplant Center

The Hepatobiliary Sciences and Organ Transplant Center drives advanced organ transplantation with international benchmarking, specialized teams, and robust infrastructure. It supports kidney, liver, and newly licensed Pancreas Transplant Program, focusing on sustainability through scholar training and multidisciplinary collaboration. Dedicated divisions include Adult and Pediatric Transplant Surgery, Hepatology, Transplant Nephrology, and Pancreas Transplant Services, ensuring comprehensive pre- and post-transplant care across MNGHA.

MNGHA Achievements Objectives

Awareness and prevention:

- Added new comprehensive booklet for each patient describing each step.

New services, innovative care and new device/ machine:

- National Kidney Paired Exchange Program in coordination with (SCOT).
- Organ Donation System for Unrelated Donors.
- Implemented Enhanced Recovery After Surgery (ERAS) Project.
- 1 Day kidney donation program.

Process improvement (shortness, lengthiness, decrease or increase):

- Same Day Admission for all organ donors.
- Established weekly discharge clinic to increase turnover.

Education program and training:

- Transplant hepatology fellowship program.

Digital health implementation and initiatives:

- Dashboard of KPIs and Outcomes.

2024 Statistical Information:

Transplant Type	Category	Total
Liver Transplant	Total Liver Transplants	101
	Paediatric Liver Transplant	7
	Living Adult Liver Transplant	60
	Deceased Donor Liver Transplant	33
	Living Unrelated Liver Transplant	21
	Living Related Liver Transplant	39
Kidney Transplant	Total Kidney Transplants	205
	Paediatric Kidney Transplant	14
	Adult Kidney Transplant	191
	Living Related Kidney Transplant	166
	Living Unrelated Kidney Transplant	39
	Deceased Donor Kidney Transplant	44
	Adult Deceased Donor Kidney Transplant	40
	Paediatric Deceased Donor Kidney Transplant	4
	Kidney Paired Donation (KPD) (Adult & Paediatrics)	6 pairs
Pancreas Transplant	Total Pancreas Transplants	5



Fertility and Reproductive Medicine Department

Fertility and reproductive medicine services were established in October 1995 as an IVF Unit to serve patients with infertility.

The services currently include assessment and evaluation of infertility cases, treatment of female and male infertility by assisted reproduction techniques (Intra Uterine Insemination (IUI), In Vitro Fertilization (IVF), Intra Cytoplasmic Sperm Injection (ICSI), Trans Sperm Aspiration (TESA) and Frozen Embryo Transfer (FET). In addition to Sperm cryopreservation for oncology and severe male infertility, Oocyte freezing for oncology patients, operative laparoscopy/Hysteroscopy, and Robotic surgeries. Moreover, Pre-genetic screening and diagnosis had been implemented since 2020 as well as supportive services such as psychological and nutritional consultation.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

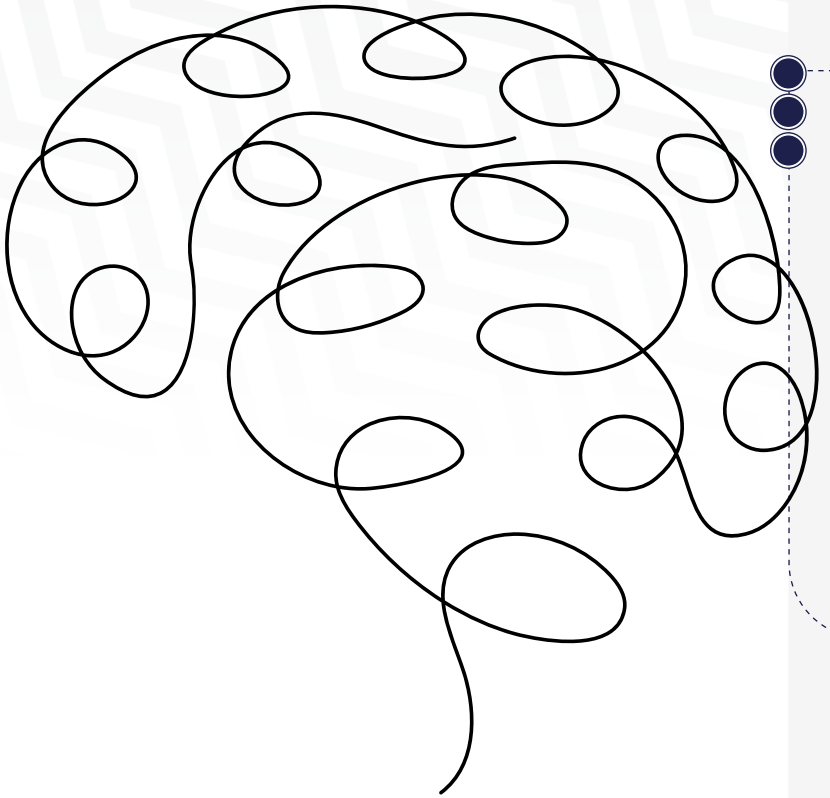
- Fertility Preservation (Oocytes, Sperm, and embryos freezing in Oncology patient – stem cell to pre transplant patients.
- Fertility Preservation Program for cancer patients (Oocytes freezing).
- Advanced Laparoscopic / Hysteroscopy Surgeries.
- IVF Virtual clinic.
- Pre-Genetic Screening /Diagnosis for in-hereditary diseases.

Education program and training:

- Fellowship Training / Scholarship.
- Reproductive Immunology Scholarship to implement Reproductive Immunology Section.

Neurology

The Neurology Department at King Abdulaziz Medical City offers full neurological services, teaching, and research. It has 15 full-time consultants and two university consultants, all with subspecialty training in areas like stroke and epilepsy. There are 36 neurology residents, 5 stroke fellows, and 3 neurophysiology fellows. Services include in-patient care, stroke, consultations, epilepsy monitoring, and various neurophysiological tests. In-patient care is provided in specific wards with access to advanced radiology and rehabilitation services available as needed.



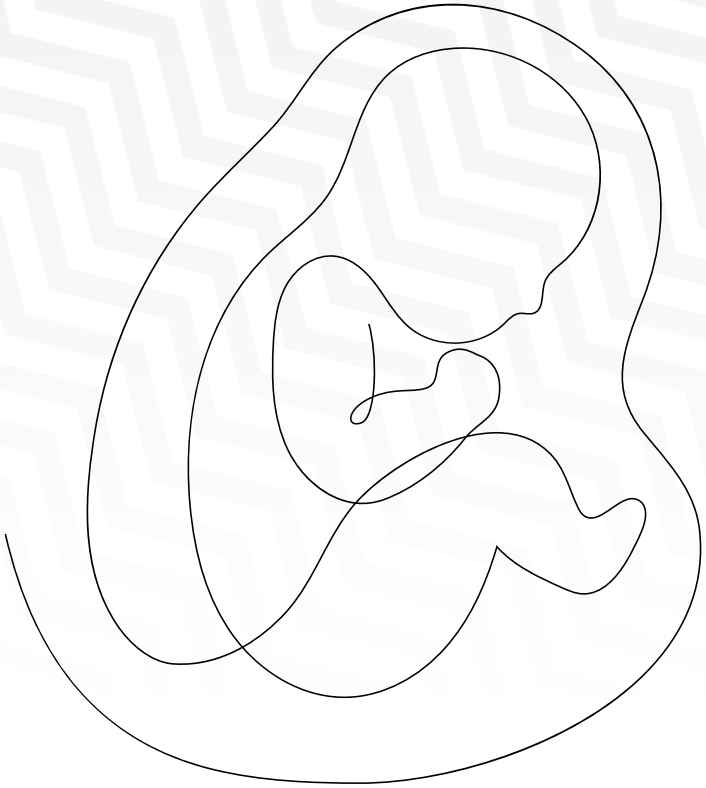
MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Established Neurology department and sections.
- Opened neuromuscular clinics and additional Electromyography (EMG) clinics.
- Opened more Nerve Conduction Study (NCS) clinics.
- Opened Neuro Psychologist clinic.

Education program and training:

- Increased in Neurology Residency Training Program seat capacity per academic year.
- Recruited Speech Pathologist under Stroke Program.



General Obstetrics & Gynecology

The General Obstetrics & Gynecology department has a large clinical practice with a diverse population. we are excited to share significant developments at the Women's Health Hospital, where we are dedicated to enhancing patient care and experience. Since the transformation of our General Obstetrics & Gynecology department, we have made significant strides in delivering comprehensive healthcare for women at all stages of life, from adolescence through menopause and beyond.

With a highly skilled team of OBGYN physicians, nurses and support staff, our department provide a wide range consultation service, diagnostic and therapeutic, and well-women care including routine gynecological examinations, prenatal care, labor and delivery, low-risk and high-risk obstetric care, gynecological surgery, reproductive health, and preventative care.

By combining clinical excellence with compassionate care, we deliver high-quality patient-centered services. Providing innovative treatments and continuously improving patient outcomes is possible due to our focus on research and education, which keeps us at the forefront of women's health advancements.

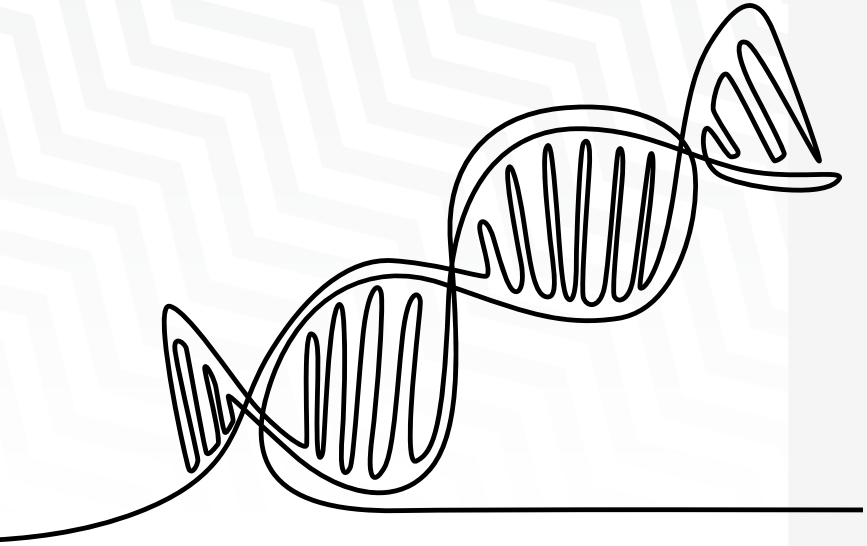
MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Early Pregnancy Clinic.
- High-Risk Obstetrics Surgery Program.
- Prenatal Physiotherapy Group Class Program.

Genetics & Precision Medicine Department

The Genetics and Precision Medicine Department (GPM) at King Abdulaziz Medical City in Riyadh, Saudi Arabia provides services to certified physicians in multiple medical specialties. In addition to covering a wide range of patients' cases, some of which are inborn errors of metabolism, connective tissue dysplasia, developmental delay, birth defects, neurometabolic disorders, single gene disorders and syndromes, skeletal dysplasia, chromosome disorders, autism, and a number of hereditary disorders. Our physicians conduct research studies across a broad range of the causes of many of these conditions by using information about a person's genes or proteins to prevent, diagnose, or treat diseases.



MNGHA Achievements Objectives

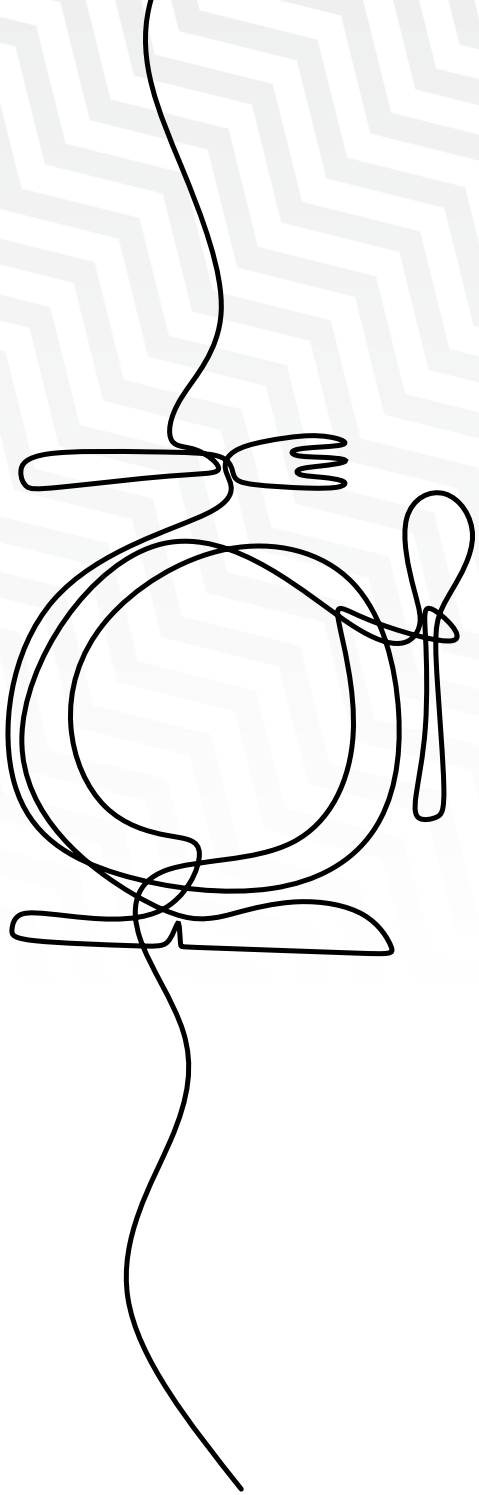
Excellence in Experience and Practice:

- Accreditation as examination site for Canadian College of Medical Genetics Examination (FCCMG).
- The liver transplantation increase survival and improve quality of life of Inborn Errors of Metabolism (IEM) patients.
- The Newborn screening (NBS) programs and the Prevention Genetic Program's dedicated to health promotion.
- The cost effectiveness analysis of our Prevention Genetic Program.
- The NBS KPI achieved the 100% standard target.
- Advanced molecular genetic testing more than 5000 whole exome sequencing and more than 2000 whole genome sequencing which helps in improving the diagnosis of genetic disorders at molecular level by 50% and this will lead to primary prevention of these disorders in future generation in addition to the prognosis.

Process improvement (shortness, lengthiness, decrease or increase):

- The department has 0% waiting list.
- Achieved the target above 90% appointment within 4 weeks.
- all inpatient consults are seen within 24 hrs.

OPERATION



Clinical Nutrition Services

Clinical Nutrition Services provides specific nutritional care services to in-patient and outpatients. The Clinical Dietitian and Diet Technicians with different areas of specialization are working with multidisciplinary clinical teams. A Clinical Dietitian provides counseling and education to ensure that patients' nutrition needs are delivered. Clinical Nutrition Services supports and supervises staff, SCDP and interns to conduct clinical nutrition research for evidenced based practices and publications. Clinical Nutrition Services with collaboration of food Services observing and monitoring Nutrition formula stock and order required supply, tackles errors, correcting and monitoring Quality and safety of prescribed formula in cooperation with Logistics (Purchase and planning section) aside of Distribution Services. In addition to providing services to surgical units, medicine, cardiac and pediatrics wards/units. Furthermore, Nutrition Event team is providing Health awareness for MNGHA patients, families and community within the hospital. Information Technology team is working on Clinical Procedures improvement through (Nutrition assessment, Diagnosis and Documentation) in Bestcare system.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in (20) of the International Awareness Days with other Department such as (World Tuberculosis (TB) Day, Celiac awareness, Obesity awareness day, Maternity, Mental Health and Nutrition awareness day.

Process improvement (shortness, lengthiness, decrease or increase):

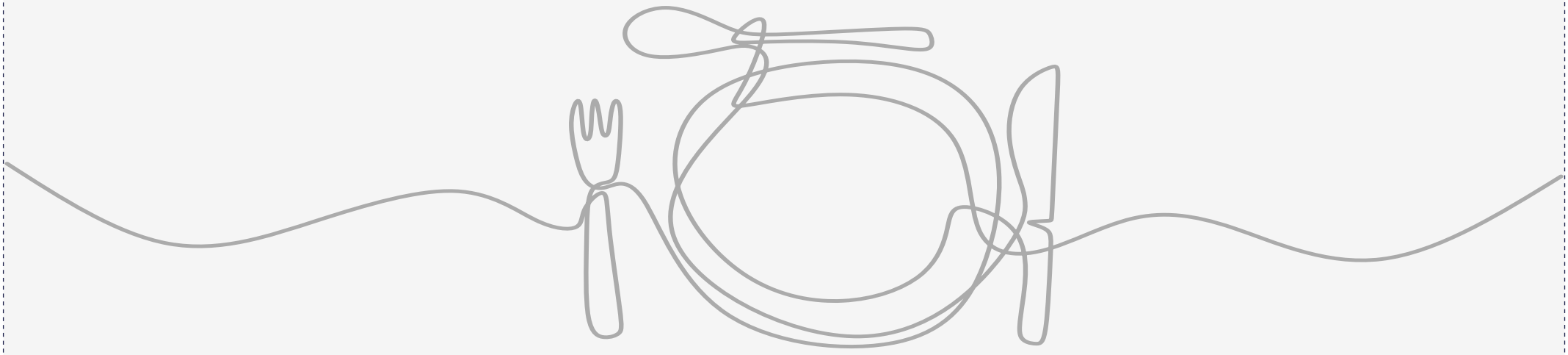
- In KAMC, the number of patients who received Nutrition assessment was (15,423) and received reassessment was (10,775).
- In KASCH, the number of patients who received Nutrition assessment was (10,297) and received reassessment was (9,911).
- In WHH, the number of patients who received Nutrition assessment was (3,273) and received reassessment was (4,638).
- The total Number served by Clinical Nutrition Services is more than 35,000.
- 92% Compliance in providing Nutrition Assessment for high-risk patients within 24 hours of referral.

New services, innovative care and new device/ machine:

- Opened Neonatal Clinic in KASCH related to WHH.
- Quality measurements projects with Quality department regarding enhancing and improving Clinical Nutrition Services improvement project charters were selected and submitted (Tube Feeding, Screening and HGB A1C) (On Progress).
- Three (3) new devices for body composition analysis were approved, for outpatient and inpatient nutrition assessment under process with The National Unified Procurement Company (NUPCO).

Education program and training:

- Conducted workshop on Bestcare clinical documentation to enhance the documentation skills of Clinical Dietician in family medicine.





Nursing Services

Nursing Services – KAMC, KASCH, WHH, Central Region The Nursing Services Department at King Abdulaziz Medical City, under the Ministry of National Guard Health Affairs (MNGHA), comprises a diverse workforce dedicated to excellence within a quaternary hospital setting. It spans a broad range of specialties including Adult, Cardiac Sciences, Neurosciences, Operating Room, Pediatrics, Oncology, Organ Transplant, Critical Care, and Obstetrics and is guided by robust governance through the Nursing Governance and Accountability Board. The department collaborates closely with Medical and Allied Health teams to establish high standards of care while continually expanding services and treatment modalities to enhance patient outcomes.

MNGHA Achievements Objectives

Awareness and prevention:

- Successful Paediatric Safety Awareness by PICU-Child Safety Awareness under the heading “Your Child Safety Starts with You”. Skilled nursing facilities C55 achieved 100% compliance with infection control by screening all ICU admissions for Candida Auris. This has helped present the transmission of infection.
- Stroke Awareness Day, Seasonal Influenza Vaccination, Kidney Awareness Day and Hand Hygiene Awareness Day.
- Flu Vaccination Campaign, Community Vaccinations and Hand Hygiene Campaign.
- N95 Fit Testing ECC CRNs teaching & testing in collaboration with IPC.
- Initiated the i-PROTECT Pilot with remote monitoring of pilot unit patients to detect early signs of deterioration.
- ECC iCare Continuous care follow-up to promote optimal inpatient care.
- Post-Discharge Follow-Ups (PDFs) Launched follow-up programs for pulmonary and stroke patients to reduce readmission rates, led by nurse educators.

Excellence in Experience and Practice:

- **Paediatric In-Patient Services:**
  - Second Paediatric Gene Therapy for Neurology Patient in the Kingdom (successful). First successful
  - Intraventricular Enzyme Administration in the Kingdom (for tripeptidyl peptidase 1 (TPP1) deficiency.
- **Oncology/Haematology:**
  - The first patient with B-thalassemia received the gene therapy.
- **Nurse Specialist Effort:**
  - First CAR-T Therapy Nursing Preceptorship Program in KSA.
- **Palace Visit Swabbing 180 samples taken.**
- **A total of 1,657 adult and pediatric vaccinations were successfully administered.**
- **Acute Medical Unit (AMU) is a New 12-bed unit launched to decompress the emergency unit and streamline acute medical care in July 2024.**
- **Medical Care Morning Huddle Daily meeting introduced to address bed availability and delayed admissions.**
- **Zero HAPI in Surgical Division Achieved Zero Hospital-Acquired Pressure Injuries (HAPI) in September 2024.**
- **Bedside and Outpatient Bronchoscopy Available for lung transplant patients in CTST-ICU and outpatient COR.**
- **New Nurse-led V-V ECMO Program Initiated in RICU with 11 ECMO cases managed, including seven survivals.**
- **Managed Botulism Patient Care.**
- **Improved Patient Experience Purposeful PEX rounds conducted by unit NM and ANM/CNC.**
- **JCIA Unit Preparation Weekly educational in-services led by ECC-NM for staff, alongside daily JCI safety briefings.**
- **Comprehensive Health Assessment Provided by Cardiac Patient Care Technicians at the Military College.**
- **Support for Medic Soldiers MICU and BICU provide ongoing support.**
- **Resuscitation Unit Stepdown Ward Commissioned Opened on January 7, 2024.**
- **NDNQI Staff Satisfaction Survey: Achieved 100% compliance in response rate.**
- **GREATS Nursing Transformation Initiatives: Plan of the Day, No Pass Zone Initiative, Call Bell Response Audit within 1 minute, I-Excel Recognizing staff's commitment to the 6 Cs of Nursing, SNAP, Stroke Code Activation for inpatients and Post-Discharge Follow-Up (PDF).**
- **Total Inpatient and Outpatient Fall rate and injury fall rate per 1000 patient days is below the 10^{th} percentile comparing with magnet hospitals.**
- **NDNQI RN Survey on Practice Environment scale completed with overall response rate of 90% internationally the response rate is 70%.**

- 107 Clinical Units participated in NDNQI survey out of 159 Clinical Units in Central Region got 100% Survey Response Rate.
- NDNQI Indicator Training Around 400 Health Care Providers at multiple levels of job across KAMC and PHC were trained in NDNQI as data collectors on multiple indicators.

Process improvement (shortness, lengthiness, decrease or increase):

- Reduced the length of stay for paediatric allogeneic hematopoietic stem cell transplant patients by performing pre-HSCT workup in an outpatient setting.
- Paediatric In-Patient Services:
  - Paediatric Sepsis Tool for roll-out.
  - Intranasal Medication Administration. This will reduce delay of Emergency Medication Administration too difficult to cannulate patients.
  - Intra-abdominal Pressure Monitoring to detect early compartment syndrome.
  - PEWS/PRRT Trigger Tools – outcome early identification and zero Paediatric Code Blue outside PICU form more than one year.
- Oncology/Haematology Services:
  - Helpline services for Paediatric stem cell transplant and cellular therapy patients. High compliance with sepsis alert in haematology unit, which had a vital impact on patient's safety.
- Emergency Care Center:
  - Launched EHTIMAM in KASCH ECC – priority pass for special needs children and/or those with elderly accompanying guardians.
  - Implemented new Guideline for Ehtimam Access.
  - Decrease waiting time for triage process, registration, and bed allocation in acute care and UCC units.
- Drug Library achieving 95% compliance across KASCH ECC units to reduce risk of harm and used for medication, blood products etc.
- Omnicell ADC reducing risk of medication errors and Rapid access to highly integrated care SEPSIS alert.
- Ambulatory Care Center KASCH:
  - Paediatric Infusion Clinic (Unit 63) improvement project: creating phlebotomy area run by Unit 63 staff nurses to reduce waiting time for chemo panel workup and start chemotherapy administration within 60 minutes.



Pre-HSCT workup reduces stay



ECC Drug Library 95% compliance



Chemo start within 60 minutes



OB/Gyn 70% workforce upskilled

- **Day Case TAVI Trans Aortic Valve Implantation introduced as a day procedure in 2024.**
- **Pulmonary Vein Isolation Enhanced specialized cardiac procedures.**
- **Stroke Response and NCCU Role Expanded NCCU staff responsibilities as stroke code responders.**
- **Dialysis Unit Capacity Accommodating 160 patients daily with four shifts, excluding inpatients in wards and critical areas.**
- **Stroke Code Activation and Patient Flow Improved triage and activation processes.**
- **Enhanced Recovery After Anesthesia (ERAA) Protocol in PACU reduces ICU admissions, with extended PACU monitoring for patients.**
- **Obstetrics & Gynecology WHH:**
  - Home Health Care visits for post-partum mothers within 72 hours after discharge.
  - 70% of the workforce in the OB/Gyn units are upskilled to care for antenatal, post-natal, gynae patients and newborn. This has helped to optimize the utilization of manpower.
- **Neonatal Services WHH:**
  - 80% NHDU nurses upskilled to attend to Level 1 Electric Caesarean section deliveries.
  - 70% NHDU Nurses are part of the Neonatal Code Blue Team Responders for codes at level 2 and above.

New services, innovative care and new device/ machine:

- **Paediatrics In-Patient Services:**
  - IBRAH Project for Paediatrics created by IV Bundles to prevent IV infiltration.
  - Introduced Child Life Specialist program is making difference in alleviation of procedure related to anxiety for both children and their families.
  - Sensory Room completed in Rehab and for installation in Ward B83.
  - All the components of GREATS Initiatives. PICU has piloted Virtual Reality (VR) Gadget for patients to access their family.
  - VR makes it possible for the patient and their families to see each other in a one room home setting.
- **Oncology/Haematology Services:**
  - Pre-HSCT planning and CART-Therapy nurse led clinic (Nurse Specialist).
  - Launched Paediatric Stem Cell Transplant Nurse Coordinator virtual clinic to accommodate more patients.
  - Z-flo fluidized positioner to minimize and prevent HAPI.
  - Palliative Home Health Care, following patient at home setting to reduce bad occupancy in in-patient.
  - Home based subcutaneous Deferral infusion pump to minimize hospital visits & increase capacity in infusion unit.
  - Vaccination program for patients with Sickle cell disease.
- **Improved Psychosocial Assessment for recipients and donors prior stem cell transplant for Paediatric patients.**
- **Emergency Care Center:**
  - Pain Team audited from Best Care pain screening on admission to emergency room, average compliance rate is 99% for the last 12 months. Paediatric Early Warning Systems (PEWS), early recognition of the deteriorating child and early rescue to reduce increase admissions to PICU and reduce risk of mortality and morbidity events.
  - Developing a sepsis alert for emergency Paediatric patients for early recognition and intervention for septic patients.

- **Ambulatory Care Center KASCH**
  - Introduced Insulin pump 780 G Medtronic, it is an auto-mode setting with sensor that monitor and adjust patient's blood glucose level. It helps to early detection of hypoglycaemia.
  - Micro pump MP101+ and Micro pump, infusion pumps for chemotherapy home administration.
  - Aerodigestive Center Clinic.
- **Neonatal Services WHH:**
  - Neonatal Transitional Care (NTC) Pathway established at NICU 1, NHDU and SCBU. To reduce unnecessary admissions to the neonatal unit and reduce hospitalization length of stay.
- **Ambulatory Care Center WHH:**
  - Early pregnancy care service to evaluate all the patients from 5-18 weeks gestation aiming to reduce the load in GOTAMU.
- **New Equipment Introduced Implemented the BIEGLER Rapid Infuser and GenEx PCR Testing to enhance care efficiency and quality.**
- **OR Nurses conduct pre-operative ward visits to streamline processes and prevent delays, complemented by daily perioperative huddles.**
- **Competency Re-certification Achieved 100% completion on re-certification for updated competencies across nursing staff.**

Education program and training:

- **PaediatricIn-Patient Services:**
  - Introduced new CRRT-PRISMAX in Paediatrics with more than 50% of the staff who received education and passed the competency in PICU.
- **Oncology/Haematology Services:**
  - Gene Therapy Training and education for nurses including mock practice/simulation training.
  - Commenced outpatient Continuous Ambulatory Delivery Device (CADD) Pump infusion for Ward C54.
  - Rhythmic PN+ (mobilized IV Pump) in order to shift one of the chemotherapy treatments from in-patient to home infusion to reduce LOS.
  - PDA Scanner for close loop medication administration.
- **Emergency Care Center:**
  - Success and sustainability through training Saudi Nurses remains at the forefront of our work:
    - ER Diploma (total of 15 trainees – 8th year).
    - Residency program. Saudization 17%. Ambulatory
- **Care Center KASCH:**
  - Baby Friendly Hospital Initiatives, where 2 nurses completed the program and provide support to mothers in the Paediatric clinic.
- **Obstetrics and Gynecology:**
  - Proficient Nursing Care Towards Obstetrical & Gynaecological Patients workshop developed and introduced for all staff. This is a mandatory workshop, 65% of the workforce has attended this 2-days workshop.
  - 100% Rooming-In of well babies in post-partum units, this promotes continuity of breastfeeding and aligns with BFH standards.
- **Neonatal Services:**
  - Optimizing Nursing Care for Neonates through developed and introduced workshop to all SCBU and Post-partum nurses.
  - 82% of workforce has attended the 2-days workshop.
  - Gestational Diabetic Education.
  - Antenatal Education about birth plan in collaboration with L & D.
  - Ambulatory Care Center WHH.
- **Breast feeding education session for Nursing attendance is 99%.**

- Obstetric Advanced Resuscitation Training (OB-ART) in collaboration with Critical Care, beginning in November 2024, to support advanced resuscitation for obstetric patients.
- Chronic Renal Failure Education, Patient Educators offer education on disease management and dialysis options, supporting patients from diagnosis to treatment.
- Provided targeted education in Peripheral Nerve Block for CTST-ICU staff.
- Enhanced the skills of 24 Medical Division nurses, led by the Critical Care CRN team, to manage high-acuity patients.
- Initiated training for the Nipro Dialysis Machine in Q4 2023, continuing into Q1 2024, while maintaining the use of the Fresenius 5008S for patient care.
- Saudi Emergency Nursing Diploma Batch 2024 100% Final Exam passed.
- Training CON students, Critical Care Diploma students, CT interns, and residents to build the future healthcare workforce.
- Patient Educators in Dialysis A Saudi national SN1, along with an Arabic-speaking educator, supports patient transitions to dialysis, enhancing care for those with chronic renal failure.

Digital health implementation and initiatives:

- Electronic Paediatric Physical Assessment implementation.
- Oncology/Haematology Services:
  - Modified the SCT tabs electronic documentation (15 new approved forms for both adults and peds).
  - CAR-T electronic documentation (10 new approved forms for both adult and peds).
  - Family screening for pathogenic gene mutation individuals: to improve early diagnosis of family members, allowing patients to receive disease-specific therapies.
- Ambulatory Care Center KASCH:
  - Qmatic System (patient flow management program), aims to promote patient privacy during clinic visit and enhance patient experience.
- Organ Care Transport Adopted the Lung TransMedics Organ Care System for safe lung transport.
- CardioMEMS Pulmonary Artery Sensor implantation now in place to monitor blood pressure and heart rate in heart failure patients.
- Biometric Identification Installed biometric identification at three patient entry points: ACU C, RAM, and Ambulance Checkpoints.
- Maximo Hemoglobin Monitoring Introduced the Maximo machine for hemoglobin monitoring in RU.
- Implemented the NEWS-2 tool and dashboard for early warning score tracking.
- Launched the i-PROTECT program to monitor patient conditions remotely, with a 24/7 command center for early detection of deterioration.

International awards, recognition, contributions:

- First Gene Therapy Case Outside clinical trial Internationally.
- Saudi Client Experience 2025 Award Finalist Recognition from Critical Care.
- Government Digital Community Recognition Critical Care acknowledged as a key part of the digital community.

National awards, recognition, contributions:

- MNGHA s the first Authorized Treatment Center(ATC) in Saudi Arabia for gene therapy.
- 2nd Center to initiate CART-Therapy.
- CBAHI Re-accreditation.
- Code Blue Program Recognition ECC RU awarded a plaque for excellent external response.

Objectives in line with the Kingdom's 2030 Vision:

- Initiated GeneTherapyforSickleCell Anaemia and Transfusion Dependent Thalassemia.
- The first patient with B-thalassemia received the gene therapy product.
- Improve Access to Care and reduce surgical waiting times for patients through a streamlined process and increase SDA program.
- Referral Center for Hemoglobinopathy Transplant Program.
- Specialized Mechanical Circulatory Support MCS home healthcare project, using Berlin Heart and Heart Mate III.
- Heart and Lung Transplant Program Sustained operation and patient outcomes.
- Adoption of evidence-based medication management practices, with completion of the ISMP self-assessment.
- Established a certification program aligned with international best practices to ensure excellence in medication safety.

2024 Statistical Information:

- Average Fall from October 2023 to September 2024 in Medical Care: 3 Per Month.
- Average Sepsis Nursing Acknowledgment from October 2023 to September 2024 in Medical Care: 7 minutes.

Center of Nursing Education	Number of Activity	Number of Attendance
GNO	21	1062
BLS	223	1602
CNED Workshops	593	8400
Nursing Residents (NSCDP)	5	123 (80 – Nurse Residents) 43 – PCTs)
Interns	2	243
Students	2	854
SCFHS Diploma	1	3
LEAD in Nursing	4	720

2024 Statistical Information:

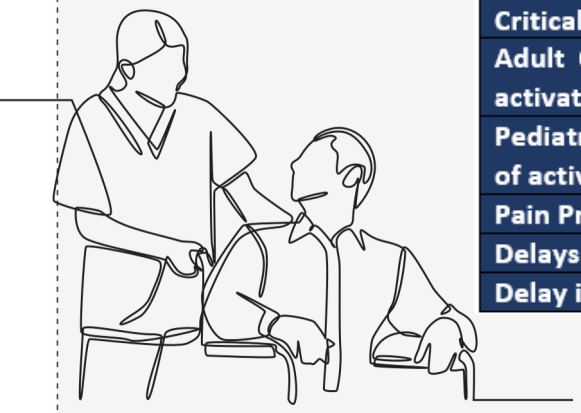
Indicator Description	Result for current month against target
Medication Safety	Administration error rate: 0.15 errors per 1000 bed days. Drug Library Compliance: 98%. CLMA compliance: 97.9%.
Closed Loop Specimen Collection (CLSC)	CLSC compliance: 98.02%.
Hospital Acquired Pressure Injury (HAPI) Incidence Rates per 1000 bed days	0.59 HAPI per 1000 bed days in September 2024 (0.0.57 in the previous month.)
Hospital Acquired Pressure Injury (HAPI) Prevalence Rates – (NDNQI International Benchmark reports)	All HAPI Stages: 3.96% Q2 2024 HAPI Stage 2 and above: 2.94% Q4 2023
Falls – (NDNQI International Benchmark reports)	Total patient Falls per 1000 patient bed days: 0.46% Q2 2024. Falls with injury: 0.16% Q2 2024. Falls with moderate-sever injury: 2.13% Q2 2024.
Pain Management	Pain Prevalence: 99% of patients reported pain scores less than 4 / 10. (Target is to maintain pain scores of zero to 3 / 10).
Early Rescue	BLS within 1 minute = 100%. ACLS within 1 minute = 98.6% (1 delay out of 41 code blue events that occurred outside of critical care in Q3 2024).



2024 Statistical Information:

Nursing Standards of Care: Quality Key Performance Indicators 2024

HAPI incidence rate Nursing Wound and Ostomy Care Service:	HAPI incident rate = 0.59	Median = 0.51
Total patient fall rate per 1,000 patient days:	0.46% Q2 2024	Falls rate is on top 10th percentile compared international Magnet hospitals with NDNQI benchmarks
Drug library:	98% Drug Library Compliance Rate 2024 Nursing Medication Safety Program	Target Above 95%
CLMA:	96.96% for Medication Closed Loop Administration for Nursing Informatics	Target above 95%
CLSCL:	98% Closed Loop Specimen Collection Nursing Informatics	Target above 95%
Cases of Code Blue Outside Critical Care Areas:	8 Cases	Median= 14
Adult Code Blue number of activations:	Average of 75	Median = 79
Pediatric Code Blue number of activations:	Average of 4	
Pain Prevalence:	Average of 98% for Nursing Pain Management	
Delays in BLS Initiation:	0%	
Delay in ALS Initiation:	0%	





Patient Services

Patient Services functions cover a wide range of services in various locations of King Abdulaziz Medical City in Riyadh. It provides essential administrative services to the patients through, Integration/Registration, ED Registration (24/7 services), Scheduling Maintenance (Centralized KAMC, KASCH & Other PHC Facilities), and Escort and Mortuary Services (24/7 services).

MNGHA Achievements Objectives

Excellence in Experience and Practice:

- Linking the city of Al Ahsa and Jeddah in the event of duplicate medical files of each region by helping them merge the file under one medical number.

Digital health implementation and initiatives:

- Develop a panel to serve birth registration steps in Absher.
- SMS to the mother of the newborn- Congratulatory Message.
- Installed a fingerprint device to easily identify the patient.
- Provided portable devices (laptop) specifically for emergency patients who come in emergency situations.

2024 Statistical Information:

Service	Total
Integration -Process Productivity-2024	1,189,780
Registration-KASCH -Process Productivity-2024	20,121
Schedule Maintenance Productivity Unit-2024	22,468
Dental-Total Number of Patients-2024 (Patient Services)	73,424
ECC-KAMC Registration Productivity Unit (Patient Services)	273,906
Registration - WHH	21,870
Newborn- WHH	9,085
ER Activation- WHH	29,838



Facilities Management

The main role of Facilities Management is to effectively provide KAMC with the physical resources needed for current and future operations. It involves planning and developing major projects, managing repairs and maintenance, and overseeing space allocation and risk management. The goal is to maintain KAMC facilities within budget while focusing on patient-centred services. Facilities Management also handles the construction and upkeep of buildings at the medical city.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Built a new stem cell lab in C&L building.
- Built new offices for Saudi Korean company in guest house.
- Building Project (Maintenance Engineers Office).
- Project of replacement the Automatic Transfer Switch with panels in Central Plant for power backup to protect the main hospital from water, steam and fire system outages.
- Renovation project of FTC3 Contract Department.
- Operated new four rooms for the medical gas system in the main hospital.

Process improvement (shortness, lengthiness, decrease or increase):

- Studying project (Preparing traffic impact studies for the King Abdulaziz Medical City)

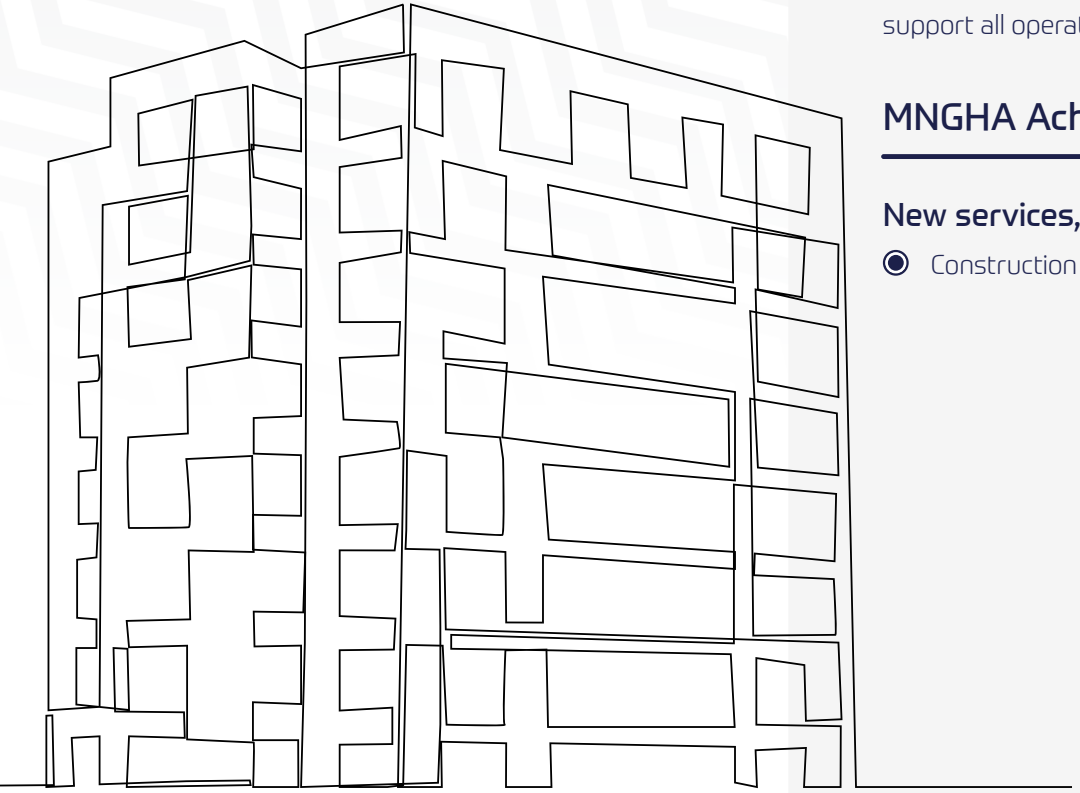
Objectives in line with the Kingdom's 2030 Vision:

- Completed the project of reducing electric consumption and heat emissions by replacing air-conditioning and lighting units with energy-saving systems and installing energy timers in some buildings with the Saudi National Program for Conservation and Energy Efficiency (Tarsheed) cooperation to achieve efficient spending.

Project Task Force

Projects Task Force Department includes workshops for Civil & Architectural, Mechanical, Electrical and Upholstery. Those workshops are equipped with tools, machines & heavy equipment with adequate space that gives improvement in quality and boost efficiency. The department operating its own satellite warehouse for easy coordination and increase productivity to achieve on-time project completion.

Projects Task Force (PTF) delivers and executes all in-house projects like renovation, modification, refurbishment, construction, fabrication, etc. with quality and cost effectiveness. There are Eight (8) sections under the department such as: Carpentry, Mason, Painting, Floor Laying, Electrical, Plumbing, HVAC/Metal & Upholstery to support all operations.



MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

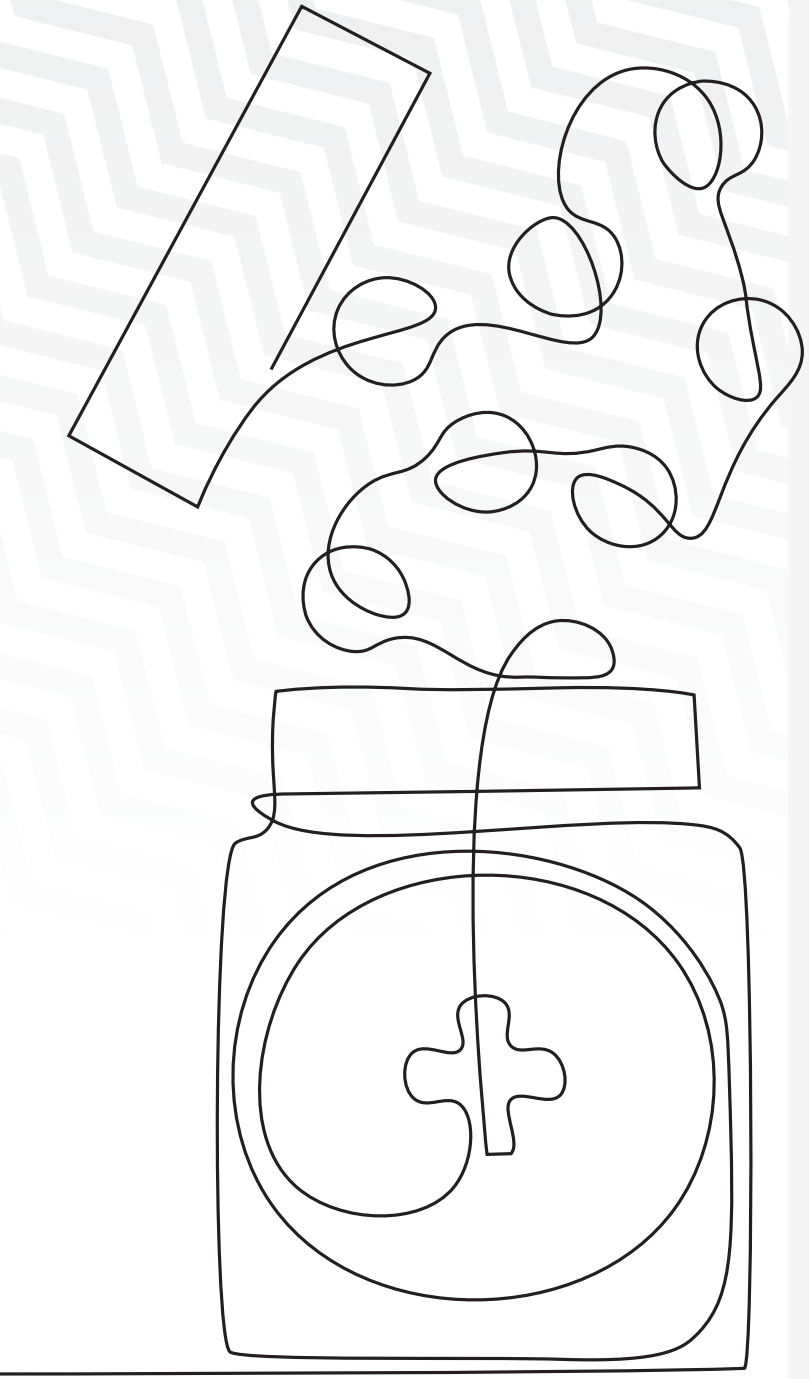
- Construction and renovation of the New Chronic Disease Management Center.











Pharmaceutical Care Services

Pharmaceutical Care Services offers a full range of healthcare services designed around the patient, including Ambulatory Care, decentralized Inpatient Care, Clinical Pharmacy Services, and Narcotic and Psychotropic medication management. Advanced Pharmacy Automation and Technology systems, a steadfast commitment to Quality Improvement, and a dedicated Staff Development and Training section ensure the highest standards of care and operational excellence for these services. Operating across three distinguished facilities—King Abdulaziz Medical City (KAMC), King Abdullah Specialized Children's Hospital (KASCH), and Women's Health Hospital (WHH) —Pharmaceutical Care Services, under the Ministry of National Guard Health Affairs in Riyadh, offers an extensive range of clinical and product services. Our services comply with the strict rules set by the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) and Joint Commission International (JCI), demonstrating our unwavering commitment to quality, safety, and patient welfare.

MNGHA Achievements

Process improvement (shortness, lengthiness, decrease or increase):

- Reduced turnaround time through cumulative stock supply management.
- A project to improve the discharge medication dispensing process to determine the factors that cause delayed discharge medication (if it has occurred) and prevent patient discharge delays.
- Reduced delays in dispensing medication in the inpatient pharmacy.
- Reduced medication dispensing errors and enhancing healthcare outcomes through the 5S management method in a satellite inpatient pharmacy.
- Established turnaround time for short and long prescriptions for out-patients.
- Chemotherapy orders process enhancement through HIS.
- Ophthalmic eye drops preparation Manual.
- Standardized oral doses of Acetaminophen for the Paediatric population at King Abdulaziz Medical Center.

New services, innovative care and new device/ machine:

- Prepared and dispensed Zolgensma medication in cooperation with the Ministry of Health to a child at King Abdullah Specialized Children's Hospital.
- Expanded services to cover the newly established IV Therapy Center, supporting patients scheduled by specialized clinics, such as Neurology, Rheumatology, Gastro-enterology, Internal Medicine, Nephrology, and various Surgical departments. The center's enhanced patient care services will receive comprehensive pharmaceutical support through this expansion.

Education program and training:

- Conducted weekly Grand Rounds and clinical half-day, activities/ lectures for all pharmacy staff to disseminate knowledge through translational research and active learning strategies that improve clinicians' behavior and knowledge retention, to disseminate clinical advances and improve patient outcomes.
- Conducted Administrative Rounds (twice a month) to ensure adherence to the National and International Standards in all pharmacy areas.
- Conducted a training program, tracer activity, and presentation for all Pharmacy staff to ensure implementation and compliance with national and international standards.
- Trained the IV team on how to use the TPN compounder as a pump in case the system is down instead of manual use to save time.

Digital health implementation and initiatives:

- E-consent to hand- over the patient's Narcotics & Psychotropic medications.
- Quematic System Enhancement.
- Streamline Medication Refill (MD).
- ADCs (Automatic /Digital Storage Cabinet).
- More than 98% of medications are barcoded (bulk and unit doses).
- Inventory system in narcotic room and for all narcotic and control items.

International awards, recognition, contributions

- American Society of Health-System Pharmacists (ASHP) accreditation for pharmacy residency program.

Objectives that have been achieved in line with the 2030 Vision:

- Integration of WASFATY program.
- Expanded the medications home delivery program to include Telehealth virtual clinics.
- Extended the inventory system to cover all KAMC-CR outpatient and discharge pharmacies within the established timeline.
- Initiated a tracking system pilot in inpatient settings.
- Launched a Virtual Medication Counseling Clinic through telemedicine.
- Launched an educational messaging system for medications dispensed to patients. This system sends SMS messages containing essential information about the medications and guides patients on proper usage.

2024 Statistical Information:

Description	Number
Total Parenteral Nutrition preparation	8,154
Total Discharge Orders	949,498
Intravenous Admixture (Sterile and Non-sterile)	1,638,241
Chemotherapy preparation	185,752
Outpatient Prescriptions	3,118,647
Compounding/Manufactured Items	17,655,123
Patient Counselling Program	12,360
Therapeutic Interventions in BESTCare by Pharmacist	159,273
Drug and Poison Information Inquiries	15,420
Safety reports that have been analysed by the Quality Improvement Section	1,732
Submitted pharmacovigilance reports to the SFDA	15
Recalled Items	15
Tracer activities to evaluate pharmacy compliance with standards	40
Distributed Educational emails	20
Appreciation letter for good catch sent to pharmacy staff	25
Trained Clinical Pharmacist	4
Trained Pharmacist	16
Trained Pharmacy Technician	5
Trained Pharmacy Residents	22
Total Unit dose preparation Repacked	1,920,147
Total Of Medications Barcoded	738,464
Total Discrepancy Reports by Narcotic section	923
Total Items Dispensed by Narcotic section	915,750
Total Refill request	67,062

Support Services

Support Services is one of the divisions of Operations Central Region. Under the division's responsibility and supervision. provide key services, Transportation, Fire Protection Services, Food Services, Staff Housing Services, Environmental Services, and Safety & Risk Management.

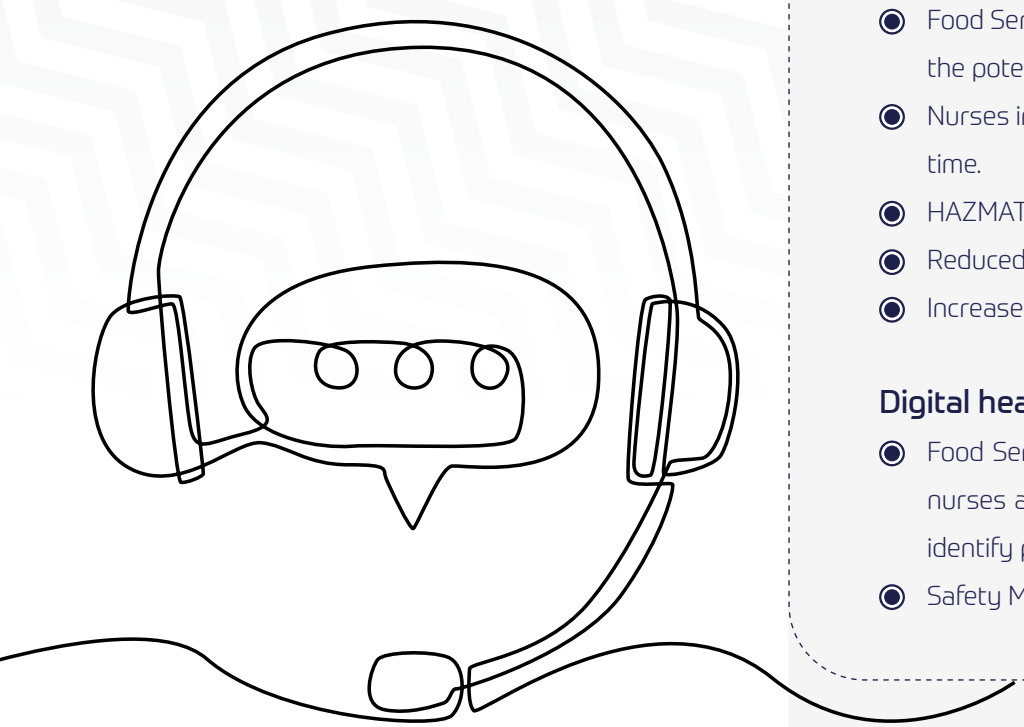
MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Food Services provides high-quality food services to patients and effective communication and coordination between food service providers and other healthcare professionals.
- Food Services conducts two surveys; one for patients and one for nurses, to gauge satisfaction and assess the potential area for enhancement.
- Nurses in the wards conducted a survey to ensure that patients received services and quality assurance on time.
- HAZMAT manual for the Safety Management Department.
- Reduced the rate of construction non-compliance by 5% compared to 2023.
- Increased the FMS inspection round by 5 times compared to 2023.

Digital health implementation and initiatives:

- Food Services utilizes BESTCare system is a digital meal ordering system at MNGHA that allows doctors, nurses and dietitians to order meals for patients that meet their specific dietary needs which can help to identify patients with allergies and who are at risk of malnutrition.
- Safety Management unified all FMS KPIs in all regions.

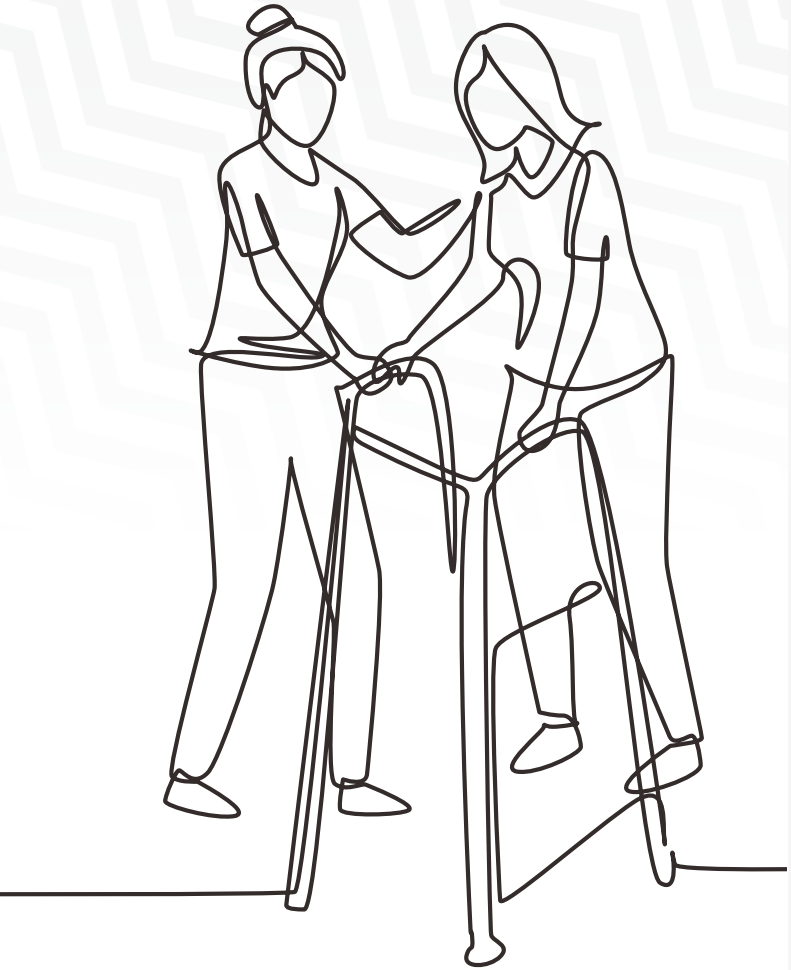


Objectives that have been achieved in line with the Kingdom's 2030 Vision, and future ambitions:

- Deployment of 100% Saudi Nationals in main section of the program under Food Services.
- Food waste control initiative.
- Tree planting project by Environmental Services around KAMC and WHH that aligns with the goals of the Saudi Green Initiative 2030.
- Safety Management converts to digitalizing all its activities, automating all safety activities and targeting international certifications.

2024 Statistical Information:

Service	Total
Total Vehicles with Recovered Claims	27
Total Amounts Recovered/Released	102,133.68 SR
Fire Drill	8,045
In Service Training	8,651
General Orientation	1,614
Fire Dep. Training	1,080



Rehabilitation services

The Rehabilitation Services Department provides integrated clinical services focused on assessing patients' functional capacity following injuries or illnesses. The department is known for developing customized treatment plans that aim to restore maximum functional independence, especially after leaving the hospital. It consists of three key integrated services:

- Physiotherapy
- Occupational Therapy
- Orthotics/Prosthetics

While these specialties have different roles, they all aim to enhance patient care and outcomes. The Rehabilitation Services Department's clinical and administrative integration helps these services work together to streamline patient care and improve functional outcomes.

MNGHA Achievements Objectives

Awareness and prevention:

- Enhanced documentation for fall prevention in Best Care, making it mandatory to increase staff awareness on complete patient data recording.
- Increased staff awareness on applying fall risk prevention and infection control procedures during patient interactions.
- Educated staff on the safe use of therapeutic machines and tools to improve patient outcomes.
- 8th Rare Diseases Awareness Day, International Childhood Cancer Day, World Arthritis Day, Obesity Awareness Campaign, Palliative Care Awareness Day.
- Educated the staff about better and safe utilization of the department resources including therapeutic machines, tools to achieve better clinical outcomes with patients.

Excellence in Experience and Practice:

- Extended services to the Women's Health Hospital.

Process improvement (shortness, lengthiness, decrease or increase):

- Implemented the screening process for all referrals and immediate scheduling of patients on a priority basis

New services, innovative care and new device/ machine:

- Established Inventory for departmental storage and stocks.
- Sensory integration therapy approach: the outpatient sensory room received the sensory integration equipment and items and waited for installation.
- New clinical practice guidelines for physical and occupational therapy services have been established and completed.
- Enzyme replacement therapy for standardized disease-based outcome measures (motor/functional) will be initiated by paediatric physical therapy and occupational therapy in collaboration with genetics and precision medicine in the 'Protocol for Lysosomal Diseases'.
- "Duchenne Muscular Dystrophy" Program with Paediatric Neurology to monitor the effect of enzyme therapy by standardized disease-based objective outcome measures (motor/functional).
- The "Tamkeen Program" involves a multidisciplinary team from the mental health Department and occupational therapy.
- Participated in the IP adult team for the Organ transplant program split into three programs:
  - Pre-organ transplant (Inpatient) to measure independence and health-related quality of life pre-transplant.
  - Post-organ transplant (Inpatient): to avoid complications of immobilization, prevent post-operative pulmonary complications and restore functional independence, decrease length of stay, and improve Quality of Life (QOL).
  - Pre-organ transplant clinic (Outpatient): to measure independence and health-related quality of life (QOL).

Education program and training:

- Paediatric Rheumatology fellowship program:
  - Participation in the Rheumatology fellowship program for 2024 fellows' rotations.
  - Apply fellow evaluation form in liaising with the Rheumatology Department as SCFHS recommends this evaluation through one-45 software.
- Post-Grad Scholarship: Sponsoring Occupational Therapists and Physical Therapists Pursuing Clinical Master's Degrees in the United States.
- The Saudi Musculoskeletal Physical Therapy Board began with six (6) residents in October 1, 2023, and it was followed by seven (7) residents in October 2024.
- The scholarship for occupational and physical therapy applicants was announced in May 2024, and we are waiting for the results.
- The I-TRAIN workshop was arranged by training and development and is indicated for all staff with preceptor responsibilities for SCDP staff.

Digital health implementation and initiatives:

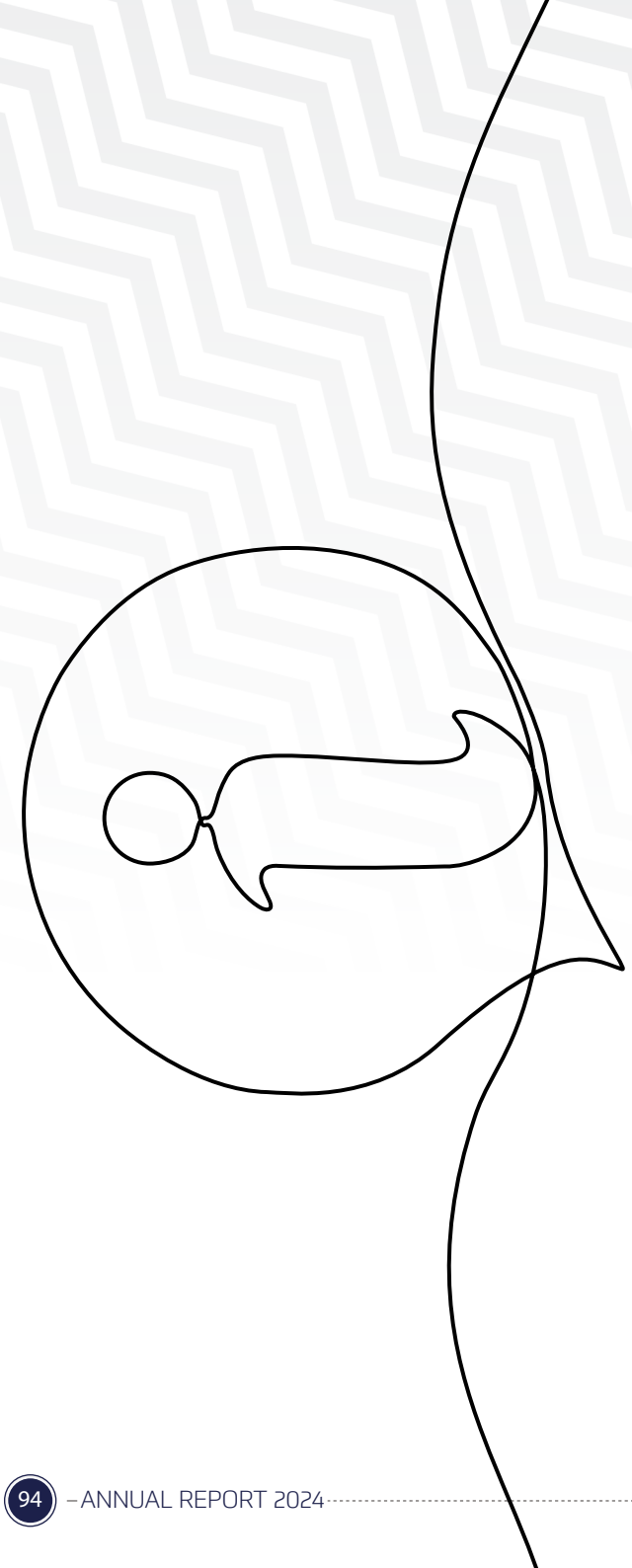
- An online back care and Safe Lifting Program under the E-Learning section in the MNGHA Intranet to minimize the back injuries of hospital healthcare workers. Resume on-site training for the General Nursing Orientation program and on demand for specific area requests.
- Accommodated high-risk compromised cases by using the Virtual Clinic.
- Add WHH Rehab Clinic locations to BESTCare and SMS messages.
- Improved the representation of rehabilitation clinical outcome measures and implemented more outcome measures in the rehabilitation KPIs dashboard.
- **Portal Notifications:** Sent rescheduling justifications via the MNGHA patient portal.
- North Star Ambulatory Assessment (NSAA) Form and Performance of Upper Limb Module for DMD 2.0 (PUL) Form.
- Dashboard KPI improvements by adding under the statistics dashboard: The total number of booked visits and the total number of booked visits (such as screening, new, follow-up, walk-in, no-show, and canceled) per therapist with the consideration of:
  - Type of service (Inpatient and Outpatient).
  - Patient gender (M/ F).
  - Location of service (KAMC, KASCH, and WHH).
  - Specialty classification such as (Physiotherapy, Occupational therapy, and Orthotics and Prosthetics).
- A queue system will be installed in all rehab clinics (750-751 and 760) to organize patient access to the clinic.
- SRS modules activation and Rehab services involvement in the following:
  - Feedback Module (complaints).
  - Incidents Module.
  - We Care Module for appointment scheduling tickets.

Objectives in line with the Kingdom's 2030 Vision:

- **Cost Containment**
  - Task Force Initiatives: Established a task force to review pressure garments, enabling modifications and adjustments for recycling and reuse.
  - Resource Review: Task force assessments for item repair and disposal.
  - Partnered with NUPCO to standardize and unify rehabilitation stock and non-stock items.
- **Enhancing Healthcare Value:**
  - Intern Training Program: Streamlined the training, education, and evaluation program for interns.
  - Clinical Skills Improvement: Organized training sessions for staff on using therapeutic machines to optimize clinical skills and resource use.
  - Safe Patient Handling: Relaunched practical sessions on back care and patient transfer for nursing staff.
  - Ergonomics Program: Introduced an ergonomic program to foster a healthy and safe workplace culture among MNGHA staff.
- **Improving Access to Rehabilitation Services**
  - Screening Clinics: Established a screening clinic in the out patient clinics (OPD) to streamline new patient intake and referral-based bookings by specialty.
  - Extended Service Hours: Launched extended service hours post-17:00 for inpatients based on demand.
  - Expansion to New Facilities: Extended rehabilitation services to the new women's health hospital.

2024 Statistical Information:

Type of Rehabilitation Service	Total Number of Sessions	Total Number of Patients	Non-Saudi (Female)	Non-Saudi (Male)	Saudi (Female)	Saudi (Male)
Physiotherapy	259,710	32,645	1,110	958	18,249	12,328
Occupational Rehabilitation	96,465	14,141	360	637	6,600	6,544
Artificial Limb	15,940	4,980	130	58	2,805	1,987
Respiratory Therapy	931	229	0	0	116	113
Others	373,046	51,995	1,600	1,653	27,770	20,972
Total	745,092	104,035	3,200	3,306	55,540	41,944



Release of Information

The Release of Information Department takes pride in providing medical document issuance services by the BESTCARE system. Furthermore, we offer medical translation services for brief medical reports written by physicians. Which is done with the highest level of accuracy while maintaining the privacy and confidentiality of patients' medical information, and delivering documents through the easiest means possible.
Additional services and functions will be developed and implemented to ensure that confidentiality, privacy and data security considerations are respected at all stages of gathering and processing healthcare information.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- A Healthy Marriage Service have been provided to all MNGHA facilities in all regions.
- Created a special dashboard for Healthy Marriage Service to monitor the progress of work and ensure timely delivery with high quality.
- Provided National Vaccination Registry Services to concerned departments at all MNGHA facilities. Medical vaccinations can be entered into an electronic national vaccination registry among all MNGHA facilities through this service.
- Utilized SEHA platform to provide pre-school check-up services for the concerned departments in all MNGHA facilities across all regions.
- MNGHA facilities in all regions have been given the service to input IQAMA medical check-up through the SEHA platform.

Digital health implementation and initiatives:

- Created a platform to provide the required information to MNGHA end-users for the National Disease Registry. Includes the approval of the national strategy for national health records to facilitate btaining of required information in the National Disease Registry for the following diseases:
  - Stroke, Diabetes Mellitus, Hearing Disability, Autism, Physical Disability and Birth Defects.
- Sick Leave Forms have been automatically integrated into the SEHA Platform for all MNGHA facilities. The patient sitter report has been added to the SEHA Platform.
- Uploading maternity leave through the SEHA platform has been provided for all main hospitals of MNGHA in all regions.

Social Services

The Department is dedicated to supporting patients and their families by ensuring access to healthcare, housing, financial aid, and essential services. It manages public health programs, food assistance, and medical equipment while providing mental health care and counseling. Through education, recreation, and emergency response initiatives, the Department promotes community well-being and assists individuals in crisis. Its mission is to work alongside the Health Care Team, addressing the social and psychological needs of patients, families, and MNGHA personnel. Skilled social workers ensure efficient, high-quality care for all.



MNGHA Achievements Objectives

Awareness and prevention:

- Collaboration with the Voice of Down Syndrome Society to refer patient in providing educational program, Saudi Cancer Society and Zahrah Society to help breast cancer patients.

Excellence in Experience and Practice:

- Provided baby Car seat to ensure the safety of the baby patient.
- Implemented Hafala Program by providing boxes/ package consisting the needs of the neonatal baby.
- LAMAZ Program along with healthcare team to provide emotional support for the first-time mother.
- Implemented the Columbia Suicide Severity Rating Scale (C-SSRS) for postpartum patients.
- Standout accomplishment social workers in patient advocacy with the AMA and DAMA.
- Implemented the Columbia Suicide Severity Rating Scale (C-SSRS) for postpartum patients, prioritizing mental health and ensuring timely psychosocial support.

Education program and training:

- Various case referred to several charity organizations to support the needs of the patients and their families particularly for Medical Equipment, Airline Ticket, Housing Accommodation and Financial Aid.
- Cooperation with Sanad Children's Cancer Support Association to provide moral support to all Paediatric Cancer Patients.

Jeddah

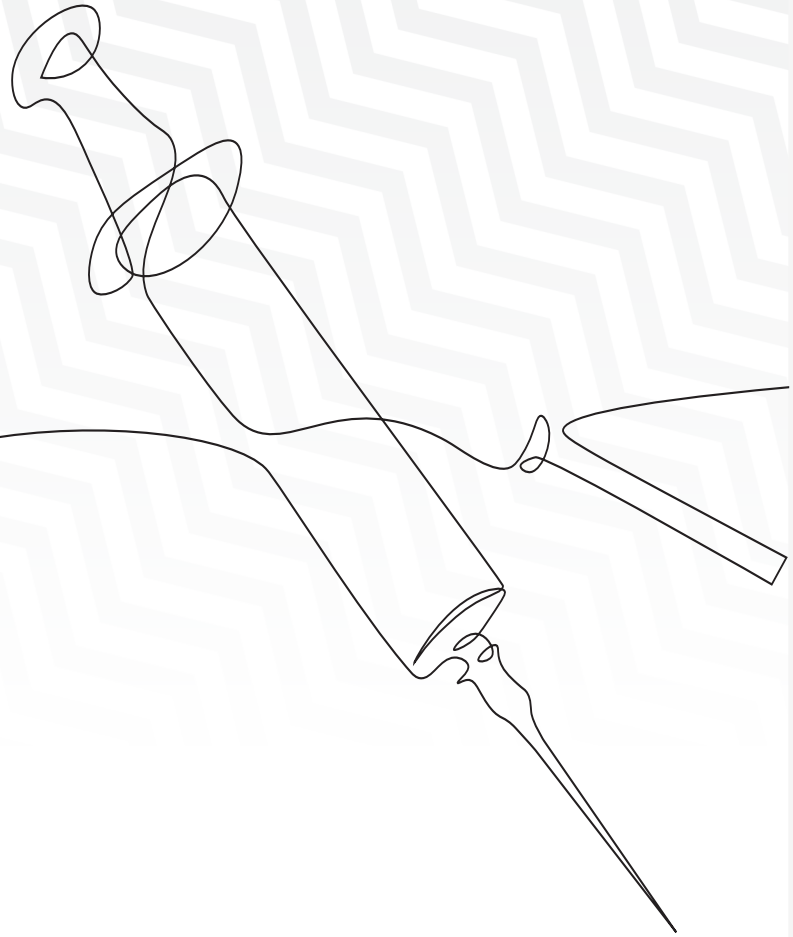
Medical Services

- Anesthesia Department
- Bed Management
- Dental Services
- Emergency Medicine
- Family Medicine & Primary Healthcare Centers
- Medical Imaging
- Obstetrics & Gynecology
- Oncology
- Paediatrics Department
- Genetics & Precision Medicine Department
- Neurophysiology Lab
- Outpatient Department

Operations

- Clinical Nutrition Services
- Nursing Services
- Patient Services
- Pharmaceutical Care Services
- Support Services
- Project Task Force
- Rehabilitation
- Respiratory Care Services
- Social Services

Medical Services



Anesthesia Department

The Anesthesia Department aims to provide the best care for patients needing anesthetic services at King Abdulaziz Medical City and associated hospitals. This includes preoperative assessments, perioperative care, post-operative care, sedation and analgesia, pain management, specialized pediatric anesthesia, and staff education.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in various scientific workshops and conferences including Saudi Spine Society, Patient Safety Forum, Ultrasound Boot camp, Saudi Anesthesia Society, Saudi Society of Pain medicine.

Excellence in experience and practice:

- Achieved great metrics in National Surgical Quality Improvement Program (NSQIP) (perioperative M&M registry).
- Reached more than 10,000 anesthetics per year.

New

New services, innovative care and new device/ machine:

- Opened additional two-Day Surgery Operating rooms and a fully operational Burn Unit O.R.
- Increased outside operating room services to cover Angio-suite, MRI, Radiation Oncology 5 days a week.
- Launched Paediatric Acute Pain Service.
- Commissioned NSTC ORs and KASCH ORs.

Education program and training:

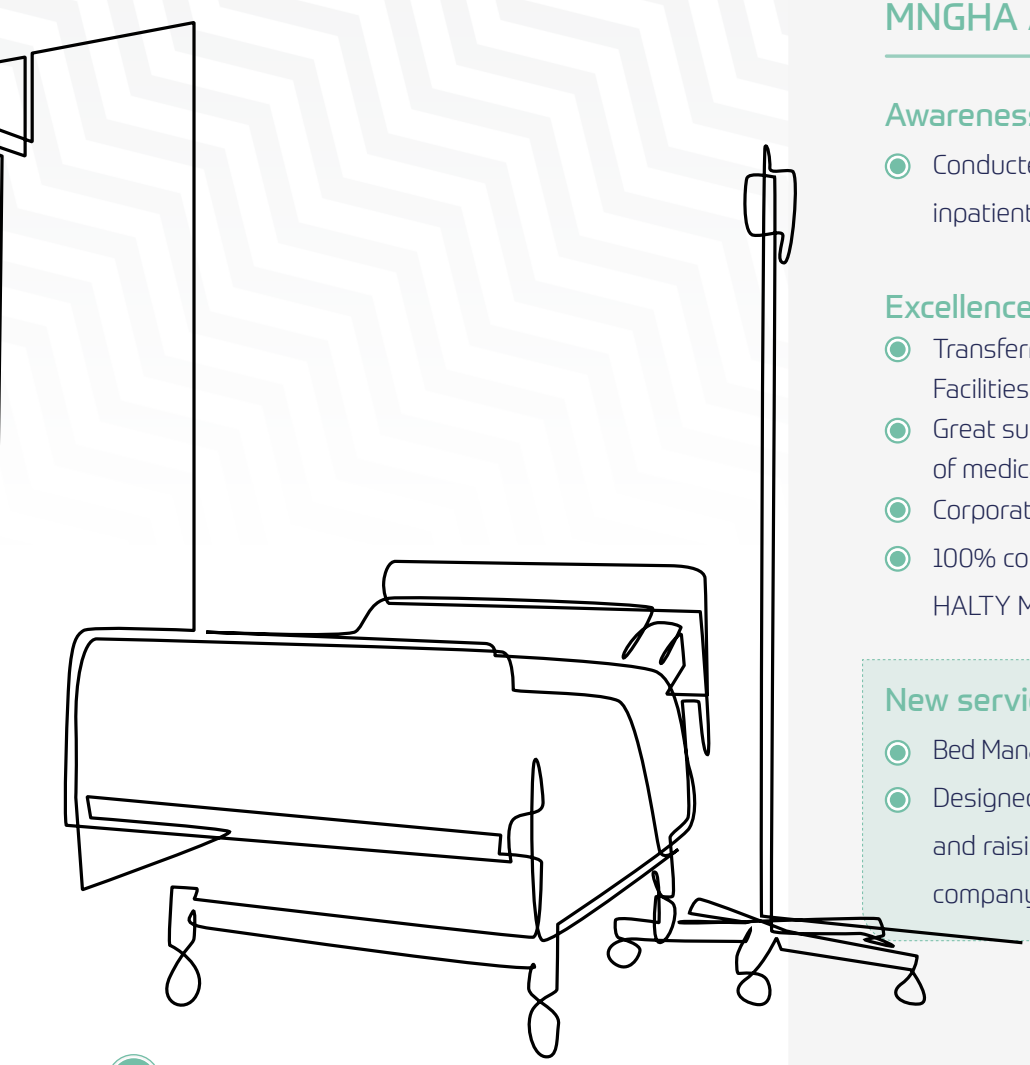
- Accreditation from Saudi Commission for Health Specialties (SCFHS) for Pain and Paediatric Fellowships training program.
- Covered and established teaching and curriculum for CAMS-J Anesthesia Technology Bachelor Degree Program which is now fully handed over back to CAMS-J after recruiting full time teaching staff.

Digital health implementation and initiatives:

- Achieved maturity in Information Technology integrations and receiving recognition from corporate Healthcare Technology Management.

Bed Management

Bed Management Department is leading a collaborative process of assessing, planning, facilitating and care co-ordinating individual patients'/family needs though a comprehensive communication with deferent departments and services to promote a cost-effective admission and discharges processes while maintaining high quality standards of care.



MNGHA Achievements Objectives

Awareness and prevention:

- Conducted patient flow and safe discharge awareness programs while performing rounds in non-critical inpatient areas with Bed Management's leadership, attended family meetings with assigned case managers.

Excellence in experience and practice:

- Transferred the Ministry of National Guard (MNG) patients and their dependents to the Chronic Care Facilities and offered medical assistance to them upon their return to KAMC-JD.
- Great support of the MOH Ehalaty system to transfer non-NG patients to other MOH facilities by the action of medical coordination and case management.
- Corporate Achievement for the Case Manager Documentation Module in BESTCARE.
- 100% compliance in accepting and transferring leukaemia patients' fast track acceptance (MASAR) via EA-HALTY MOH System.

New

New services, innovative care and new device/ machine:

- Bed Management SMS services and WeCare Platform serve as integrated care for the department.
- Designed a new e-service to track the Emergency Medical Services (EMS) requests for patient discharges and raising a request to the executive level to support the transportation services (EMS) to an outsourced company will lead to zero delay discharges by EMS.

Education program and training:

- Conducting the case management fundamental program with 60 candidates from KAMC-WR, KAMC-RD and other health care facilities that is certified by Saudi Commission for Health Specialties {SCFSH} in collaboration with Bed management-CR.

Objectives in line with the Kingdom's 2030 Vision:

- Enhanced the quality and efficiency of healthcare services by employing Case Management Staff to expedite patient journey during admission and early safe discharge.
- Utilized the hospital resources by transferring the bed blockers to the (Long Extended Care); that improved bed utilization efficiently.

2024 Statistical Information:

Accepted Cases	
Specialty	Number of referrals
Oncology	133
Surgery	129
Medicine	114
Cardiac	51
Paediatrics	40
Interventional Radiology	14
Obstetrics & Gynecology	14
ENT	11
Organ Transplantation	7
Others	9
Grand Total	522



EMS e-service yields zero delays



BESTCARE Case Manager module certified



Certified Case Management training launched



Initiated discharge awareness rounds



Optimized bed utilization with transfers



Dental Services

The Dental Services Department at KAMC-Jeddah and Pediatric dental department at KASCH delivers all phases of dentistry to the MNG employees and their eligible dependents.

MNGHA Achievements Objectives

Awareness and prevention:

- 1st Dental & Oral Health Awareness Campaign.
- Dental Department Prevention Programs For:
  - Pre- school Children and School Student
  - Pregnant women
  - Patient with non communicable diseases
  - Patients with special needs

Process Improvement (shortness, lengthiness, decrease or increase):

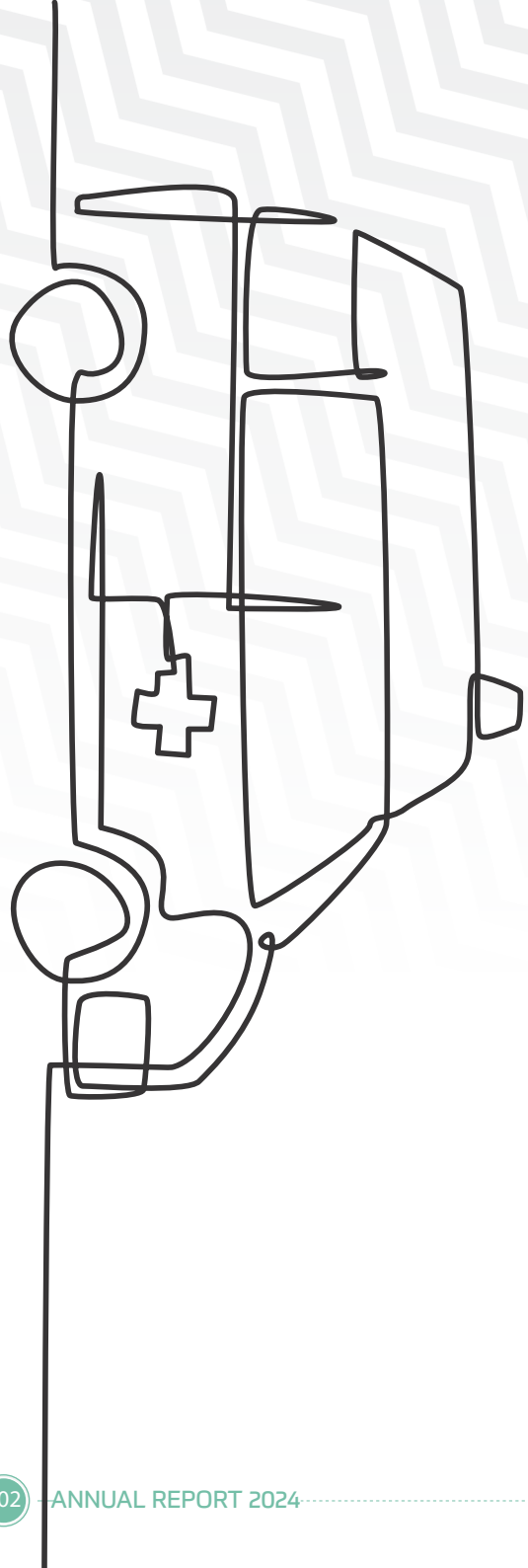
- Increase the capacity by operating 49 dental clinics by increasing the dental clinic in KAMC-WR from 15 dental clinics to 26 dental clinics, 23 dental clinics at NG-SPC, in addition, 6 clinics at KASCH.
- Increased 4-week access of care for referred patients to out-patient clinics.
- Increased access of care to Dental Surgical procedures under General Anesthesia.
- Increased access of care to Medically compromised patients.
- Increased access of care to Dental Sedation Services (Inhalation/oral).

Education program and training:

- Pediatric dentistry residency training program, Periodontic residency training program, Prosthodontic residency training program, Orthodontic residency training program, Restorative dentistry residency training program endodontic residency training program oral & maxillofaci.
- Residency training program.

2024 Statistical Information:

Patient Visits, KAMC-J WR		
Clinical	2023	2024
Booked Patients	46,806	54,056
Patients Seen	35,517	41,178
Patients DNA	11,289	12,878
EMG / Walk-In Patients	3,778	6,677
Total Patients Seen	39,295	47,855



Emergency Medicine

King Abdullah Specialized Children's hospital expansion resulted in the establishment of the Paediatric Emergency Medicine Department in March 2024. The department is designed and equipped to serve all paediatric patients between the ages of 0 and 16. The department is focused on providing highly specialized emergency care for neonates, infants, children, and adolescents who require emergency consultation, diagnosis, and emergency management. This includes management of all medical emergencies that require immediate resuscitation, minor and major Paediatric Traumas, Neonatal Emergencies, Poisoning and Intoxication Emergencies, and Advanced Medical Emergencies for highly specialized patients such as Syndromatic, Oncology, Transplanted, Cardiac, Immunodeficient, and others.

MNGHA Achievements Objectives:

Process improvement (shortness, lengthiness, decrease or increase):

- Triage average time 30 minutes (target < 15min).
- ED length of stay average 2.48 hours (target < 4hours).
- Improved access to specialized Paediatric emergency Care, by commissioning a new department with 24-hour access.

Education program and training:

- Paediatric emergency medicine fellowship training and training for residents from paediatrics, emergency medicine and family medicine.

International awards, recognition, contributions:

- Joint Commission International (JCI) Accreditation.

National awards, recognition, contributions:

- Central Board of Accreditation for Healthcare Institutions (CBAHI) Accreditation.



Family Medicine & Primary Healthcare Centers

The Family and Community Medicine Department, Western Region provides a range of promotive, preventive, curative, and rehabilitative services to the MNG population. The care provided to patients is unique in four ways: Continuous Care, Comprehensive Care, Integrated Care and Community Oriented Healthcare. These services are provided through several Family and Community Medicine Primary Health Care (PHC) Centers and Clinics distributed over the Western Region of the Kingdom.

MNGHA Achievements Objectives

Awareness and prevention:

- Conducted various Health Promotion activities within Primary Health Care centers (PHCs), schools, and Military Battalions, in addition to cooperation with KAMC-WR and King Saud Bin Abdulaziz University for health sciences (KSAU-HS) for organizing several health promotions events.

New services, innovative care and new device/ machine:

New

- Outpatient E-Consultation Program a total of 145 consultations were successfully performed.
- Each PHC has increased their clinic capacity, by reallocating medical staff and operating closed clinics, to reach 162 active clinics, which is an 8% increase compared to the clinics in 2023.
- Optical Coherence Tomography (OCT) for retinopathy screening (a total of 806 diabetic patients screened for retinopathy).

Education program and training:

- Launched Saudi Arabia's first accredited Lifestyle Medicine fellowship, secured Preventive Medicine as an independent program, expanded Family Medicine residency, and introduced scholarships in Mental Health and Women's Health.
- Promoted an environment of continuous learning and professional development with the establishment of the first fellowship program in Lifestyle Medicine in the Saudi Arabia accredited by the Saudi Commission for Health Specialities, in addition to creating scholarship opportunities:
  - Preventive Medicine accredited as a full independent training program by the Saudi Commission for Health Specialties.
  - Family Medicine residency training program increased its capacity to accommodate 19 new candidates annually.
  - Two (2) scholarships have been created in the department namely Mental Health and Woman Health.

Digital health implementation and initiatives:

- Implemented an innovative and replicable value-driven model of healthcare delivery that sets the Ministry of National Guard-Health Affairs as a leading and inspiring healthcare organization in the field of virtual health.
- Improved the appointment system, allowing patients to book appointments 4 weeks in advance. All clinics achieved more than 70% of appointments booked through the portal with a maximum of 5-9 days.
- 5+1 Risk Factor Registry Dashboard: This dashboard is designed to create a comprehensive database for the active surveillance of chronic diseases and their associated risk factors, ultimately enhancing clinical outcomes in PHC through advanced digital solutions.

رؤيـــة VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

Objectives in line with the Kingdom's 2030 Vision:

- Two (2) initiatives dashboards, the 5+1 Risk Factor Registry Dashboard and Diabetic Care Dashboard, and two projects, the Poorly Uncontrolled Diabetes Enhancement Project and PHC Frequent Attender Clinic project, were established in 2024.
- The five modifiable risk factors are Diabetes Mellitus (DM), Hypertension (HTN), Hyperlipidemia (DLS), Obesity, and Smoking, with age as the non-modifiable risk factor. Each is classified based on evidence-based medicine and interrelated with other factors. Objectives:
  - Identify the prevalence of Diabetes, HTN, DLS, Obesity, and Smoking among PHC patients.
  - Correlate diabetes with each risk factor.
  - Monitor diabetes status and associated risk factors.
  - Access the 5+1 Risk Factor Registry Dashboard via Tableau Server.

2024 Statistical Information:

% Controlled Diabetics by PHC

PHC	% Controlled
Specialized Polyclinic	49.75%
Iskan Jeddah clinic	46.50%
Sharaie clinic	44%
Jazan Clinic	44%

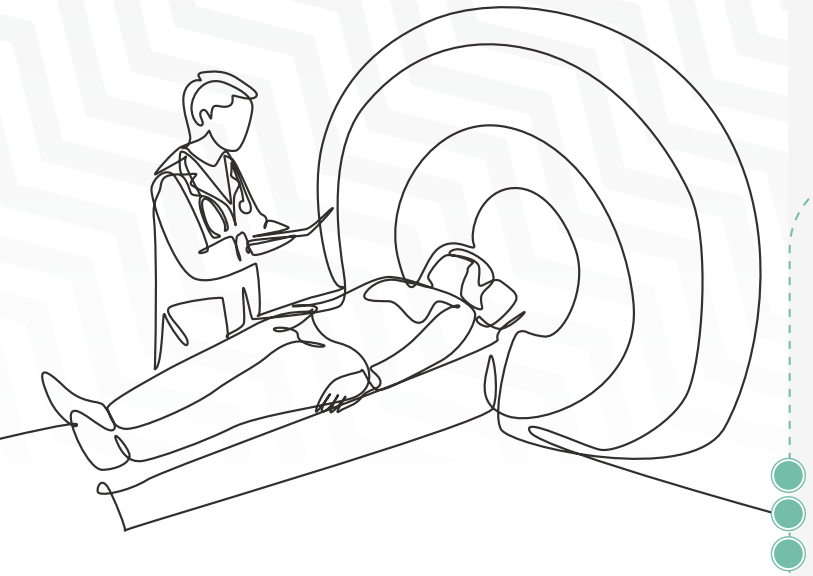
% Controlled Diabetics by PHC

	Percentage
Controlled BP (<130/80)	57.20%
Controlled LDL (<1.8)	12.20%
Retinopathy screening	55%
albuminuria screening	79%
Obesity (BMI >30)	50%

PHC Centers	Total Visits	Pharmacy Ordered	Pharmacy Visits	Tests Ordered	Radiology Ordered
Specialized Polyclinics (Khozam Clinics)	175,191	312,571	72,246	377,275	17,188
Bahra Clinics	78,648	140,802	35,416	172,491	8,033
Sharaie Clinics	72,769	179,183	46,873	87,824	6,669
Iskan Jeddah Clinics	57,121	151,033	27,118	164,617	6,623
Taif Clinics	77,268	264,640	51,867	297,144	7,196
Jizan Clinics	8,817	33,090	5,550	667	750
Umalsalam Clinics	2,586	6,979	1,781	N/A	N/A

Chronic Diseases (Diabetes Mellitus) Data:

Category	Value
Total Number of Diabetics	10,007
Total Number of DM clinic visit	14,889
% of Controlled DM	46.70%
% of Uncontrolled DM	53.30%



Medical Imaging

The Medical Imaging Department provides a comprehensive range of high-quality Diagnostic, Interventional and Therapeutic Radiology. The management is responsible to the MNG and the community to maintain its service excellence through its up-to-date Radiological practices in order to provide quality and excellence in our Radiology and Imaging Services and to support the clinical programs. Full coverage of hospital demand including all clinical tertiary subspecialty such as Oncology, Paediatric, Trauma, Neurology. Medical and surgical subspecialties, including Bone Narrow Trx, Renal Trx, and others. The units include CT, MRI, Ultrasound, General X-ray, Breast Imaging, Intervention, and Nuclear Medicine.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

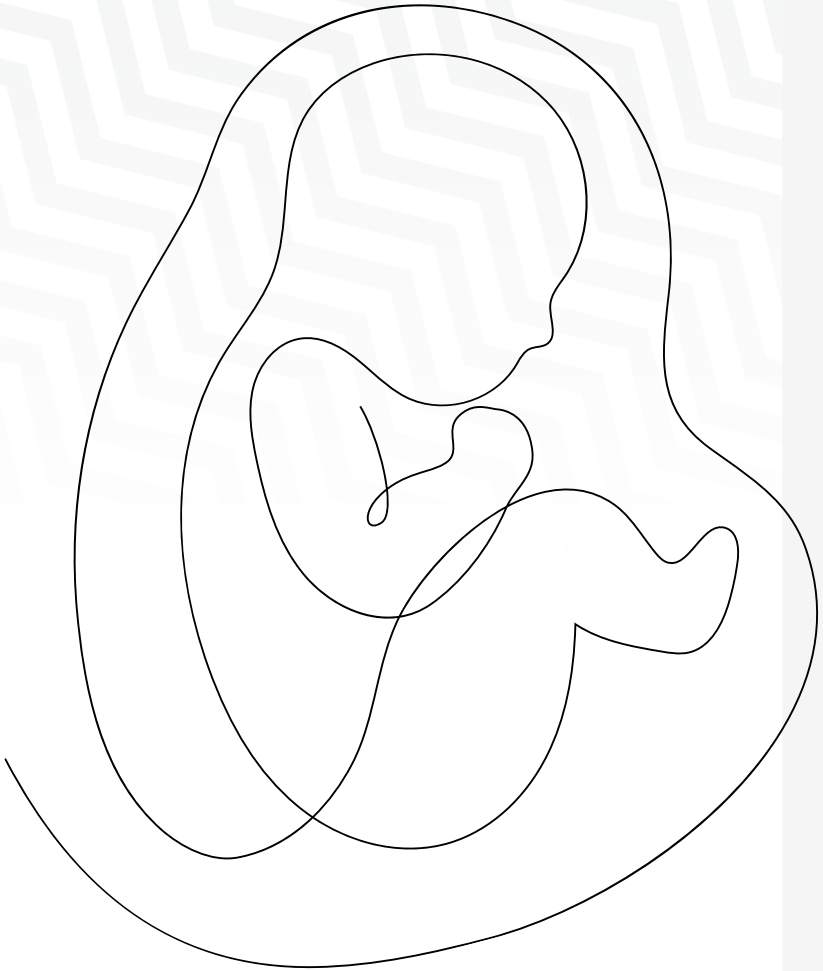
- Opened the new Paediatric Service in KASCH.
- Introduced the Walk- In Radiology Service for the Exams that need no Sedation/GA.
- Started the service of Reporting Critical radiology findings.
- Started new service (Contrast Enhance Mammography + PSMA NM for prostate cancer patients).
- Pelvic Floor MRI.
- Cryoablation.
- One stop Radio-Embolization.
- Contrast Enhanced Mammography.

Excellence in experience and practice:

- Replaced Cardiac MRI and Cardiac CT.
- Replaced Flouroscopy Machines.
- Replaced 2 U/S Machines.
- Replaced 2 Portable X-Ray Machines.

Education program and training:

- Paediatric Radiology fellowship, MSK Radiology Fellowship.



Obstetrics & Gynecology

The Department's aim is to offer the highest achievable evidence-based standard of Obstetric and Gynecological care to women in the Western Region by providing the facilities and skills necessary to accomplish safe, professional, ethical and understanding medical management.

MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Provided access to care in the outpatient clinic within four weeks and maintain the corporate mandate.

New services, innovative care and new device/ machine:

- K2 Foetal Monitoring.

Digital health implementation and initiatives:

- Introduced JADA system in the department for managing PPH (Post-Partum Haemorrhage).



Oncology

The Department of Paediatric Haematology and Oncology was established in March 2024 upon the commissioning of King Abdullah Specialized Children's Hospital in Jeddah, after being a section under Princess Nora Oncology Center at King Abdulaziz Medical City.

The department serves as a referral center for oncology, haematology, and bone marrow transplantation. It's also, provides clinical services in a multidisciplinary and patient-centred approach, including leukaemia/lymphoma, haematology, solid tumors, brain tumors, bone marrow transplant, bone marrow failures, long-term follow-ups, and palliative care.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Established a new cancer genetic clinic to care of patient with underlying inherited cancer predispositions.
- Chemotherapy Management Optimization.
- Blinatumomab Outpatient Infusion.
- Integration of Patient-Reported-Outcomes (PROM) into clinical care model.

Process improvement (shortness, lengthiness, decrease or increase):

- BMT: 100-day survival 100%, Neutrophil and platelet engraftment 100%.

2024 Statistical Information:

- New Referrals: 1,329 cases per year.
- Admissions: 4,189 admissions/year.
- Clinic Visits around 51,330 visit/year.



Paediatrics Department

The department aims to provide optimal paediatric medical care to inpatients and outpatients, and perform appropriate procedures in high dependency units and day care areas. The service is provided by twelve sub-specialties and eight divisions. The department is expanding its services and developing sub-specialties further. Apart from the Resident Training Program, the aim is to have fellowship training programs in most sub-specialties. Specialty and subspeciality clinics are held, as well as some outreach clinics.

As of March 10, 2024, the department of paediatrics moved to the King Abdullah Specialized Children's Hospital, to become a keystone department in a new tertiary care hospital dedicated to paediatric care. In addition, the paediatric age group has grown to include children up to the age of 16. With that, great advancement in the department occurred as multiple new areas became under the department's administrative responsibility. The Neurodiagnostic lab, Endoscopy unit, and Dialysis unit are all part of these units. The Department of Paediatrics strives to improve the health of children in the Kingdom by creating, evaluating, applying, and disseminating the latest information and technology in medicine and collaborating with others.

Objectives in line with the Kingdom's 2030 Vision

- Established paediatric clinics per speciality.
- Established/advanced subspecialized paediatric clinics.
- Established Multidisciplinary subspecialised paediatric clinics.
- Initiated the Antimicrobial stewardship program in the PICU/ NICU/ Oncology & BM.
- Implemented the Baby-Friendly Hospital Initiative.

Genetics & Precision Medicine Department

The medical genetics and precision medicine will provide medical consultation, comprehensive evaluation, admission, and continuous care to patients with hereditary disorders, dysmorphology, and genetic/metabolic disorders. It also provides genetic counseling, as it is required for both inpatient and outpatient families.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

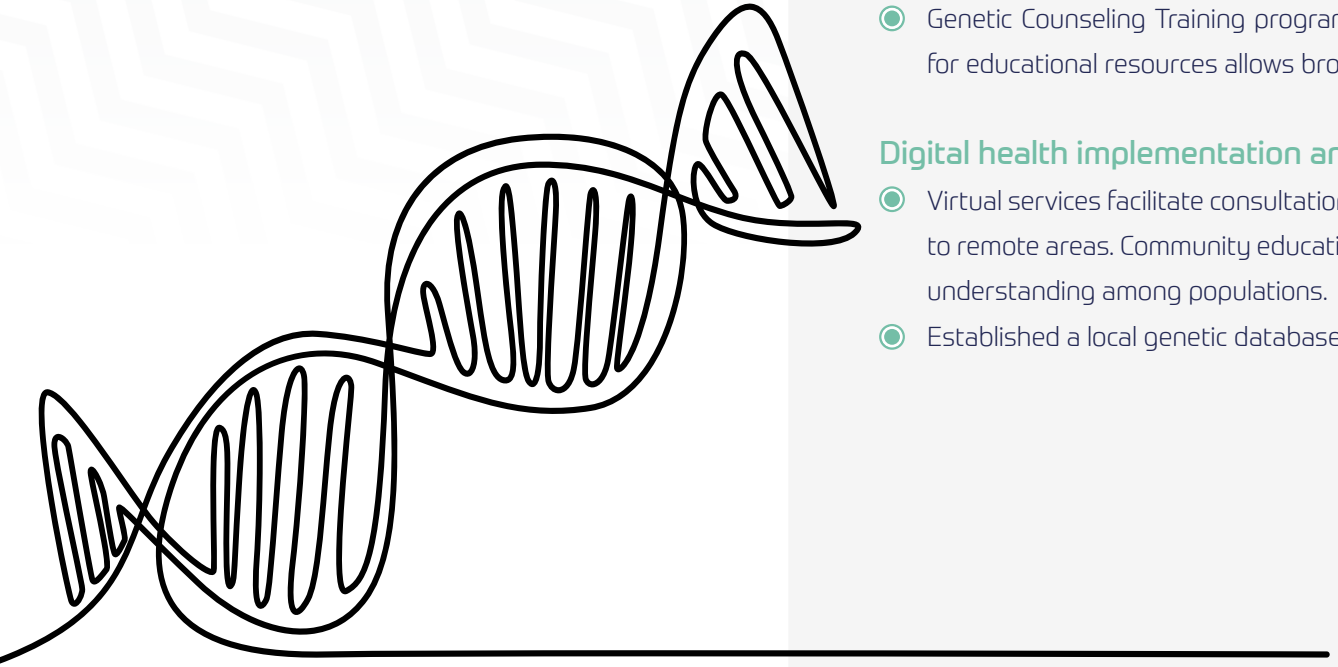
- Opened counseling clinics by certified genetic counselors will ensure patients receive comprehensive information in a timely manner about test options, implications of the results, and management strategies. Additionally, they will handle intricate emotional reactions connected to genetic testing outcomes.

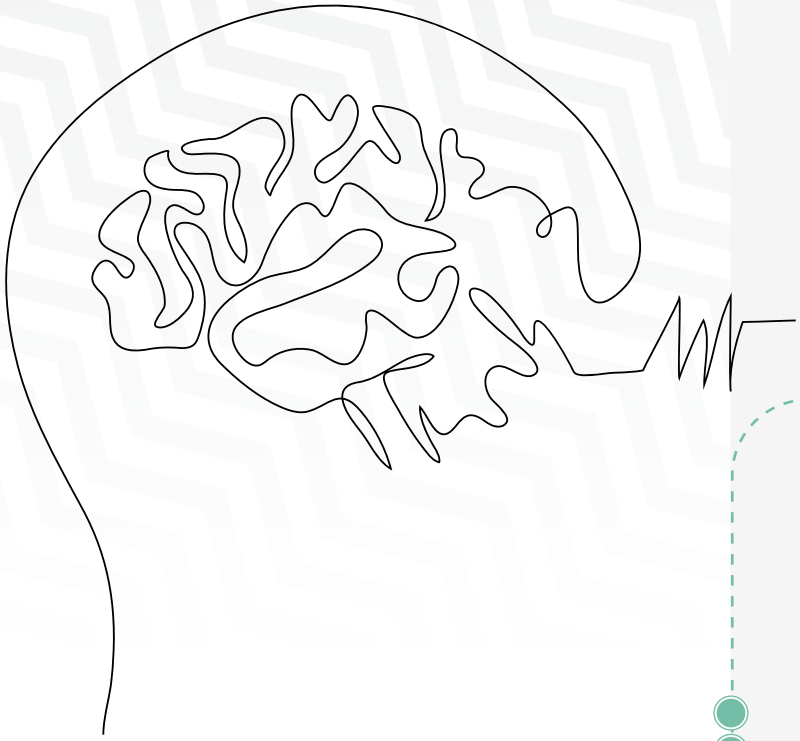
Education program and training:

- Genetic Counseling Training program and Genetic Metabolic Fellowship Program. Utilizing online platforms for educational resources allows broader access to information about genetics and precision medicine.

Digital health implementation and initiatives:

- Virtual services facilitate consultations with specialists without geographical barriers, improving accessibility to remote areas. Community education outreach initiatives can lead to improved health by fostering greater understanding among populations.
- Established a local genetic database under molecular section within laboratory medicine department.





Neurophysiology Lab

The Neuropsychology Laboratory serves as a focus for assessing and understanding the complex interplay between brain function and behavior. Our lab offers essential diagnostic and therapeutic services that aid in the identification and management of neurological and psychological conditions. Our team of highly skilled neuropsychologists, neurologists, and support staff conducts assessments and interventions that are tailored to patients with various neurological disorders.

We provide complete neuropsychological evaluations, EEG, NCS, EMG, Botox, VEP, Brain Stem, Autonomic, and Epilepsy. These services are crucial in identifying conditions like traumatic brain injury, dementia, epilepsy, migraine, visual pathway signals, the autonomic nervous system and other neurocognitive disorders.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Collaborated across multidisciplinary teams to ensure holistic care and effective management of neurological and psychological conditions.
- Autonomic Lab is the first in the Western Region.

Process improvement (shortness, lengthiness, decrease or increase):

- Provided flexibility in service length to address the unique needs of each patient, offering shorter or more extended sessions as appropriate for their condition.
- Increased access to highly integrated, multidisciplinary care by streamlining communication and coordination across healthcare teams, ensuring comprehensive support for every patient.

Digital health implementation and initiatives:

- Implemented advanced neuropsychological testing tools and techniques to improve diagnostic accuracy.
- Implemented a robust data management system for tracking patient progress and research outcomes.



Outpatient Department

The Ministry of National Guard Health Affairs Organization's Outpatient Center is a significant component that provides specialized medical care.

The operation of the Outpatient Clinics is a shared effort among three major departments. The first is medical staff, the second is nursing services, and the third is patient services.

MNGHA Achievements Objectives:

Awareness and prevention:

- Influenza Vaccine Campaign, Respiratory Syncytial Virus (RSV) Campaign, Measles, Mumps & Rubella Vaccination (MMR) Campaign and Oral and Dental Health 1st Awareness Campaign.
- Paediatric Tracheostomy Awareness Day May 2024, Pharmacy Day, Infection Control Day, Nursing Day and Autism Day.

Excellence in experience and practice:

- All clinics changed to follow the new OPD change model based on the HAC resolution to provide more efficient and effective access to care for our patients.

New

New services, innovative care and new device/ machine:

- Opened 111 more clinics across all specialties to serve more patients at the outpatient department.
- Walk-in Improvements program.
- Introduced the Chemotherapy and Paediatric Infusion Weekend services.
- Established the dental oral sedation service in the OPD sedation suite.
- Blinatumumab Outpatient infusion project in for Oncology services.

Process improvement (shortness, lengthiness, decrease or increase):

- Patients to be seen within 4 weeks from the referral's date: the average of the 3rd Q of 2024 shows, about 80% of all new referrals to outpatient department were given appointments within 4 weeks from of the referral.
- Established the First Visit clinics, resulted in a significant improvement in the ease of access to care for new referrals. During September and October 2024, 80% of new referrals to the outpatient department received appointments within four weeks of their referral.
- Established the multidisciplinary care approach for (Diabetics, thyroid cancer and thyroid eye diseases, oncology cases).

Digital health implementation and initiatives:

- Established and operated Virtual clinics for the followings:
  - Triage Clinic, Social Services, Nursing Public Health. General Paediatric Laboratory Follow-Up, Paediatric Development Clinic, Genetics Clinic, Paediatric Psychiatry Clinic, Paediatric IQ First Visit Clinic, Paediatric Dietitian Clinic and Circumcision Triage Clinic, Adult Cardiology, Gastroenterology, Endocrinology, Oncology, Orthopedical And Others.
- Implemented the self-booking system for some clinics like General Internal Medicine (GIM), adult Dietitian and social services.
- Established the new state of art Virtual Care Center (V-MNGHA).
- Developed Oncology module with Korean Team to replace ARIAS System.

International awards, recognition, contributions:

- Joint Commission International (JCI) Accreditation.

National awards, recognition, contributions:

- Central Board of Accreditation for Healthcare Institutions CBAHI Accreditation.



Opened 111 outpatient clinics



Blinatumumab infusion launched for oncology



JCI Accreditation

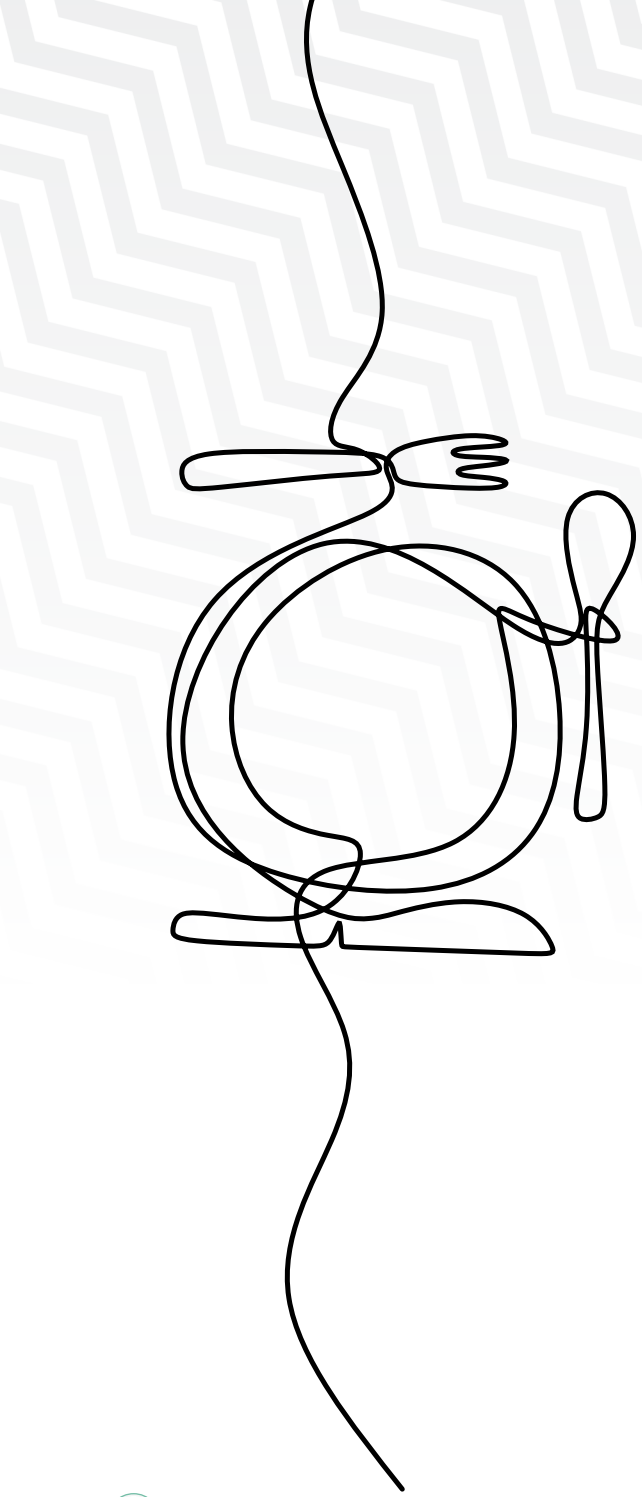


New OPD model improves access



Virtual Care Center established

OPERATION



Clinical Nutrition Services

The Clinical Nutrition Department-WR is comprised of dietitians who are qualified and skilled and can speak both Arabic and non-Arabic languages. Patient nutrition care consultation includes assessment, recommendations for nutritional management, and implementation of therapeutic diets in the hospital. Attending daily rounds and managing complex nutrition therapies requires the team to produce and monitor an enteral feeding regimen as a registered dietitian. The highest quality of nutrition care is guaranteed by their commitment to patients and their families. Nutrition services for both inpatient and outpatient care are provided by the department at King Abdulaziz Medical City (KAMC-WR). Clinical Nutrition Department has become an 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.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in Diabetes International Day, Diabetes and Ramadan, Cardiac, Neonatology, COPD, Infection Control, Blood Donation, Pressure Ulcer, Hepatitis, Tracheostomy and Communicable diseases.

Digital health implementation and initiatives:

- Digitalized all evaluation forms for trainees to facilitate data collection and the analysis process, promoting efficient education and training.
- Added nutritional analysis for each formula to Best-Care system to facilitate macro and micronutrient calculation for patients, making it more precise.
- Digitalized and bar coded, all patient education materials for the prompt availability for patients.

Nursing Services

Nursing services provide high-quality patient-centered care and safe nursing practices to patients and their families. By providing effective leadership support, utilizing advanced technology and innovation, and promoting continued professional development, this can be achieved. The nursing division is committed to being a global center for nursing excellence.

The MNGHA system adheres to core values taken from religious, social, and professional principles: teamwork, promoting a productive work environment, transparency, focus on patient safety and satisfaction, quality performance, accountability, and excellence and innovation. The nursing service helped expand hospitals in the western region by opening King Abdullah Specialized Children's Hospital (KASCH) and the Neuroscience & Trauma Centre services.



MNGHA Achievements Objectives

Awareness and prevention:

- Participated in: Breast Cancer Day, Pharmacology Day, CSSD Awareness Day, Antimicrobial Resistance Awareness and Infection Control week, Hajj Heat Exhaustion Centre, Sepsis Awareness Day, Infection Control Awareness Day, Enhancement Recovery After Surgery (ERAS) Awareness Day, International Patient Safety Goals (IPSG) Awareness Week, Falls awareness week, Medication Administration Awareness week and Safety Awareness Day.

New services, innovative care and new device/ machine:

- Implemented a program to start the First Case Start in OR before 0800 a.m.
- Implemented virtual clinic for follow-up appointments.
- Implemented post discharge follow-up call program from ER.
- Implemented the Emergency E-service.
- Commissioned patient care area by upskilling the nursing skills of outpatient department nurses to provide a high level of patient care and reduce unnecessary admissions/transfers to outside hospitals.

- GREATS initiative implementation in NGHA-WR ED and full collaboration with patient experience services, as part of nursing transformation program. Two projects completed in Emergency Services.
- Re-implemented the use of identification cards for high-risk febrile neutropenia patients with summary information for patients, families, and staff. The card should be presented as a hard or soft copy (scanned by a QR code) to any Emergency Department in a Febrile Neutropenia context and the proper treatment needs to start as soon as possible and the antibiotic be given within one hour from the symptom's identification by the department.
- Accessibility to OR-Endoscopy-PACU-Day Treatment: The initiative involves the strategic implementation of colored tape on the floor to effectively direct patients to their respective units within the healthcare facility. This visual guidance is designed to enhance navigation, lower confusion, and provide seamless experience for patients. Additionally, it aims to enhance patient satisfaction by ensuring timely arrival at the department for scheduled procedures.
- Established the Standard of Care department with new services:
    - Nursing QM & Accreditation.
    - Nursing System Resource and Informatics Program.
    - Wound & Ostomy Care Program.
    - Nursing Medication Program.
    - Patient & Health Educator Program.

Process improvement (shortness, lengthiness, decrease or increase):

- Crowed Control Project: effective patient's outcomes with a 10% increase of overall patient satisfaction in ED during his visit.
- Improved Triage work flow: Nurse led triage program reached an average targeted time of less than 10 minutes.

Education program and training:

- Nursing Code Blue Program started under the umbrella of Nursing Standard of Care.
- Clinical leadership training program for Saudi nurses.
- The Saudi Council for Health Specialists has approved two groups to attend the Diploma of Patient Care Technicians and Central Sterilization Supplies and Decontamination program at the Health Academy.
- Accredited as a training centre for Advanced Nursing Cardiac Diploma.
- Facilitated Scholarship Program for Nursing Development (1 Saudi Nurse accepted for Master Degree).

Digital health implementation and initiatives:

- Linear patient codes for POCT use.
- Updated sepsis alert.
- Enhanced the manual Medication Administration, mandatory reason.
- Added filter to the POCT Test Result Search.
- Autofill the hemodialysis Transfer Note.
- Injection Room Assigned Bed List.
- Implemented the Automated External Defibrillators (AED) project.
- Implemented the closed loop blood transfusion (CLBT) and closed loop sample collection (CLSC).

International awards, recognition, contributions

- Joint Commission International (JCI) Accreditation.

National awards, recognition, contributions

- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- MOH recognition for Infection Control and Prevention on site visit.

2024 Statistical Information:

- Number of accepted trainees in the PCT program 28.
- Number of accepted trainees in the CSSD program 10.
- Total Numbers of nursing professional development programs/ workshop: 21.
- Total Numbers of attendees of nursing professional development programs/ workshop. 2054 nurses.
- Total Number of NSCDP: 102 Saudi Nurses.
- Total of Nursing interns 122 nurse.



Nurse-led triage achieves waiting time under 10 minutes



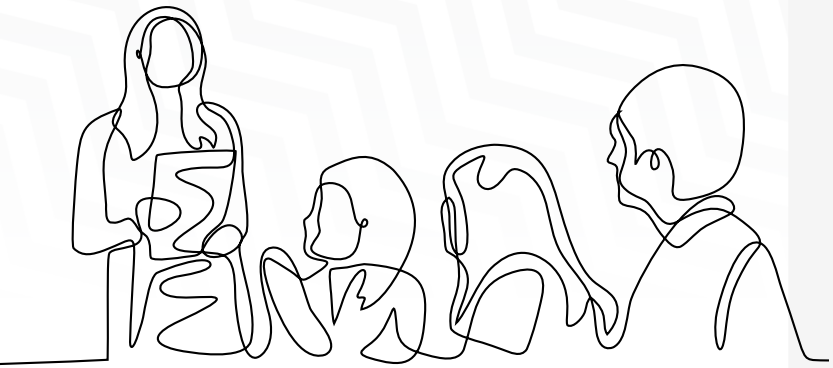
First Case Start OR program implemented before 0800 hours



CSSD instrument labeling reduces delivery errors by 50%



Automated External Defibrillator project implemented for emergency care



Patient Services

The Patient Services Department contributes to the main goals of the MNGHA by providing the highest quality of care to the Ministry of National Guard personnel, their eligible dependents, and other eligible patients, while ensuring efficiency and proper utilization of available resources.

The mission of the Patient Services Department is to obtain, manage, and utilize patient information to enhance and improve individual and organizational performance in patient care, administration, management, and support processes.

MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Tracking system used within the department for the requests has helped in decrease the length of the services and helped in providing the best service in a timely manner way.
- Monitoring procedures in the mortuary department upon receiving a deceased body and ensuring strict adherence to the specific protocols for handling such cases.

New

New services, innovative care and new device/ machine:

- Provide new work area with advanced devices and machines to ensure delivering the services effectively.
- Implemented a routine maintenance program. Furthermore, carrying out maintenance on wheelchairs on an as-needed basis.

Digital health implementation and initiatives:

- Patients are able to request for medical reports electronically through the application.
- Enabled patients to open new files through Patient Service Application.
- Release of Information and Registration through Patients Services Application.
- Patient Escort through Patient Escort Module and Wheelchair Lending System.
- Interfacing the WE CARE SYSTEM with the Paediatric Dental Appointment to enable patients to reschedule or cancel their appointments electronically.
- Deliver an easy and quick access for patients through application associated with Ministry of Health regarding birth and death registry.

National awards, recognition, contributions:

- Contribution and recognition from CBAHI.
- Contribution and recognition from JCI.

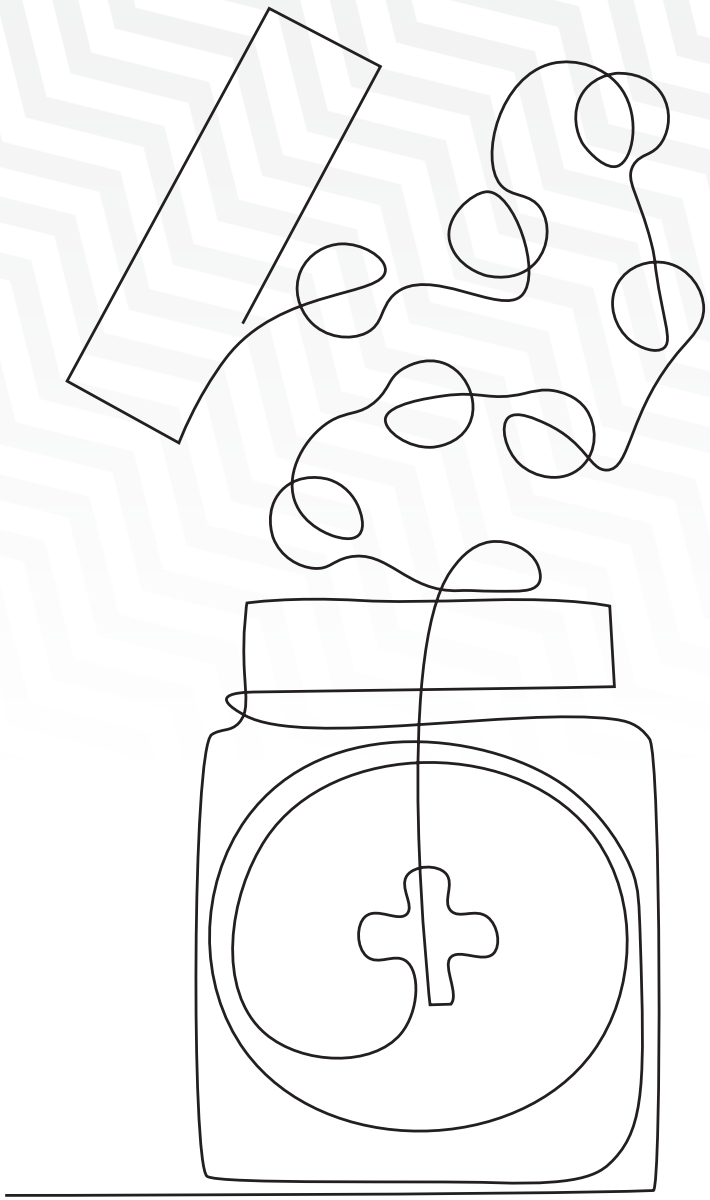
Objectives in line with the Kingdom's 2030 Vision:

- Implemented Electronic General Consent Form for treatment, replacing the previously used paper form.
- Launched an integrated electronic service (Patient fingerprint authentication for Registration Section).

2024 Statistical Information:

Section	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
ROI	6,597	5,591	6,424	5,496	7,575	4,655	5,667	6,580	8,317	11,113	8,391	8,506	84,912
Registration	7,836	6,934	6,615	7,070	8,857	6,114	9,074	7,552	9,445	13,462	10,995	8,704	102,658
Dental Appt	4153	3768	3,188	2,594	4,399	2,561	4,187	4,317	4,083	5,210	4,905	5,659	49,024
Patient Escort	5,171	6,955	6,660	6,056	7,630	6,540	7,756	7,713	7,793	7,928	7,387	5,957	83,546
Total	23,757	23,248	22,887	21,216	28,461	19,870	26,684	26,162	29,638	37,713	31,678	28,826	320,140





Pharmaceutical Care Services

The Pharmaceutical Care Services in the KAMC-WR play an integral role in delivering patient-centered, high-quality healthcare. The purpose of these services is to improve medication safety, patient outcomes and align it with the Kingdom's Vision 2030. This detailed report encompasses the achievements and plans of significant departments: Neuroscience and Trauma Center (NSTC) pharmacy, Clinical pharmacy, Ambulatory Care (ACC), King Abdullah Specialized Children's Hospital (KASCH) pharmacy, and In-Patient pharmacy. The NSTC pharmacy supports trauma and specialized neurology automated unit-dose dispensing, Clinical pharmacy provides patient-centered care that offer comprehensive medication management to enhance patient outcomes including oncology and infectious diseases, etc. The ACC enhances outpatient management with virtual and barcode technologies. The KASCH-WR pharmacy provide a comprehensive range of clinical and product services that will assist in providing quality care to all Paediatric patients in accordance with evidence-based national and international standards, and In- Patient pharmacy operates decentralized satellite models to improve service accessibility.

MNGHA Achievements Objectives

Awareness and prevention:

- Campaigns for safety and risk Awareness such as, shaping a Robust Safety & Risk Culture, Elder Abuse Awareness, World Diabetes Day, COPD Awareness Day and World Pharmacist awareness day.

Excellence in experience and practice:

- Achieved high standards in military health services by actively participating in projects and missions such as Southern Boarder missions where they are involved in protecting the southern border and providing health services.

Process improvement (shortness, lengthiness, decrease or increase):

- Enhanced patient experience and service satisfaction by reducing waiting times with advanced queueing systems (Qmtaic).
- Reduced medication delays and ensured integrated care across outpatient, inpatient, and emergency settings using the Pneumatic Tube system.
- To ensure timely service to pediatric patients, the pharmacy workflow was revamped to provide dosing cards and medication patches to the emergency department for Magnesium Sulfate, Ceftriaxone IV, Granisetrone oral, and Dexamethasone oral. In addition, Paediatric Home Total Parenteral Nutrition (TPN).

New services, innovative care and new device/ machine:

- All crash cart is currently prepared as universal Crash Cart following the evidence-based medicine and international standards.
- Paediatric Home Total Parenteral Nutrition (TPN).
- Completed a significant project to build a new manufacturing room in the rehabilitation building exclusively for preparing hazardous medication.

Education program and training:

- Delivered 22 Continuing Education (CE) lectures were 10 of them accredited by the Saudi Commission for Health Specialties (SCFHS). As well as establish a research committee to enhance research quality, monitor progress and improve patient care which involved by clinical pharmacists, residents and students, to provide a comprehensive clinical residency program:
  - General pharmacy residency program (PGY-1) accredited by the American Society of Health-System Pharmacists (ASHP) for 16 trainees.
  - A specialized Paediatric residency program (PGY-2) for 2 trainees.
  - A specialized oncology residency program (PGY-2) for 3 trainees, accredited by ASHP.
  - A specialized infectious disease residency program (PGY-2) for 2 trainees.
  - Opened a new specialized cardiology residency program (PGY-2) with 2 available positions.

Digital health implementation and initiatives:

- Virtual anticoagulation clinic to reduce patient waiting times.
- Improved accessibility and an Inventory Module system which is integrated into the HIS (BESTCare) and linked to the Oracle system to manage and control the medication use process including requesting, receiving, stocking and dispensing by using barcode verification technology.
- Implemented Virtual prescriptions at all Ambulatory Care Pharmacies.
- Automated Dispensing Cabinets (ADC) and Omnicell technology.

International awards, recognition, contributions:

- The Joint Commission International (JCI) accreditation.
- The American Society of Health-System Pharmacists (ASHP) accreditation for general pharmacy (PGY-1) and specialized residency programs, covering area Oncology Hematology (PGY2).
- The Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).



Achieved high military health via Southern Border missions



Pneumatic tube system reduces emergency medication delays



Implemented universal crash carts and hazardous meds room



Expanded accredited pharmacy residency and specialized programs



Advanced digital health with virtual clinics, ADC, digital prescriptions

Support Services

Support Services Department oversees and is responsible for support services activities and functions related to Staff Housing, Transportation and Vehicle Maintenance, Fire Protection Services, Food Services contracts and operations, Safety and Risk Management, and Environmental Services, which include contracted services such as Housekeeping, Laundry, Horticulture, Pest Control, Hazardous Materials Management Services.

MNGHA Achievements Objectives

Awareness and prevention:

Implemented infection control policies and maintained all updates for infection control precautions especially for recent infectious diseases.

Excellence in experience and practice:

- **Food Services:** Completion of contract assessment and Complete required equipment of King Salman Specialized Hospital in Al Taif.
- **Environmental Services:**
  - Established emergency protocols and staff readiness drills to ensure rapid response capabilities for infection outbreaks or environmental hazards.
  - Developed key performance indicators (KPIs) to track efficiency and patient safety outcomes, resulting in a baseline for continuous improvement.

Process improvement (shortness, lengthiness, decrease or increase):

- **Environmental Services:**
  - Established rigorous cleaning and disinfection protocols tailored for a pediatric environment, leading to a 50% reduction in cross-contamination risks during pre-opening assessments.
  - Created a system that monitors EVS schedules and compliance in real-time, which improves accountability for contractor staff during the inspection round.

New services, innovative care and new device/ machine:

- **Environmental Services:** Extended services to cover the new healthcare facilities like King Abdullah Children's Building, King Salman Hospital in Taif, and New Laboratory Building.
- **Food Services:** Food service Contract Department deliver patient and sitter meals to Neuroscience and Trauma Center with high quality standers with new Hot/ Cold trolley.

Objectives in line with the Kingdom's 2030 Vision:

- **Food Services:**
  - The department workforce is now 100% Saudi Nationals.
- **Transportation:**
  - Transportation Department achieved Kingdom Vision in improving and developing the Saudi Manpower by reaching to the percentage of 100% Saudi employees.

Education program and training:

- **Environmental Services:**
  - Trained for more than 300 workers to start operating King Abdullah Children's Hospital so that they can provide the required quality of service.
  - Implemented a robust training program for staff on infection control, Paediatric-specific care, and safety protocols, resulting in certification completion.
  - Conducted workshops on environmental sustainability practices in healthcare settings, fostering a culture of eco-consciousness among staff and evaluating from EVS to housekeeping.
- **Food Services:**
  - Trained Saudi cooks by providing foundational culinary skills, advanced techniques, and specialization in regional Saudi cuisine. Offer hands-on workshops, mentorship with experienced chefs, and certifications to enhance their expertise and professionalism.
  - Provided food service training for Saudi Commission for Health Specialties trainees.
- **Safety & Risk Management:**
  - Trained 48 trainees from contractors.
- **Food Services:**
  - Automated monitoring of health certificates and that's ensures real-time monitoring and compliance with health standers.

2024 Statistical Information:

Environmental Services:

Section	Item	2024 (Jan-Dec)
EVS	Number of Inspection round	1,706
	Number of observation and Penalty raised	415
	Number of SRS	4
Housekeeping	Number of terminal cleanings of patient room	24,088
Laundry	Number of uniform issuances	10,455
	Number of staff clearance	609
	Number of mix linen & uniform weight	2,651,976 kg
Pest Control	Number of treatment visits	9,780
	Number of Catches (Rodents - Snake - Cats - Lizard)	Rodents 555 Snake 6 Cats 680 Lizards 334
	Number of complaints were handled	1,999
Medical Waste	Weight of medical waste	527,579 kg
	Weight of chemical waste	1,700 L
Horticulture	Agricultural work (tree planted)	22,115

Food Services:

Category	Total Count
Regular Meals [Patient & Sitter]	610,939
Modified Meals	151,640
Grand Total for Regular Meals	533,539
Oncology [Box]	36,994
Snack [Item]	311,819
Wet and Dry [Item]	1,303,374
Emergency [Box]	24,372
Blood Bank [Item]	253,431

Fire Protection Services:

Subject	Q1	Q2	Q3	Q4
Number of In-Services Fire Safety Training	627	575	632	294
Number of Fire & Life Safety Inspection	82	126	153	100
Number of Fire/Non-fire Emergency Response	142	107	184	189

Staff Housing Department:

Service	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Number of Arrivals	48	37	22	12	48	33	60	55	70	60	82	63	590
Number of Scrap Requests	15	30	30	30	35	30	20	100	100	200	35	20	645
Number of Maintenance Requests	424	479	286	339	422	216	435	381	410	429	445	511	4,777
Number of Key Control Requests	350	818	356	282	361	207	1,080	294	386	398	451	616	5,599





Project Task Force

Facilities Project Task Force WR is a department works under Operation – WR. It does all required constrictions that providing a space for a new medical service or expanding existing one. The limit of service is through designing, executing and renovation work. Involving all engineering aspects such as:

- Civil work
- Electrical work
- Mechanical work

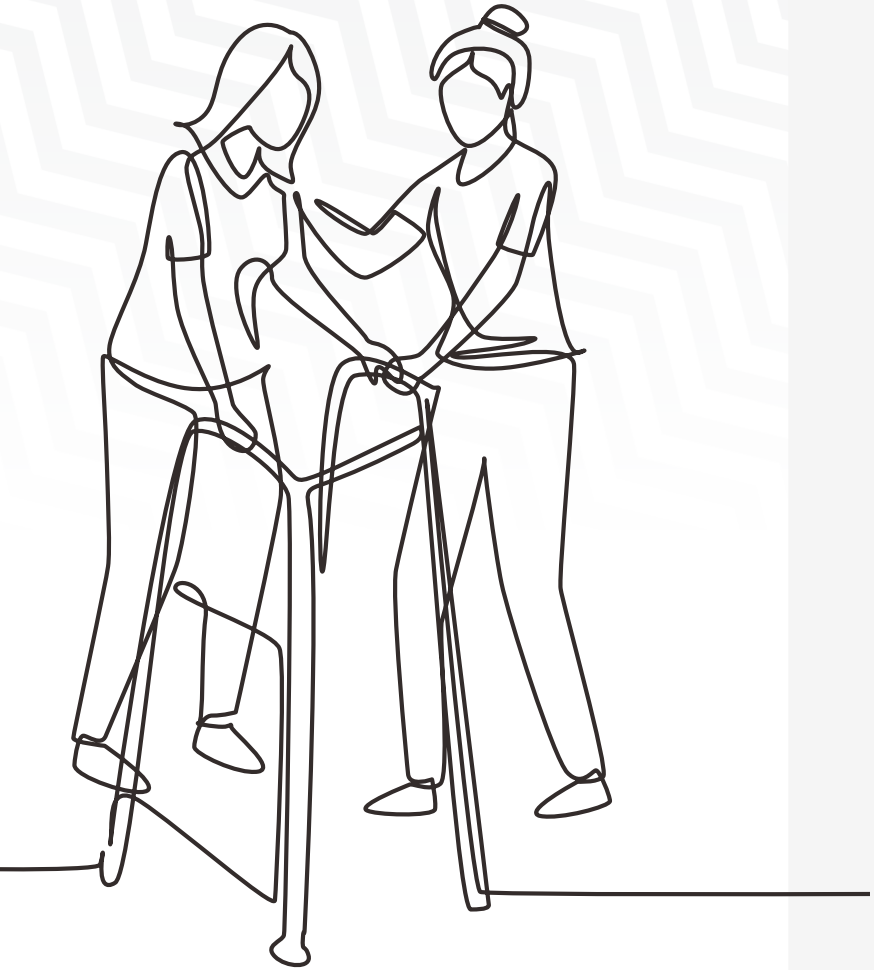
MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Total of 22 clinics.
- United Pharmacy (investment project).
- Dental expansion project (In-house project).

Excellence in experience and practice:

- New Virtual Clinics (In-house project).
- CCTV cabling all hospital areas (In-house project).



Rehabilitation

The department aims to empower MNG personnel, their dependents and other eligible patients to achieve their highest level of function, independence, and participation in life through comprehensive and collaborative rehabilitation services, which include physical therapy, occupational therapy, and orthotics and prosthetics.

MNGHA Achievements Objectives

Awareness and prevention:

- Physical therapy awareness day, Occupational therapy awareness day, Diabetic awareness day, Risk of fall awareness day and Safety awareness day.

Process improvement (shortness, lengthiness, decrease or increase):

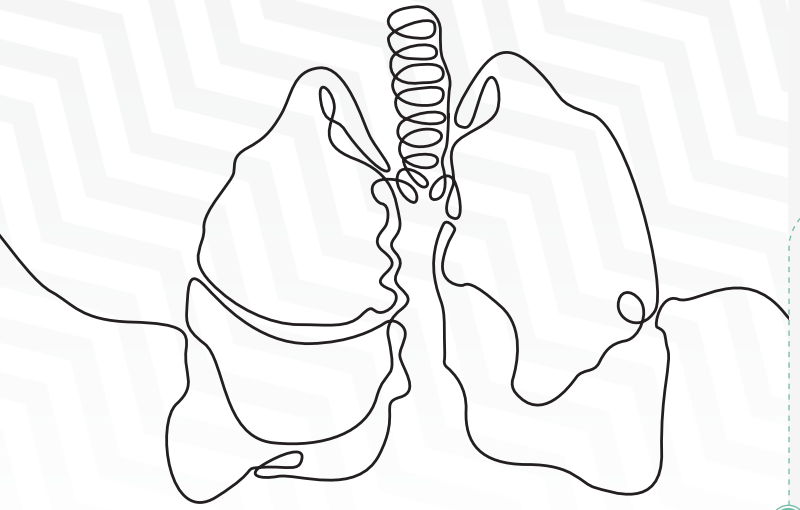
- Develop and implement high risk baby clinical guidlines, kyphos-scoliosis clinical guidlines and Duchenne Muscular Dystrophy.

New services, innovative care and new device/ machine:

- Agreement has been confirmed to coexisting with physician during Outpatient clinic (satellite clinic):
  - Mental delay development clinic, Plastic surgery – hand clinic and Neuro – Duchenne Muscular Dystrophy DMD clinic.
- Introduced integrated care with other disciplines such as diabetic clinic, hand therapy clinic and vestibular rehabilitation.
- Speech Language Pathology Service andHydrotherapy (Aqua-Therapy) Services.
- Antenatal Rehabilitation Program.
- Intelect Neo Therapy Device.
- Tecno-Body Device.
- Myro Therapy Table Device.

Education program and training:

- Obtain Residency Program in Musculoskeletal Rehabilitation.



Respiratory Care Services

Respiratory Therapy is an Allied Health Specialty 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. The Respiratory Care Services- WR provide specific respiratory care services for all KAMC-WR inpatients &outpatients including; ER, Recovery Room, ICUs, Burn Unit, CCU, Cardiac Surgical ICU, PICU, NICU and Wards and PFT Lab. In addition, Respiratory Care Services will provide training to all graduate students from Medical Applied School.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

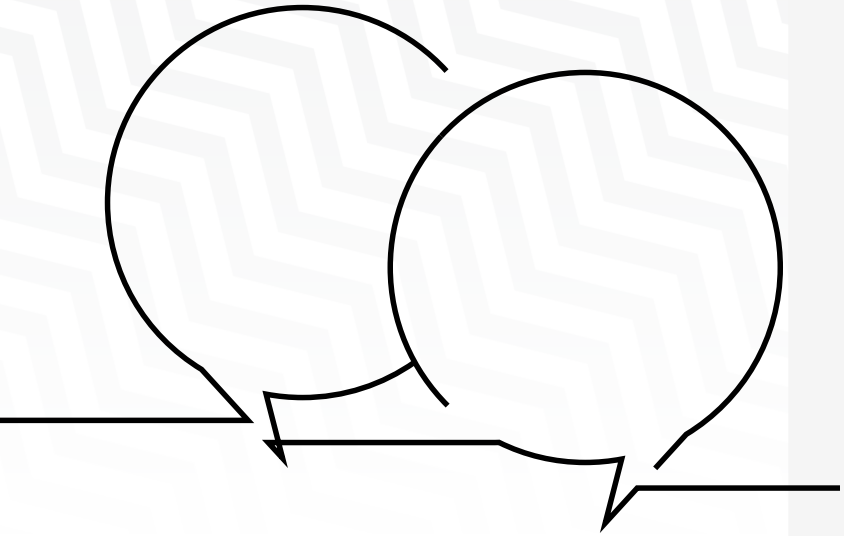
- Using the Nitric Oxide Machine (Nox Box) with ICU, Cardiac and Neonatal ICU Patients.
- Cardiopulmonary Exercise Test on Pulmonary Function Lab Test.
- Established Respiratory Care Department in KASCH-WR.

Process improvement (shortness, lengthiness, decrease or increase):

- Vest device for chest physiotherapy, which helped in decrease length of stay.
- Use of Mesh nebulizer technology in ER and other area, which improve patient condition and length of stay.

Education program and training:

- Maintain the training for all Respiratory Therapy Interns.
- Respiratory Staff advance training for Tracheostomy case (Acute and Chronic Patient).
- Trained 45 interns and 10 new staff under Saudi Career Development Program.



Social Services

The primary goal of the Social Services Department is to assist patients and their families in adjusting to illness by providing support throughout the treatment journey. This includes conducting social and financial assessments to identify areas where we can offer assistance.

Our scope of services is designed to promote the social well-being of patients, including:

- Facilitating meaningful communication between patients, families, and healthcare teams.
- Assisting with discharge planning.
- Supporting patients who have experienced abuse, neglect, or violence.
- Providing psycho-social counseling for issues like addiction, suicidal ideation, and others.
- Counseling patients and families on coping with the challenges of illness, treatment, and recovery.
- Supporting patients and families through grief and bereavement.
- Promoting social and health awareness.
- Addressing job-related and school concerns.
- Arranging transportation and airfare.
- Facilitating the purchase of durable medical equipment.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in World Mental Health Day, Cardiac Awareness Day, Breast Cancer Awareness, Cancer Awareness Day, Domestic Violence Awareness Day.

Excellence in experience and practice:

- Achieved 100% of providing accommodation in the Guest House to all request's eligible patients.
- Achieved 200% of the goal of serving 100 patients in the Social Clinic.
- Established and strengthened a relationship between the department and community resources to benefit the patients and their families, including but limited to:
  - Sanad Association.
  - Atfalona Association.
  - Wish It Group.
  - Wahat Alhijaz Center.
  - Social Responsibility Association and Roshn.
  - Safe Medical Care Organization.
  - Falathat.
  - Ministry of Education.
  - Ministry of Human Resources and Social Development.

New services, innovative care and new device/ machine:

- Renal failure patients support and recreational program.
- Established and strengthened partnerships with community resources to benefit patients and families, including:
  - Ministry of Human Resources and Social Development.
  - Ministry of Education (Special Needs Program).
  - Al Mawaddah Society for Family Development.
  - Karama society for elderly.
  - Saudi Parkinson patients' foundation.
- Established the social clinic to support the patients and their families.
- Implemented the program Spreading Sunshine: Embracing the Brave, Uplifting the Spirit, a program for newly diagnosed paediatric oncology patient under Chemotherapy.

Process improvement (shortness, lengthiness, decrease or increase):

- Achieved the goal of decrease the number to patient receiving medical equipment from KASCH Social Services Department.
- Increased the number of medical equipment provided by community resources, which led to decrease the cost of medical equipment provided by KASCH Social Services Department.
- Equipment delivery by 95% patients to minimize hospital stays and assist with discharge:
  - Referrals to Social Affairs and National Home Health Care Foundation.
  - Sponsored by Social Services Charity Fund.
  - Referrals to Bader Society and Zmzm organization.

Digital health implementation and initiatives:

- Established Virtual Social Clinic to provide comprehensive support and improve the overall well-being of patients and their families to cope with the illness or disability.
- Virtual Social Counseling Clinic, leveraging digital health to expand access to counseling services:
  - Provided convenient, remote access to social counseling for patients and families
  - Expanded reach of services, ensuring more individuals can receive support during their treatment journey.
  - Trained social services staff on effective virtual counseling practices.
  - Monitored outcomes and patient satisfaction to continually improve the virtual clinic experience.

2024 Statistical Information:

Social Services Intervention - 2024 (Jan-Dec)	Total
Social Assessment & Re-assessment	3,249
Gate pass	689
Counselling	712
Emotional Support & Bereavement	3,334
Refusing Discharge	87
Medical Equipment	368
Against Medical Advice/convinced	390
Community Referral (School)	1
Community Referral (Financial Support/ Protection / Airline tickets)	1,145
Community Referral (Equipment / charity services)	786
Domestic Violence /suicidal attempt /Neglect	92
Phone Call	1,046
Family Conference	256
Code Blue / CCRT	152
Training program	59
Community Partnerships	4
Volunteering within Departments health care providers	39
Volunteering opportunities	550
Other	3,439

KACSH:

Category	Count
Play Therapist Activities	32
Play Therapist Sessions	950
Play Therapist Patients	348
Social Workers› Other Services	130
AMA	32
Social Workup	660
Phone Call	313
Family Meeting for Social Reason	31
Medical Equipment	22
Gate Pass	51
Community Resources Referral	181
Emotional Support	950
Crisis Intervention	37
Counselling	105
House Arrangement	245
Social Assessment & Re-assessment	680

Al Madinah

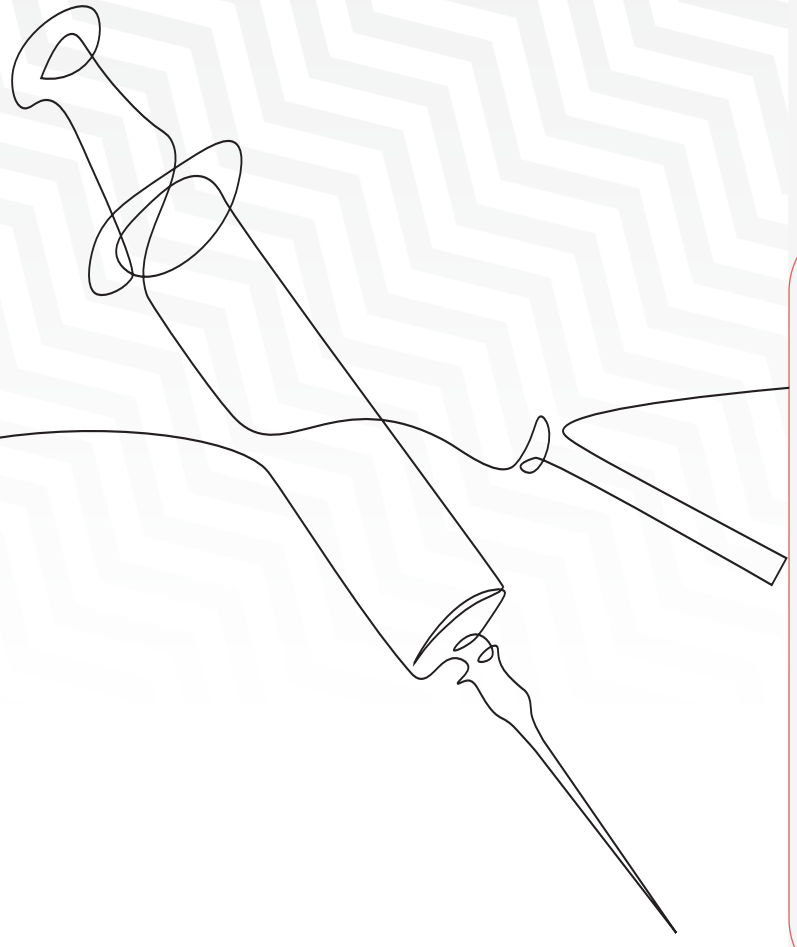
Medical Services

- Anesthesia Department
- Bed Management
- Dental Services
- Family Medicine & Primary Healthcare Centers
- Intensive Care Unit (ICU)
- Medical Imaging
- Medicine Department
- Obstetrics & Gynecology
- Surgery Department
- Paediatrics Department
- Outpatient Department

Operations

- Clinical Nutrition Services
- Nursing Services
- Patient Services
- Pharmaceutical Care Services
- Project Task Force
- Rehabilitation Services
- Respiratory Services
- Social Services
- Utilities and Maintenance

Medical Services



Anesthesia Department

The Department of Anesthesia at Prince Mohammed bin Abdul-Aziz Hospital (PMBAH) provides high-quality care to the Ministry of National Guard employees and eligible patients, focusing on excellence in anesthesia services, acute pain management, and education. Committed to advancing its residency program and achieving international standards, the department prioritizes training future anesthesiologists, ensuring safe and ethical care, and fostering system-based practices.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

New

- Green Anaesthesia Project.
- Anesthesia Machine (persons A500).
- TCI (B-Braun) device.
- Vein Viewer (CHRISTIE) device.

Process improvement (shortness, lengthiness, decrease or increase):

- Increased the percentage of epidural analgesia for Labor & delivery patients.

Digital health implementation and initiatives:

- Virtual Pre-Anaesthesia Clinic.



Bed Management

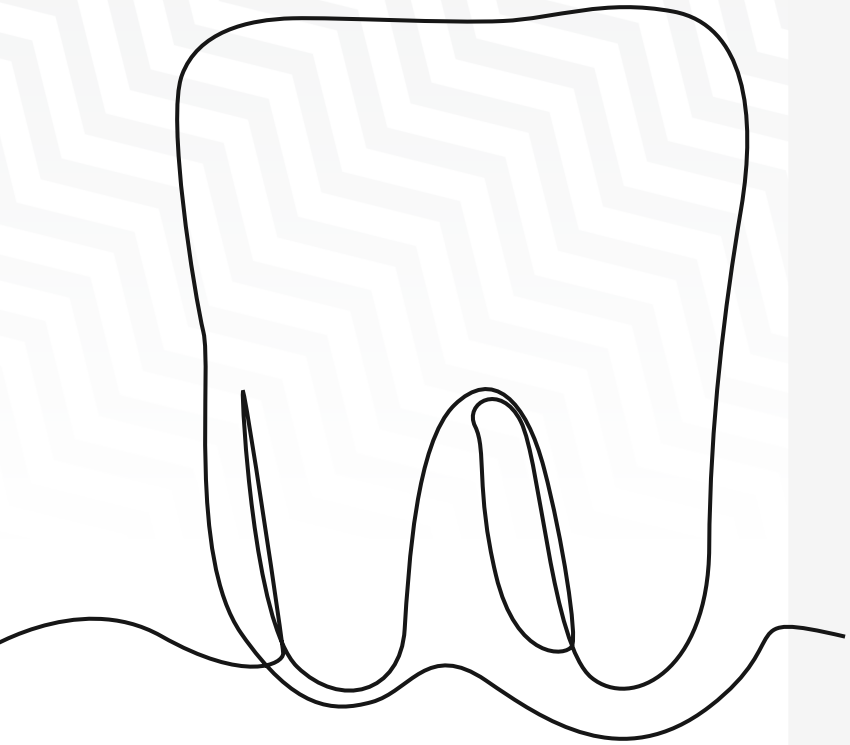
The bed management department was established in June 2022. It consists of two sections: Bed Management (Admission office) and Case Management. The goal of the department is to facilitate the inpatients' flow from admission to discharge while maintaining the higher standards of care by collaborating with all stakeholders.

The bed management is operationally organized into seven main sections that work cooperatively and effectively to achieve the department's goals.

MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Virtual clinic for the Southern border has increased the number of completed requests by 400%, as well as decreased the number of waiting list by 98%.



Dental Services

The Dental Services Department at Prince Mohammed bin Abdulaziz Hospital (PMBAH) provides high-quality primary, secondary, and tertiary dental and maxillofacial surgery services to National Guard personnel and their dependents. The department offers a wide range of specialized services, including oral and maxillofacial surgery, pedodontics, orthodontics, prosthodontics, restorative dentistry, endodontics, periodontics, general dentistry, and dental hygiene.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Established Periodontics clinic.
- Established (6) six new dental clinics.

Digital health implementation and initiatives:

- Digitalized the intraoral scanner and digital milling machine.

2024 Statistical Information:

Key Performance Indicator (KPI)	Value
Total No. of Patients Seen by Procedures (Paediatric/Adult)	10,643
Total No. of Booked Patients (Paediatric/Adult)	10,478
Total No. of No-Show Patients (Paediatric/Adult)	2,348
Total No. of Walk-In Patients (Paediatric/Adult)	2,513
Total No. of Referrals (Paediatric/Adult)	118
Average Patient Waiting Time in the Clinic (Minutes)	5 Minutes
Average Consultation Time (Minutes)	30 Minutes
Average Time Per Procedure (Minutes)	45 Minutes
Average Waiting Time for Appointment Schedule (Days)	30 Days
Total No. of Admission (Paediatric/Adult)	83
Total No. of Dental Surgeries (Paediatric/Adult)	78



Family Medicine & Primary Healthcare Centers

The Family Medicine and Primary Healthcare Department offers preventive, therapeutic, and rehabilitative care to the Ministry of National Guard population through primary care centers across the Al Madinah region. Aligned with the goals of health affairs, which emphasize primary healthcare as the foundation of the health system, our services include primary and secondary prevention, curative care for acute and chronic health issues, and the promotion of community wellbeing and participation.

MNGHA Achievements Objectives

Awareness and prevention:

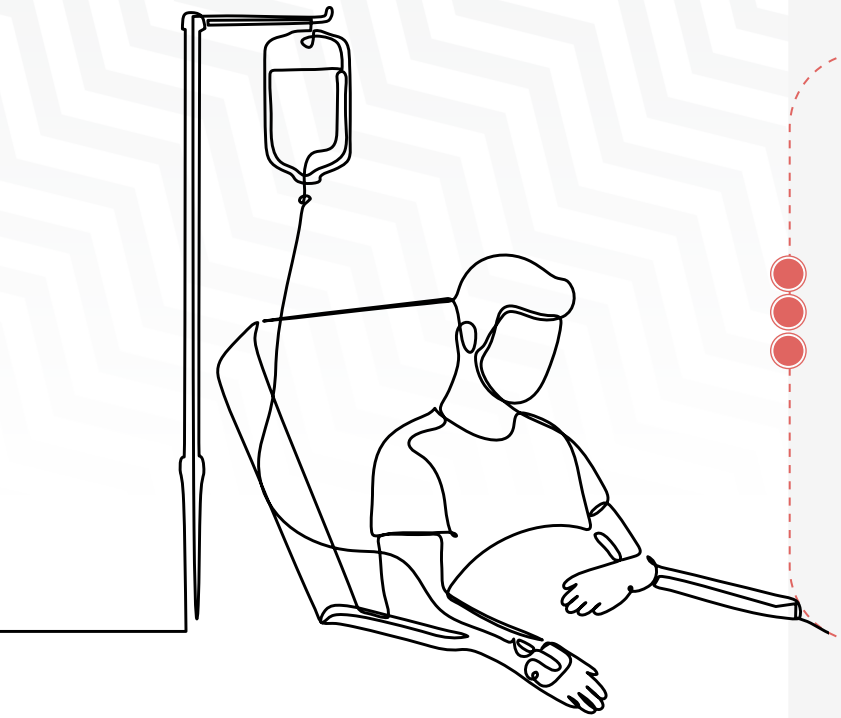
- Screened female above age of 40 for breast cancer screening.
- Screened all patients above age of 50 for colon cancer screening.
- Introduced Shingrix vaccination to all patients above age of 50 years (diseases prevention).
- Pneumococcal vaccination for all high-risk group was provided.
- Prevented diabetes by annual A1c or FBS screening to all high-risk group.

Education program and training:

- Initiated weekly academic activity on simulated lab as hand on training for common medical and surgical procedures in family medicine practice for all trainee in Saudi board of Family medicine program.

Intensive Care Unit (ICU)

The ICU department serves as a backbone for the hospital. Its services include caring for patients needing critical care admitted to the Adult or Isolation ICU (Covid ICU). We also provide consultation services for patients presenting to the Emergency Department, Hemodialysis, Operating Room, and patients admitted to the Chronic Ventilator unit. Additionally, the ICU Department is primarily responsible for conducting and reviewing code blue and RRT (rapid response team) cases.



MNGHA Achievements Objectives

Excellence in experience and practice:

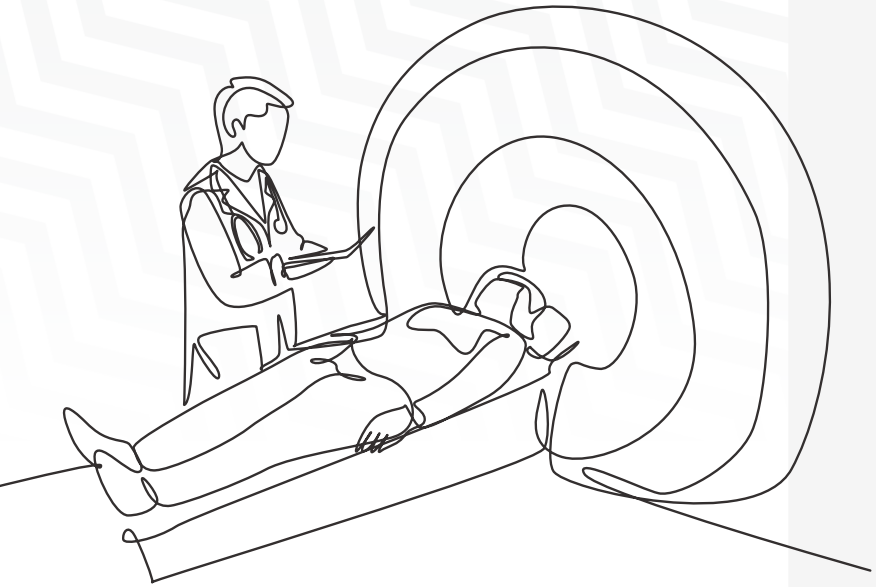
- Implemented a cohesive Zentensivist strategy by adopting minimalist care protocols, focusing on key vital metrics, reducing diagnostic redundancy, prioritizing non-invasive interventions, streamlining documentation, optimizing resources, minimizing staff interference, and conducting minimalist ICU rounds.

New services, innovative care and new device/ machine:

- Established Surgical ICU.

Education program and training:

- ICU Residency Program.



Medical Imaging

The Medical Imaging Department at PMBAH in Al Madinah Al Munawarah is committed to providing good quality services by utilizing state-of-the-art technology and highly skilled manpower. The department is also committed to making a valuable contribution to MNGHA's vision by creating a safe, inspiring, and pleasant working environment for all staff so that the clinical care of our respected patients will continue to improve.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Participated in safety reporting system (SRS).

New services, innovative care and new device/ machine:

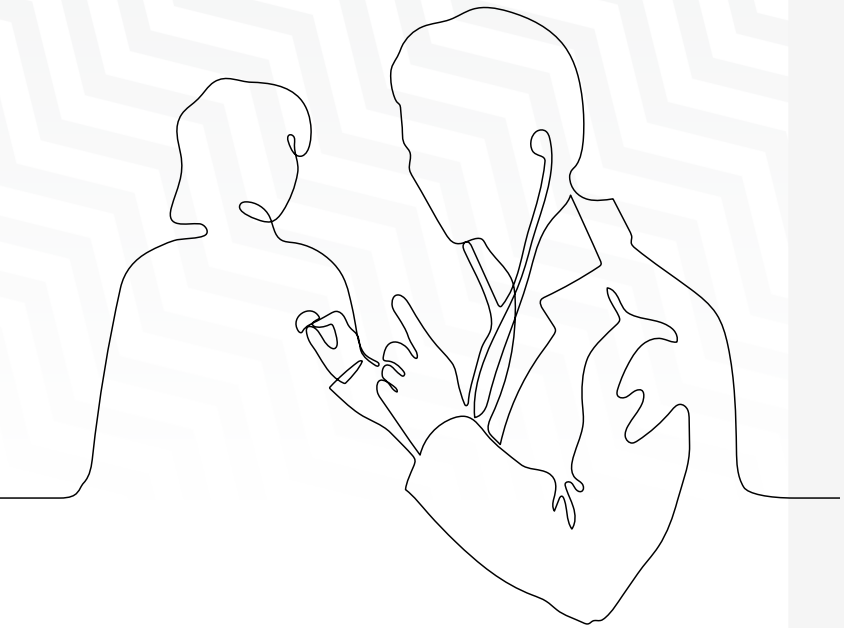
- Installed and completed the bones densitometry (DEXA) scan unit.
- Completed installation of modernized digital fluoroscopy machine.

Education program and training:

- Launched Residency Program.

2024 Statistical Information

Type Of Modality	Total
Intervention	561
Nuclear Medicine	561
Flourscopy	305
Mammogram	568
MRI	2,922
Computed Tomography	6,282
Ultrasound	9,611
X-Ray	28,227
Total	**49,037**



Medicine Department

The department of Medicine offers high-quality care services for National Guard Employees, their dependents, and eligible Saudi citizens in Madinah Region, covering 15 subspecialties. The department aims to improve patient care and medical education while working with the Quality Management Monitoring Committee. Key goals include promoting quality services, organizing a multidisciplinary team, ensuring medical staff availability, and establishing high clinical standards. The subspecialties provided include Internal Medicine, Neurology, Nephrology, and more, along with an Adult Day care Unit and Medical Step-down unit.

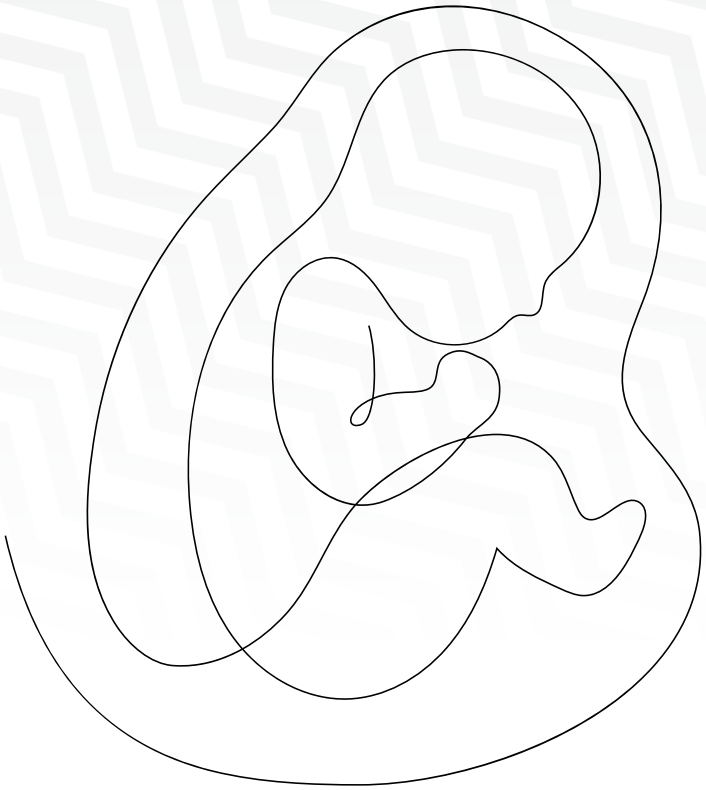
MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- X-Linked hypophosphatemia Center (one of the top 5 centers in Saudi Arabia).
- Established Sleep Medicine service.
- Initiated the Pulmonary Rehabilitation Program.
- Medicine Shadow clinic.
- Day Care IV Antibiotics (patients requiring prolonged antibiotic course will receive IV antibiotics in Medical Day Care.
- Implemented the Palliative Care Services.
- Established capsule endoscopy to diagnose small bowel bleeding and decrease out-of-hospital referral.
- Diabetes Clinics.
- Endocrine Tumor Clinic.
- Osteoporosis and Calcium Metabolic Disorders Clinics.
- DXA Scan Machine.
- Introduced a new phototherapy and laser clinic for vitiligo and psoriasis patients.
- Introduced new Janus kinase (JAK) inhibitor for management of severe Alopecia Universalis patients.
- Established Peritoneal Dialysis (PD) Service.
- 18 ECG machines latest technology GE MAC- 8 units in PMBAH, 10 in other areas of national guards, PHC, Yanbu and dialysis center.

Education program and training:

- Launched an endocrinology fellowship program, attracting top-tier candidates and fostering advanced clinical training.



Obstetrics & Gynecology

In line with the mission of the organization, the Department of Obstetrics & Gynecology in Prince Mohammed bin Abdulaziz Hospital, Al Madinah Region, is committed to enhancing women's health by providing high-quality, patient-centered, cost-effective healthcare in a compassionate, respectful, and professional manner. This ensures access to quality healthcare for women of all ages, during all stages of their lives. On the other hand, the OB-GYN department is contributing to the process of continuing medical education for OB- GYN staff, residents, and interns.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Accreditation of Advanced Obstetric life Support course (ALSO).

New services, innovative care and new device/ machine:

- Enhanced Antenatal GBS Screening Program.
- Introduced the truclear hysteroscopy new machine for empowering operative hysteroscopic procedures.
- Established the OB- GYN outreach clinic at PHC - Yanbu city, to enhance and empower the women's health care there.

Process improvement (shortness, lengthiness, decrease or increase):

- Availability of Out Patient department slots for first visit clinic in one week and for follow up clinic in 3-4 weeks.

Education program and training:

- Monthly academic activity: part of the SCFHS training program in OB-GYN.
- Conducted OB- GYN annual OSCE residency exam for the 4th sector.
- Contributed yearly to the Biannual Basic Operative Surgical Skill (BOSS) course.
- First candidate for the maternal fetal medicine (MFM) scholarship to Canada.

Surgery Department

Surgery Department delivers high-quality care across multiple subspecialties, including ENT, General, Maxillo-facial, Neurosurgery, Orthopaedics, Ophthalmology, Plastic, Pediatrics, Urology, and Vascular Surgery. The department integrates clinical excellence, advanced surgical techniques, and comprehensive training programs for staff, residents, and interns. With specialized services in areas such as bariatric, colorectal, pediatric, and ENT surgeries, the department ensures outpatient, inpatient, and emergency coverage while actively contributing to education and professional development in the region.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

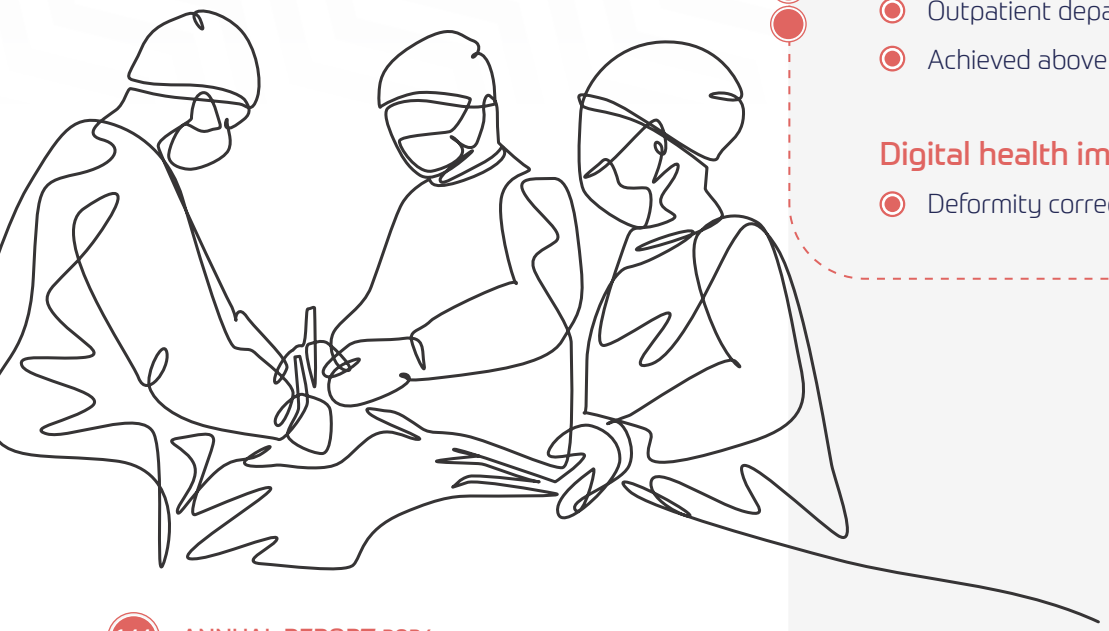
- Initiated Ophthalmology service for Diabetic Retinopathy screening.

Process improvement (shortness, lengthiness, decrease or increase):

- Operation waiting list is limited to 4 weeks.
- Outpatient department first Visit clinic to all subspecialised are limited to less than 3 weeks.
- Achieved above 95% OPD access of care within 4 weeks.

Digital health implementation and initiatives:

- Deformity correction where the applied frame is digitally programmed.





Paediatrics Department

The Department of Pediatrics provides both inpatient and outpatient care. Committing to providing specialized care to the Ministry of National Guard dependents and other eligible patients from birth to 14 years old. We strive to deliver the highest possible standard of secondary care to these children. We serve the pediatric population of the city of Madinah and also receive referral patients from Madinah region and adjoining provinces. The hospital accepts referrals from Primary Health Centers, private hospitals and other government hospitals.

We maintain a strong and dynamic relationship with other departments such as ED, surgery, radiology, laboratory, and nursing. We collaborate to provide a comprehensive multidisciplinary approach to all our patients.

MNGHA Achievements Objectives

Awareness and prevention:

- Contributed regularly to Pediatrics cardiac charity mission organized by king Salman charity Centre
- Supporting the pediatric cardiology service in KAMC-Jeddah.

New services, innovative care and new device/ machine:

- Activated the Paediatric Early Warning Signs System (PEWS).
- Provided specific medication and easy access to a day-care facility to support Duchenne muscular dystrophy patients.
- Enhanced the newborn screening program.
- Initiated and implemented antimicrobial Clinical Practice Guidelines (CPG) to support the Antimicrobial Stewardship Program (ASP) .
- Provided new specific therapy for children with X-linked Hypophosphatemia Rickets.

Education program and training:

- Neonatal ICU Fellowship Program and Pediatrics Residency Training Program.



Outpatient Department

Our mission is to provide accessible, high-quality medical and health promotion services for MNG personnel, their dependents and eligible patients. Offering comprehensive care across medical, surgical, obstetric, pediatric, nursing, and virtual clinics, the services include specialties such as gastroenterology, oncology, neurology, orthopedic care, women's health, and more. Focused on enhancing patient care through timely access, promoting wellness and integrating innovative technologies, the organization strives to deliver optimum healthcare and wellness for all patients.

MNGHA Achievements Objectives

Awareness and prevention:

- Held bi-monthly workshops on lifestyle management, chronic disease prevention, and early screening to boost health awareness and prevention.

New services, innovative care and new device/ machine:

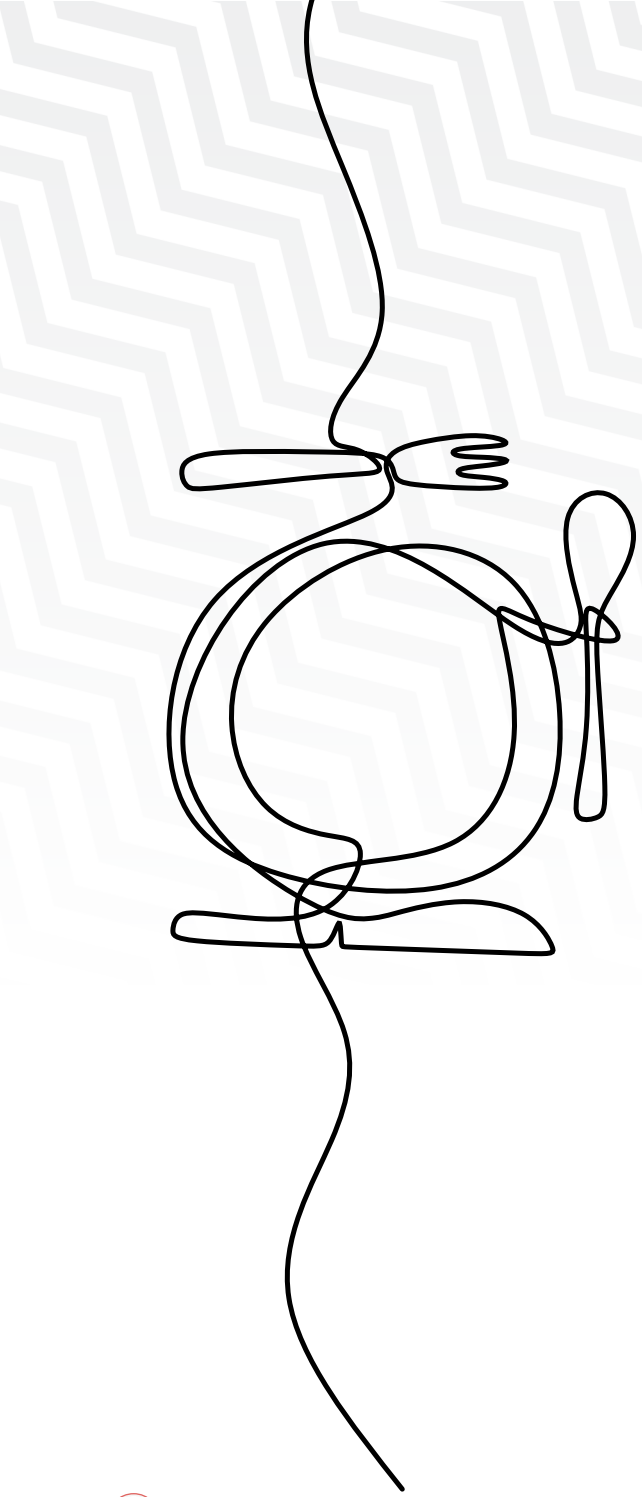
- Established Virtual Clinic Center with 16 clinics to enhance access to care.
- A hotline was assigned for outpatient nursing to directly book walk-in patients and optimize clinic slot usage.

Process improvement (shortness, lengthiness, decrease or increase):

- Added clinic hours and optimized scheduling for military personnel and families, reducing wait times by 20%.
- Restructured eligibility submissions for staff-only handling to support the Most Responsible Physicians (MRPs) and prevent technical issues.
- Implemented a streamlined appointment system that reduces average waiting time by 20% and decreases patient backlog for routine visits.
- 100% implemented Same Day Booking.
- Increased the total number of appointments for First Visit Patients from 27,671 patients in 2023 to 33,111 in 2024.
- Increased the total number of appointments for Follow Up from 65,159 patients in 2023 to 81,629 in 2024.
- Decreased the number of Walk-In Visits from 35,076 patients in 2023 to 23,459 in 2024.
- Established evening Dental Clinics (5 P.M) to decrease the number of patients on the dental waiting list.
- Increased the number of First Visit Clinics to 108.
- Increased the number of Follow Up Clinics to 149.
- Increased the number of Virtual Clinics to 77.
- Reduced the number of patients on the Waiting List.
- No-show rate less than 10%.



OPERATION



Clinical Nutrition Services

The clinical Nutrition Services Department provides medical nutrition therapy by performing nutritional assessments and optimizing patient care to improve patient life style. And provides the highest standards of nutritional care according to the latest guidelines, patient diagnosis and treatment plan for acute or chronic diseases by full coordination with the medical team and patient family a multidisciplinary approach.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Clinical Nutrition Services provided total number of 1,063 for the outpatients and total number of 2,643 for Inpatients.

New services, innovative care and new device/ machine:

- Added new clinics under clinical nutrition services.

Process improvement (shortness, lengthiness, decrease or increase):

- Assessed all referred patient within 24 hrs of Referral.
- Formula inventory quality improvement project.

Education program and training:

- Provided training program for interns from Taibah University.
- Educational material improvement project.
- Mastering carbohydrate counting workshop organized by the Madinah Health Cluster, Academic and Training Affairs Professional Development Department on September 31, 2024.

Objectives in line with the Kingdom's 2030 Vision

- Saudization of the all-clinical Dietitian positions.



Nursing Services

Nursing Services in PMBAH provide optimal healthcare services to National Guards personnel and their dependents, as well as other eligible patients. Our hospital offers multidisciplinary services, with all clinical services located in the main hospital building, which consists of three levels. Nursing services report to the Executive Director of Operations and work collaboratively with all PMBAH departments, in addition to their commitment to nursing services in other MNGHA regions.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Achieved Zero patient falls and Zero Hospital Acquired Pressure Injuries.

New services, innovative care and new device/ machine:

- Post Discharge Follow Up (PDF) implemented, Total: 378.
- Launched Peritoneal dialysis services alongside haemodialysis.
- Haemodynamic devices (Dinamaps) were replaced.
- Bedside Monitors in critical care areas were replaced, including the new SICU.
- Paediatric Rapid Response team is fully implemented.
- Medical Day Case Unit (MDCU) is expanded to include all specialties.
- Surgical Intensive Care Unit.

Process improvement (shortness, lengthiness, decrease or increase):

- MDCU increased patients visits from 2023 to 2024 by 29%.
- Average LOS in ED is 1H 30 Min.
- Achieved objective of Quality Improvement Project Reduced Chemotherapy waiting time to be less Than 2 hours in MDCU.

Education program and training:

- Implemented Schwartz Rounds for Nursing Allied Saudi Career Development Program (NACSDP).



National awards, recognition, contributions:

- Hospital-Acquired Pressure Injury Mission: Conquering the Challenges of Hospital-Acquired Pressure Injury.

2024 Statistical Information:

KPI	Value
Inpatient Service Days	47,961
Average Daily census	124
ER Visits	74,651
Total Deliveries	1,828
Admission	8,610
Discharges	8,025
NSVD	1,102
CS	726
Surgical Procedures OR	4,948
Hemodialysis sessions	4,779



Patient Services

Patient services are one of the essential parts of the MNGHA hospitals, with its main function being to provide MNG 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.

MNGHA Achievements Objectives

Awareness and prevention:

- Multi code Disaster mock-drill and it has prepared the staff for a real-life reaction for the emergency cases.

New services, innovative care and new device/ machine:

- Initiated the Quality section to verify registrations of files.

Education program and training:

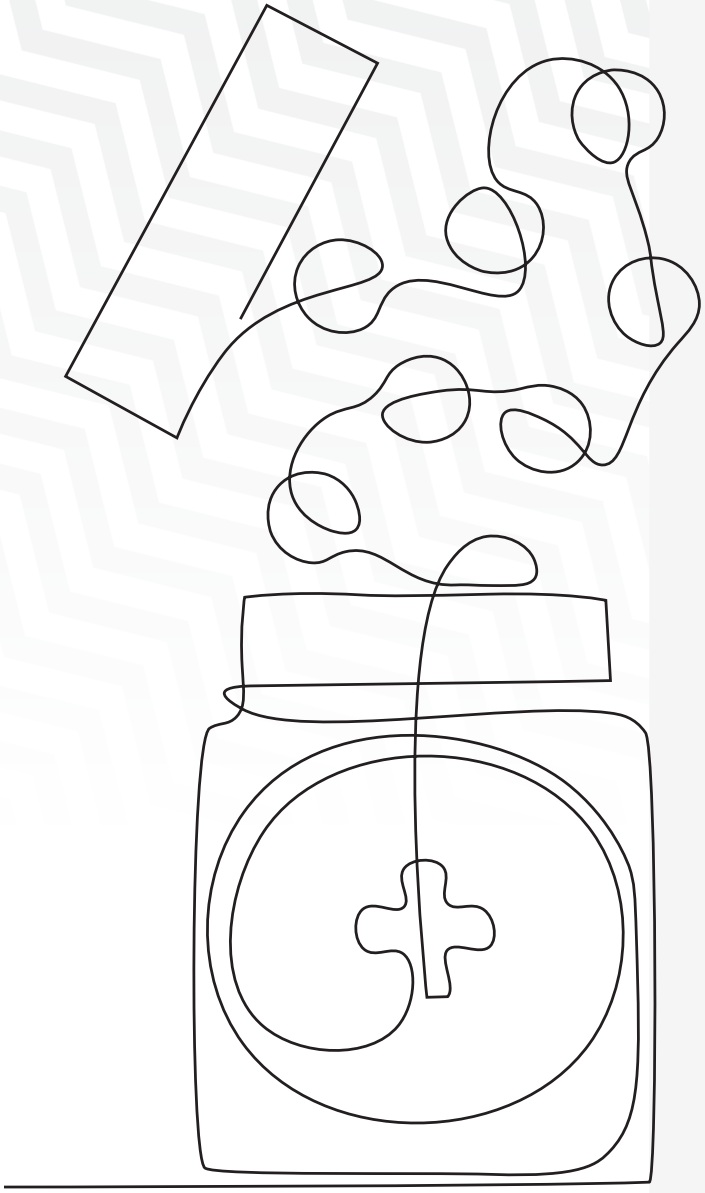
- Implemented the Comprehensive Employee project by training all Registration Section staff to be capable of providing all required services to patients thru one desk.

Digital health implementation and initiatives:

- The wheelchair lending system with SMS feature has been implemented.
- An automated burial system has been activated for releasing the deceased patients body.

2024 Statistical Information:

- Total No. of Registered Patients by Specialty: 68,035.
- Total No. of Newly (In 2024) Registered Patients by Specialty: 7,498.



Pharmaceutical Care Services

Pharmaceutical Care Services provides comprehensive patient care through ambulatory care, decentralized in-patient care, and clinical pharmacy services. It offers a unique and extensive array of clinical and product services that are focused on providing quality care in accordance with CBAHI and JCI Standards.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in Pharmacist Day, Tuberculosis Day, Hepatitis Day, and the Independent Double Check (IDC) campaign.
- Conducted a lecture on «How to Prevent the Failure of Medication Administration» in the Nursing Zero Harm Medication Administration Workshop.
- Participated in the «Pain Management» nursing workshop, the «Basic Medication Safety» training program, and the «General Nursing Orientation» training program.
- Conducted two CME lectures on «Selecting the Best Error Prevention Tools.»

Excellence in experience and practice:

- Reviewed and released the 5th edition of the Pharmacy Bulletin.
- Reviewed and analysed total of 11 Adverse Drug Reaction (ADR) incidents from SRS and 42 ADR incidents from the dashboard.
- Continuation of Medication's Home Delivery service for PMBAH patients inside and outside Madinah.

New services, innovative care and new device/ machine:

- Implemented continuous monitoring systems for air quality, surface contamination, and personnel gowning
- in the compounding area.
- Expanded the use of the Repeater Pump (Baxter®) to include intravenous (IV) premix dose preparation.
- Initiated the Paediatric Critical Care Response Team (PCCRT) response drug bags that manage high-risk patients demonstrating early signs of deterioration in clinical status.

Process improvement (shortness, lengthiness, decrease or increase):

- The average preparation time of orders in the Medical Day Care and Haemodialysis units has been reduced to an average of 34 minutes in 2024.
- The target override percentage of less than 5% has been achieved.
- Maintained 85% compliance with United States Pharmacopeia (USP) <797> chapter guidelines, which are considered one of the high international standards in sterile compounding of non-hazardous medications and fluids.
- Maintained 80% compliance with USP <800> chapter guidelines, which are considered one of the high international standards in sterile compounding of hazardous and chemotherapy medications.
- Increased the total barcoded unit dose medications to reach 86%.
- Achieved cost savings by optimizing workflows and minimizing waste in chemotherapy medication through the implementation of a continuous stock monitoring procedure.
- The percentage of compliance with the Closed Loop Medication Administration project reached 95%.
- The percentage of floor stock Narcotic and Controlled medication stocked inside Automated Dispensing Cabinets (ADCs) reached 100%.

Education program and training:

Workshops	No. of trained staff	No. off training Session
Pharmacist Role in code blue	25	8
Chemotherapy Outpatient (COP)	12	5

Digital health implementation and initiatives:

- Established a system for tracking and managing beyond-use dating of compounded sterile preparations.
- Adopted «Jira®» software to enhance medication queuing and tracking for the Medical Day Care and Haemodialysis units orders.
- Activated the «Safety Stock» feature in the Central Pharmacy Carousel through barcode scanning during medication restocking of the carousel.
- Profiled Automated Dispensing Cabinets (ADCs) in the outpatient areas, ensuring that the right patient gets the right medication.
- Automated the Identify, Situation, Background, Assessment, and Recommendation (ISBAR) tool in the Pharmacy Information System, allowing better communication.
- Activated the profiling mode in the Emergency Room (ER) ADCs by integrating with the BESTCare.
- Implemented the override dashboard that enables effective monitoring and tracking of medication order override practices.

National awards, recognition, contributions:

- Certificate of appreciation, King Saud bin Abdulaziz University for Health Sciences, Riyadh, Saudi Arabia for contribution in the Basic Medication Course.
- Recognition: Nominated as the Director of the Basic Medication Safety Course for Madinah Region.

Objectives in line with the Kingdom's 2030 Vision

- Barcode medication administration system (BCMA).
- Electronic medical record systems (EMR).
- Computerized physician order entry (CPOE).
- Automated dispensing cabinets (ADCs), carousels, and automated packagers.
- Average productivity of Sterile Compounding Unit reached 80 % in 2024.

2024 Statistical Information:

Inpatient Units Dispensed

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Units Dispensed	240,940	227,910	187,265	185,986	218,945	199,623	246,211	201,509	204,639	256,789	190,350	231,548

Average Preparation Time for Hemodialysis and Day Care Unit Orders

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. Preparation Time (minutes)	33	36	36	47	33	31	25	38	27	30	30	31



Project Task Force

The Project Task Force is dedicated to providing services and facilities for staff, patients, and visitors, while upholding the high standards set by Higher Management. In alignment with the current Hospital Structure, we are eager to implement new projects, modifications, supervision, and construction within the Hospital, Housing Accommodations, PHCC, and all facilities and buildings under the jurisdiction of PMBAH in the Al Madinah region. The department is committed to delivering services to all staff, patients, and visitors of the National Guard Health Affairs – Al Madinah Region, with a focus on addressing all matters related to Building Services and Projects within the Prince Mohammed bin Abdulaziz Hospital and its associated buildings and facilities.

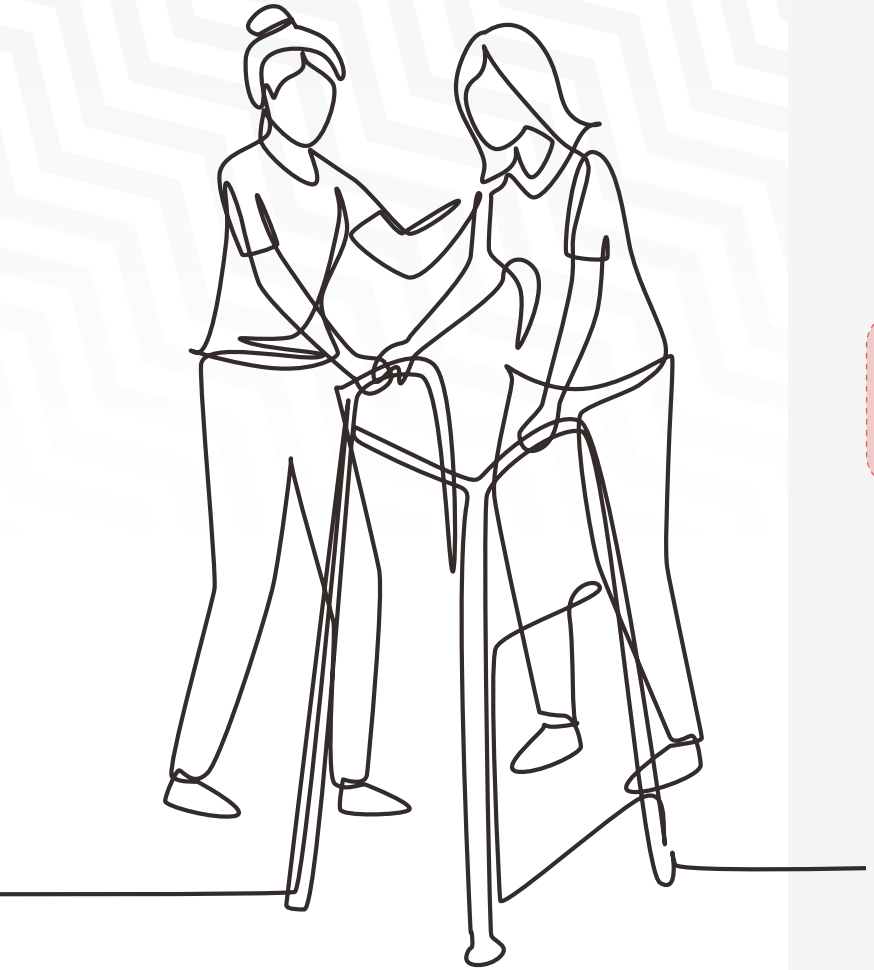
2024 Statistical Information:

Project Name	
Protocol offices	Virtual Clinics Center
Surgical protocol ICU Project	Lithotripsy and Ultra-sound room
Renovation Work in Manger Office (PHC)	Land mark project
ER Pharmacy	Construction of Box Culvert and asphalt
Nursery building project	Door Installation (PHC)
Medical Education	Games Room ESC
Social Club Project	Football court project
Signage for H/C & F/D	Pharmacy drive-thru project
Mammogram room	New OPD Department
PHC Lab	U-shape renovation

List of all completed projects in 2024:

Building Services Work Orders	No. Of Work Order
Completed Work Orders	3,551
Pending Work Orders	889
Total Work Orders	4,340

PTF Major Projects 2024	No. Of Projects
Completed Projects	15
On-Going Projects	4
On-Hold	1
Total Projects	20



Rehabilitation Services

The Department of Rehabilitation Services at Prince Mohammed bin Abdulaziz Hospital in Al-Madinah is enthusiastic about its mission to provide unique and outstanding physical and occupational therapeutic treatment services to the Saudi Arabian National Guard employees, their families and any other authorized persons. We are committed to utilizing innovative clinical practices, advanced health technology equipment and creating a flexible learning environment.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Provided therapeutic treatment for 8,998 patients.

New services, innovative care and new device/ machine:

- Established Pulmonary Rehabilitation Clinic.

Education program and training:

- I-train workshops for Rehabilitation Services therapists.
- Educational Orientation to a private school visit.

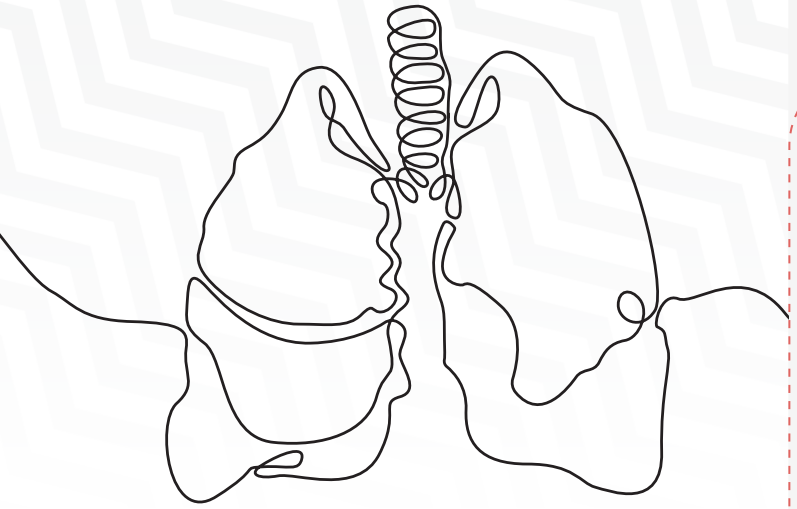
Digital health implementation and initiatives:

- We Care System for appointments.

2024 Statistical Information:

Clinical Outcome Measure for Pain- Madinah.

KPI	Value
Number of discharged patients with pain scale is applicable	316
Number of discharged patients with pain scale is not applicable	71
Number of discharged patients with level between 0 & 3 on initial assessment	121
Number of discharged patients with summery note	387



Respiratory Services

The Respiratory Therapy department specializes in the assessment, diagnosis, treatment, and prevention of respiratory disorders, providing 24/7 care across various hospital units. Our skilled team delivers exceptional respiratory services aimed at improving patient outcomes and quality of life. We serve multiple areas, including ICUs (adult, pediatric, neonatal, cardiac, and respiratory), ICU step-down, long-term care, OR, ER, wards, Pulmonary Function Test (PFT) clinic, sleep lab and pulmonary rehabilitation clinic.

MNGHA Achievements Objectives

Education program and training:

- Provided clinical rotations and training opportunities for Respiratory Therapy students from Taibah University.
- Conducted educational sessions for residents and MD doctors on topics such as ventilator management and pulmonary function testing.
- Implemented training programs to enhance the knowledge and skills of respiratory therapists in NICU/PICU settings.

2024 Statistical Information:

- 2,112 treated patients with 87,323 treatment sessions for in-patients.
- 974 PFT patients with 1,889 tests.

Social Services

The Social Services Department helps patients and families cope with the social, psychological, and economic challenges of illness. We aim to provide high-quality service, foster collaboration between patients, families, healthcare teams and the community and explore innovative solutions. Our goal is to support patients in understanding their health, assist during illness and ensure they benefit from medical care while integrating into their social environment.



MNGHA Achievements Objectives

Awareness and prevention:

- Counselled and provided education for patients regarding the protection of children, women and elderly patients against neglect and abuse.
- Implemented a staff productivity improvement plan.
- Internally recognized Employee of the Month.

Excellence in experience and practice:

- PICU Multidisciplinary Round & NICU Multidisciplinary Round.

New services, innovative care and new device/ machine:

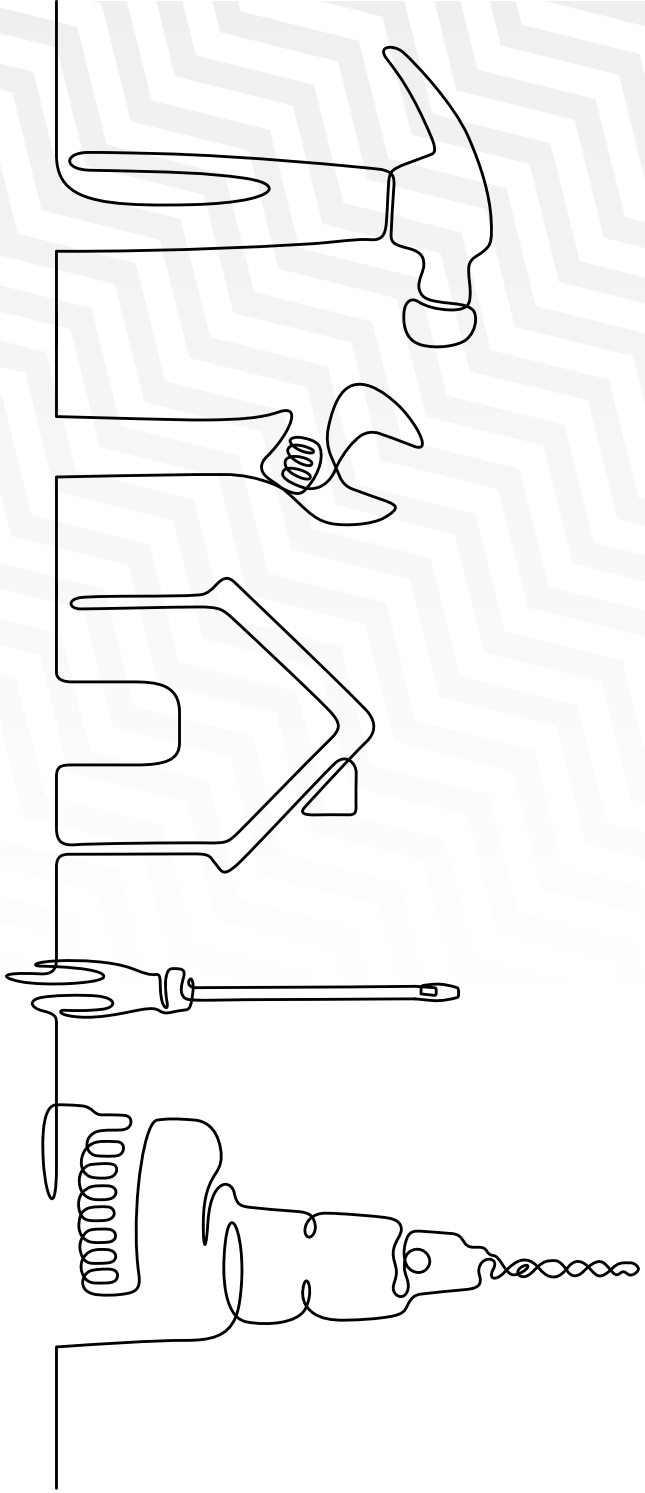
- Screening, Detecting and Management of Pregnant/Post Natal Patients with Potential Mental Problems Project.
- Launched the Health Volunteer program for all qualified staff.

Process improvement (shortness, lengthiness, decrease or increase):

- Agreement with the Taibah for transportation for patients with disabilities to provide transportation.
- Agreement with Al Madinah Hereditary Blood Disorders Charity Society.

2024 Statistical Information:

Service Type	No. Of Cases
Social Assessment	2,224
Ama	798
Reason For Discharge Referral	24
Counseling	6,552
Crisis Intervention	18
Emotional Support	7,766
Community Resource Referral	524
Ministry Of Social Affairs	75
Gate Pass	62
Medical Equipment	12
Ministry Of Social Affairs Follow-Up	11
Pt Friends Cmte	74
Reason For Social Meeting	29
Phone Call	295
Patient Absconding	9
Out-In Pass	1
Others	346
Re-Assessment	597
Total	18,144



Utilities and Maintenance

The Utilities & Maintenance (U&M) department at PMBAH is responsible for ensuring the proper functioning of essential services such as electricity, water, fire systems, HVAC, and nursing call systems across the hospital, administrative buildings, housing area, and Primary Health Care Centers in Madinah and Yanbu. U&M minimized system failures and utility outages and aims for zero outages moving forward. The department includes sections for electrical (high and low voltage), mechanical and piping, electronics, medical gas, work control, and water treatment.

MNGHA Achievements Objectives

Excellence in experience and practice:

- 17-Installation of new patient elevators.
- Telehealth building HVAC work has been completed.
- Established and activated a Control room (Operation section).

New services, innovative care and new device/ machine:

- Renovated and upgraded sewage pit pumps and piping for 7 pits with 14 pumps.
- Divided the water supply network into two networks, one supplied by the water tower tank and one supplied by domestic room pumps.
- Installed a new drainage system for the main diesel pump room at PHC-Yanbu.
- Signed a new service contract for maintaining firefighting water networks in accordance with CIBAHI/JCI requirements for PMBAH and PHC-Yanbu.
- Signed a service contract for CSSD equipment to prevent any service breakdowns.

Digital health implementation and initiatives:

- Updated & Upgraded BMS system.

Al Ahsa

Medical Services

- Anesthesia Department
- Bed Management
- Dental Services
- Emergency Medicine
- Family Medicine & Primary Healthcare Centers
- Home Health Care
- Medical Imaging
- Medicine Department
- Obstetrics & Gynecology
- Pathology and Laboratory Medicine
- Paediatrics Department
- Surgery Department
- Outpatients Department

Operations

- Clinical Nutrition Services
- Nursing Services
- Pharmaceutical Care Services
- Patient Education
- Release of Information
- Respiratory Services
- Social Services
- Utilities and Maintenance
- Support Services
- Facility Management

Medical Services



Anesthesia Department

The Anesthesia Department at King Abdulaziz Hospital Al Ahsa, provides advanced anesthesia, pain management, and perioperative care for all ages. Services span pre-operative clinics, operating theaters, specialized units, and diagnostic procedures. Committed to quality of care, education, and research, the department conducts regular audits and supports a residency program to train future anesthesiologists.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Started Pain Clinics.
- Child-centred care for pediatric patients.

Process improvement (shortness, lengthiness, decrease or increase):

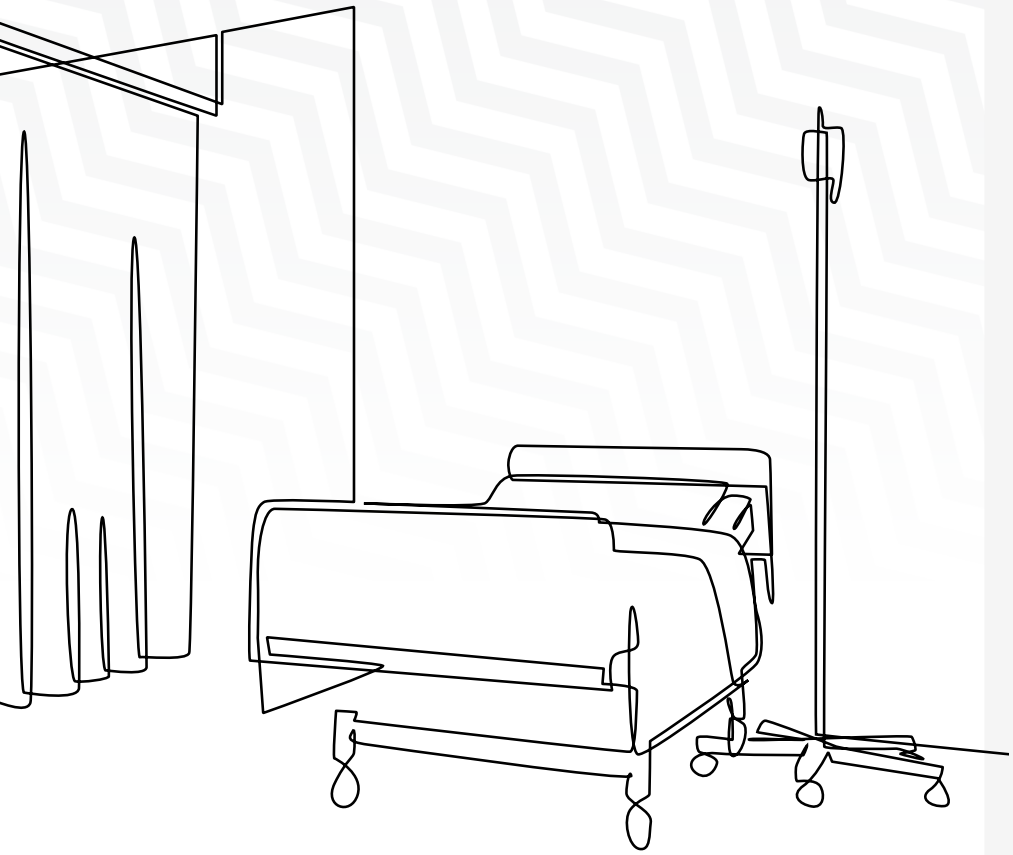
- Cleared and prepared the patients for surgery within 2 weeks.
- Reduced unnecessary patient visits to the hospitals by clearing the patients for follow up investigation through a chart review or virtual clinic.

2024 Statistical Information:

Total Number of Anaesthetic Procedures.	Main OR	L & D	Endoscopy	Pain Procedures	MRI	Inpatient Consultation
	5,102	532	910	125	107	487

Total Number of Patients Seen in OPD Clinic.	Pre-Anaesthesia Clinic	Chronic Pain Clinic
	2,481	862

KPI	Definition	Target	Compliance
Antibiotic Prophylaxis Timing	Within 60 Min of Incision	>90%	94%
Anesthesia Start-Time	Less Than 20 Min	>80%	97%
Anesthesia End-Time	Less Than 17 Min	>80%	98%
Postoperative Hypothermia	>35 °C	>95%	99%
Postoperative 1st Pain Score	<6 Vas	>95%	96%
Postoperative Hypoxia	>92%	>95%	100%
Postoperative Vomiting	No Vomiting	>90%	97%
Postoperative Anemia	Hb >7 G/Dl	>95%	100%



Bed Management

The Bed Management Department oversees key aspects of patient care, including bed occupancy rates, daily census, medical equipment, coordination, discharge planning, and admission management. With dedicated sections for Bed Management, Case Management, and Medical Coordination, the department ensures efficient utilization of resources and streamlined patient care.

2024 Statistical Information:

Planned/Unplanned Admissions.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1,407	1,312	1,177	1,054	1,376	1,041	1,292	1,294	1,296	1,510	1,250	1,507

Medical Inpatient Coordination.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
11	4	8	2	13	5	1	36	26	16	5	24

Target Average Length of Stay (ALOS): 6 days or less (non-Critical)

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
3.8	3.3	3.6	3.7	3.2	3.5	3.3	3.4	4.5	4.1	4	4

Target Readmission Rate within 30 days: 3% or less

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
11%	7%	8%	3%	3%	5%	2.4%	3.9%	5.3%	3.3%	3%	2.5%

Target Daily Consult Inpatient Review: 90%

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
100%	99%	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%



Dental Services

Dental Services at King Abdulaziz Hospital is providing the Ministry of National Guard personnel and their dependents with the highest quality of primary, secondary and tertiary dental and maxillofacial services, while ensuring accuracy and proper utilization of our available resources. This includes emergency dental care for non-Saudi hospital staff and their dependents. The department takes care of business centre patients, including those from Per Capita Aramco, after work hours.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Established “Special Care Dentistry” to provide care to adult patient requiring dental care
- under GA or Sedation.
- New X-ray Unit installation to replace the Obsolete one and to serve the patient requiring care in both KAH and PHC.
- New Four (4) Clinics, for General Dentistry under PHC stablished after 5 pm.

Process improvement (shortness, lengthiness, decrease or increase):

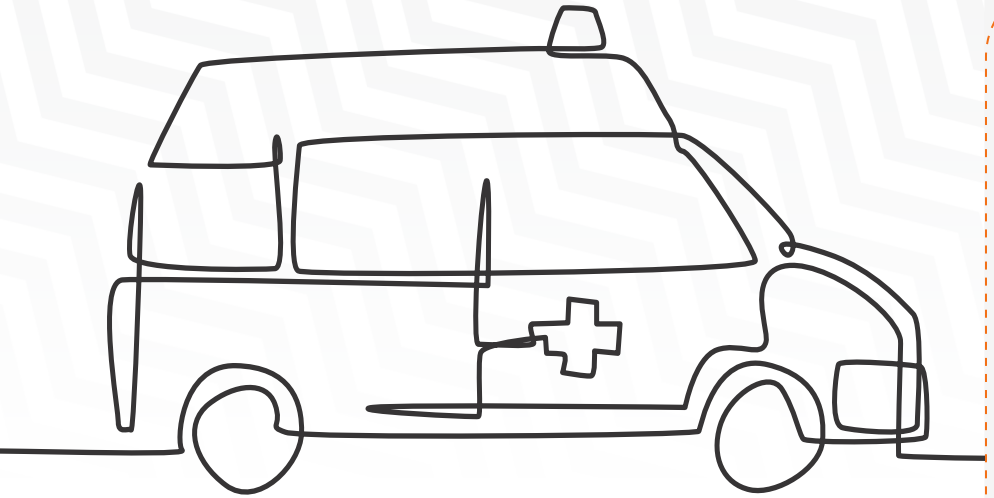
- The Southern Border Clinic is after regular working hours from 5:00pm to 8:00pm, Four (4) clinics sessions in a weekly basis.
- Outreach Program in Oral & Maxillofacial Surgery (OMFS) from Riyadh (Consultant Oral & Maxillofacial Surgeon), Three (3) days in a month to assist the department in curving down the Dental Patients’ OR Waiting List.

2024 Statistical Information:

Spatiality	Total Booked	Patient Showed	No Show	WALK IN	DS/OR
OMFS	2,321	1,719	618	256	15
Pedodontics	1,910	1,474	436	130	146
Orthodontics	2,338	2,013	325	409	0
Prosthodontics	1,970	1,592	378	131	0
Periodontics	1,086	772	314	84	0
Advanced Restorative Dentistry	2,015	1,599	416	50	6
Endodontics	1,344	1,025	319	42	0
GP	5,656	4,417	1,309	665	0
DH	4,266	3,068	1,198	56	0
Total	22,906	17,679	5,313	1,823	167

OMFS=Oral &Maxillofacial Surgery Service, DS=Day Surgery





Emergency Medicine

The Emergency Medicine Department provides care to eligible patients, with 17 clinical beds, including resuscitation and isolation rooms. Serving 5,000 to 6,000 patients monthly, it plays a key role in hospital admissions, with 10% to 12% of ER visits resulting in admission. The department also offers education to residents, interns, medical and EMS students and nurses.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Established Urgent Care Clinic covered by Family Medicine Physicians under the umbrella of Emergency Medicine Department.

Process improvement (shortness, lengthiness, decrease or increase):

- Updated clinical pathways and new clinical procedures and treatment protocols.
- Enhanced ER Patients Access to Unavailable Services through establishing official agreements with the local hospitals in Al Ahsa as a part from ER GREATS Projects.
- Emergency Medical Services: CPDP and EMS staff development program.
- Weekly CME: presented by EM Physicians and Consultants to all staff, M&M educational sessions and monthly departmental meeting to highlight the achievements and discuss the gaps and areas that need improvement.

Digital health implementation and initiatives:

- Enhanced the communication between EMS personnel, ED, Red Crescent and crisis management using hotlines and new radio devices.

Objectives in line with the Kingdom's 2030 Vision

- Reached 100 % Saudization in Emergency Medical Services.



Family Medicine & Primary Healthcare Centers

Primary Healthcare Centers (PHC) in Al Ahsa delivers high-quality primary healthcare services to MNGHA personnel, their dependents, and eligible patients, maximizing resource utilization. It serves authorized patients across five residential sections of King Abdullah Residential City of the National Guard, under the Medical Services Division of KAH Al Ahsa.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Provided medical care in Military Shooting Field.
- Operated Military Clinic in King Abdullah Military City.
- Monitored international patients' safety goals on monthly basis.

New services, innovative care and new device/ machine:

- Activated the Autism Screening Program for two (2) years old children.
- Implemented School Health Screening Program in all targeted schools.
- Completed the renovation project in main PHC center and utilize new building.

Process improvement (shortness, lengthiness, decrease or increase):

- Access to employee health clinic within forty- eight hours of request.
- Improved portal care access to 87% after implementation of PHC change model.
- Enhanced virtual care to 50% of chronic diseases care and 25% of portal care.
- Accomplished all ROI reports within three (3) days.
- Implemented the primary care physician practice 100% in Chronic Diseases and antenatal clinics.

Digital health implementation and initiatives:

- Activated the PHC dashboard for data presentation.
- Utilized the virtual clinic in BestCare.
- Full activation of National vaccination registry [NVR] and electronic vaccination card.

2024 Statistical Information:

Total Number of Booked Appointment and Walk-in in EHCs	
EHC - Acute Respiratory Infection Clinic	342
EHC - Antenatal Clinic	613
EHC - First Visit	15,523
EHC - Pre-employment	2,031
EHC - V Clinic	6,483
Grand Total	24,992

KPIs	Q1	Q2	Q3	Q4
Number of all booking “FM & Dental”	23,399	21,122	26,508	29,278
Number of patients (Cumulative)	13,265	19,499	25,582	30,017
Number of completed visits	20,524	18,287	22,891	26,217



Home Health Care

The Home Health Care Program, established in 2008, supports hospital discharges and continued patient care. Its goals include reducing hospital stays, ER visits, readmissions and clinic visits, while offering an alternative to hospitalization. Services provided include nursing, respiratory therapy, social assessments and physician consultations. The program also offers patient, family and caregiver education, reinforcement for coping with disabilities and ongoing monitoring of chronic conditions.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Collaborated with OB/Gyn Department to establish HHC visit for OB/Gyn patients at home.
- Collaborated with the Materials Management Department to deliver supplies to HHC patients at home.
- Tracheostomy care and management (tracheostomy tube change done at home for 5 patients every 2 months)
- Negative pressure wound dressing at home.
- Palliative home Pain management (narcotic administration).

Process improvement (shortness, lengthiness, decrease or increase):

- Assist Referred Patients within 24 hours.
- Admitted patient within maximum 5 days from the day of discharge or referral.
- Increased the coverage to 40 KM from KAH.
- Expanded the HHC services to include all KAH Employees and their independents.
- Accepted referrals are above 90%, total of 837 referrals.
- Average response time is 100% for HHC new referrals.
- 67% of HHC Patient is diabetic and 79% were categorized as controlled.
- 63% of repeated infection treated at home by HHC staff.
- Improvement by 35% in wound care healing from the total number of patients with wounds.

Education program and training:

Our HHC nurses have undergone rigorous training and possess the required expertise to: competent in negative pressure wound therapy. It is primarily utilized to treat complex wounds which are non-healing or at risk of non-healing.

2024 Statistical Information:

Total No. of Newly Registered HHC Patients	476
Total No. of Served HHC Patients	584
Total No. of HHC Teams Visits	2,319
Total No. of HHC Visits by Type of Program (I.e., palliative, wound care, catheter, NG Tube, etc.)	52,676
HHC Staff	18





Medical Imaging

The Medical Imaging Department offers a wide range of high-quality diagnostic, interventional, and therapeutic radiology services, supporting MNGHA and the community with up-to-date radiological practices. Providing 24-hour service for various procedures, the department ensures excellence in imaging and radiological services. Available services include general X-ray, ultrasound, angiography, mammography/stereotactic biopsy, CT scan (128 slice + dual energy), MRI (1.5 & 3T), fluoroscopy, nuclear medicine (with SPECT), and lithotripsy.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Advancement in Nuclear Medicine Service with new SPECT CT unit.
- Implemented the Point of Care Testing to provide a quicker service and shorter examination times for patients.

Process improvement (shortness, lengthiness, decrease or increase):

- Less than 3 weeks waiting lists for CT.
- Less than 4 weeks waiting lists Ultrasound.
- Less than 4 weeks waiting lists for Mammogram exams.
- Less than 6 weeks waiting lists for MRI and patient book upon clinic appointment, No waiting list.
- ER Turnaround reporting Time (TAT) 68 mins for General, 44 mins for CT and 42 mins for Ultrasound studies from performed to prelim report.
- Departmental TAT of approx. 1 hours for In-patients & 2 hours for Out-patients).
- 100% compliance with APP on radiological Critical Value reporting.

Education program and training:

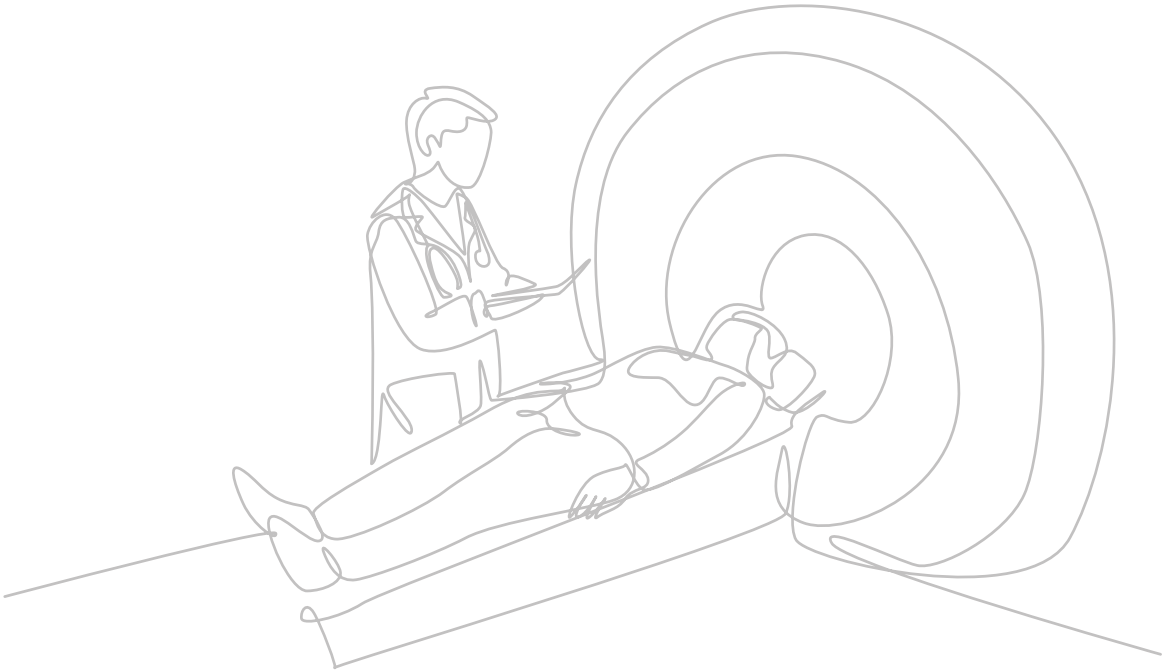
- Four (4) new Saudi SCDP under training technologist positions in General, Nuclear and CT scan as part of the Saudization goal.
- Trained eight (8) Saudi Radiology Residents.
- Trained fourteen (14) Saudi Technical Intern from KSAU.

Digital health implementation and initiatives:

- Used the “Dose watch” system in major items of equipment to reduce radiation dose to population.
- Established the Business Intelligence dashboards for statistical data across MNGHA have been established, as part of the PACS renewal project.
- “We Care” system to enhance the patient appointment process and further improve the overall patient experience.

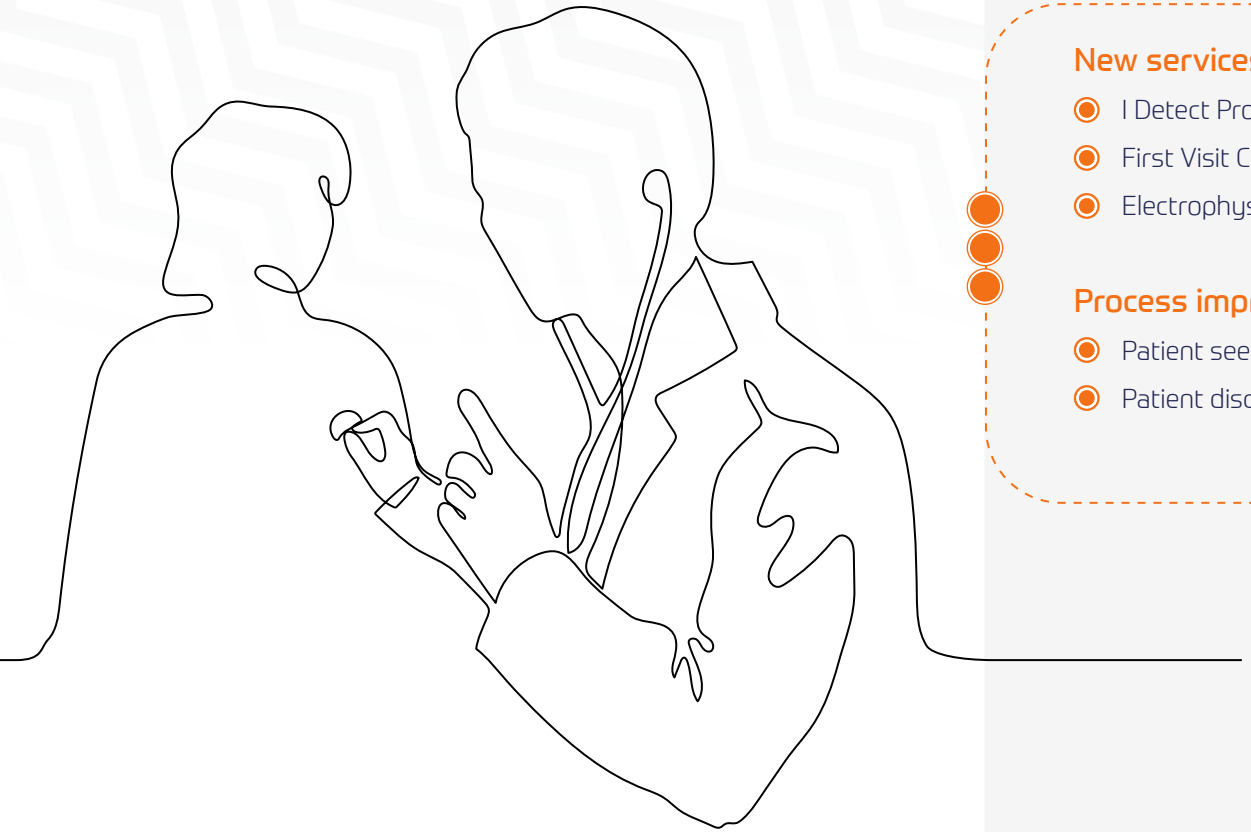
International awards, recognition, contributions:

- CBAHI & JCI accreditation.



Medicine Department

The Department of Medicine at King Abdulaziz Hospital in Al Ahsa focuses on providing excellent adult medical care to National Guard employees, their families, and eligible Saudi citizens. It offers services in thirteen specialties, education, and research, while also raising public awareness through events. The department is also a training center accredited by the Saudi Commission for Health Specialties. The mission is to ensure excellence in patient care and medical education, supporting National Guard Health Affairs.



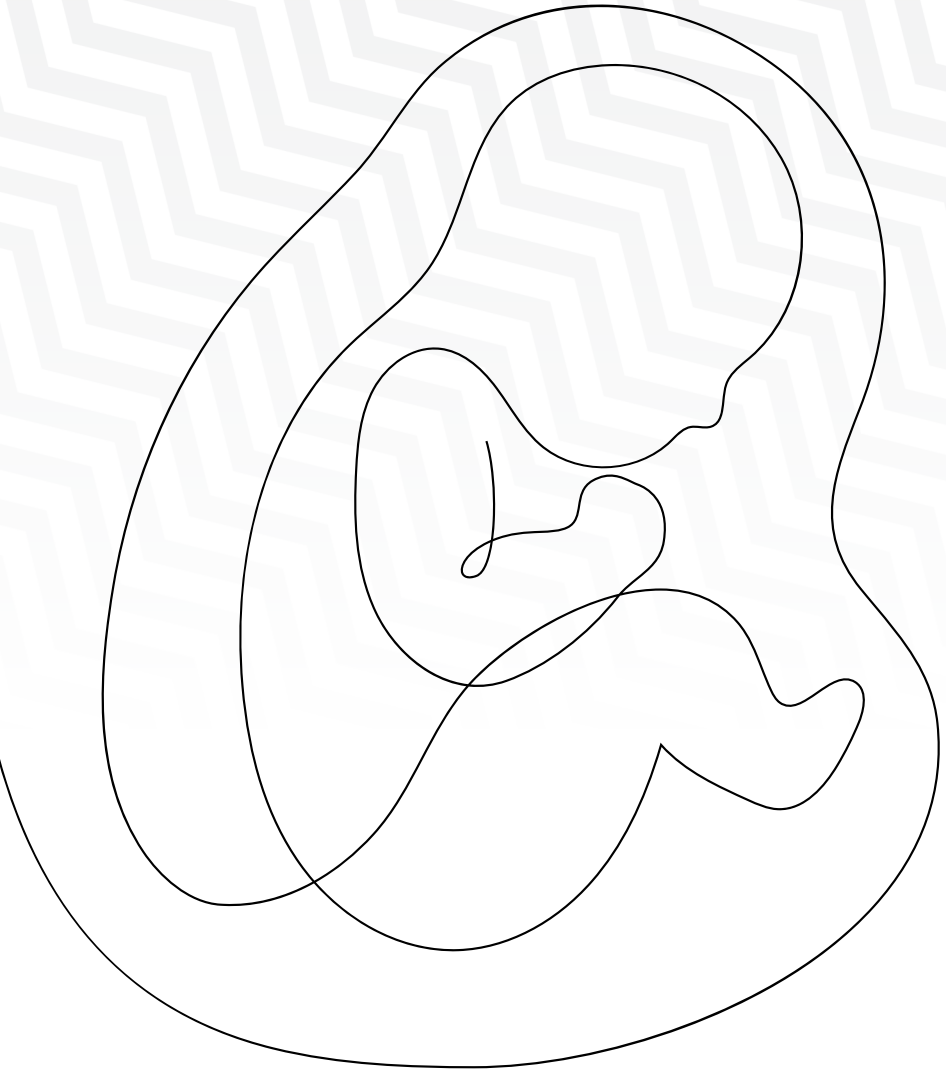
MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- I Detect Program.
- First Visit Clinic for outpatient clinic for each subspecialty.
- Electrophysiology Services.

Process improvement (shortness, lengthiness, decrease or increase):

- Patient seen within 4 weeks of referral.
- Patient discharge before 11 AM.



Obstetrics & Gynecology

The Department of Obstetrics and Gynecology at King Abdulaziz Hospital, Al Ahsa, is committed to excellence in patient care and medical education, aligned with the mission of the Ministry of National Guard Health Affairs. The department provides comprehensive services, including in-patient, out-patient, and ambulatory care, covering general obstetrics, gynecology, labor and delivery, and ultrasound. It operates various units such as a 36-bed ward (including gynecology, postpartum, new born, antepartum, and HDU), labor and delivery with ten (10) beds and specialized rooms, and two (2) operating rooms for labor and delivery procedures.

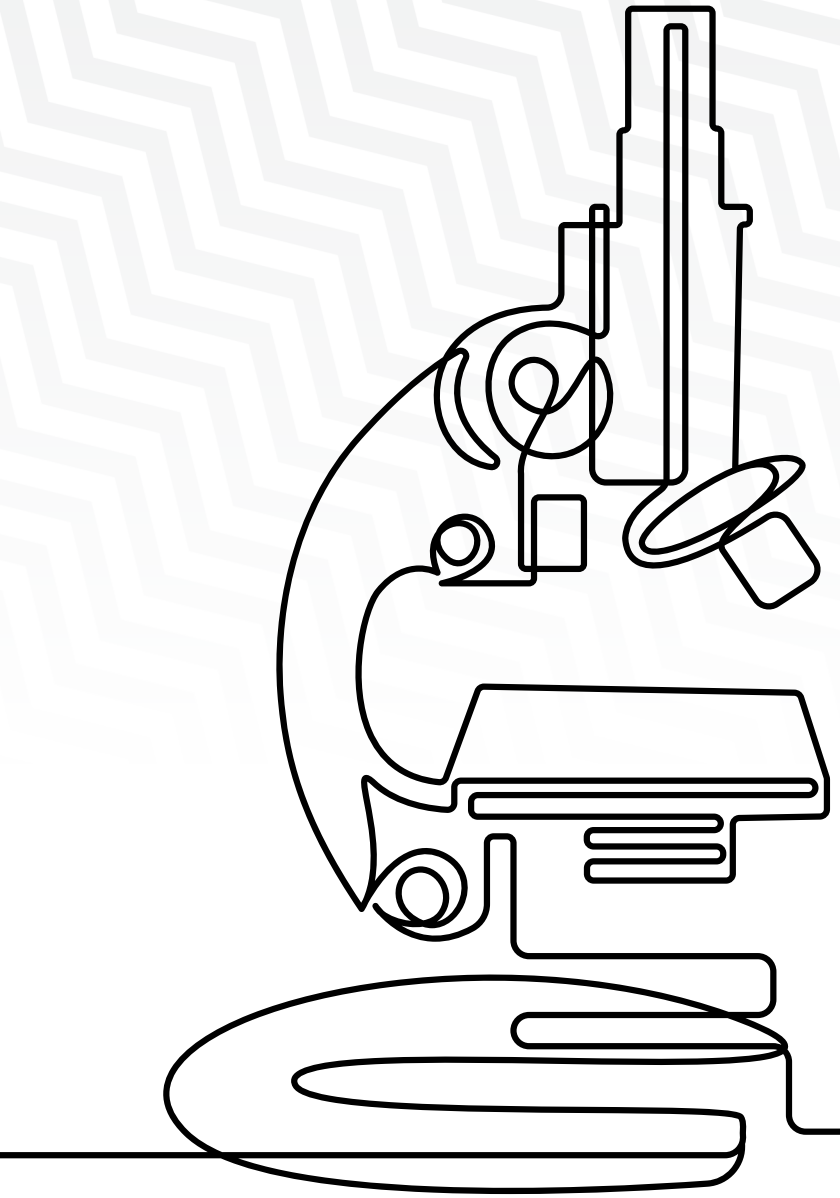
MNGHA Achievements Objectives

Excellence in experience and practice:

- Developed a Home Healthcare Program for Maternal Care.

Process improvement (shortness, lengthiness, decrease or increase):

- Appointments within 4 weeks by consultants.
- Category I C-Section (Decision to Delivery Interval).
- Achieved 100% compliance with evidence based VTE screening and management.



Pathology and Laboratory Medicine

The Department of Pathology and Laboratory Medicine at King Abdulaziz Hospital provides comprehensive clinical laboratory and blood bank services. Accredited by the College of American Pathologists (CAP) since 2009 and the American Association of Blood Banks (AABB) since 2023, it serves inpatients, outpatients, and supports primary care clinics. With specialized sections including Anatomic Pathology, Cytology, Chemistry, Hematology, Microbiology, Serology, Toxicology, and Blood Bank/Transfusion Medicine, the department ensures accurate, timely, and reliable diagnostics while supporting clinical care, education, and research.

MNGHA Achievements Objectives

Awareness and prevention:

- Contributed in the Colon Cancer Screening program at King Abdulaziz Hospital.

New services, innovative care and new device/ machine:

- Introduction of new laboratory tests that include the following:
- Carbapenam-Resistant Enterobacterals (CRE) Polymerase Chain Reaction (PCR).
- Vancomycin Resistant Enterococcus (VRE) PCR.
- COVID-19/Influenza/Respiratory Syncytial Virus (RSV) Multiplex PCR.
- Fecal Immunochemical Test (FIT) for occult blood.
- Urine Copper (Trace elements).
- Methicillin-Resistant Staphylococcus Aureus (MRSA) Skin and Soft Tissue PCR.



Paediatrics Department

The Department of Pediatrics & Neonatology Services at King Abdulaziz Hospital, Al Ahsa provides exemplary care of infants and children in Al Ahsa.
The Department is striving to provide the highest standard of care. Both the medical and nursing health care team are committed and dedicatedly working together in collaboration towards the process of maintaining the Joint Commission International Accreditation standards, CBAHI and in consistent with mission and vision of National Guard Health Affairs.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Newborn Screening Program.
- Hearing Screening Program.
- Retinopathy of prematurity Screen for preterm infants.
- Critical CHD Screening test.
- Neonate Golden Hours Project.
- Facilitated discharge healthy neonate from Postnatal ward Project.

Process improvement (shortness, lengthiness, decrease or increase):

- OB CODE.
- RAPID RESPONSE TEAM & PEWS.
- PINK CODE.
- Pediatric Mock Code blue simulation.
- CLABSI bundle Compliance Rate, Unplanned transfer to high level of care, Discharge order before 11 AM and Daily Consultant Round.
- Re-Admission Project within 30 days from discharge.
- New Departmental Quality clinical projects: (Sedation Protocol Vs withdrawal syndrome, VAP Project and PEWS).

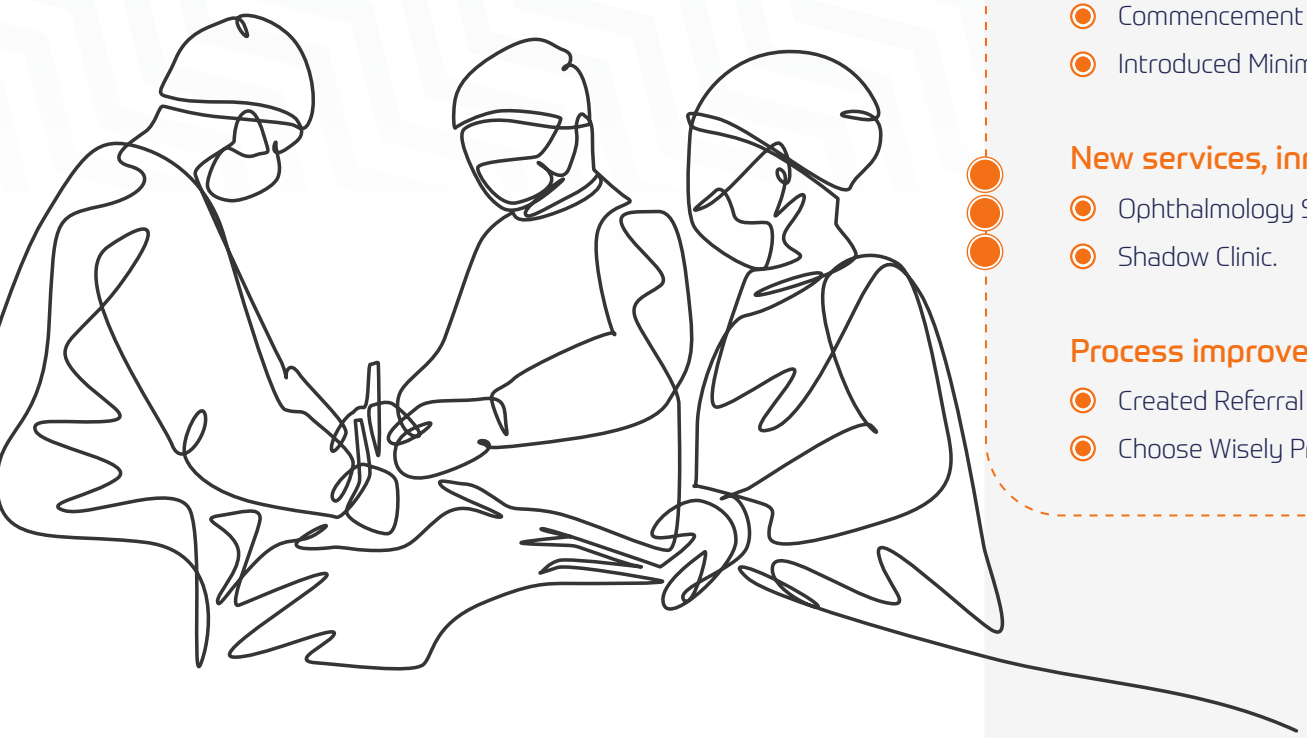
Digital health implementation and initiatives:

- New Clinical Pathways.
- Best Care HIS-System.
- TAKEED System For critical lab result.
- Radiological Critical result Report.



Surgery Department

The department of Surgery at King Abdulaziz Hospital, Al Ahsa is committed to the provision of Quality Patient Safety to all National Guard employees and their dependents and to all eligible Saudi Citizens. The Medical Services within the Ministry of National Guard Health Affairs Organization includes our department as an autonomous division. We are providing a high level of patient care and services in different subspecialties under Surgery department, in addition to teaching and continued medical education to the Surgery staff, Saudi Residents under the program and Interns.



MNGHA Achievements Objectives

Excellence in experience and practice:

- Commencement of HIPEC.
- Introduced Minimally Invasive Procedures.

New services, innovative care and new device/ machine:

- Ophthalmology Screening for Military Personnel.
- Shadow Clinic.

Process improvement (shortness, lengthiness, decrease or increase):

- Created Referral Pathway and Guidelines.
- Choose Wisely Projects.



Outpatients Department

The Outpatient Department (OPD) at King Abdulaziz Hospital offers comprehensive services across fifty-five (55) clinic rooms and nine (9) procedure rooms, split between the Main Hospital (OPD 1) with thirty (30) clinic rooms, three (3) procedure rooms and the Business Center Building (OPD 2) with twenty-five (25) clinic rooms and six (6) procedure rooms. The department serves a diverse patient population, ranging from newborns to geriatrics, with a wide range of specialties including ENT, audiology, pain management, cardiology, neurology, pediatrics, dermatology, and more. OPD also includes dedicated clinics for employee health, family medicine, and various other specialties.

MNGHA Achievements Objectives

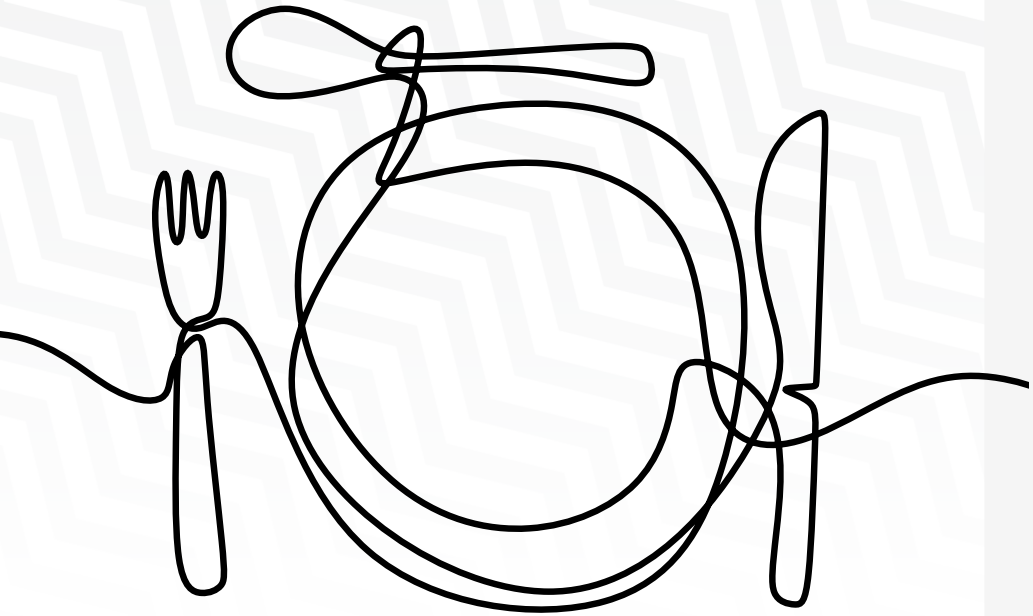
New services, innovative care and new device/ machine:

- Initiated home supply coordinator to assist patients with any issues with their home supply orders.
- Established Total Serum Bilirubin (TSB) daily virtual clinic to monitor the level of TSB for high-risk neonates with TSB below phototherapy level but still need further follow up.

Process improvement (shortness, lengthiness, decrease or increase):

- Maintained First visit (FV) clinic access to care above 90% during 2024.
- Achieved nurse clinic waiting time above 90% 2024.
- Significant Decrease of the patient's number in the Waiting List (WL) from 1600 to 240
- Improved EHC patient flow virtual care by adding more virtual care clinics.
- Initiated patient post visit coordination with radiology and managed to get 100% of urgent request (X-ray, U/S, CT) done within the clinic day in 2024.
- Launched the Decrease No-show Initiative by converting the No-Show patients to Virtual Care.

OPERATION



Clinical Nutrition Services

The Clinical Nutrition division provides nutritional therapy for inpatients and outpatients, focusing on identifying high nutritional risks, preventing malnutrition and offering specialized care through assessment, planning, counseling, and education. Clinical dietitians collaborate with healthcare teams across various specialties, including enteral nutrition, pediatrics, ICU, endocrinology and hemodialysis. The division successfully achieved zero pending appointments by expanding clinic availability, including virtual and regular options, ensuring new referrals are scheduled within two weeks.

2024 Statistical Information:

	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
In -Patient												
Tube Feeding	69	72	83	42	100	80	107	94	87	65	57	94
Assessment	435	384	448	236	468	378	560	479	461	509	414	510
Consultation	3	6	2	2	6	6	9	4	6	5	7	5
Chart Note	435	384	448	236	468	378	560	479	461	509	414	510
Follow up	76	84	106	33	127	134	153	142	97	104	81	110
Instruction	380	351	411	204	414	226	374	368	343	368	319	359
Out-Patient												
Patient Show	393	325	263	225	362	223	400	374	340	430	402	389
Patient No Show	174	160	132	116	166	69	194	162	150	177	131	112



Nursing Services

Nursing Services at King Abdulaziz Hospital, Al Ahsa consists of a vibrant team focused on professional growth and overcoming challenges. They offer various specialties, including Nursing Education, Pediatric Nursing, Emergency Nursing, and more. The nursing team collaborates across disciplines to enhance patient care and safety, and consists of five directorates: Nursing Education, Critical Care, Maternal-Child Health, Medical and Surgical, and Operating Services.

MNGHA Achievements Objectives

Awareness and prevention:

- The Home Health Care service (HHC), led by midwives and obstetric nurses under L & D in collaboration with Obstetricians and Home Health Care services, providing comprehensive post-natal care at home for mothers and their new born.
- An orientation pamphlet was developed to educate mothers about the HHC program, fostering awareness and patient-centered care.

New services, innovative care and new device/ machine:

- Labor and Delivery/Home Health Care: Post-natal care for mom & baby.
- Implemented the GREATS model to enhance Patient Experience and Staff Experience.
- Pain Management Nurses active involvement in creation of Door to Analgesia pathway and Improvement project to enhance clinical practice in Emergency Room.
- New phototherapy machines were introduced in the Maternal and Child sections to improve neonatal care.
- Emergency department/Ob-Gyne Ward/Labor and Delivery: Portable Ultrasound machine
- Successful development of Code Blue and Medication Safety Nurse to enhance patient safety and quality of care delivery.
- Launched the on-boarding program to integrate new employees into the organization which promote a positive work environment.
- Implemented Medication Tracking project.

Process improvement (shortness, lengthiness, decrease or increase):

- Nursing Transformation Program Steering Committee with up to 80% charges.
- Closed Loop Medication Administration compliance rate at 98.5%.
- Closed Loop Blood Administration at 96%.
- Closed Loop Specimen Collection at 97.3%.
- Zero waiting time project in Emergency Department with length of stay sustained within two (2) hours target.
- Activated the Endoscopy waiting list to enhance the patient booking process by ensuring that all scheduled patients are efficiently organized for their appointments.
- Zero incidences of Device related pressure injuries after implementation of action plan that includes formation of unit based wound and skin champions and WOCN proactive approach.
- Nurses and Midwifery Compliance with Saudi Commission for Health Specialties (SCFHS) registration is at 97%, Target > 96%.

Digital health implementation and initiatives:

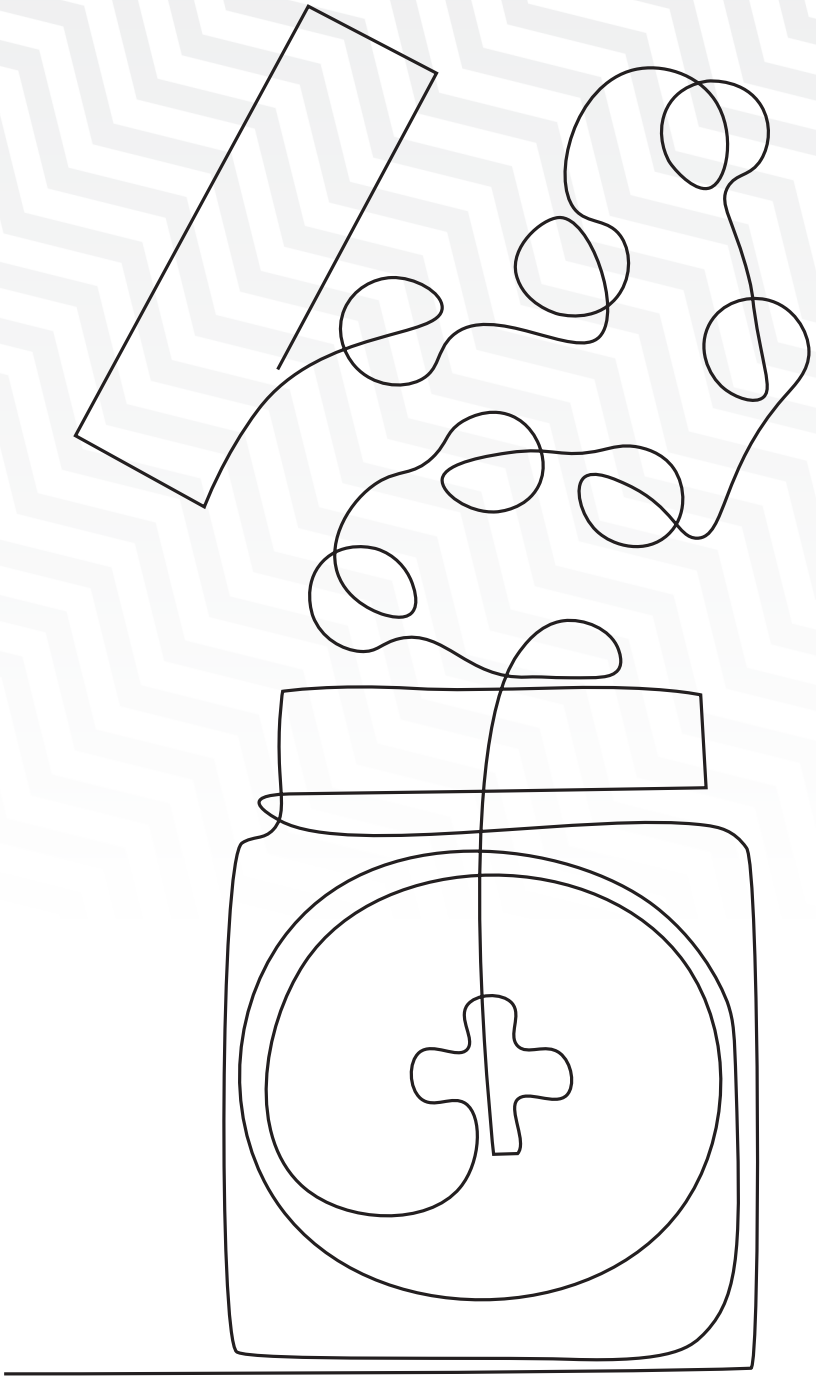
- Provided Nursing Quality Dashboard (Corporate NTP Scorecard and Unit-Specific Scorecard) that aligned with Patient Experience with outcome measures.
- Education, training & implementation of National Early Warning Score (NEWS2).
- Adoption of new handover Nursing record on BESTCare HIS system.

International Awards, Recognition, Contributions

- JCIA Re-accreditation.

National Awards, Recognition, Contributions

- CBAHI Re-accreditation.



Pharmaceutical Care Services

Pharmaceutical Care Services provides comprehensive patient care through ambulatory care, decentralized inpatient care, and clinical pharmacy services. It offers a unique and extensive array of clinical and product services that are focused on providing quality care in accordance with CBAHI and JCI Standards.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in Pharmacy Day, Diabetic Medication Campaign, Kidney Awareness Day, World Patient Safety, Osteoporosis Awareness Day, Breast Cancer Awareness Day and Stroke Awareness Day.

New services, innovative care and new device/ machine:

- Pharmacy Virtual clinic.
- Medication patient home delivery through a courier.
- Implemented the CLMA, ADCs, Drug library.
- Facilitated access to services including medication refill portal, IVR.
- Activated narcotic dispensing in the Inpatient pharmacy via Automatic Dispensing Cabinet (ADC).
- Implemented the Table-top Automated Dispensing Cabinet for Narcotic and Psychotropic Medication in Endoscopy department.
- Optimized psychotropic medications dispensing in PHC.

Process improvement (shortness, lengthiness, decrease or increase):

- Zero% dispensed contraindicated medication.
- Number of reported incidences that lead to patient harm due to medication supply is Zero%.
- 99.6% drug library compliance (Target more than 95%).

Digital health implementation and initiatives:

- Implemented the Pharmacy Inventory System in all outpatient pharmacies OPD1&2 and PHC.
- Introduced the Medication Tracking System in the inpatient setting.



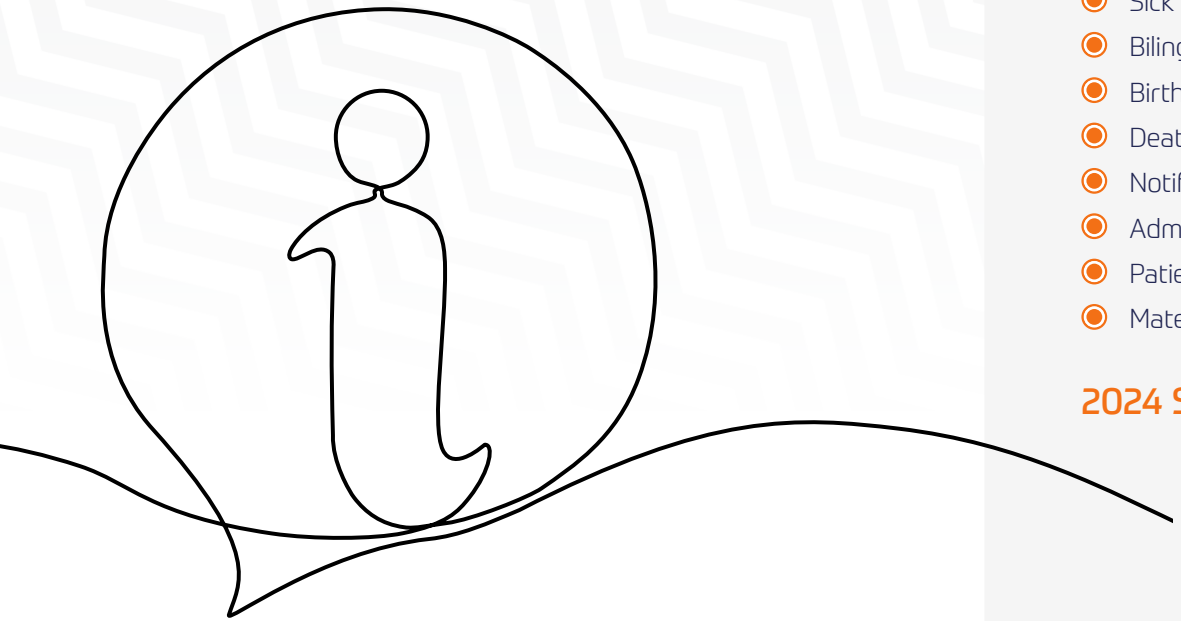
Patient Education

Health promotions department established in 2008, we are providing patient and family education and conducting health awareness activities for the community. We are providing in-patient and outpatient services. To ensure that all Ministry of National Guard patients, their families at the catchments area of King Abdul-Aziz Hospital and community are provided with the best quality of Health Education, in accordance with JCI standards and CBAHI, to increase their knowledge and skills regarding the: disease process, Preventing diseases, treatment plans, treatment alternatives. With full respect and consideration to patient & family's culture and psychosocial and economic situation. Recently have been transferred under Nursing services division.

MNGHA Achievements Objectives

Awareness and prevention:

- Prepared and actively participated in the (1000 days of life and breastfeeding support) campaign.
- Actively participated in community Education activity about healthy Hajj in Salwa beach and Al Adid customs.



Release of Information

The department ensures the confidentiality, integrity, and security of patient clinical information. It handles and processes various medical reports and documents, including bilingual medical reports, birth and death notices, sick leave, maternity leave, and notifications related to admissions, discharges, and patient visits. All information is released in accordance with hospital policy and government laws.

Objectives in line with the Kingdom's 2030 Vision

- 98% the Level of Automation in Release of Information:
- Sick leave SEHA Platform.
- Bilingual Medical Reports.
- Birth Notices MOH system.
- Death Notices MOH system.
- Notification of visits (OPD, Emergency, Day Case etc.).
- Admission & Discharge notifications.
- Patients' Sitter Notifications.
- Maternity Leave.

2024 Statistical Information:

Released Medical Reports & Documents	Total No.
Sick Leave	11,183
Bilingual Medical Report	4,369
Birth Notices	1,366
Death Notices	96
Sitter Verification	722
Notifications for Hosp visit/disch./adm.	4,186
Patient Sitter	723

Respiratory Services

The Respiratory Services scope of services within KAH-Al Ahsa is to provide up to date reference for the staff concerning all the necessary information. This will ensure proper delivery of respiratory care, hence safer healthcare for the patients.

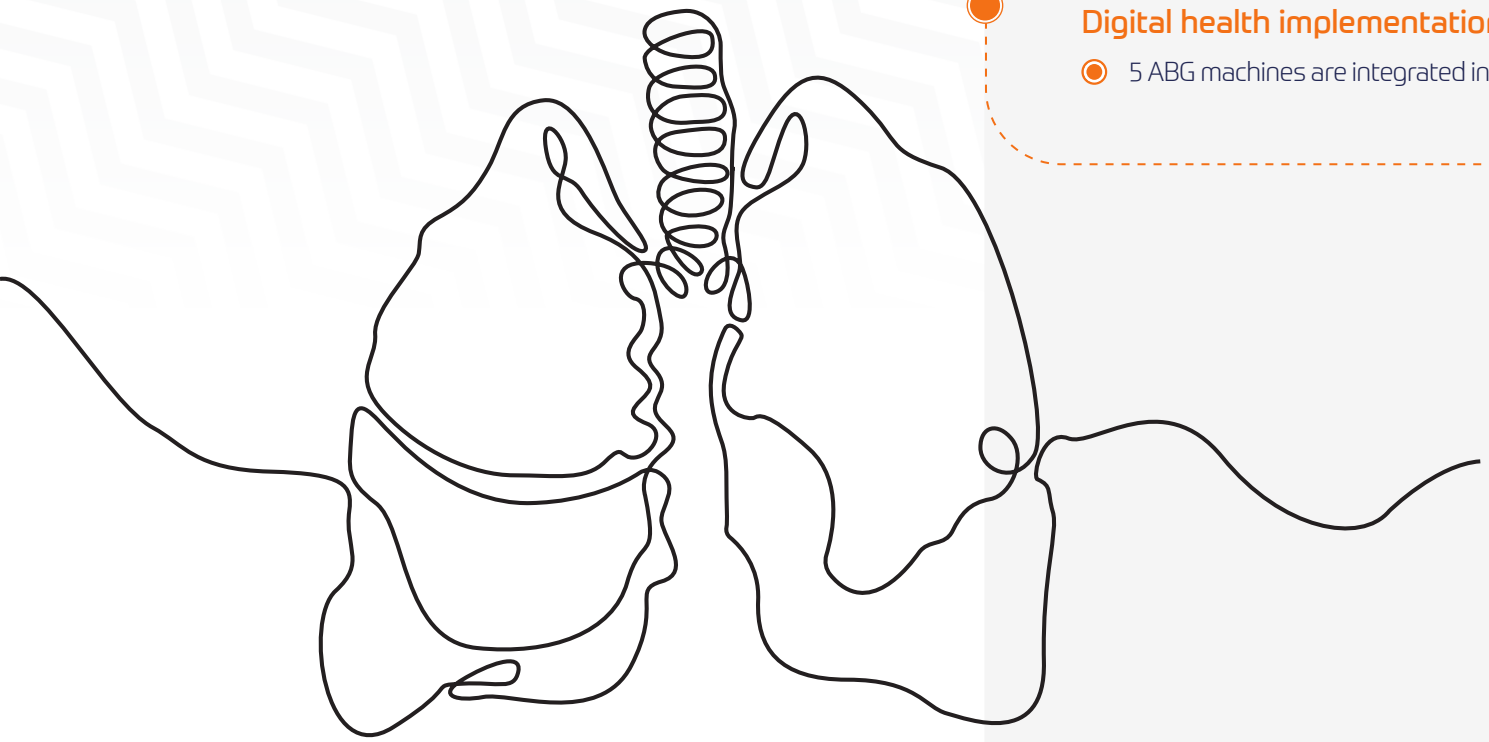
MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- MRI Ventilator machine.
- Nitric Oxide Analyzer.

Digital health implementation and initiatives:

- 5 ABG machines are integrated into the BestCare system, and the barcode has been activated.



Social Services

The department supports patients and families during hospitalization through counseling, discharge planning, financial aid coordination, and play therapy. It addresses social issues, prevents patients from leaving against medical advice, and manages religious affairs, ensuring holistic care.

MNGHA Achievements Objectives

Awareness and prevention:

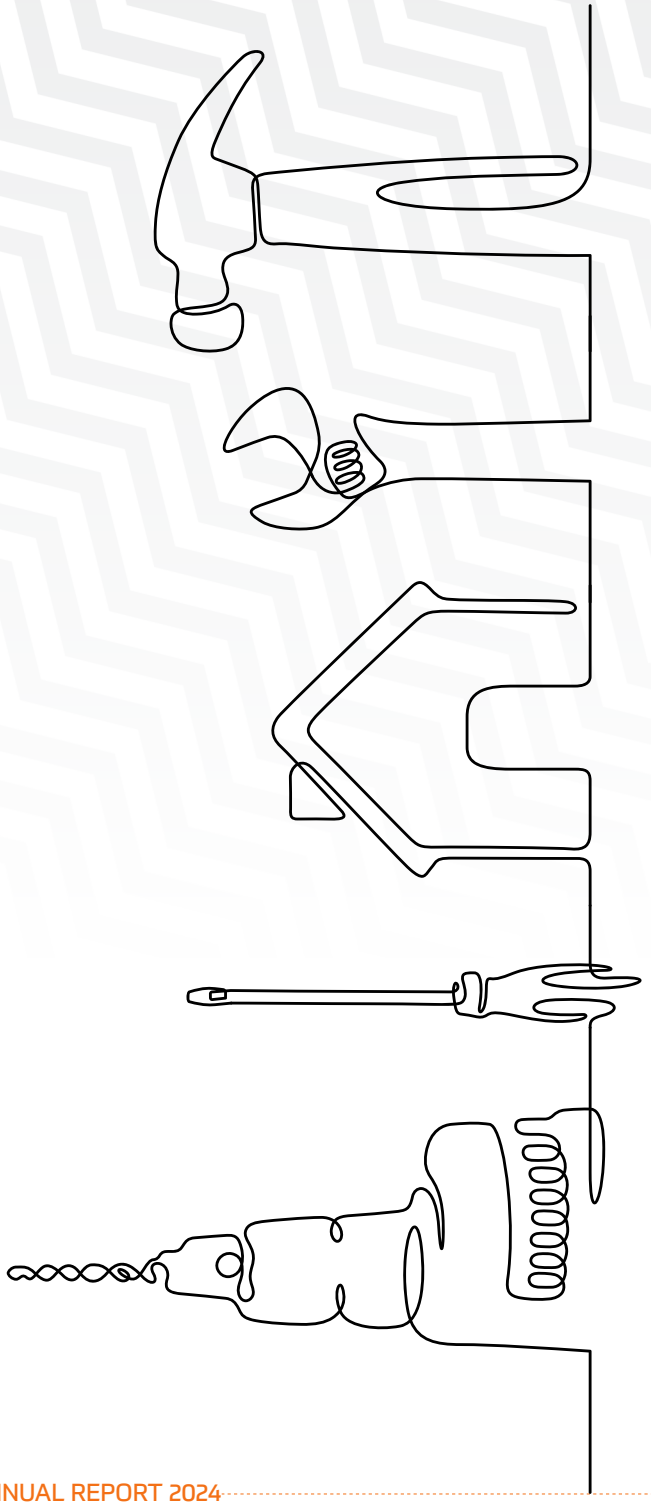
- Conducted supportive cancer group aiming to provide emotional support and educate the concern people with proper methods of seeking for assistance, and how to adapt with their different aspects of social life.

New services, innovative care and new device/ machine:

- Launched the volunteering service officially and successfully received volunteers through the volunteering platform and directed them to concerned department.

2024 Statistical Information:

Source Of Referral	Total No.
Physician	499
Reasons For Intervention	Reasons For Intervention
Adm Routine Rounds	21,603
Social Assessment	6,452
Gate Pass	23
Counselling	18,671
Emotional Support	22,115
Medical Equipment	29
Sitter Authorization	19
Phone Call	91
Social Re- Assessment	54
Community Resources Referral	38
Crisis Intervention	5
Family Conference	55
Code Blue	2
Other	236



Utilities and Maintenance

The Utilities and Maintenance Department ensures the operation and maintenance of essential services like electricity, HVAC, water systems, and infrastructure, prioritizing safety, comfort, and efficiency. It manages repairs, utility projects, and equipment performance while supporting other departments. Key sections include electrical, electronics, mechanical, water treatment, building maintenance, work control, and CAD.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Passed Third Party certification for all (19) Elevators and Dumbwaiters.

New services, innovative care and new device/ machine:

- Converted emergency lights to long lasting spot light that can stay for 3 hours during power outages.

Education program and training:

- In-service Training - Isolating Medical Gas Shut-Off Valve in Emergency Situation.

Digital health implementation and initiatives:

- Implemented the systematic oracle work requests.



Support Services

Support Services encompasses various departments providing essential operational services, often in collaboration with contractors. Key areas include Environmental Services (horticulture, housekeeping, laundry, medical waste, pest control), Food Services, Transportation Services, Fire Protection, Safety and Risk Management, and Housing Services.

MNGHA Achievements Objectives

Awareness and prevention:

- Main (PHC) Primary Healthcare Center Code Yellow, Red and Orange Mock Emergency Preparedness Drill
- Code Pink- Infant / Child Abduction Security Mock Drill was conducted.
- Code White Security Mock Drill for Combative Patient with Suicide Attempt was conducted.
- Code Red-Yellow Internal Emergency Preparedness Mock Drill was conducted.

New services, innovative care and new device/ machine:

- 106 Minor Construction Risk Assessment completed.
- Storing Food Quality Manual.
- Installed Card Reader System for 6 Exit Doors.
- Installed (10) evacuation chairs in all escape route stairs at KAH.

Education program and training:

- Conducted practical training for patient care, using Virtual Reality Simulation aside from theoretical training.

International awards, recognition, contributions

- JCIA accreditation.

National awards, recognition, contributions

- CBAHI accreditation.

2024 statsitcal information:

Fire Protection Services	Total No.
General Orientation for Medical Interns and New Hired	410 attendees.
In-Service Training for inside & outside contractor	373 attendees.
Fire Drills in Patient & Non-Patient Care area	53 Drills & 1,519 Attendees.
Fire Prevention Inspection Rounds	2,317 areas.
Fire Suppression Inspection & Testing were conducted	1974 Test.
Code Red Responses inside KAH Premises (Positive & False) were conducted	232 responds.
Practical Fire Extinguisher training for employees by Virtual Reality (VR) Simulation at Patient Care Areas	760 participants.
Conducted Safety Awareness Campaign and Safety Food Day	137 attendees.

	Total No.
Monthly Medical Weighing (Kg)	75,560
Monthly Wash for Linen/Uniform	772,177
Work Order Requested	172
Pest Control Services Request	1,144
Scheduled Inspection Rounds	844
Random Inspection Rounds	82

Facility Management

The Facilities Management Department (FMD) supports hospital operations by maintaining physical environments and providing comprehensive services, including electrical, HVAC, plumbing, mechanical, electronics, instrumentation, building services, and staff housing maintenance. Adhering to international and MNG-HA standards, FMD ensures safe, hygienic work practices with minimal operational interruptions. The department focuses on minimizing utility outages and upgrading facilities through modifications and innovation projects.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Construction of New Mosque in Staff Housing Compound.
- Installed Two (2) Sand Media Tanks in the Water Treatment Plant.
- Upgraded dosing system for chemical dosing pumps.
- Implemented thermal imaging for all hospital transformers and main electrical panels.
- Upgraded Heating Elements in OR Air Handing Units (AHU's).

International awards, recognition, contributions

- JCI Re-accreditation.

National awards, recognition, contributions

- CBAHI Re-accreditation.



Dammam

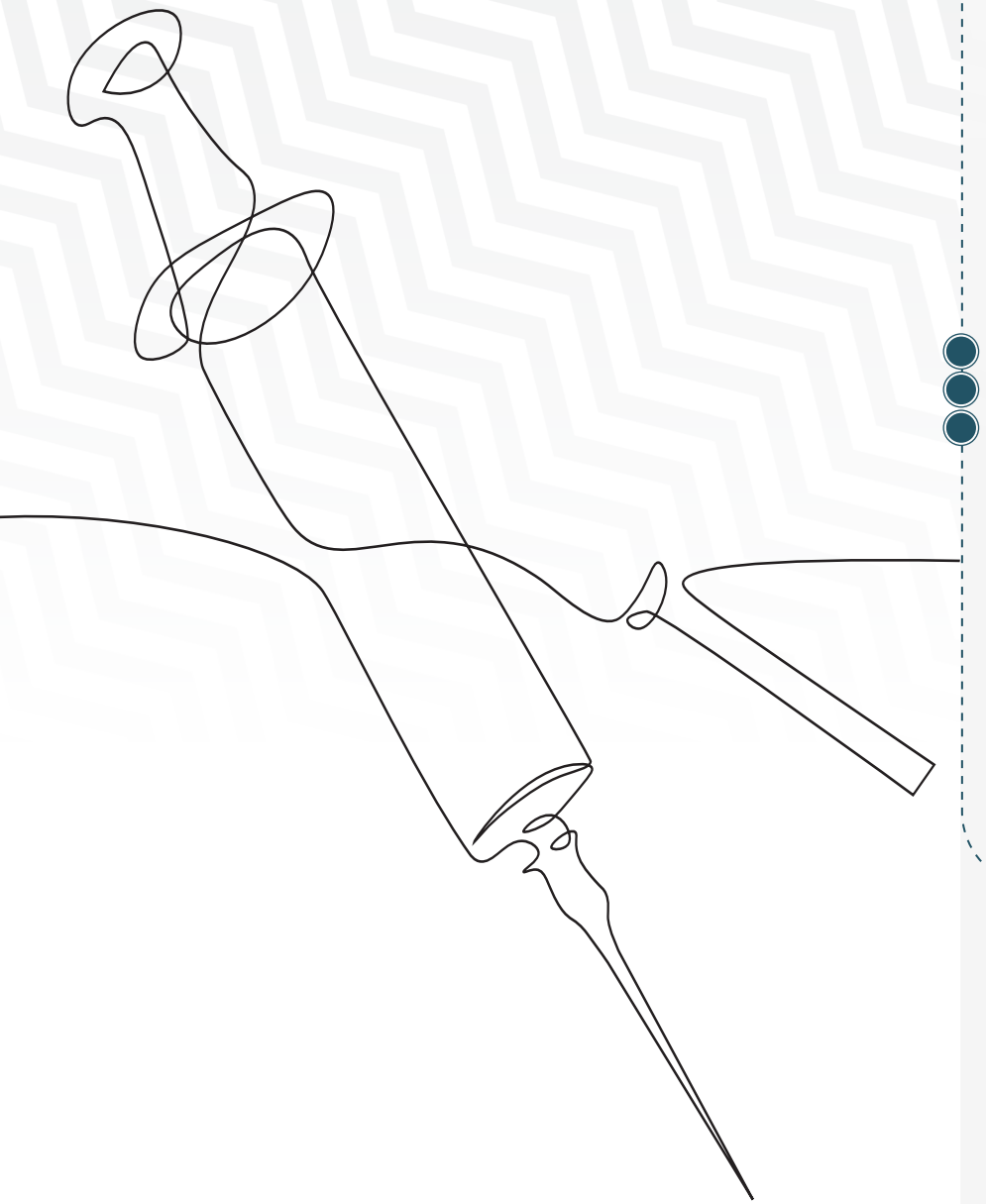
Medical Services

- Anesthesia Department
- Bed Management
- Emergency Medicine
- Family Medicine & Primary Healthcare Centers
- Medical Imaging
- Obstetrics & Gynecology
- Outpatient Department
- Pathology and Laboratory Medicine
- Pediatrics Department
- Surgery Department

Operations

- Clinical Nutrition Services
- Nursing Services
- Patient Services
- Pharmaceutical Care Services
- Respiratory Services
- Release Of Information
- Social Services

Medical Services

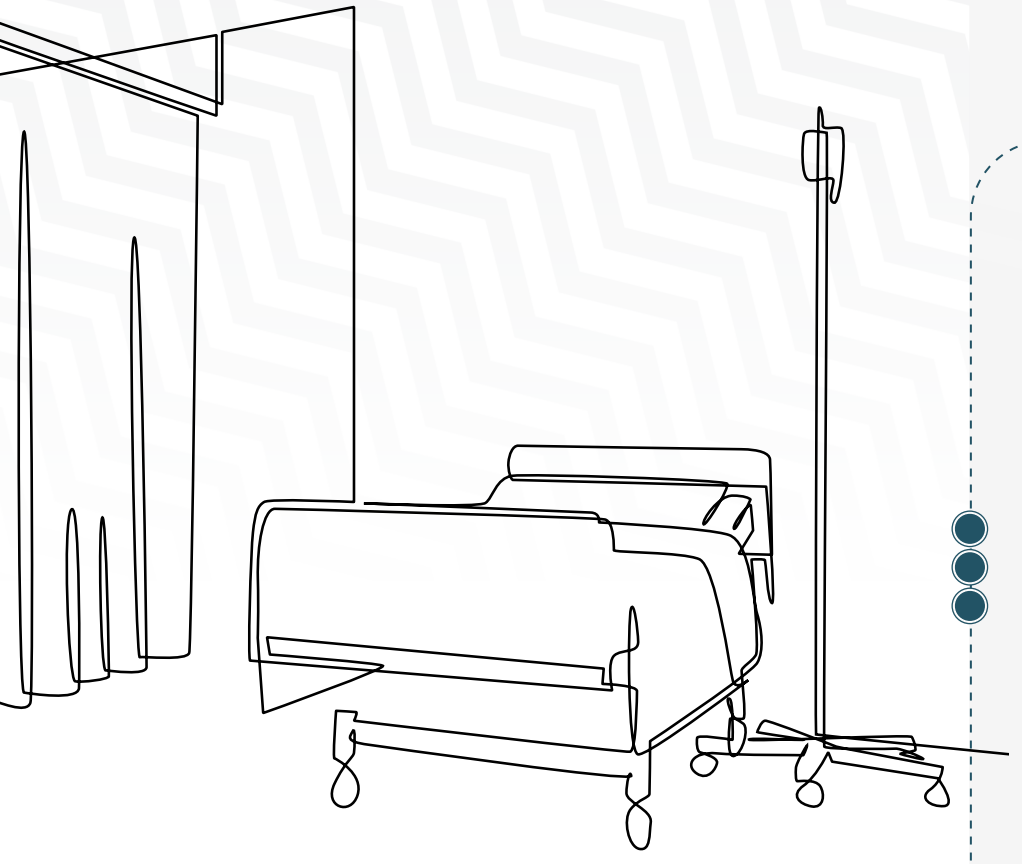


Anesthesia Department

The Anaesthesia Department is dedicated to delivering excellent medical services to all surgical branches, covering all areas in the hospital over 24 hours. We are committed to continuous improvement of our medical services, staff, expertise, teamwork, innovation and vision for the future. We believe that all people have the right to a high standard of healthcare and we will work together using the latest technology and evidence-based practice. We also aim to collaborate with international medical systems to provide a distinguished Department of Anaesthesiology, both within and outside the Kingdom. Currently, we have four operating rooms (OR), along with a daily Anaesthesia Clinic, 24-hour coverage service and pain services for the Labor and Delivery ward and the hospital. We also provide sedation for cases outside the OR in day surgery, the ICU, Radiology, and the ER department. Our services include 24-hour coverage for code blue and difficult vein access throughout the hospital.

2024 Statistical Information:

KPI	OR: Elective Cases	Emergency Cases	L&D Epidural	Clinic
Number of Cases	3,256	688	440	2,965



Bed Management

Bed Management Department is leading a collaborative process of assessment, planning, facilitation, and care coordination to meet the individual needs of patients and their families. This is achieved through comprehensive communication with different departments and services, aiming to promote a cost-effective discharge process while maintaining high-quality standards of clinical care. Two sections, namely Case Management and Admission Office, are in the process of being included under the Bed Management Department.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

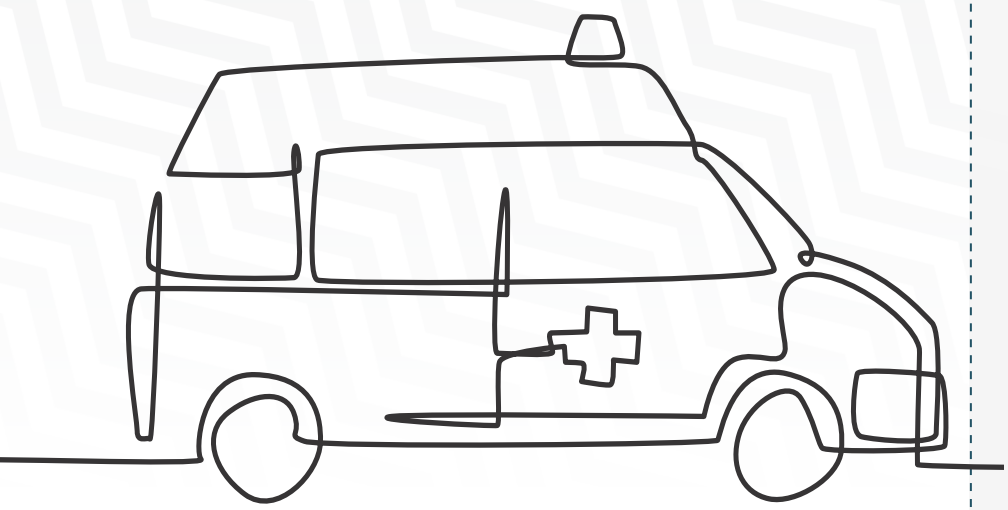
- Integrated Medical Coordination and Admission Office under Bed Management: will lead to streamline workflows and ensure operational efficiency.
- Established a standardized equipment storage facility: A standardized storage area for equipment dispensed to patients was developed, meeting industry standards for safety and accessibility.

Process improvement (shortness, lengthiness, decrease or increase):

- Ensured compliance with LOS standard: Maintained an average length of stay (LOS) of 6 days to meet operational standards.
- Implemented timely discharge protocols: Coordinated with medical teams to ensure discharge requests are submitted in the system by 11:00 AM, with the actual discharge completed by 2:00 PM to enhance patient throughput.

2024 statistics information:

KPI	Value
Inpatient Admission	6,446
Average LOS	3.5
Bed Occupancy Rate	68.75%
IP Readmission Rate	6.9%



Emergency Medicine

The Emergency Medicine Department at IABFH provides high-quality care for patients with acute illnesses or injuries, focusing on efficient, effective, and compassionate treatment through integrated services such as pre-hospital care, triage, resuscitation and stabilization.

Key services include:

1. Acute Care (Internal ER): Expedited care for critically ill patients, with facilities for procedures and emergency interventions.
2. Fast Track (External ER): Quick assessments and minor interventions for less urgent cases.
3. Respiratory Unit: Screening and management of acute respiratory illnesses.
4. Emergency Medical Services (EMS): Urgent pre-hospital care, transfers, and special mission coverage.
5. Emergency Command Center: Coordinates communication and response during crises and disasters.

2024 Statistical Information:

Total ER Visit												
Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
6,519	5,357	5,749	5,763	6,572	4,931	4,971	5,513	7,105	6,992	5,923	7,510	72,905

Family Medicine & Primary Healthcare Centers

Our primary health care center aims to be a leader in delivering exceptional care and ensuring patient safety, striving to meet Joint Commission International Accreditation Standards. We offer a wide range of medical services, including Family Medicine, General Practice, Dental, Pediatrics, OB/Gyn, Smoking Cessation, Employee Health, and Military Clinics, as well as specialized services such as Well-Baby care, Antenatal care and Military recruitment checkups.



MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

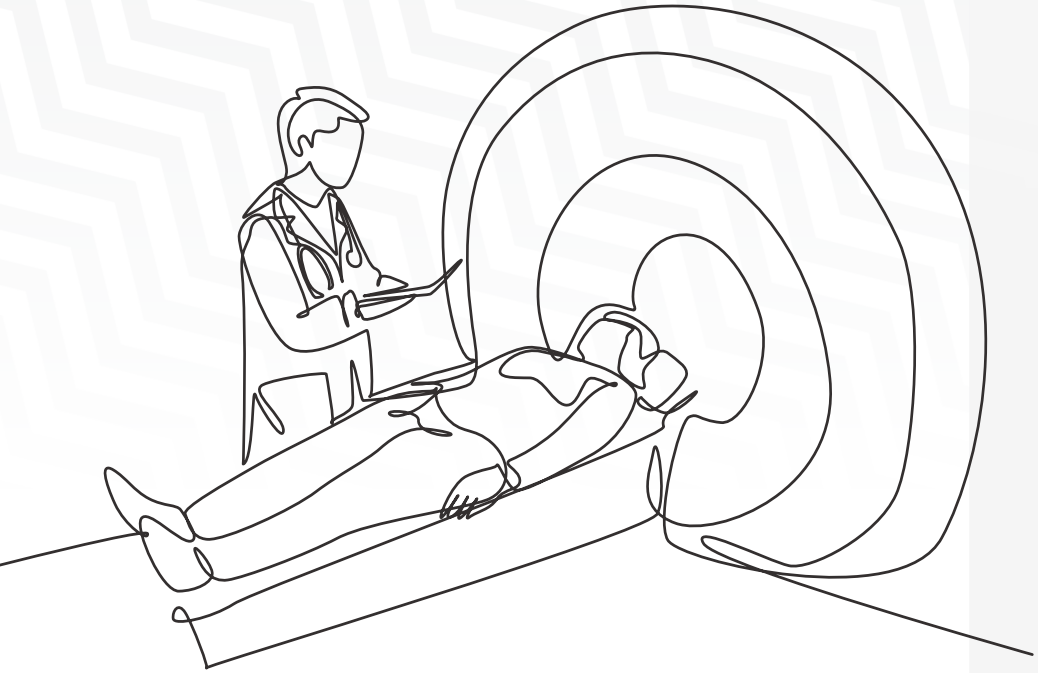
- Enhanced medication delivery to the patients.

Process improvement (shortness, lengthiness, decrease or increase):

- Availability of senior physicians, consultants, and associate consultants at the extended clinic.
- Appointments are available one month in advance.
- Access to care has been improved by providing an extended clinic (day and night).
- A referral system is available for all subspecialties within one-month appointments.

Digital health implementation and initiatives:

- Self-booking is available through the portal system, allowing patients to book, cancel, and reschedule appointments at their convenient time.



Medical Imaging

The Medical Imaging Department at IABFH – Dammam provides a comprehensive range of high-quality imaging services, focusing on patient care. the department operates 24/7 and offers specialties including MRI, CT, Ultrasound, Fluoroscopy, Mammogram, General X-ray and Bone Densitometry.

MNGHA Achievements Objectives

Excellence in experience and practice:

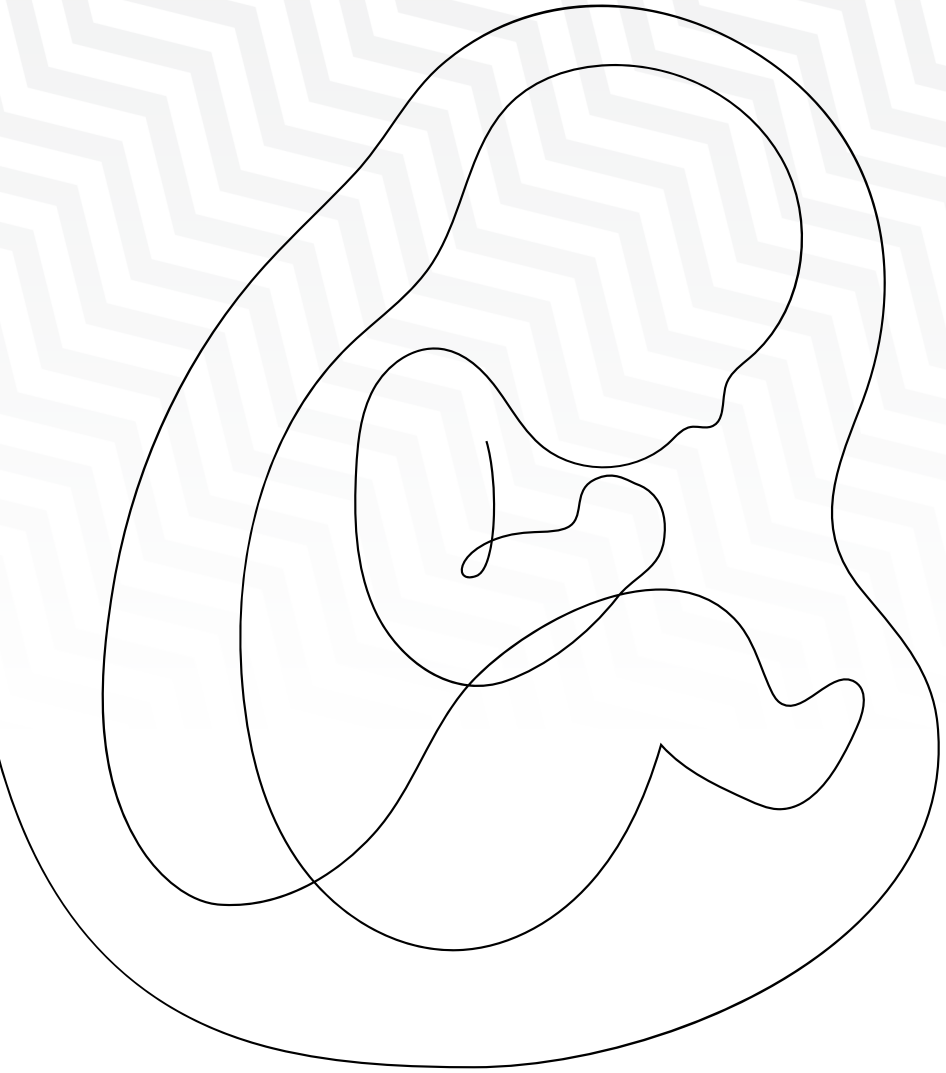
- Monitored the quality of images, reporting of radiological studies, and Turn-Around Time (TAT) in order to provide excellent quality of service and patient care.

New services, innovative care and new device/ machine:

- Project to monitor discrepancies after working hours in CT scan reports.
- Use KPIs to track MRI and ultrasound appointments.
- Two (2) ultrasound machines were installed to improve the service in the ultrasound section.
- One portable x-ray machine was operated to accommodate more patients.

2024 Statistical Information:

Radiology Type	Number of Exams
Plain X-Ray	32,491
Urology Contrast X-Ray (Including I.V.U)	20
Ultrasonoghrophy (Except Breast)	9,540
C.T Scan	4,562
M.R. I	3,044
Fluoroscopy	631
Bone Densitometry	508
Other	384
Total	51,180



Obstetrics & Gynecology

The Department of Obstetrics & Gynecology at Al Imam Abdulrahman bin Faisal Hospital, Dammam, provides comprehensive care for both acute and routine obstetric and gynecological cases, offering outpatient and inpatient services. Specializing in pregnancy, childbirth, and the diagnosis and treatment of female reproductive health issues, the department also addresses women›s health concerns such as menopause, contraception, and infertility. Services include General Obstetrics/Gynecology, Maternal Fetal Medicine, and an Ultrasound Unit.

MNGHA Achievements Objectives

Excellence in experience and practice:

- The Obstetric Emergency Response Team at IABFH achieved the international standard for responding to emergency codes.

New services, innovative care and new device/ machine:

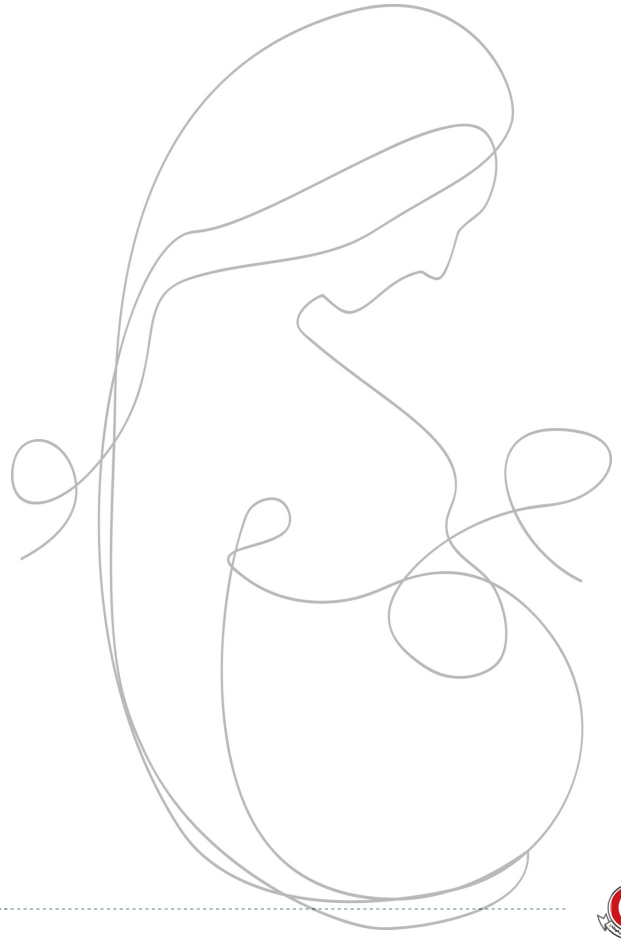
- Launched the 2nd ultrasound clinic which has the new modern ultrasound machine. This clinic has had a positive impact on boosting appointments and shortening waiting times. We offer specialized expertise in ultrasound imaging and the most current prenatal diagnostic procedures for advanced fetal assessment.

Process improvement (shortness, lengthiness, decrease or increase):

- Developed written clinical pathway between OB/GYN and the Emergency Department, family medicine and other concerned departments to make the journey for all patients smooth and effective.

2024 Statistical Information:

Services	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Assessment	127	155	176	182	187	187	198	208	198	197	215	158	2,188
Admissions	173	108	109	119	134	107	108	140	124	135	139	134	1,530
No. of Deliveries	109	100	91	100	117	95	85	123	95	117	109	114	1,255
Cesarean Section	34	28	24	27	43	20	21	36	31	34	21	32	353
OR	45	33	40	34	48	32	28	47	39	40	27	40	450
ER	271	257	285	303	299	296	296	347	366	316	315	300	3,651





Outpatient Department

Outpatient Department is one of the main departments at Imam Abdulrahman bin Faisal Hospital, Ministry of National Guard Health Affairs, Dammam. The department seeks to provide high-quality, patient-centered care in a convenient and accessible environment. Delivering continuity of care, wellness and early intervention to individuals who do not require hospitalization by offering a wide range of medical specialties and services. We aim to enhance the overall well-being of our patients and ultimately improve their quality of life.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

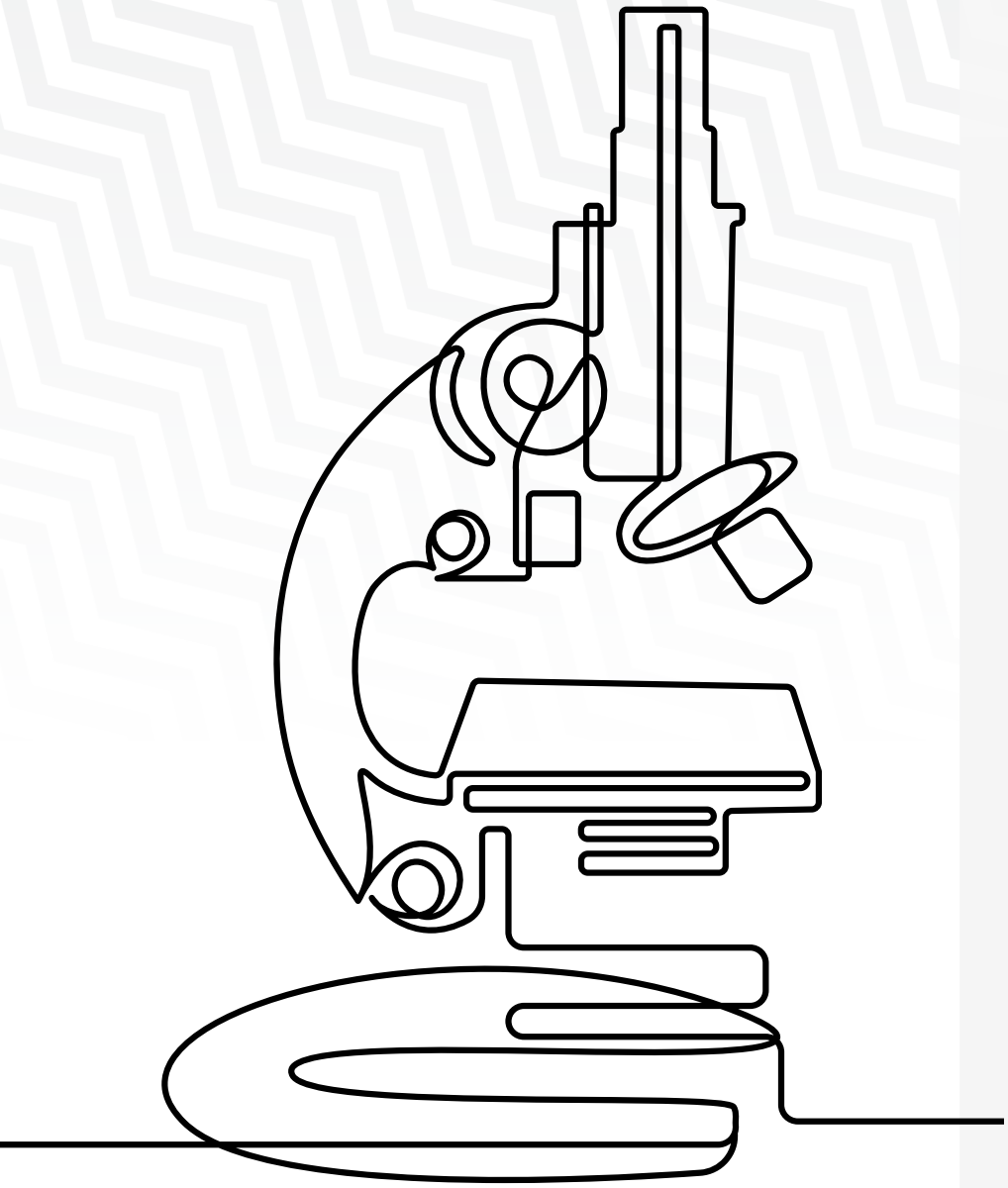
- New Clinic Services (Pediatric Neurology, Pain Management, Occupational Clinic).
- Started Antenatal care clinic.
- Exclusive First Visit clinic.
- Established the wound care clinic
- Reopened the phototherapy Services.
- Restructured ENT clinic with new a machine (ENT Unit).
- Established an extra nurse clinic for clean procedures.

Process improvement (shortness, lengthiness, decrease or increase):

- OPD Patients have appointment in first visit clinic with time frame of 4 weeks access to care.
- Reconstructed IV clinic.

Digital health implementation and initiatives:

- Activated IVR system. (Follow-up with Communication and IT Department.)
- Implemented the IVR program to remind patients of their appointments, reducing the number of no-shows.
- Shadows Clinic.
- Virtual Clinic.
- E-Consultation.
- Self-Check in project.



Pathology and Laboratory Medicine

The Laboratory Department aims to provide high-quality, patient-focused and cost-effective services, ensuring customer satisfaction. We enhance staff expertise through training, expand services to meet patient needs, and collaborate with referral labs for specialized diagnostics. Our vision aligns with CAP, AABB and CBAHI standards, supporting National Guard employees and eligible patients in a multidisciplinary care facility. Key goals include promoting education through online courses and clinical exposure.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Introduced Vancomycin testing.
- Highly Sensitive Troponin I, POCT device, where the result is ready within only 16 minutes with state-of-the-art methodology.
- Presepsin test started in the emergency department as new services as an aid in the diagnosis and prognosis of sepsis.
- Biofire multiplex PCR Carbapenem-resistant Enterobacterales (CRE) for Surveillances *Group B Strep –PCR * Group A Strep – POCT in the Emergency Department – this will reduce stay in the ER.
- Introduced Blood product Irradiation service, in particular for neonates and immunocompromised patients.

Process improvement (shortness, lengthiness, decrease or increase):

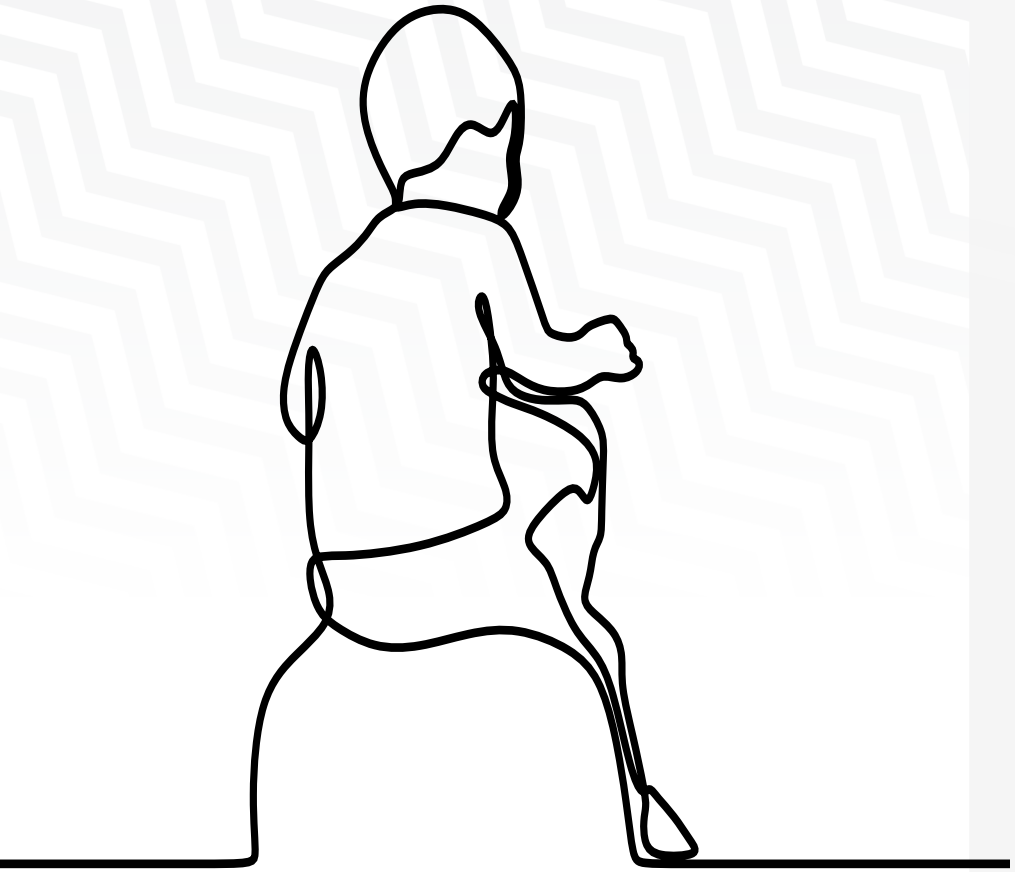
- Core Lab- New KPI: TAT for Ammonia <30 minutes.
- Started one KPI Project for the Receiving Section.

Education program and training:

- Completed the trainings of paramedics Staff (Paramedic Training for phlebotomy).

2024 Statistical Information:

Blood Bank	Corelab	Hematology	Microbiology	Receiving
2,355	1,077,687	100,086	29,756	222,463



Pediatrics Department

The Department of Pediatrics at IABFH Dammam provides evidence-based, comprehensive care for children (neonates to 14 years old). Services include outpatient clinics, inpatient care and consultations for second opinions on challenging diagnoses. The pediatric team focuses on health promotion, disease prevention and family-centered care. The department, accredited by JCI and CBAHI, manages a variety of pediatric conditions and serves over 32% of the hospital›s emergency visits. Specialized services include NICU, Pediatric Cardiology, Endocrine, Diabetic, Infectious Disease, and more, with a strong focus on patient safety and quality care.

MNGHA Achievements Objectives

Awareness and prevention:

- Built up a healthy children status for all MNGHA employees' dependent.
- Monthly Health Awareness Campaign.

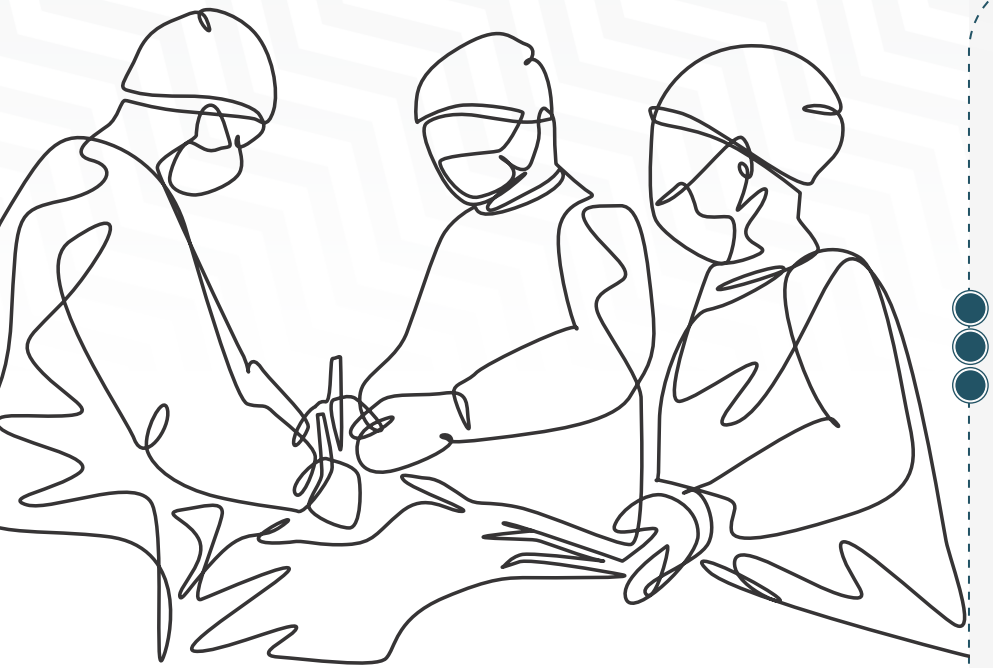
Digital health implementation and initiatives:

- Digitalization of all services linked to Paediatrics care.

2024 Statistical Information:

Outpatient visit	Total
Gen. Pedia	2,273
Diabetic	613
Endo	1,248
Cardio	625
Gastro	601
Neonatal	449
Inf. Disease	125
Neurology	157
Refill	166
RSV	144
Total	6,401

Inpatient	Total
Ward 2	960
NBN	1,072
NICU	47
ICN	238
PICU	54
SDU	121
Gastro Procedure	32
ER Pedia	1,8931



Surgery Department

The Department of Surgery at Al Imam Abdulrahman bin Faisal Hospital provides high-quality, modernized surgical care for both adults and children, available 24/7. The department covers a wide range of specialties, including General Surgery, Obesity Surgery, Hepatobiliary and Pancreatic Surgery, Orthopedics, Spine, ENT & Audiology, Ophthalmology, Urology, Neurosurgery, Pediatric Surgery, and Outreach Plastic Surgery (one clinic and surgical day session per month), aiming to deliver the highest standard of patient care in surgery and allied specialties.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- New cases with high technical demands were performed (four laparoscopic pancreatectomies).
- Embedded COBI Robotic-assisted TKR Arthroscopy.
- Embedded full bariatric surgery, including revision surgeries.
- Embedded laser technology (LASER SMART) in the treatment of haemorrhoids, anal fistula, and pilonidal sinus.

Process improvement (shortness, lengthiness, decrease or increase):

- 85% of OPD patients have appointments in the first visit clinic within a time frame of 4 weeks Access to Care.
- The OR waiting list has significantly decreased to one month, and the OR utilization has increased by 30 % compred to previous year.
- Same day cancellation is well below the KPI of 5%, i.e., 1.96%.

Education program and training:

- Joined the Residency Training Program for ENT, Urology, and General Surgery.

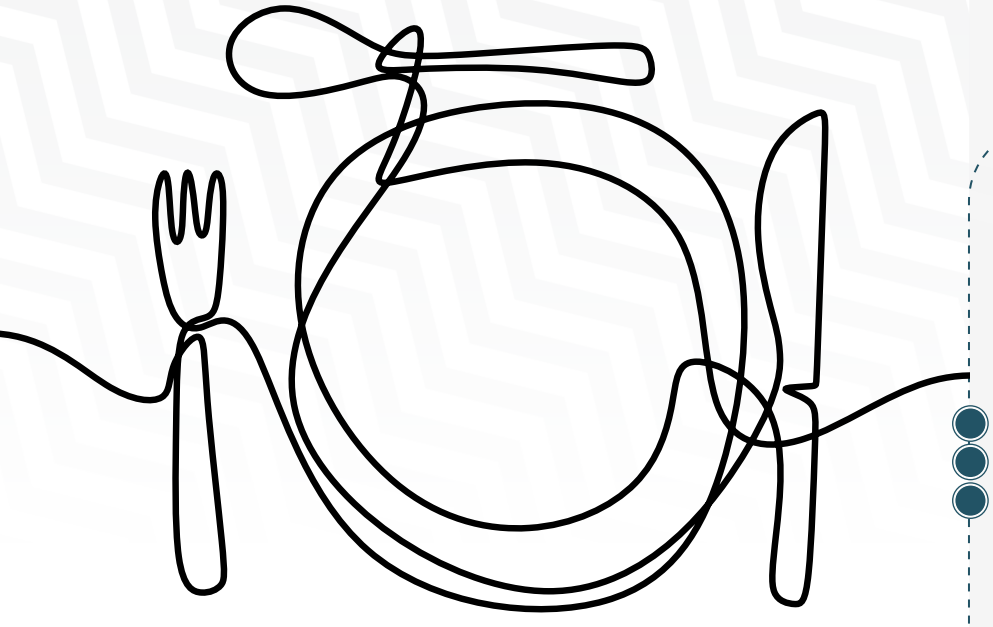
Digital health implementation and initiatives:

- Integrated all services in BESTCare and digitized the transfer of patients.
- Implemented Shadow Clinic appointments.
- Implemented the exclusive first visit clinic for better and quicker service.

2024 Statistical Information:

Specialty	OR/DSU	Outpatient	Inpatient
General Surgery and Obesity	775	4,970	889
ENT	438	5,181	275
Orthopedics (including Spine and Pediatric Ortho)	230	7,102	256
Ophthalmology	0	4,966	2
Urology	291	3,366	263
Neurosurgery	63	1,514	39
Pediatric Surgery	397	1,702	88
Plastic Surgery	13	273	0
Audiology	0	2,197	0
Optometry	0	2,006	0
Speech Therapy	0	1,195	0
ESWL	19	0	0
Total	2,226	33,491	35,698

OPERATION



Clinical Nutrition Services

The Clinical Nutrition Department at IABFH-Dammam provides nutrition care, health education, and training to patients, employees, and trainees. The department, staffed by Registered Dietitians, offers specialized nutritional services for inpatients and outpatients, including enteral and parenteral feeding management, and participates in daily rounds. Additionally, the department supports two (2) PHC clinics and provides training for dietetic interns from various universities.

MNGHA Achievements Objectives

Awareness and prevention:

- Participated in World Kidney Day, Celiac Awareness Day, Diabetes on Ramadan, Hand Hygiene world Day.
- Developed and update Nutrition education materials.

New services, innovative care and new device/ machine:

- Established Virtual Nutrition clinic.
- Started Stand-by during weekends.
- Started Holiday coverage.

Process improvement (shortness, lengthiness, decrease or increase):

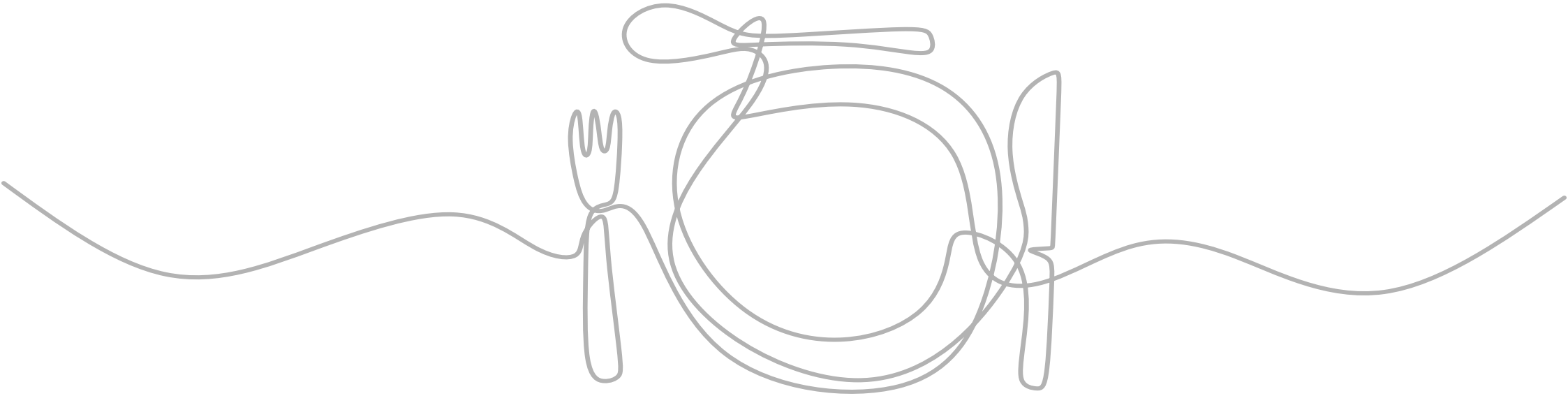
- Decreased the no-show rate of Out-patient nutrition clinics by 26% compared to previous year
- Achieved the goal of 100% Dietitian assessment documented in Medical Record within 24 hours of referral.

Education program and training:

- All employees certificated with I-Train course.
- Trained 9 Interns from different universities.

2024 Statistical Information:

Clinic Name	Physical (NP/FV)	Physical (FU)	Walk-In (NP/FV)	Walk-In (FU)	Grand Total
All Clinics Grand Total	477	1,925	379	9	2,790
Carb Counting Clinic	65	246	19	0	330
General Nutrition	33	71	5	0	109
General Nutrition Clinic	284	1,193	292	9	1,778
Pediatric Nutrition Clinic	95	415	63	0	573





Nursing Services

The Nursing Services Department at the Ministry of National Guard Health Affairs has a diverse and talented workforce committed to providing exemplary care in a quaternary hospital setting with all specialties and is affiliated with a world-renowned academic research facility.

The Nursing Governance and Accountability Board functions autonomously in relation to maintaining professional nursing standards and scope of practice while collaborating in partnership with medical and allied health leaders in the development of program-specific strategies, goals, policies, and standards of care that govern the department.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Established Adult Stepdown Unit with 4 beds.
- Established the Standards of Care Unit.
- Commissioned Treatment room.
- Philips Monitors, Dialysis Machines, Rezum and Plasma blade.
- Alcon Centurion Phaco Vision System and Medtronic xomed debridement machine.

Process improvement (shortness, lengthiness, decrease or increase):

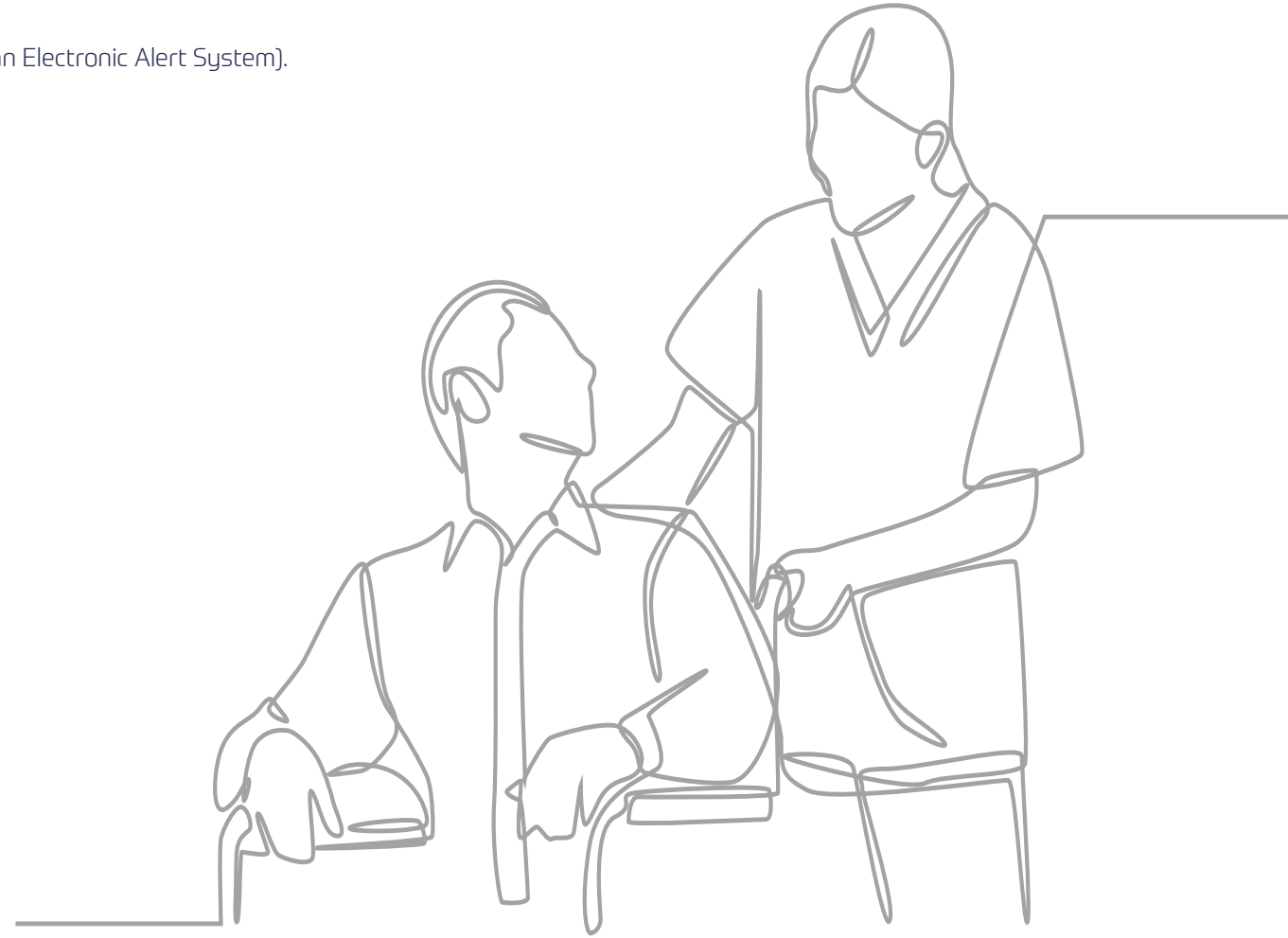
- Triage within 10 minutes decreased to average 2 min.
- Average length of stay (level 3): Average 2:56.
- ER Boarding Compliance: Benchmark-90%- average 89%.
- ECG to be done within 10 minutes of doctors' orders decreased to 8.76 min.

Digital health implementation and initiatives:

- Implemented the best link for Baby Footage Download in BESTCare.
- Implemented the Closed Loop Medication Administration (CLMA) in the Outpatient Department (OPD).
- Bidirectional Blood Automation following the Closed Loop Blood Transfusion.
- Sepsis Alert Notification Transfer from iPod to iPad.
- Standardization of Nursing Notes as part of nursing transformation project Initiatives.

National awards, recognition, contributions:

- Sepsis Champions Award for (Early Recognition of Sepsis Using an Electronic Alert System).
- 1st Place Winner.





Patient Services

Patient services are essential for MNGHA hospitals, through 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 ensuring continuous quality improvements.

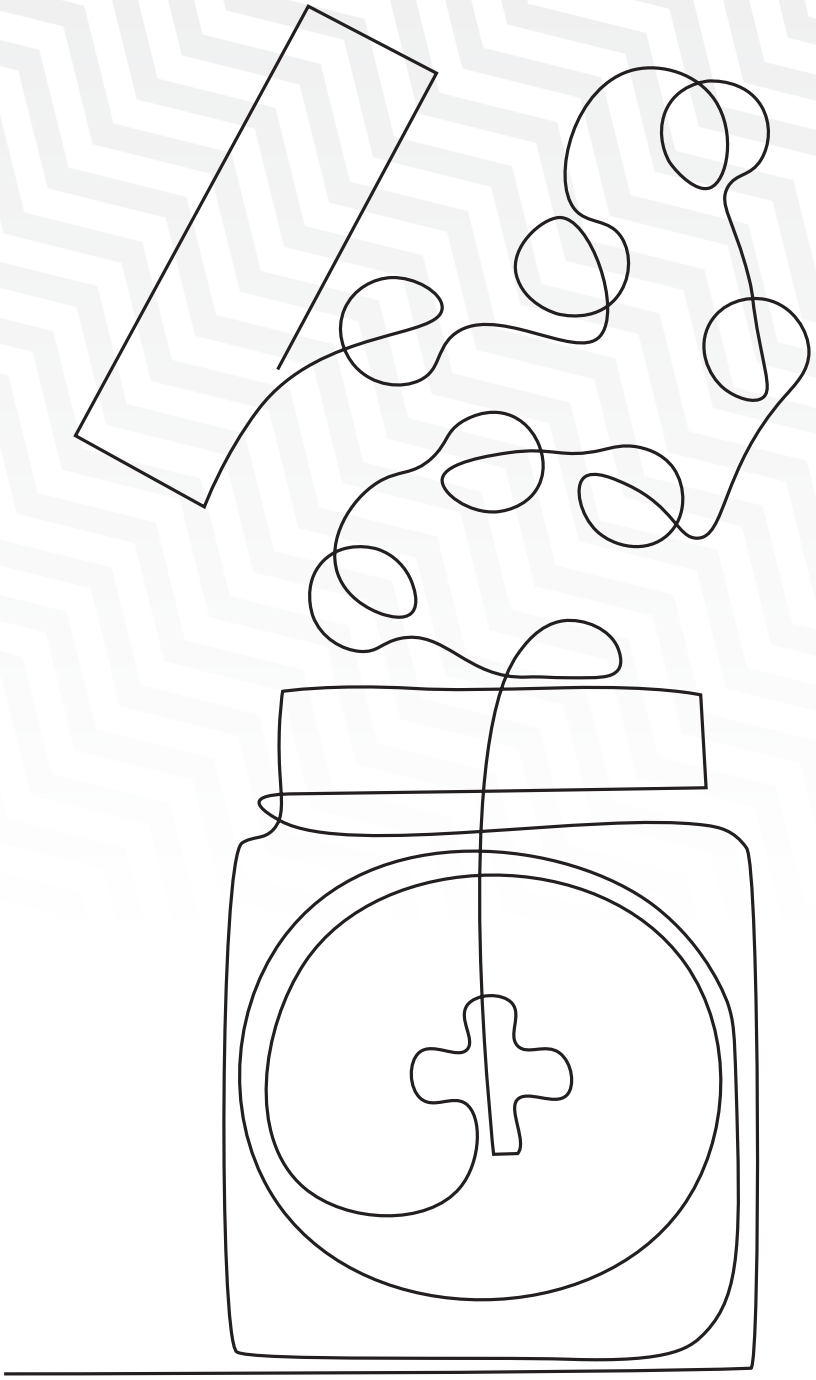
MNGHA Achievements Objectives

Awareness and prevention:

- Treated deceased individuals and their families with utmost respect during the process of receiving and delivering bodies. We provide families with clear information about the procedure and anything related to infection.

Digital health implementation and initiatives:

- Designated staff members with mobile phone number to maintain direct contact with patients regarding their tickets and compensation requests to improve the response times and patient satisfaction.
- Initiated the use of the ETIMAD platform to request TICKETS for patients who had been transferred to other regions.
- Activated the use of medical eligibility clarification through the Bestcare system.
- Bestcare system successfully integrated with the Saudi National Information Center.



Pharmaceutical Care Services

The Pharmaceutical Care Services aims to lead in Patient Safety, evidence-based medication use, education, and research by continually improving the medication-use process, striving to be a center of excellence in regional pharmacy practice. Offering a wide range of advanced clinical and operational services that enhance the quality of care for all patients, following national and international safe medication management standards and best practices.

MNGHA Achievements Objectives

Digital health implementation and initiatives:

- Implemented the Closed Loop Medication Administration (CLMA) in Outpatient Department (OPD) in February.
- Implemented the Inventory system in OPD and Discharge pharmacy.

Objectives in line with the Kingdom's 2030 Vision:

- Implemented the digital platforms like IVR to connect patients with pharmacies, ensuring timely access to medications refill.
- Expanded the home delivery services for prescriptions, reducing the burden on patients and families.
- Introduction of AUTOMATION systems to reduce medication errors and optimize prescription processes.
- Development of advanced training programs for pharmacists to enhance their clinical skills and align with international standards.

Respiratory Services

The Respiratory Care Department provides assessment, diagnostics, and both invasive and non-invasive procedures for patients with respiratory illnesses. Services include care in wards, ER, ICU, and the transfer of ventilated and non-ventilated critical patients within the Eastern and Central regions. The department covers Adult & Pediatric ICU, NICU, wards, ER, Pulmonary Function Test Lab, Pulmonary Bronchoscopy, Pulmonary Rehabilitation Clinic, Step-down unit, and home care visits upon request. Health education is also an essential part of our routine services.

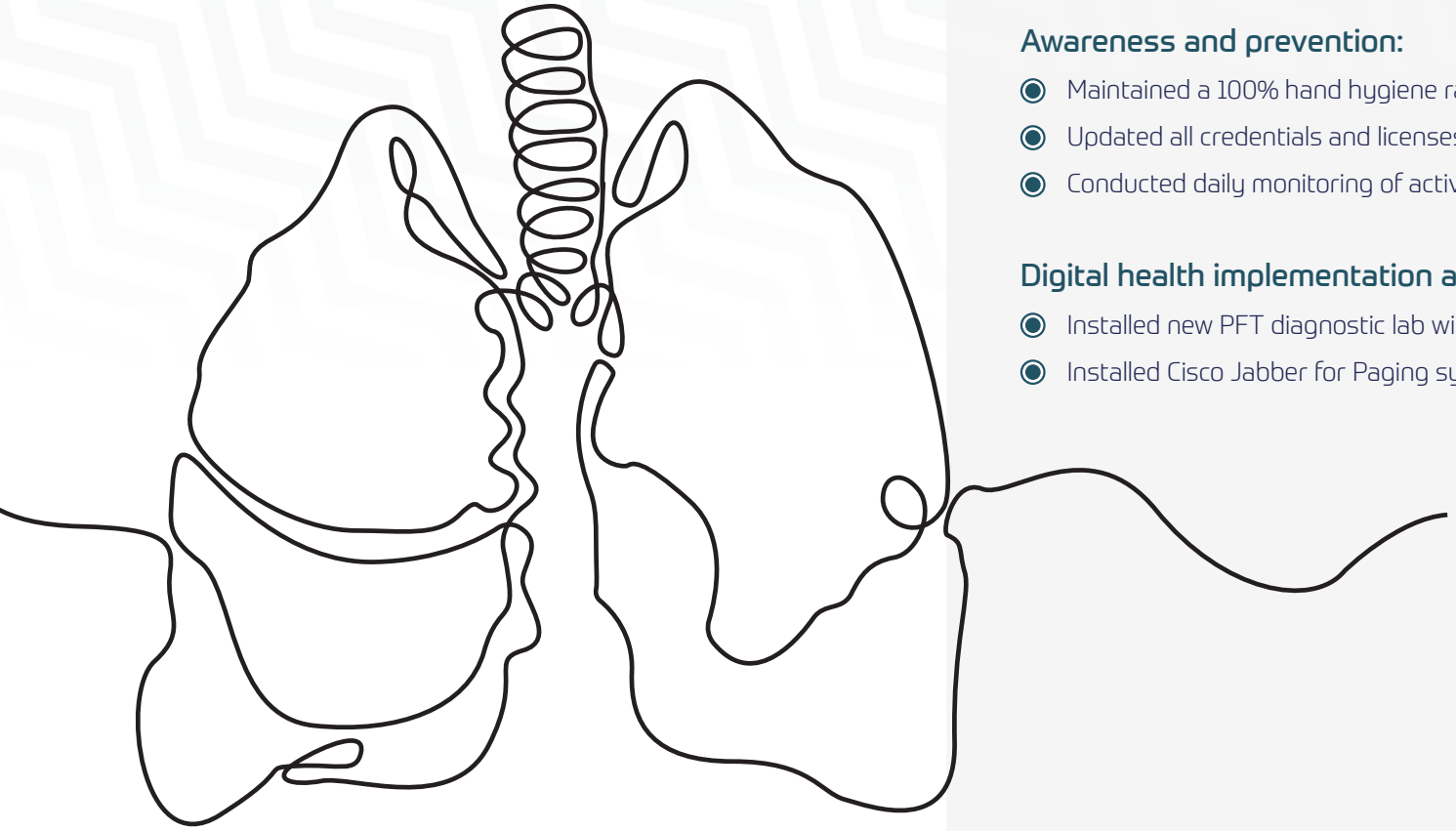
MNGHA Achievements Objectives

Awareness and prevention:

- Maintained a 100% hand hygiene rate.
- Updated all credentials and licenses and maintained their validity.
- Conducted daily monitoring of activities to ensure safe and high-quality patient care.

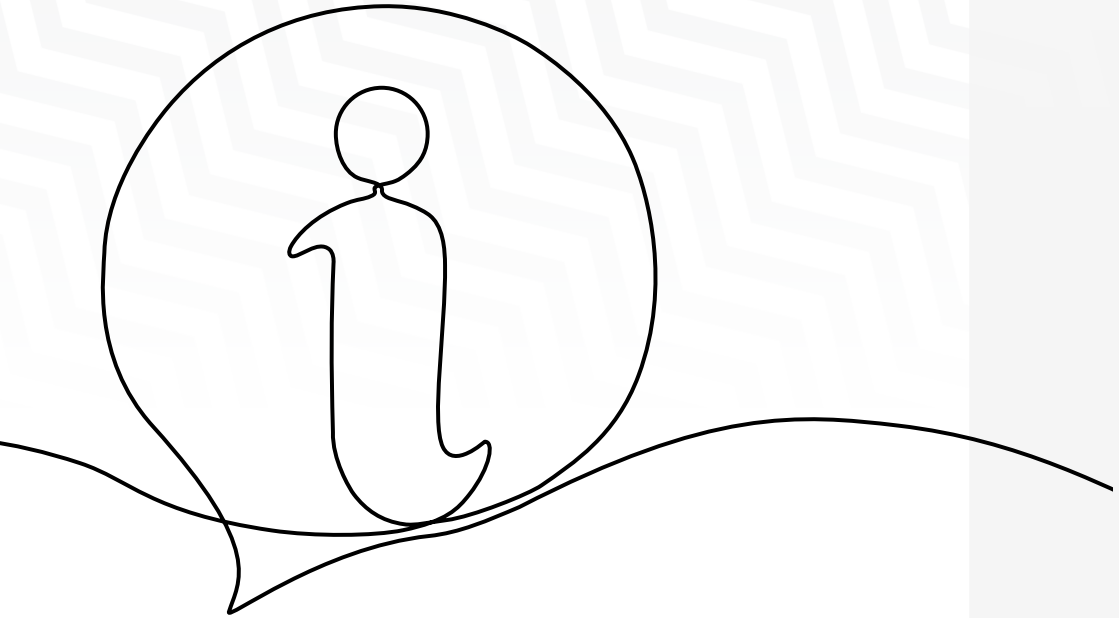
Digital health implementation and initiatives:

- Installed new PFT diagnostic lab with integration features to BestCare.
- Installed Cisco Jabber for Paging system to ensure effective communication within the team.



Release Of Information

The Release of Information (ROI) department at Imam Abdulrahman Al Faisal Hospital-Dammam strives to provide excellent customer service by ensuring accurate, complete, and timely release of confidential patient information for healthcare and research purposes. The department maintains strict confidentiality and security of clinical data, handling bilingual medical reports, birth and death notices, sick leaves, maternity leave, and other notifications in compliance with hospital policies and government regulations.



2024 Statistical Information:

Released Documents	Total
Type & Release Sick Leave	11,431
Sitter Verification	374
Birth Notices	959
Maternity Leaves	127
Type & Release Deaht Notices	45
Police Letters / Others	55
Notify Hospital/Visit/Discharge Admission	1,949
Type Release Medical Reports	2,936
Correspondence	322
Type & Release Sick Leave	11,431

Social Services

The Social Services Department at IABFH supports patients› psychological needs, assists with discharge planning, and addresses social issues. They help with referrals, document care, and communicate with medical staff. The department facilitates long-term patient discharge, provides medical equipment, conducts assessments for post-hospital care, and manages abuse cases.

MNGHA Achievements Objectives

Awareness and prevention:

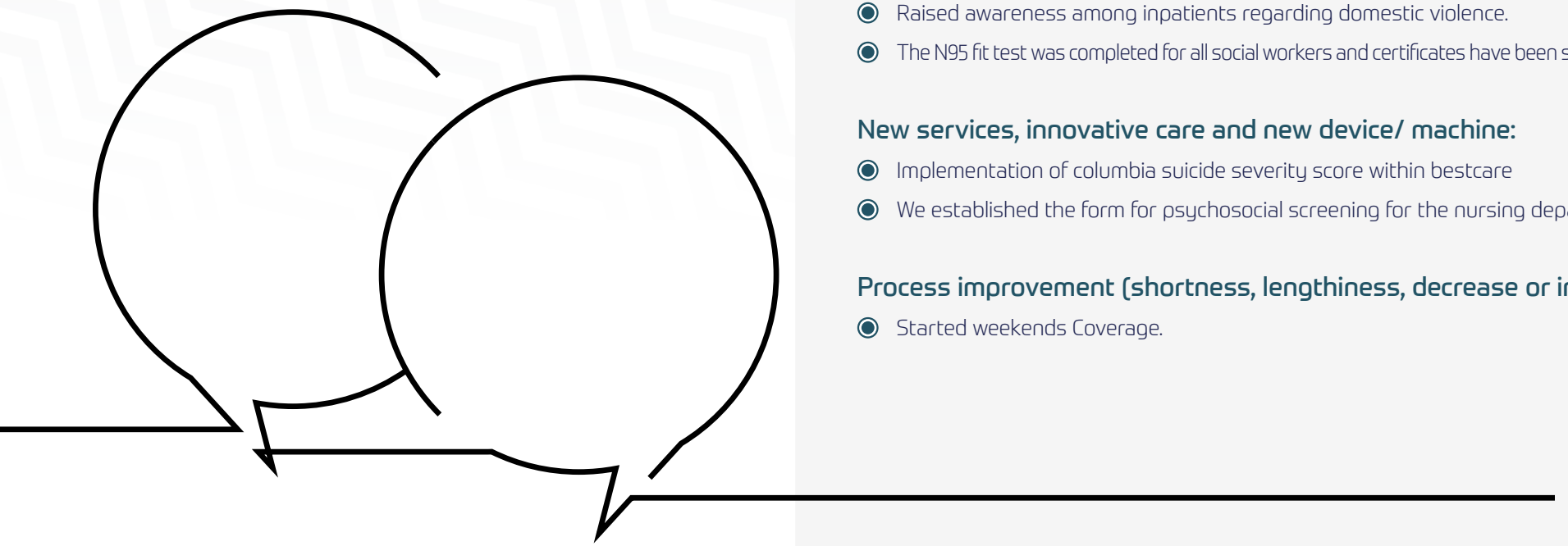
- Provided counselling in the clinic for paediatric patients facing difficulties, in collaboration with the endocrinologist, as part of our participation in Diabetes Day.
- Raised awareness under the (Don't Shake Me) in the OBGYN ward and for mothers.
- Raised awareness among inpatients regarding domestic violence.
- The N95 fit test was completed for all social workers and certificates have been sent to Infection control.

New services, innovative care and new device/ machine:

- Implementation of columbia suicide severity score within bestcare
- We established the form for psychosocial screening for the nursing department.

Process improvement (shortness, lengthiness, decrease or increase):

- Started weekends Coverage.



Corporates

- Corporate Investments and Revenue Development
- Corporate Communications
- Corporate Employee Social Club
- Corporate Legal Affairs
- Corporate Public Relations and Media Affairs
- Corporate Planning and Regulatory Affairs
- Corporate Human Resources (HR)
- Financial Affairs
- Healthcare Technology Management
- Infection Prevention & Control Program
- Information Technology Department
- Internal Audit
- King Abdullah International Research Centre (KAIMRC)
- Logistics and Contracts Management
- Medical Protocol
- National Antivenom and Vaccine Production Center
- National Family Safety Program
- Project Management Office
- Deanship of Postgraduate Education



Corporate Investments and Revenue Development

Established in December 2021, Corporate Investment and Revenue Development encompasses the Business Center for medical service invoicing, Business Development for rental services and the National Antivenom and Vaccine Production Centre for producing anti-venom for health sectors locally and internationally.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Started project with Ministry of National Guard Development program to increase revenue of Business Center.
- Provided health and emergency coverage for trauma cases related to Dakar Rally.

Digital health implementation and initiatives:

- Integrated with National Platform for Health and Insurance Exchange Services (NPHIES) through a middleware that is integrated with HIS and the Billing system.
- Revenue Cycle Management (RCM) 1st phase (to replace the legacy billing system to enable automation of workflow).
- Integrated E-invoice with Zakat, Tax and Customs Authority (ZATCA).
- Tahseel integration with Ministry of Finance.

Corporate Communications

The Corporate Communications Department provides the latest communication technologies, systems, infrastructure and services in order to enhance the quality of communication services available for all MNGHA users and patients. Communication technologies assist healthcare providers in improving their productivity and enhancing patient service quality and efficiency. The Communication Department consists of four sections: Administration, Maintenance, System Operation and Call Centre. Communication services include IP Phone, Wireless Phone, Paging, Mobile, IP Fax, Call Centre, IVR, Call Recording, Phone Calls Billing and Directory.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

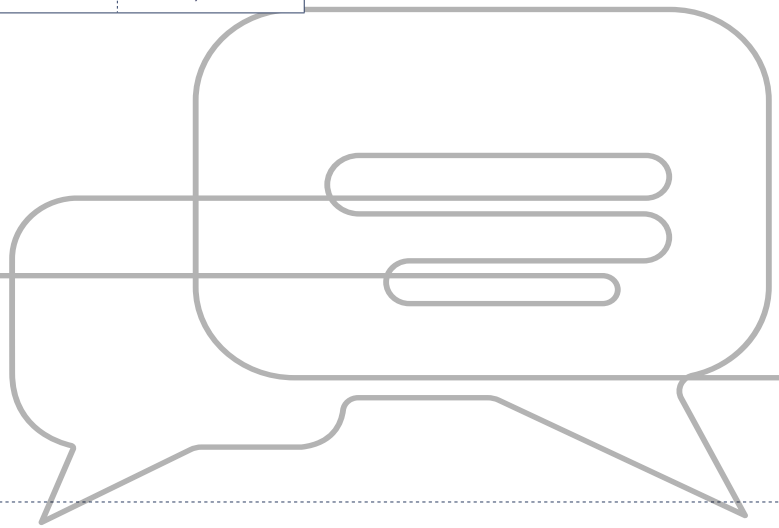
- Implemented IVR appointment reminder service for (KAMC & KASCH Jeddah, KAH Al Ahsa, PMBAH Madinah).
- Implemented contact centre for on-call.
- Integrated Central Lab with KASCH.

Digital health implementation and initiatives:

- Implemented WhatsApp Chatbot Project for Employees Social Club.
- Push to Talk (PTT) devices over cellular for all MNGHA region.
- Integrated the KAMC-RD Main Telephone number with WhatsApp account with the IT team.

2024 Statistical Information:

No.	Description	Total
1	Business Access Code issued	12
2	Business Calls	294,097
3	Pager Unit issued	546
4	Virtual pager (SMS)	658
5	New Installed IP Telephone Sets	1,627
6	Total Installed Analog Telephone Sets	1,808
7	Total Installed IP Telephone Sets	8,770
8	Total Installed Digital Phones	14
9	IP Fax	23
10	New Issued Pagers & (SMS)	270
11	Cleared Pager Units	424
12	Issued Pager in ComApp	68
13	Number of Emergency Codes	2,302
14	Telephone Installation	760
15	Overhead Announcement	1,614





Corporate Employee Social Club

The Corporate Employee Social Club (CESC) enhances employees lives by offering diverse services, including financial support, facility reservations, exclusive discounts and organized events, fostering well-being, community and a vibrant workplace culture.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Initiated the Infant Care program.
- Provided Exclusive deals and discounts at a variety of establishments for members benefit and to enhance their overall experience.
- New Wing improvement Project at KAMC-CR Guest House.
- Kids Indoor Playground at KAMC-JD.
- Guest House Reservation System at KAMC-CR.

Process improvement (shortness, lengthiness, decrease or increase):

- Standardization of Staff Recreation Services in all regions.

Education program and training:

- Childcare services and early learning education are offered in a secure and stimulating environment, enabling parents, primarily healthcare professionals employed by MNGHA, to concentrate on their essential duties in patient care and medical assistance without the worry of childcare issues.
- Conducted Educational and professional-related trainings, courses and workshops for all employees in all regions.
- Launched workshops for CLC parents related to childcare, wellbeing and development at KAMC-CR.

Digital health implementation and initiatives:

- Implemented WhatsApp Chatbot Service for members of the Employee Social Club (ESC).
- Automation of ESC Services in all regions.
- The automation of the Child Learning Center located in Riyadh.

2024 :

Service	Total No.
ESC Membership	8,893 Active Members
ESC Loan	1,370 Processed Loans
Child Learning Center Enrolees	3,923 Total Enrolees
ESC Facility Booking	89 Total Bookings
Recreation Facility Users (Gymnasium, Swimming Pool and Games Room)	80,674 Total Facility Users
Sports Facility Booking (Multi-purpose, Tennis, Padel and Soccer Courts)	6,697 Total Bookings
Equipment Booking	425 Total Bookings
Recreational Monthly Lessons	347 Total Participants
Guest House Referrals	1,667 Total Referrals
Guest House Meals Provided	40,465 Total meals provided



Corporate Legal Affairs

Corporate Legal Affairs serves as the primary advisor to the CEO and senior management, providing business-focused legal guidance, risk assessment and regulatory compliance to support the Ministry's objectives. It oversees corporate policies, contracts, litigation, grievances, investigations and judicial matters across all MNGHA regions, ensuring governance, risk mitigation and organizational protection.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Completed the King Abdullah Dialysis Centers (KADC) unifying, upgrading, enhancing and integrating the Security Surveillance System into MNGHA.
- Unification of the CCTV Surveillance System management in Riyadh, Dammam, Jeddah, Madinah Al-Munawarah and the Dialysis Care Project (Jeddah-Makkah- Madinah Al-Munawarah).

Education program and training:

- Approved training program by the Saudi Commission for Health Specialties (Case Management Certificate Program).
- Trained law students from various Saudi universities.

Digital health implementation and initiatives:

- Initiated the automation of the cargo clearance process to improve efficiency and reduce processing time.

2024 Statistical Information:

Corporate Legal Affairs 2024	Total Incidents	Closes cases	Under process
Inquires Cases	2,646	2474	172
RASEL	650	-	-
Court Cases	227	48	179
Agreements & Contract	160	-	-
Complaints & Grievances Cases	178	174	4
Guardianship Cases	192	145	9
Request	133	-	-
Court resolutions enforcement	28	-	-
Investigation Cases	614	532	82
Liaison	489	450	35

Investigation Services 2024	Total Incidents	Closes cases	Under Investigation
Investigation Services- CR	317	259	58
Investigation Services- WR	19	12	7
Investigation Services- PMABAH	56	46	10
Investigation Services- Al Ahsa	29	24	4
Investigation Services- IABFH	193	191	2
Investigation Judicial Review	89	88	1
Liaison Section CR	210	185	25
Liaison Section - Al Ahsa	18	11	3
Liaison Section - IABFH	87	86	1
Liaison Section - PMABAH	174	168	6

Corporate Public Relations and Media Affairs

The Corporate Public Relations and Media Affairs Department is responsible for building, maintaining, and safeguarding the reputation of MNGHA, while enhancing its standing, fostering goodwill, and promoting a positive image. It serves as a vital link between the Ministry of National Guard – Health Affairs and both internal and external audiences, ensuring the accurate dissemination of information through various mass media channels. As MNGHA's significance grows, along with the increase in its visitors and the scope of its duties, the role of this department has expanded substantially. It now undertakes a wide range of administrative and technical responsibilities, in addition to core tasks related to organizing and coordinating efforts effectively.



MNGHA Achievements Objectives

Awareness and prevention:

- Media coverage of the launch of MNGHA new projects, King Abdullah Specialist Children's Hospital and the Neurosurgery and Trauma Center at King Abdulaziz Medical City in Jeddah, and the opening of the Chronic Diseases Medicine Center at MNGHA in Riyadh.
- Media coverage of the participation of MNGHA in Hajj 1445 AH over a period of 9 days, Health Affairs prepared 5 medical clinics and a centre for heat stress and heat stroke to serve the guests in Mina and Arafat.
- Media coverage of 11 conferences outside Health Affairs, which were organized or participated in.
- Media coverage of the separation operations of conjoined twins, and coordination with local channels for media coverage:
  - Operation No. 60: Nigerian conjoined twins Hasna and Hasina.
  - Operation No. 61: Filipino conjoined twins Aisha and Akiza.

Excellence in experience and practice:

- Media coverage of awards received by MNGHA locally and internationally:
  - First place award in the Digitally Enabled Care Track for the e-Consultation Program in Outpatient Clinics.
  - Third place award in the Creativity and Innovation Track for the iCare Inpatient Program.
  - Best Smart Hospitals in the World for 2025.
  - Unified Design Initiative for Platform Code of the Digital Government Authority.
  - International Recognition and Appreciation Award from the American Association for Respiratory Care: This recognition is the first of its kind for the Respiratory Therapy Services Department outside the United States of America and is presented by the American Association Respiratory Care (AARC).
  - GovJam2024 Innovation Challenge Award.

New

New services, innovative care and new device/ machine:

- Covered the medical achievements that are taking place for the first time in the Kingdom, included the drug Casgevi and the success of the first case of treatment.
- Media coverage of complex medical procedures or those performed for the first time in the Kingdom:
  - The first operation of its kind at Prince Mohammed bin Abdulaziz Hospital in Al Madinah successfully performs the first knee replacement surgery using robotic technology and artificial intelligence.
  - A surgical procedure to fix the cervical vertebrae of a 6-month-old child.
  - A complex and precise operation using robotic technology at King Abdulaziz Medical City in Riyadh, for a patient suffering from chronic pain due to fourth-degree endometriosis.
  - A complex surgical procedure to build an ear and rehabilitate hearing for a child, A specialized medical team from the Otorhinolaryngology Department at Prince Mohammed bin Abdulaziz Hospital in Al Madinah performed an advanced surgery to build an ear and rehabilitate hearing for a four-year-old child using artificial cartilage made of polyethylene and a bone implant (Bone Bridge).
  - National Donor Exchange Program, the first successful organ transplant operation within the NDEP between KAMC-CR in and King Fahad Specialist Hospital in Dammam, affiliated with the Ministry of Health. As it was as success as the first operation of this type to be performed in the health sector in the Kingdom.

Digital health implementation and initiatives:

- Media coverage of the most prominent new and developed medical and digital technologies in the Ministry of National Guard Health Affairs:
  - Healthcare Information and Management Systems Society (HIMSS).
  - Remote Diabetic Retinopathy Detection.
  - (Baynahum) Application.

Objectives in line with the Kingdom's 2030 Vision:

- Implemented the unified design initiative for the platform code for the official website of MNGHA.
- Linked all digital development activities to the health sector transformation program.

2024 Statistical Information:

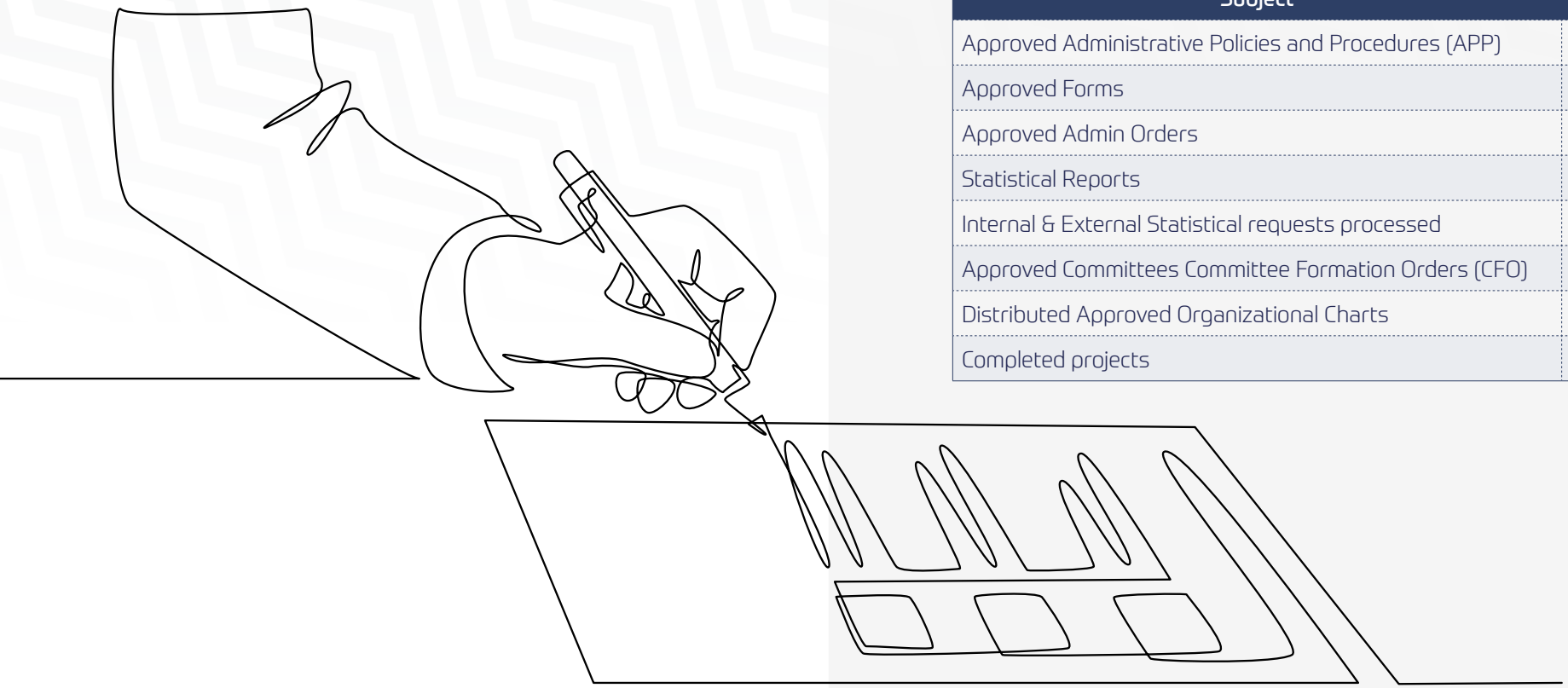
Application	Account	No. of Interactions	No. of Followers	No. of Publications
X Application	MNGHAnews	18K	127.4K	151
	MNGHAcares	471	4.1K	1K
LinkedIn Application	MNGHA	39.8K	133.5K	138
YouTube Application	NGHAmedia	172K	6.2K	1

Corporate Planning and Regulatory Affairs

The Corporate Planning and Regulatory Affairs (CPRA) department is responsible for guiding and executing strategic planning initiatives. It standardizes the development of policies, procedures, forms, and organizational structures, while also providing management with a robust decision support system through statistical analysis, operations research, and key publications, all aimed at fulfilling MNGHA's mission and vision.

2024 Statistical Information:

Subject	2024
Approved Administrative Policies and Procedures (APP)	121
Approved Forms	341
Approved Admin Orders	11
Statistical Reports	5
Internal & External Statistical requests processed	28
Approved Committees Committee Formation Orders (CFO)	96
Distributed Approved Organizational Charts	154
Completed projects	5



Corporate Human Resources (HR)

The Corporate Human Resources (HR) Department plays a key role in managing an organization's workforce. Its main goals are to attract, develop, retain, and engage a skilled and diverse group of employees. The department creates and enforces policies to align human resources with MNG-HA's objectives.

The HR department is divided into nine sections:

- HR Operations Services manage transactions like leave and salary.
- Manpower Services focus on workforce planning and employee progression.
- Recruitment Services handle local and international staffing.
- Training and Development enhance employee skills.
- Performance Management evaluates employee performance.
- Government Relations assist with visa and licensing.
- Staff Attendance Monitoring ensures policy compliance.
- Badging Services manage employee identification.
- Translation Services aid communication across languages.



MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Increased workforce participation and inclusiveness achieving a nearly equal gender distribution with 52% males and 48% females.
- Reduced time-to-fill for key healthcare roles by 30% through enhanced recruitment workflows and digital application tracking (Talentera).

Digital health implementation and initiatives:

- Launched the RISE system (Realize, Innovative, Simplify and Elevate), which is a fully integrated system. The system is designed to enhance our recruitment processes until the onboarding process for external candidates.
- Automated the current MSR transactions and established clearly outlined policies and procedures for each process. This will ensure work efficiency, accuracy, effective communications and reduce human errors.
- Enhanced and optimized the Oracle system features in its current version for instant detailed and accurate data reports. This will result in faster comprehensive decision-making by Higher Management.
- Achieved significant progress in Automating the Performance Evaluation System for all employees.
- Activated the Iqama Renewal Request process via the ERP Oracle System.
- Al Ahsa Human Resources department launched the Digital HR Help Desk where employees can access HR-related support and services efficiently.
- Launched the Employees' Documents Management (EDM) initiative, aimed to streamline the management of employee records.
- Lunched MNGHA Etimad Ticket requests.

2024 Statistical Information:

Employee Credentialing & Transfer Services (EC&TS):

Item	Total
Advertisements	1,479
Applicants	1,5822
Cases for CRACC, CRPACC & ASC	1,664
Lateral Transfer/Inter-Regional Transfer	316

Financial Affairs

The Finance Department manages accounting and financial services across all regional departments. It includes Accounts Payable (vendor payments), Accounts Receivable (collections and monitoring), Treasury (fund transfers and audits), Financial Services (utilities, salaries, and reimbursements), General Ledger (financial records), Budget (budget preparation and monitoring), and GOSI (employee contributions and reconciliations). These sections ensure efficient financial operations and accountability.

MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Developed the financial transactions in the Oracle System to be posted at the same time and reflecting it in the book of account in real time instead of waiting for the end of the month.

Digital health implementation and initiatives:

- Automation of Patient Tickets Requests and Subsidy Payments through MNGHA Website.
- Automation of SPRs default charge account combination (i-Procurement).
- Auto link between the date of MRR and Finance Record through Oracle System.
- Systemized bank guarantees process to be electronic throw (Etimad platform).
- Updated the MOF transactions in Financial and Oracle Financial System.

2024 Statistical Information:

Corporate General Ledger 2024	Number
Pay Element Creation	14
Adjustment on Payroll transactions	16,313
Adjustment on Fixed Asset and Intangible Asset	1,048
Adjustment on Prepayments	148
Adjustment on Advances	44
Financial Statements and report submitted	384
General Ledger Account Schedules	192
Cost Center Creation and Modification	7
GL Accounts Creation and Modification	19

Healthcare Technology Management

Healthcare Technology Management (HTM) Division provides technological expertise in the planning and assessment of medical technologies for subsequent acquisition, as well as the cost-effective life-cycle management of these technologies at MNGHA. The Division plays a crucial role in providing and sustaining quality patient care, medical research and education. This includes planning for required medical technologies, conducting needs assessments and procurement, overseeing installation and commissioning, providing service and support, ensuring quality performance and risk management and ultimately handling replacement and decommissioning. HTM's goal is to ensure that MNGHA's medical assets are available, accessible, affordable, appropriate and used safely. Efficient and appropriate management leads to improved health and clinical outcomes by optimizing the use of these healthcare technologies.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Implemented the Anaesthesia Centricity Project.
- Established the Haemodialysis section, by installing new haemodialysis units and arranging all pre-installation requirements.
- Renovated the Dental Department section in PHC by ordering new suctions and compressors, re-installing the dental chairs and ordering all necessary parts.



New services, innovative care and new device/ machine:

- HTM service engineers, amidst inadequate staff engineers (in all regions), effectively manage 56,181 medical equipment in service (out of 78,172). Only 3,396 are under full-service contracts and 16,700 are still under service warranty, where the first service responders are HTM engineers.
- A plan was implemented to replace the ambulance services by replacing 31 ambulances and providing them with the latest medical technologies to follow up on critical cases during emergency operations distributed in Riyadh and Jeddah.
- Successfully commissioned and installed more than 50 medical equipment and systems to major expansion of clinical areas in all regions.
- Portable X-Ray Machines (Pediatric Detector).

Education program and training:

- Factory Level Training - Ventilator Training, Maquet.
- Factory Level Training – Transport Infant Incubator, Draeger.
- Factory Level Training – Anesthesia, Draeger.
- Conducted a Training Workshop with the BAXTER company for Prismax & Prismaflex (Hemodialysis Technologies); to enhance the skills and knowledge of HTMS staff and interns.
- Service training of Carestream Portable X-ray and Carestream X-ray Room in ITALY.
- Training for:
    - COVIDIEN ESU machine.
    - Leadership in Healthcare Organization.
    - ITIL®4 Create Deliver and Support (CDS).
    - Energizing People for Performance.
    - Artificial Intelligence (AI).
    - Business Continuity & Risk Management Advanced.
    - Enhancing Job Performance.
    - the Digital Healthcare.
    - Mindray ventilators SV300 and SV600 in Mindray training centre
    - Cardiopulmonary Exercise Testing Machine in VYAIRE MEDICAL training centre
    - Medivator DSD-201 in Steris training centre, Maastrict-Netherlands.
- Completed manufacture-level service training of:
    - Ultrasound.
    - X-ray machines.
    - Ventilators.
    - Anaesthesia devices.

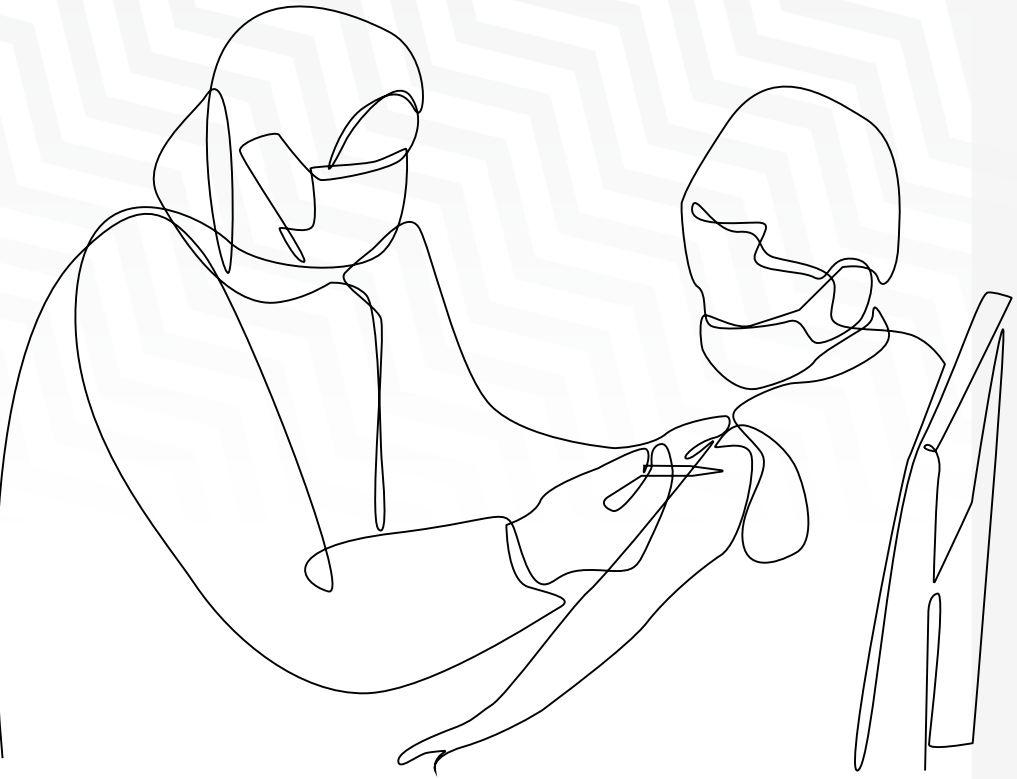
Digital health implementation and initiatives:

- Separated the Total Parenteral Nutrition (TPN) database from KASCH, implemented a standalone server for the Women's Health Hospital and modified a new reporting template.
- Created a comprehensive live dashboard in Asset Plus Computerized Maintenance Management System (HTM CMMS).
- Improved and implemented the Special Purchase Request SPR tracking system, which will support the reduction of equipment downtime.
- Integrated 6 MX750 monitors in Resuscitation (RESUS) expansion with the RESUS central station.
- Established an in-house 3D Printing lab to help various departments with parts replacement, which will be useful in decreasing the cost and downtime of broken/damaged equipment. We saved approximately (376,342 SAR).
- Activated the new Artificial Intelligence (AI) option to accelerate and enhance the ultrasound examination performance.
- Launched the new project «OneQA» for automated maintenance procedures that improve and maintain high-quality maintenance performance for medical devices.
- Innovated a solution to save the analysed cases in Manometry by installing a shared folder.

2024 Statistical Information

Medical Equipment in Service (MNGHA All Regions)

Region/Hospital	Number of Equipment
KFH, Riyadh	31,330
KASCH, Riyadh	10,833
WHH, Riyadh	6,548
PHC, CR	1,603
KAMC, Jeddah	12,327
KASCH, Jeddah	4,144
NT, Jeddah	2,517
PHC, WR	2,522
PMBAH, Al Madinah	4,782



Infection Prevention & Control Program

Infection Prevention and Control (IP&C) Program at the Ministry of National Guard Health Affairs (MNGHA) has been a Corporate Program for 40 years, overseeing infection control, public health, environmental safety, occupational health, and antimicrobial stewardship across its medical cities. Focused on health promotion, workforce development, digital transformation, and community engagement, it aims to prevent infections, reduce work-related risks, and ensure patient safety. Operating through six key sections, it addresses infection risks, monitors antimicrobial resistance, manages occupational hazards, and advances research. Recognized as a GCC Expert Hub and a WHO Collaborating Centre, the program plays a vital role in enhancing public health locally and globally.

MNGHA Achievements Objectives

Awareness and prevention:

- World Immunization Week, World Hepatitis Week, World TB Day, World HIV Day and World Hand Hygiene Day.
- Adolescent Immunization Campaign initiative.
- Multidisciplinary environmental rounds weekly.

Excellence in experience and practice:

- 100% compliance with reporting of notifiable diseases in HESN-PLUS.

New services, innovative care and new device/ machine:

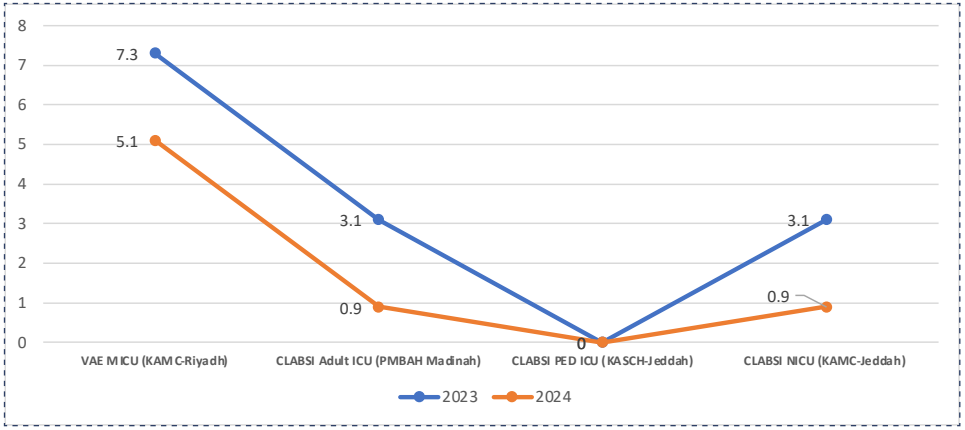
- Launched virtual public health nurse clinic.
- Immunization clinic for hospital staff and patients.
- Comprehensive immunization program for military personnel.
- Candida Auris Preventive Strategy (CAPS) project in ICU.
- Implemented the GeneXpert PCR machine.
- Implemented the Surgical Site Infection SSI improvement project.

Education program and training:

- Botulism preparedness educational sessions and multidisciplinary meeting and arrangement with all stakeholders and MOH.
- Implemented Preventive Health and Environmental Health Training Program for Military.
- Environmental health trainings for the students and fellows and Military staff and Royal clinics.
- KAMC-R's Infection Prevention and Control Department launched the "Right Care Right Now" Training Program, combining theory, hands-on practice, and competency evaluation to enhance healthcare workers infection control skills in collaboration with international and local experts.

2024 Statistical Information:

Service Area	Total
Occupational Health Clinic	10,328
Adult & Occupational Health Vaccination Clinics	8,731
Flu Vaccination Campaign	10,883
Infection Control Public Health Clinic	423
Virtual Public Health Clinic	85
Antimicrobial Stewardship Program (ASP)	3,496





Information Technology Department

The Information Technology Department (IT) is the cornerstone of MNGHA's IT services, managing networks, applications and process automation to support efficient, patient-centric healthcare and administrative operations, with a focus on strategic business applications, governance frameworks and balanced scorecard tools; it comprises multiple specialized sections, including IT Solutions Delivery, Corporate Digital Health and IT Governance.

MNGHA Achievements Objectives

Excellence in experience and practice:

- Implemented the Satisfaction Survey for (BestCare system, Patients Mobile Application) Services Kingdom-wide for the year 2024.
- Implemented the Digital Transformation Awareness Survey 2024, aimed at promoting digital culture and expanding employees understanding of modern technologies.
- Implemented a new service in the Outpatient Department (OPD) that allows patients to self-check-in for their visit, aiming to facilitate patients access and reduce waiting time at reception desks in Dammam.

New services, innovative care and new device/ machine:

- Integrated E-Dispensing-Radiology & Lab orders with Nphies.
- Activated the Pulmonary Rehabilitation Unit in BESTCare.
- Integrated a new medical device in the laboratory with the BESTCare LIS system: to save time and effort and to avoid any human errors during data entry. In addition, samples can be analyzed at a faster rate and high-quality results can be generated in a shorter time to increase patient satisfaction.
- Activated the Sleep Lab in BESTCare.
- Established a Disaster Recovery Center for the Enterprise Communications Tracking System to ensure operational continuity and sustainability in essential communication services.

- Launched Bestcare system at:
  - King Abdullah Specialized Children's Hospital – Jeddah.
  - Chronic Disease Management Center (CDMC) in the Central Region.
  - King Salman Specialized Hospital in Taif.
  - Operation of the new Virtual Clinic Center.
- Completion of expansion work for ERP systems services to include the following projects affiliated with Health Affairs:
  - King Salman Specialized Hospital – Taif.
  - Specialized Hospital for Women's Health – Riyadh.
  - King Abdullah Specialized Children's Hospital – Jeddah.
  - Neuroscience and Traumatology Center in Jeddah.
  - Chronic Disease Management Center – Riyadh.

Process improvement (shortness, lengthiness, decrease or increase):

- Enhanced the number of detected vulnerabilities by continuously resolving the discovered cybersecurity vulnerabilities.
- Implemented Network access control (NAC) solutions, which enable an organization to restrict unauthorized or non-compliant devices and users from accessing the corporate network as well as isolating the device from the MNGHA network.
- Implemented the Pacemaker Data Archiving and Management System to reduce the manual entry of the data at MNGHA King Abdulaziz Cardiac Center.
- Shortened waiting list and support booking process through integrated AI tool in BESTCare which prioritizes patients based on their status and ensures up-to-date priority and waiting list information.
- The Employee Qualification Development Project updates academic and professional qualifications for health affairs employees through self-service, improving data quality in line with the Ministry of Human Resources and Social Development's Commitment platform.
- The Training Allowance Request Automation system streamlines training allowance procedures through employee self-service, integrating financial impacts with the Ministry of Finance's SARF platform.
- The e-Payment method in the MNGHA Patient Portal Application allows self-paying patients to pay clinic fees directly, with payments automatically reflected in BESTCare and TAHSEEL systems.
- A system was developed to automate employee performance evaluations, replacing manual processes with electronic forms for faster, transparent tracking and management.

Digital health implementation and initiatives:

- National Early Warning Score (NEWS2): This is a scoring system designed to track and trigger the severity of illness and the risk of deterioration in adult patients. facilitating timely action.
- iProtect: This innovative solution, initiated and led by the KAMC-CR Intensive Care department, integrates sensors and monitoring technology that promptly alert the Intensive Care team via mobile devices when high-risk patients in the wards show signs of deterioration.
- The Screening Program, implemented in BESTCare, uses the National Healthcare Quality Index (HQI) to detect diseases early, promote preventive care and improve health outcomes.
- A modern electronic portal was implemented to streamline recruitment, promotions and internal transfers by automating job advertisements, screening and nomination processes at an enterprise level.
- The Support Women's Line system enables efficient call logging, case tracking and referrals, with a dashboard for monitoring statuses and generating reports for authorities and research centers.
- The Child Learning Center System (CLC) automates the daycare registration process, streamlining enrollment and managing registrations for the social services club for both staff and families.
- The Innovative platform connects creative individuals to contribute ideas for improving healthcare, allowing the development of these ideas into impactful innovative solutions.
- Find Physician service was launched that provides detailed physician profiles and enhances the intranet's style and responsiveness.
- Implemented the patient services chatbot, advancing digital health with a user-friendly interface for efficient access to services like appointment reviews, eligibility checks and medication refill requests.
- Implemented the MNGHA landline chatbot (011-80 11111) integrated with the DCIQ-SRS system, allowing patients to communicate with WeCare staff across all regions for added convenience.
- Implementation of BESTCare Radiology Module for the new Chronic Disease Management Center..
- Pediatric Sepsis Scoring System: This feature facilitates and improves the timely recognition and treatment of sepsis in pediatric patients.
- Enhanced Dental Forms Documentation: American Dental Association (ADA) codes are now linked to procedures and related documentation, improving the accuracy and consistency of dental records.
- Therapeutic Intervention Documentation (TID)-Physician: This enhancement to the TID Registration information screen, specifically benefiting the pharmacy department by reducing medication errors and improving therapeutic outcomes.
- The PHC Change Model enhances access to primary care by allowing easier self-booking, extending appointment slots to 30 days and enabling patients to reschedule, cancel and manage appointment duplications via the patient portal.
- Implemented a scorecard for monitoring patients at Virtual Emergency.
- Implementation a dashboard for Emergency Department (ED) Consultation Journey to monitor the consultation process to avoid the gaps and provided high quality patient care.
- The PRN indications feature activates the «as needed» option with specific frequencies, linking it to PRN reason options in the order entry screen for all visit types (OP, IP, EP, Discharges).
- Implemented of Interactive Voice Response (IVR) for patient care clinics in AL Ahsa and Jeddah.
- Launched stage 2 of Interactive Voice Response (IVR) Services in all Dammam clinics which aims to remind patients of their scheduled appointments.
- Closed Loop Medication Administration (CLMA) Using GS1 Barcode: CLMA has been enhanced to support the scanning and administration of GS1 barcodes for medications, in addition to the existing scanning methods.
- The Medication Tracking System improves inpatient medication tracking by scanning and documenting transfers from satellite pharmacies to wards in BESTCare, enhancing timely interventions and staff communication.
- Launched a system for dispensing medical consumables to patients through integration between the enterprise resource planning systems and the health informatics system of the Women's Hospital in Riyadh.
- The Contract and Tender Tracking System streamlines and monitors the entire contract process, from purchase requests to award, across all relevant procedures in Riyadh.
- Cardiac CTMR Studies: Provide post processing system for cardiac CTMR studies to help the physicians during their decision.
- Implemented and operated the (Business Intelligent) system to generate the statistics and performance indicators of medical imaging systems.
- The enterprise platform of Master Data Management (MDM).

International awards, recognition, contributions

- HIMSS Community Care Outcomes Maturity Model (C-COMM) stage 6 as the first organization in the World.
- MNGHA in Best Smart Hospitals list 2024 & 2025 - Newsweek.
- MNGHA Projects nominated for the World Summit on the Information Society (WSIS) last phase:
  - Timely Access to Specialized tertiary care (E Health).
  - Textual Data Classification for Mining Patient Experience (E Science).
  - Dulani.
  - No Show Prediction at Outpatient Clinic.
  - Early Recognition of Sepsis Using an Electronic Alert System (E-Sepsis).
- MNGHA achieved ISO 27001:2022 (ISMS) and ISO 20000-1:2018 (ITSM) certifications, recognizing its commitment to excellence in information security and IT service management.
- Honoured in Global Artificial Intelligence Summit (GAIN) as one of the early adopters of the ethics principles of artificial intelligence on September 2024.

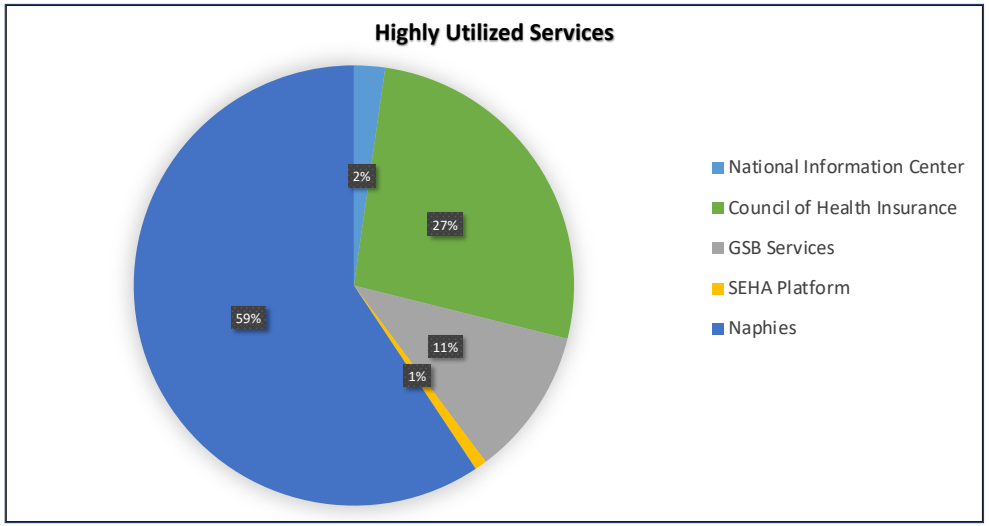
National awards, recognition, contributions

- Implemented the Gov. Unified Design Code by Digital Government Authority (DGA) in MNGHA portal.
- Implemented E-Participation in MNGHA as requested by Digital Government Authority (DGA)
- Health Affairs achieved 100% in the Human Resources Data Quality Index through integration with the Ministry of Human Resources and Social Development through Eltizam platform.

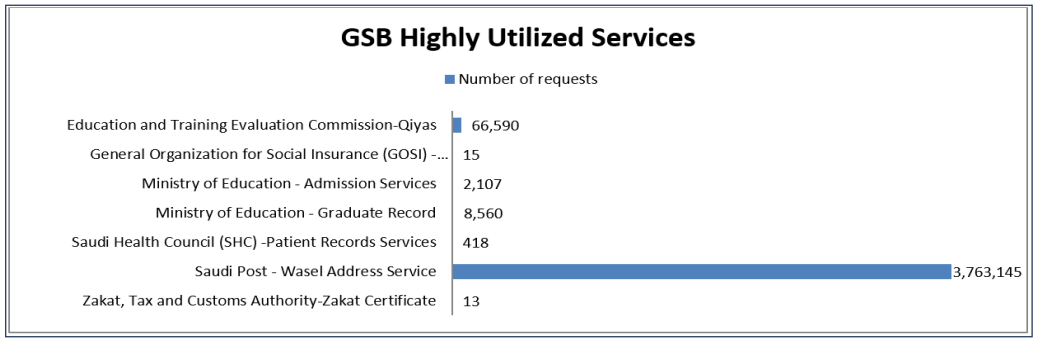
Objectives in line with the Kingdom's 2030 Vision:

- Developed the IT strategic plan for digital transformation for the year 2024-2026 alignment with MNGHA strategy.
- Adherence to DGA requirements to achieve the certificates and digital stamps for MNGHA platforms.
- MNGHA Infrastructure established a Cloud Computing Unit, implemented virtualization for critical systems and developed a disaster recovery solution to ensure service continuity and support long-term digital transformation.
- BESTCare was integrated with the Ministry of Health's Wasfaty prescription service, enabling seamless prescription transfers from MNG pharmacies to community pharmacies, starting with King Abdulaziz Medical City and expanding to other facilities.
- Integrated BESTCare with the Nphies service of the Ministry of Health, allowing the results of radiology, Lab tests and patient appointments to be displayed in the Sehatty application and it will gradually expand to include other services.
- BESTCare was integrated with the Ministry of Finance's XNphies Financial Service, linking self-paying patient details to the «Tahseel» payment system, with plans for gradual expansion.
- The ERP system was integrated with ZATCA (e-invoice) to connect health affairs billing systems with the Zakat, Tax and Customs Authority for seamless medical billing.

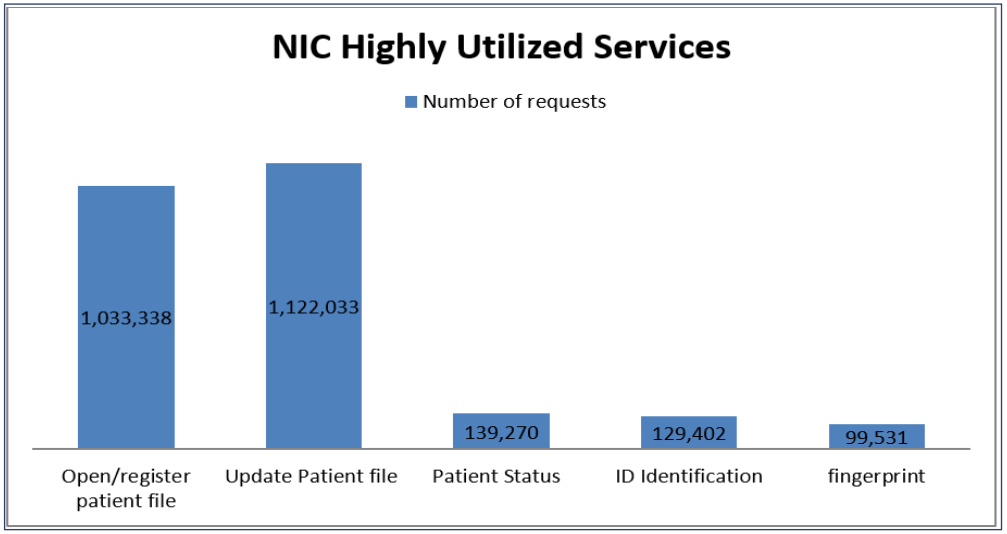
Overall, Highly utilizes services:



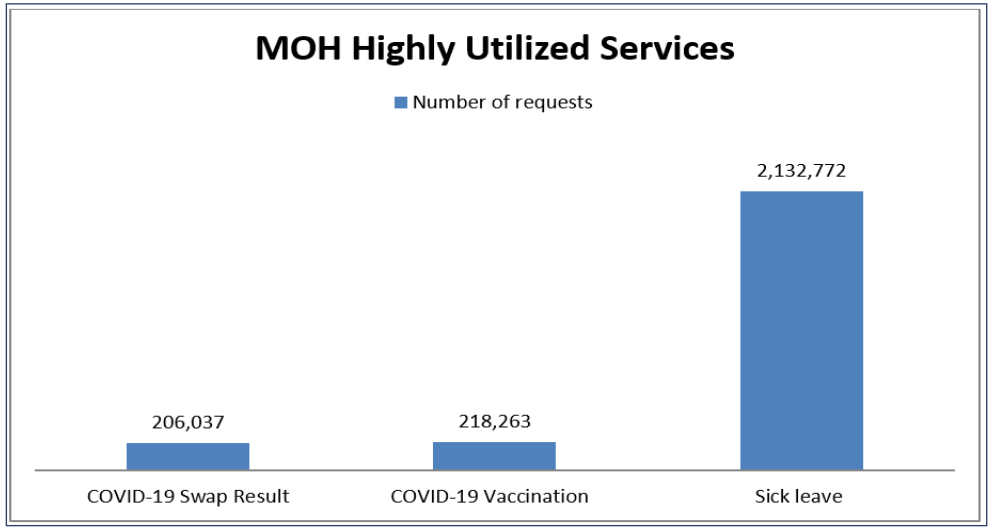
Total number of Utilization of Government Service Bus (GSB) until 2024:



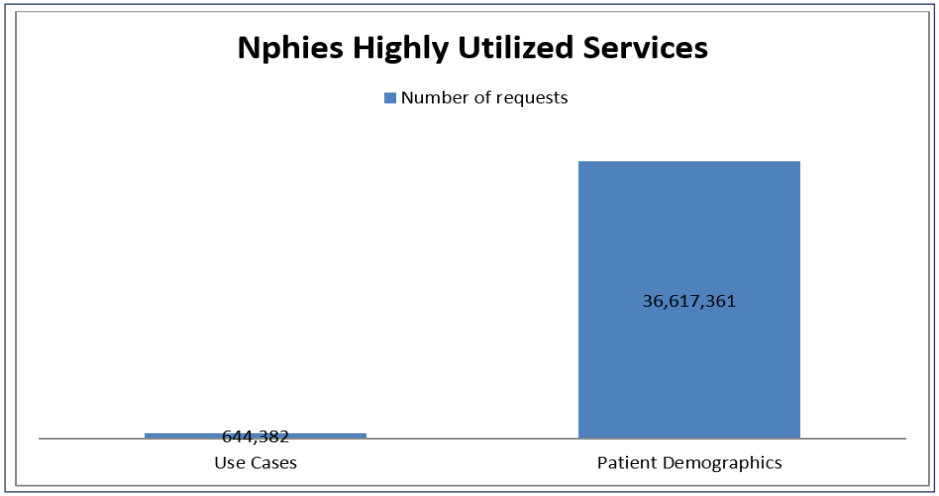
Total number of Utilization of National Information Center Services until 2024



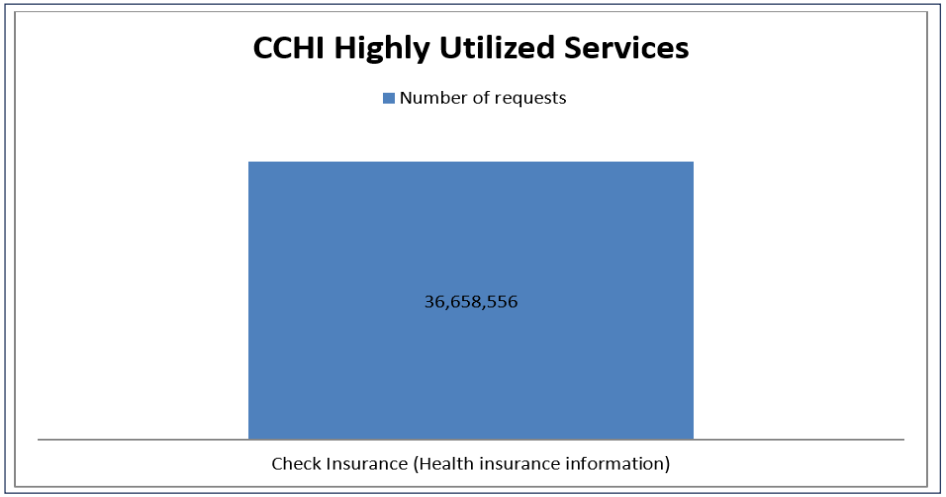
Total number of Utilization of Ministry of Health integration Services until 2024



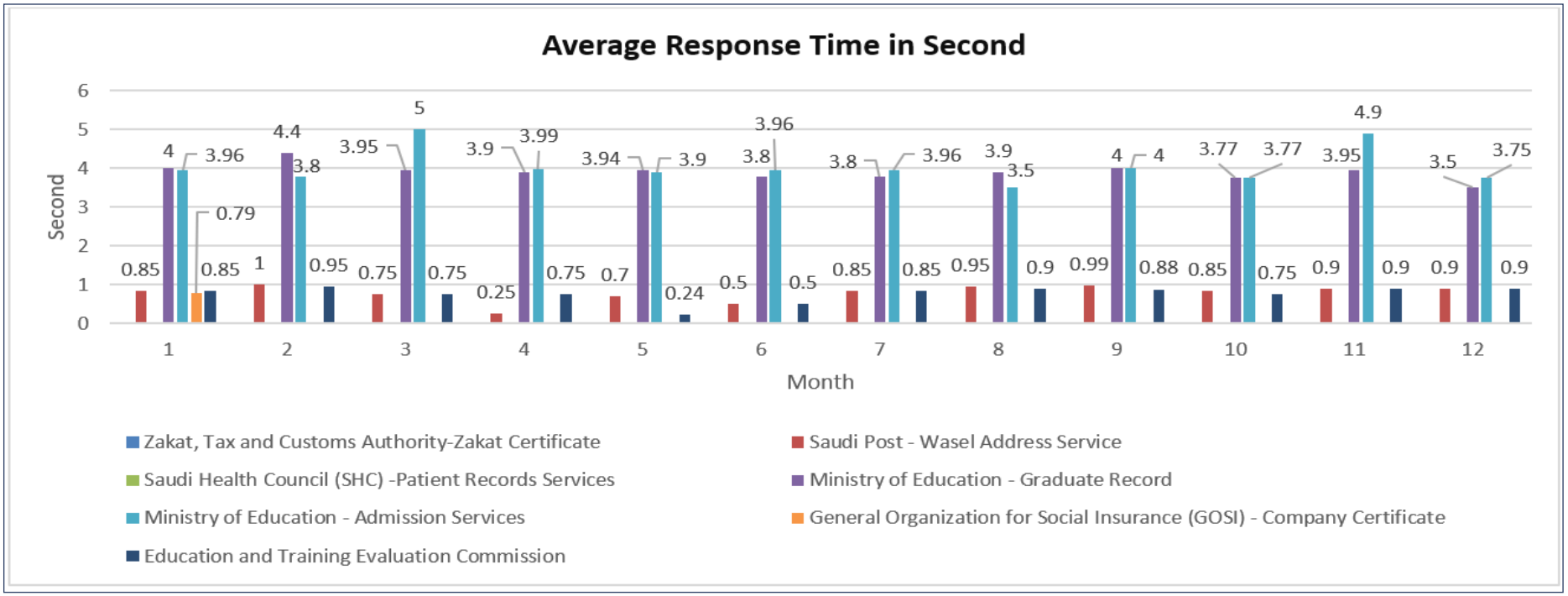
Total number of Utilization of Nphies Services until 2024:



Total number of Utilization of Council Cooperative Health Insurance Services until 2024

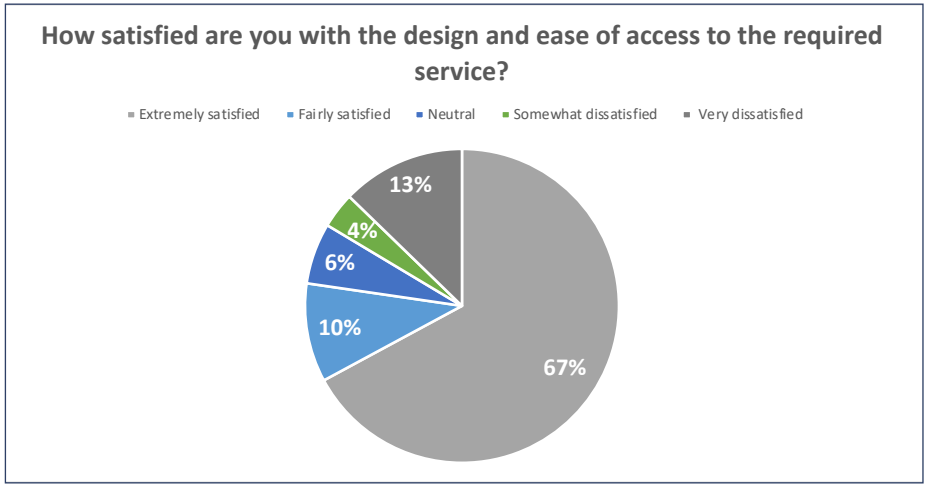


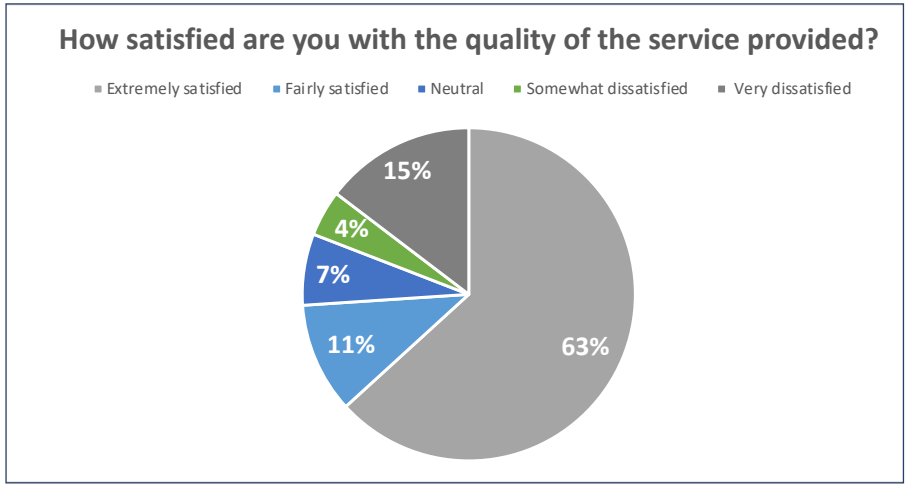
Average Response Time Statistics for 2024:

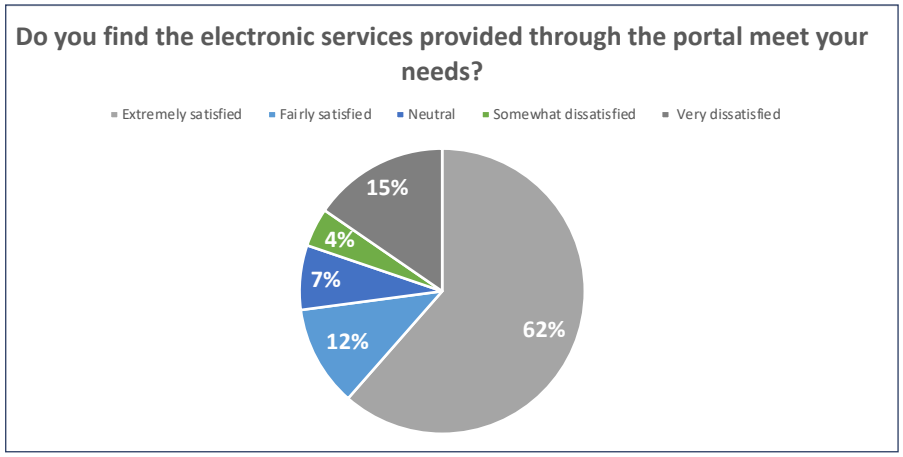


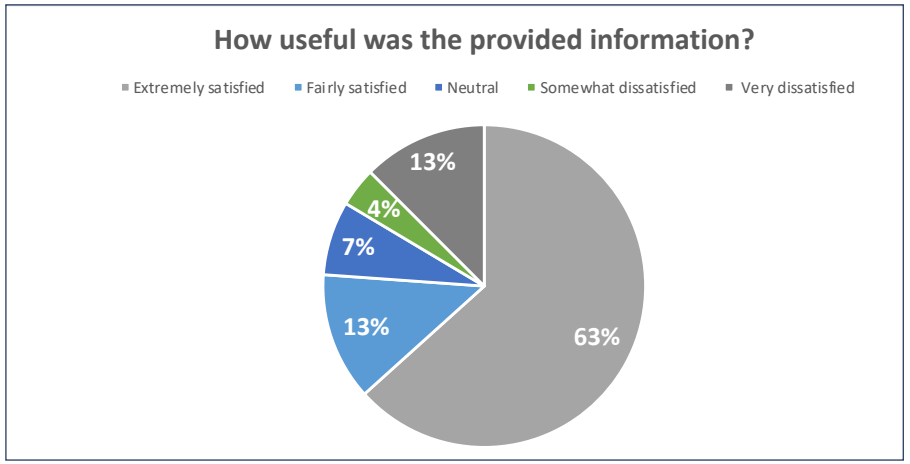
MNGHA

Over all services User's satisfaction Survey:



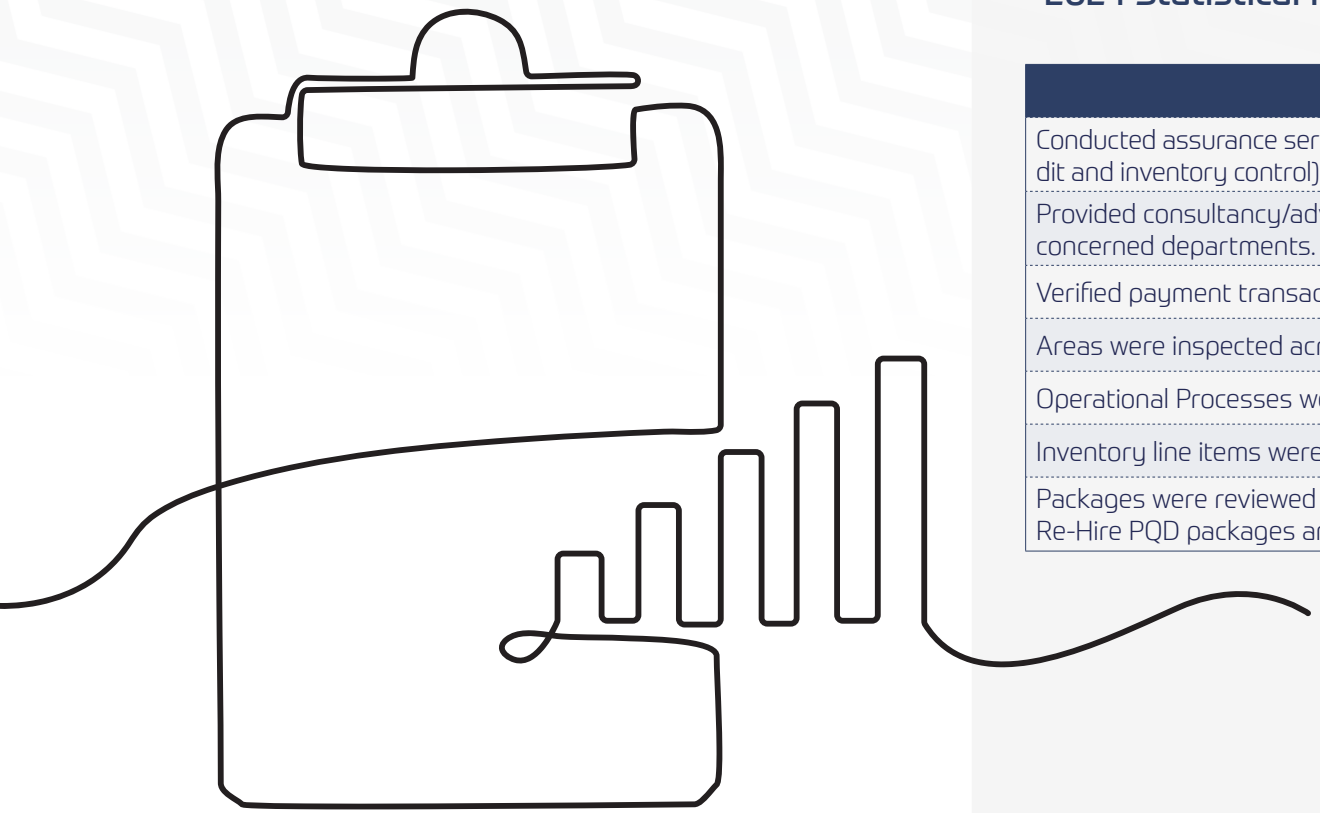






Internal Audit

Internal Audit (IA) provides independent assurance and consulting to enhance the Program's operations, supporting higher management in achieving objectives through systematic evaluations of governance, risk management and internal controls. IA offers assurance services, such as financial, compliance, operational and inventory control audits, along with consulting services aimed at improving governance and control processes. In addition to conducting routine audits for selected processes such as payment verifications, inspections and inventory counts.



2024 Statistical Information:

Service	Number
Conducted assurance services (financial audit, compliance audit, operational audit and inventory control) throughout various audit areas across the Programs.	189
Provided consultancy/advisory services to Higher Management and other concerned departments.	359
Verified payment transactions.	26,228
Areas were inspected across the regions.	4,858
Operational Processes were verified.	52,339
Inventory line items were verified.	70,989
Packages were reviewed and verified in relation to Local / International Hire / Re-Hire PQD packages and other HR related processes.	4,466

King Abdullah International Research Centre (KAIMRC)

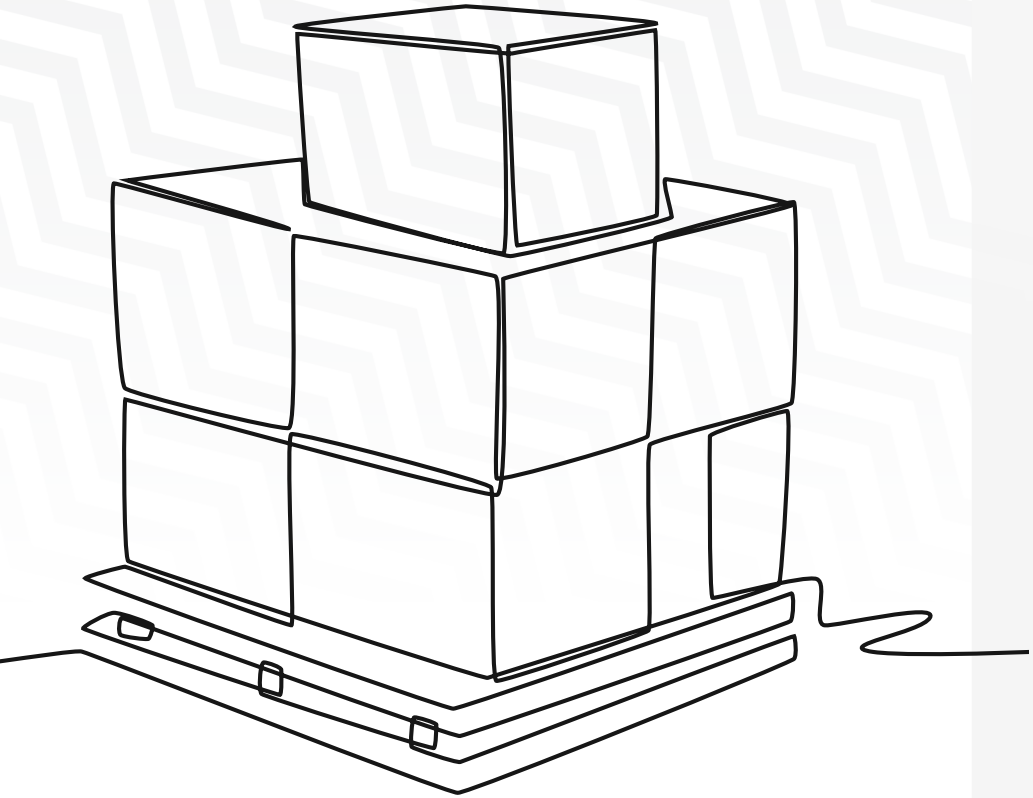
King Abdullah International Medical Research Center (KAIMRC) focuses on transforming lab results into life-improving products and training skilled healthcare researchers. Dedicated to translational research, KAIMRC advances biomedical knowledge into practical solutions. Committed to ethics, transparency and quality, it has achieved success through international collaborations and key projects like the Saudi Biobank and Cord Blood Bank. With state-of-the-art facilities, KAIMRC conducts groundbreaking research to address common diseases and solve complex medical health issues globally.

Objectives in line with the Kingdom's 2030 Vision:

- Promote Biotech in the kingdom (Riyadh Global Medical Biotechnology Summit 2024).
- Implemented the national initiative (Developing and accrediting drug testing laboratories and bioequivalence).
- Finalized the implementation of the national initiative (National Command Center for Clinical Trials).

2024 Statistical Information:

- Total No. of publications (KAIMRC, KSAU-HS, MNGHA) 2,100 in 2024.



Logistics and Contracts Management

Logistics & Contracts Management (LCM) is a key division within the Ministry of National Guard Health Affairs, responsible for ensuring the timely provision of high-quality equipment, supplies, medications and services across MNGHA facilities. This includes managing contracts, purchasing, product evaluation and inventory, as well as facilitating initiatives aligned with Saudi Arabia's Vision 2030. LCM also oversees property management, logistics process improvement and health economic evaluations. It supports healthcare facilities nationwide, including major hospitals and clinics and plays a crucial role in the supply chain for MNGHA's major projects, such as specialized childrens and hospitals across the Kingdom.

MNGHA Achievements Objectives

Awareness and prevention:

- Conducted six drug-use evaluations.
- Conducted 18 pharmaco-economic evaluations.

New services, innovative care and new device/ machine:

- Created New Stock Item Numbers for Military Field Medicine that will enhance the request and the availability of medical items for the Military.
- Established a Drive-Thru Pharmacy – Madinah.
- Opened a Dental Clinics in Primary Health Care – Madinah.
- Expanded a Take-Home Supply service to cover 90% of the Home Health Care patients – Al Ahsa.
- Fire Station Project – Jeddah.
- Contributed in establishing the Breakthrough Medicine Program at Saudi Food and Drug Authority (SFDA) to expedite the development and review of drugs for serious conditions, leading to the approval of Exagamglogene Autotemcel is a one-time gene therapy treatment (Casgevy), a gene therapy for thalassemia and sickle cell anemia. MNGHA became the first hospital globally to access this therapy.
- Service Level Agreement (SLA) for the Transition of Nutrition Items issuance from Take Home Supply to Clinical Nutrition Department.

Process improvement (shortness, lengthiness, decrease or increase):

- 60% implementation of the Global Trade Item Number (GTIN) barcode system for receiving and issuing Pharmacy and Primary Health Care items to end users – Jeddah.
- Maintained a 99.5 availability rate across all supply lines.
- Procurement cycle not exceeding 30 days.
- Refined the management of take-home supplies, ensuring patients receive necessary items promptly upon discharge.
- Established clear restrictions on the ordering and consumption of take-home supplies to enhance accountability and ensure optimal resource utilization.

Education program and training:

- Trained staff in Occupational Health and Occupational Safety and Health Administration (OSHA) standards, as well as other courses.
- Provided training to KSAU-Hs interns and other partner institutions through Training and Development.

Digital health implementation and initiatives:

- Defined 'Take Home Supplies" Items in BestCare system.
- Crash Cart Items assignment in the system of Health Affairs Maintenance.
- Changes and solutions to the standard barcoding system for Nutrition items.
- Automated Request for the Item Attribute Change.
- Construction of Telehealth Project in Madinah.
- Utilization of dashboards and KPIs for all Logistics reports.
- Barcode system for inventory process of Program assets.
- Automated Scrapping, Turn-In and Recall processes.
- Integration between the MNGHA-BestCare and WASFATY to digitalize the prescription release.
- Supply Chain Management (SCM) Cloud Transformation business processes in scope.
- National Unified Procurement Company (NUPCO) Integration Project.
- Saudi Code & GTIN Compliance Project completed.
- Issued Pack Size Project.
- Oracle Cloud project in coordination with ERP – IT.

Objectives in line with the Kingdom's 2030 Vision:

- Implemented the (RSD) platform with Leen Company under Saudi Food and Drug Authority (SFDA) to track medications from vendor to warehouse consumer.
- Engaged with local suppliers to support the Kingdom's economic diversification and reduce dependency on imports resulting to significant support for local businesses in terms of pharmaceuticals costing SR 617,082,486.63.
- Implemented advanced procurement technology to streamline processes, enhance transparency and reduce time and resource expenditures.
- Sustainable Procurement Initiatives: Adopting green purchasing practices to minimize the environmental impact of procurement activities.
- Cost-efficiency Project: To find cost containment strategies in collaboration with the Pharmaceutical & Therapeutics Committee.

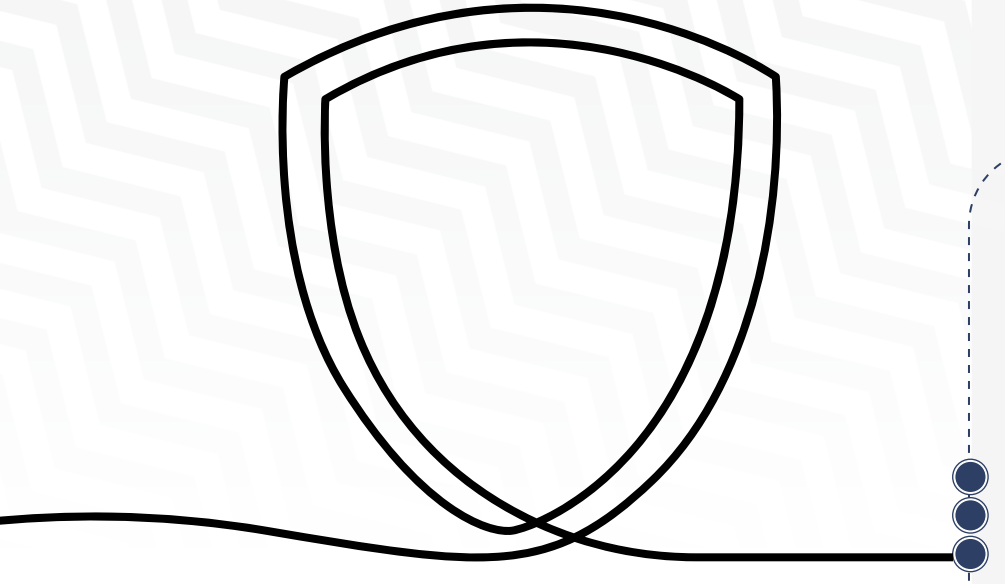
2024 Statistical Information:

Region	Total Amount of Processed Contracts (SR)	No. of Processed Purchase Orders
Riyadh	817,994,455.79	4,756
Jeddah	1,013,796,586.29	3,871
Al Ahsa	15,011,234.08	2,093
Dammam	3,752,662.94	1,653
Madinah	3,899,496.50	2,266

Service	Total Savings (SR)
Purchasing	97,480,685.74
Tenders	239,965,273.00
Contracts	267,460,426.69
Savings from Wastage	6,802,078.99

Medical Protocol

The Medical Protocol Department (MPD) provides comprehensive medical care across five offices in Riyadh, Jeddah, Dammam, Al Ahsa and Madinah, ensuring high-quality, efficient and organized care. MPD manages the clinical performance of inpatient, outpatient, follow-up protocol clients and promoting continuity of care across various settings. The department offers 24-hour coverage to address patient concerns, with nursing personnel reporting functionally to MPD and administratively to Nursing Services.



MNGHA Achievements Objectives

Awareness and prevention:

- 100% compliance response rate in National Database of Nursing Quality Indicators (NDNQI) staff satisfaction survey.
- Protocol Short Stay Visits – Total 75.

New services, innovative care and new device/ machine:

- Added (1) new clinic and added new (6) specialties such as: Pediatric orthopedic, Psychiatry, General Surgery and Neurology.
- New medical equipment at Protocol clinics.
- New ultrasound device for Obstetrics & Gynecology, Internal Medicine and Vascular clinics at MPD clinic.
- Urisys scanning in MPD clinic.
- New service: Optometry clinic.
- New services under preparation: Ophthalmology clinic.

Process improvement (shortness, lengthiness, decrease or increase):

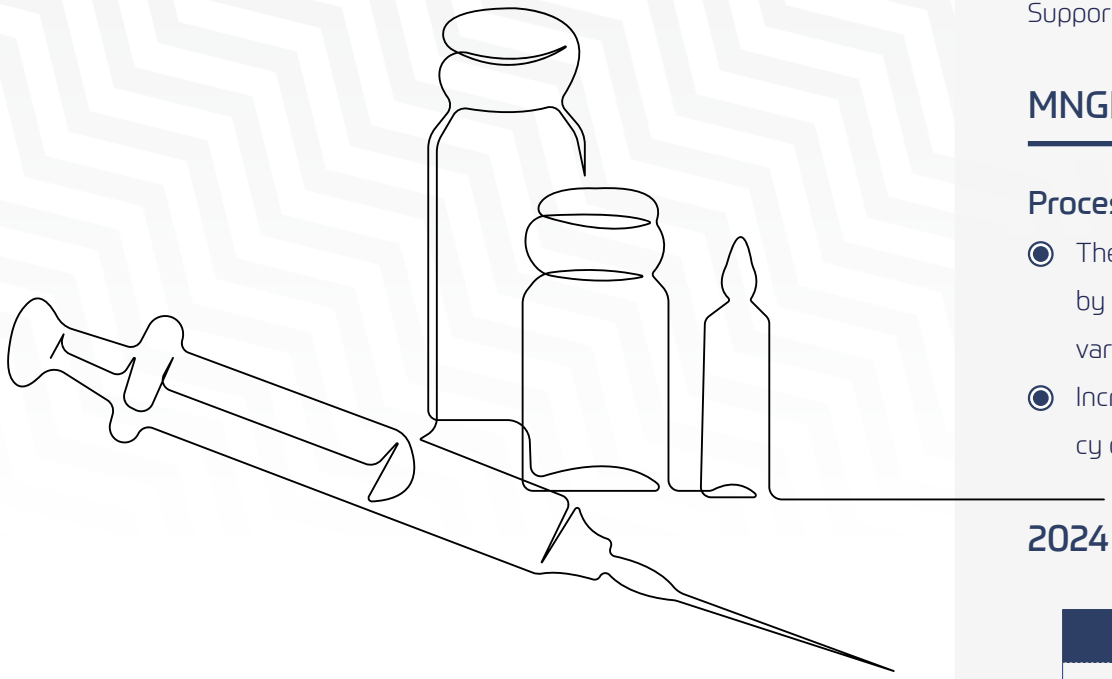
- Average waiting time for any requested appointments is 14 days for a follow-up appointment.
- The average waiting time for an urgent appointment is 1-3 days.
- The number of no-show patients for booked appointments has decreased due to text message reminders and call reminders.
- A comprehensive follow-up documentation is being implemented using an expanded Situation-Background-Assessment-Recommendation (SBAR) template.
- There have been zero complaints regarding nursing services.

Education program and training:

- MediCom Task Force – to improve effective communication among healthcare workers.
- Training programs for the MPD staff to improve the highest quality of services.

Digital health implementation and initiatives:

- Activated online booking through the patient portal, improving the ease with which patients can schedule appointments and access care.
- Added new virtual clinics in Internal Medicine and Endocrinology.



National Antivenom and Vaccine Production Center

The National Antivenom and Vaccine Production Center (NAVPC) is the first and only center in the Gulf Region specializing in the production of polyvalent antivenom using local venom from poisonous snakes and scorpions. With a state-of-the-art plant adhering to European GMP standards, NAVPC meets the antivenom needs of the Kingdom and Gulf States, with the potential to supply neighboring countries as needed. The center comprises six sections: Administration, Material & Support Services, Production, Quality Control, Quality Assurance and Veterinarian Services.

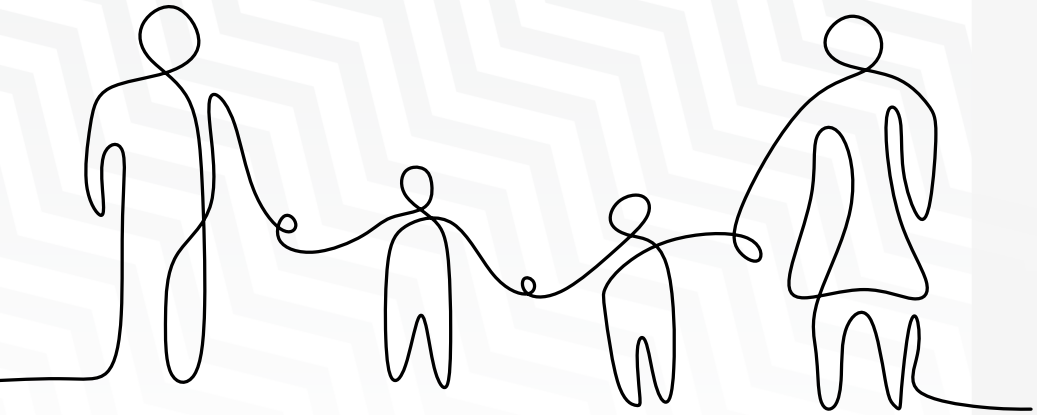
MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- The number of produced and sold ampoules of scorpion and snake antivenom has increased by over 100% compared to previous year's production due to the increase of orders from various health care sectors.
- Increased the separation of toxins using Gel-filtration chromatography to increase the potency of antivenom products.

2024 Statistical Information:

Service	Scorpion	Snake
Total No. of Antivenom produced in ampoules	577,717	133,482
Total No. of Antivenom sold in ampoules	507,490	114,380
Export Quantity	3,190	10,270
Total No. of Catching Trips	54	4
Total No. of Collections	1224	191



National Family Safety Program

The National Family Safety Program (NFSP), established in 2005 under the Ministry of National Guard Health Affairs, is dedicated to preventing family violence through education, support and community awareness NFSP prioritizes prevention, collaboration and empowerment to build safer communities. NFSP key areas are:

Community Services: Awareness campaigns, partnerships and helplines offering counseling and support for children and women.

NFSP Institute: Policy development, domestic violence research and professional training programs.

MNGHA Achievements Objectives

Awareness and prevention:

- A research project in cooperation with the Department of Geriatrics at King Abdul-Aziz Medical City entitled «Determining Patterns and Types of Violence Against the Elderly in the Kingdom of Saudi Arabia».
- Research project in collaboration with the Department of Population Health at the King Abdullah International Research Center entitled «Prevalence and risk factors of abuse against people with disabilities in Saudi Arabia».
- A research project in cooperation with King Saud University for Health Sciences entitled «Characteristics and Outcomes of Non-accidental Visceral Injuries among Children: 5 Years› Experience of National Data in Saudi Arabia».
- The Scientific Club project, which includes many scientific associations and experts, aims to develop and enhance knowledge and skills among professionals in the field of family protection. It also aims to address future challenges and changes in the scientific field, both locally and globally.
- A study is being conducted to:
    - Measure the attitude and perception of health care providers in emergency rooms towards appropriate intervention for marital violence.
    - Examine the harmful effects of hitting children.
    - Investigate the negative effect of hitting children on their intelligence level.

New services, innovative care and new device/ machine:

- **Amal Story Project** the Women's Support and Development Program successfully expanded geographically on 2024, reaching women exposed to domestic violence. Agreements with charities across the Kingdom facilitated the program's implementation in Riyadh, Hail, Jeddah, Al-Jawf and Rabigh, while previous efforts targeted Asir, Jizan, Qassim, Tabuk, Arar, Mecca, Medina and Dammam. The program plans to continue expanding in the coming years.

Education program and training:

- NFSP conducted the following training courses:
  - The role of a multidisciplinary team in cases of domestic violence.
  - Protection from Abuse System and its Executive Regulations.
  - Advances in Child Abuse Pediatrics.
  - Knowledge, skills and values of social workers dealing with cases of domestic violence.
  - Forensic Medicine and Domestic Violence Cases.
  - Challenges Facing the Elderly in Transportation and Accompaniment.

International awards, recognition, contributions

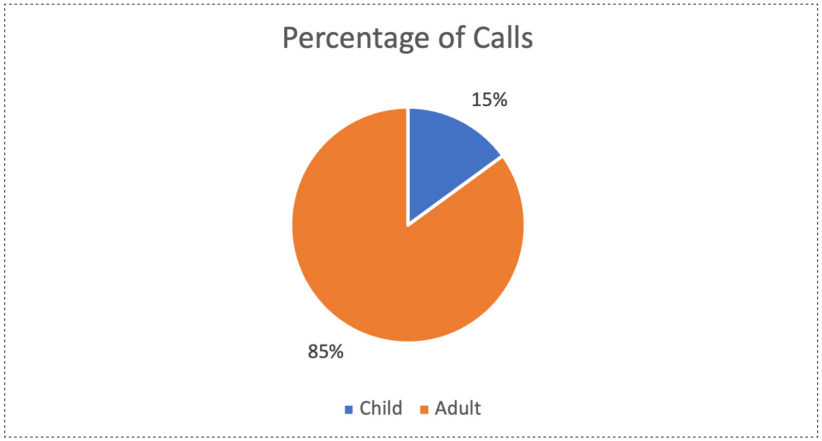
- International collaboration with the WHO to conduct multiple projects, one of which is Violence against Children Policy Review: Among Eastern Mediterranean Region (EMR).

National awards, recognition, contributions

- The National Center for promoting Mental health, which contributes of improving the quality of life and support a healthy and vibrant society.

2024 Statistical Information:

Course Type	Number of Participants
Protection Systems from Abuse and Its Executive Regulations	304
Protection Systems from Abuse and Its Executive Regulations	273
Developments in Child Protection from Abuse Medicine	17
Knowledge, Skills, and Values for Social Specialists Working with Family Violence Cases	454





Project Management Office

The Project Management Department oversees the execution and delivery of projects, including construction, infrastructure development and renovations, by utilizing specialized project managers, engineers and surveyors. It ensures projects are completed according to contract specifications, within budget and on schedule. The department coordinates with MNGHA and external parties to meet end users requirements from the design phase to project completion. It also processes new project proposals, prepares designs in line with the Saudi Building Code and international standards and provides technical support to Health Affairs departments.

MNGHA Achievements Objectives

New services, innovative care and new device/ machine:

- Renovated the Primary Health Clinics in King Abdulaziz Hospital in Al AHSA.
- Accomplished and commissioned the new 300-bed Healthcare Facility, King Salman Specialized Hospital – Taif.
- Opened the Neuroscience and Trauma Care Center with 176 Beds in King Abdulaziz Medical City Jeddah.
- Opened the New King Abdullah Specialized Children Hospital in Jeddah with 346 Beds.
- Commissioned the medical warehouse in Imam Abdulrahman bin Faisal Hospital in Dammam.

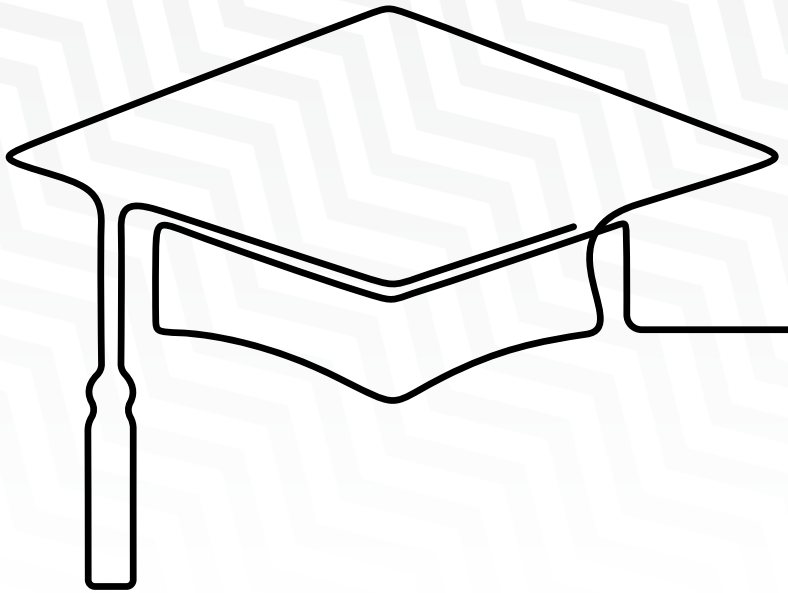
International awards, recognition, contributions

- Lead Certificate for New Hospital in:
  - KASCH - Jeddah
  - Neuroscience & Trauma – Jeddah.
  - Women Health hospital – Riyadh.

Deanship of Postgraduate Education

The Deanship of Postgraduate Education aims to promote academic excellence and support professional growth in local and regional graduate studies. It focuses on providing specialized healthcare training through quality educational programs and events based on current science and technology to improve healthcare practitioners effectiveness and community awareness.

The Deanship offers services across three KSAU-HS campuses and MNGHA Medical Cities, including various educational programs and support services. The Scholarship Department creates competitive scholarship opportunities, aligning with the 2030 Vision to strengthen Saudi healthcare. The Quality Assurance Department reviews training programs to improve quality, while the Health Sciences Library supports health professionals and students with access to essential resources.



MNGHA Achievements Objectives

Process improvement (shortness, lengthiness, decrease or increase):

- Medical Education has increased the number of rotating trainees from affiliated institutions nationally, improving collaboration and resource sharing.

International awards, recognition, contributions

- Accreditation from the American Heart Association (AHA).
- Accreditation from the Academy of Sciences to provide the Advanced Trauma Life Support (ATLS) course.
- Accreditation of Continuing Professional Development in Al Ahsa City from the National Disaster Life Support Foundation (NDLSF).

National awards, recognition, contributions

- Accreditation by the Saudi Commission for Health Specialties.
- Accreditation of King Abdulaziz Hospital Al Ahsa Center as a registered center for conducting Training the Trainers (TOT-on-the-Go) Certification Workshop in collaboration with the Saudi Health Commission for Health Specialties starting Jan. 2024.
- Accreditation of Al Ahsa City as a site for Advance Trauma Life Support courses under the Academy of Sciences Institute.

Objectives in line with the Kingdom's 2030 Vision:

- Building the Current Manpower Capabilities through Professional Development Programs "I-TRAIN" and LEAD program.
- In collaboration with the SCFHS, MNGHA established (7) program in nursing and (6) program in allied health training that aims to provide the highest quality of clinical and academic training in the region that subsequently will improve the quality of health services in the Kingdom of Saudi Arabia. The programs currently have (58) participants.
- Lead in nursing is an initiative for continuous professional development for nurses. It aims to provide different educational activities for nurses with advanced levels of knowledge and skills in different specialties in order to meet the high standards of patient care at MNGHA. The number of the LEAD activities is (283).
- Expanded the residency and fellowship programs in all regions, training a larger number of healthcare professionals to meet the growing demand for skilled practitioners in the Kingdom.
- The Medical Education Department –ER has raised the quality of academic and clinical training programs in the nursing track and provided scholarship opportunities for 10 training programs.
- Transformed the SCFHS accreditation of the Anesthesia Residency Training Program from a joint program to a full program and add Imam Abdulrahman bin Faisal Hospital in Dammam as a training site.
- With the introduction of Power BI dashboards, CPD has improved its ability to track and analyze key performance indicators (KPIs) for course offerings, participant engagement, and financial performance.
- Utilized the Hadaf platform will enable the implementation of advanced training programs such as ALSO, ATLS, and ATCN, with Hadaf covering the fees for candidates. This initiative, which we have recently applied for, aims to improve healthcare professionals skills and competencies, aligning with Vision 2030's focus on enhancing the quality of healthcare services.

2024 Statistical Information:

Number of Graduating Students for the Academic Year 2023-2024:

Higher Diploma Programs

College	Program Name	Number of Male Students	Number of Female Students
College of Public Health and Health Informatics	Executive Health Leadership	6	4
	Family Safety	5	21
College of Nursing - Jeddah	Dialysis Nursing	0	0
Total		11	25

Master's Programs

College	Program Name	Number of Male Students	Number of Female Students
College of Medicine	Medical Education	9	17
College of Public Health and Health Informatics	Health Informatics	8	32
	Public Health in Health Systems Management	2	14
	Public Health in Epidemiology and Biostatistics	3	15
	Public Health	4	10
College of Nursing - Jeddah	Midwifery	0	3
College of Pharmacy	Drug Discovery and Development	0	0
College of Applied Medical Sciences	Managing Industrial and Radiological Risks	0	0
Total		26	91

Enrollment in Postgraduate Programs for the Academic Year 1446 AH:

College	Specialty	Number	Region
College of Pharmacy	Master's in Drug Discovery and Development	9	Riyadh
College of Applied Medical Sciences	The Executive Master in Industrial and Radiation Substance Hazard (EMIRSH)	13	
College of Public Health and Health Informatics	Higher Diploma in Family Safety	16	
	Higher Diploma in Executive Health Leadership	19	
	Master's in Health Systems Management	24	
	Master's in Epidemiology and Biostatistics	28	
	Master's in Public Health	27	
	Master's in Health Informatics	33	
College of Medicine	Master's in Medical Education	15	Riyadh
		9	Jeddah
		1	Al-Ahsa
College of Nursing	Master's in Midwifery Nursing	2	Jeddah
	Master in Nursing Dialysis	7	Jeddah



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