



Kingdom of Saudi Arabia
Ministry of National Guard
Health Affairs

MEDICAL

MEDICAL CARE
AMBULANCE
FIRST AID
NURSE
DOCTOR
HEALTH

MEDICAL CARE
AMBULANCE
FIRST AID
NURSE
DOCTOR
HEALTH

MNG-HA

Annual Report 2022

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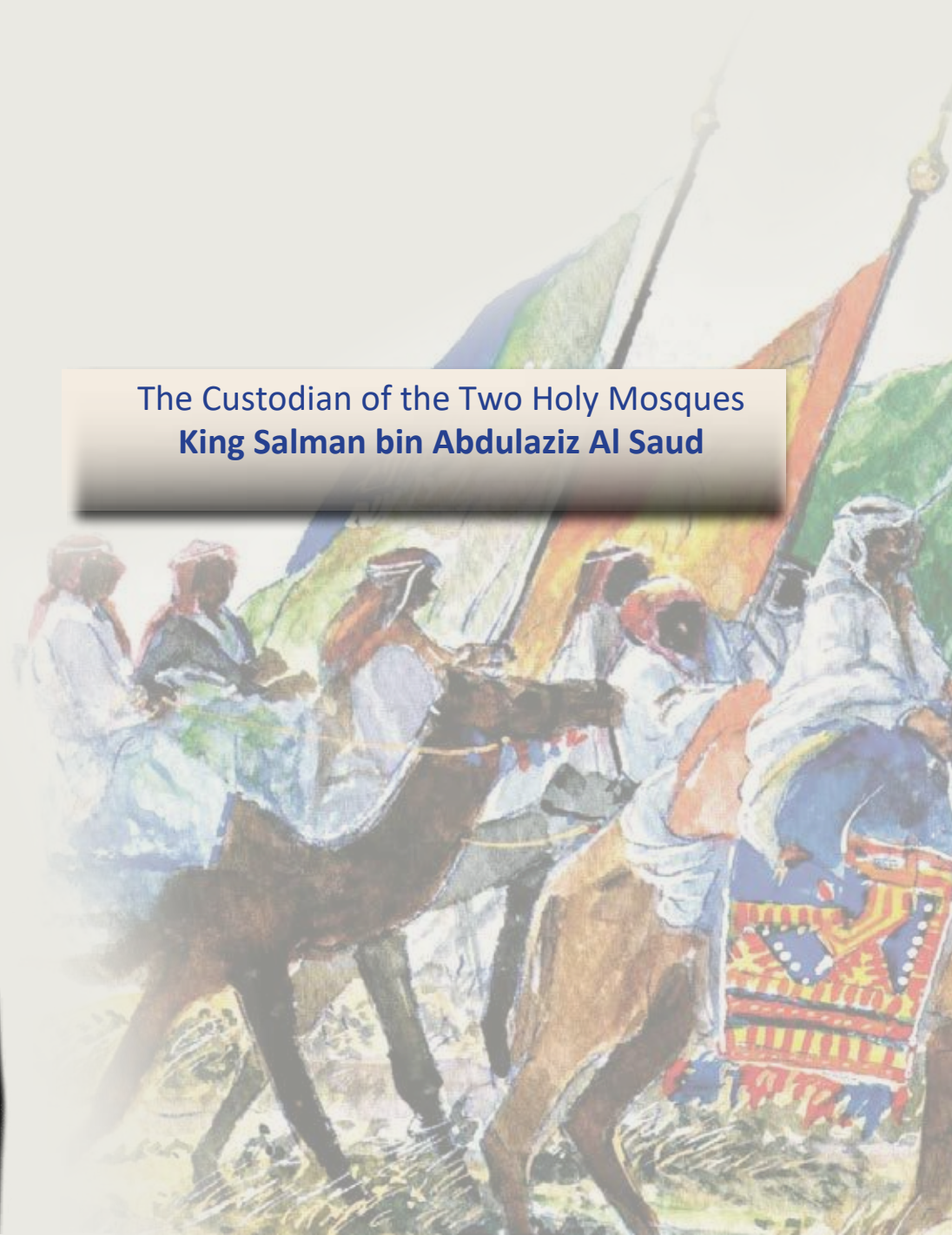
بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Kingdom of Saudi Arabia
Ministry of National Guard
Health Affairs



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



رؤية VISION



المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

**His Royal Highness Prince Mohammed bin
Salman bin Abdulaziz Al Saud
The Crown Prince President of the Council
of Ministers**





Kingdom of Saudi Arabia
Ministry of National Guard
Health Affairs



His Royal Highness Prince
Abdullah bin Bandar bin Abdul Aziz Al Saud
Minister of National Guard



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AWARDS AND RECOGNITIONS

Ministry of National Guard Health Affairs, Kingdom of Saudi Arabia



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



Gulf Cooperation Council
Centre for Infection Control



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



Web Medical
Accreditation
(WMA)



HONCode Standard
for Trustworthy Health



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



King Abdullah Bin Abdulaziz
Arabic Health Encyclopedia
wins Digital Excellence



HIMSS Analytics Stage 7



CAP Accreditation
American College of
Pathology



SHEA-APIC Partnership
Prevention Award



Arab Health Award 2015



الهيئة السعودية للتخصصات الصحية
Saudi Commission for Health Specialties

Saudi Commission for Health
Specialties (SCFHS)



American Society of Blood Bank



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



ISO 15189
Laboratory
Certificate



American College of
Radiology ACR



American Society for
Hospital Pharmacy
(ASHP)



ISO 185



ISO 9001:2008
Accreditation



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



ACAN Arab Technology Awards
Healthcare Implementation of the
Year 2009



EACVI
European Association of
Cardiovascular Imaging

European Association of
Cardiovascular Imaging





الخبز
مدينة الملك عبد العزيز الوطنية



Ambulatory
Care Clinics العيادات الخارجية

Entrance

CHA HUB
T CARE... RIGHT NOW



Preface

CORPORATE PLANNING & REGULATORY AFFAIRS

Dr. Mohannad Al Eeban
General Director

The Ministry of National Guard Health Affairs (MNGHA) has had another year of numerous and exceptional accomplishments. Our organization continued to advance toward excellence in progressive steps to ensure that our beneficiaries receive the best care that competes with international health institutes globally.

In the clinical field, MNGHA has received FACT accreditation as the first hospital to achieve such accreditation within the region, which will provide us with maximum assurance that CAR T cell therapy will be provided to our patients at the highest recognized standards internationally, making it a significant moment in the MNGHA journey.

In 2022, MNGHA had focused on robotic technology through multiple initiatives, including initiating the robotic and navigational surgery unit at King Abdulaziz Medical City in the Department of Orthopedics. Conducting more than 100 cases of robotic total knee replacement surgery at al Imam Abdulrahman Bin Faisal Hospital in Al Dammam, which has been recognized internationally as an exceptional robotic arthroplasty in the Middle East. The clinical achievement was empowered by strong information technology capabilities and infrastructure.

In 2022, MNGHA was the first and only health care organization in the world to obtain certificate of four domain - the seventh maturity stage - granted by the International Healthcare Information and Management Systems Society (HIMSS). In addition to the national award for digitally enabled care by the Ministry of Health.

We take great pride in providing advanced healthcare and services every year at MNGHA. Statistics and Achievement Reports Development expresses its deepest gratitude to all those involved in creating this excellent report. We look forward to the achievements we will achieve next year.



Significant Achievements 2022

لا إله إلا الله محمد رسول الله





Kingdom of Saudi Arabia
Ministry of National Guard
Health Affairs

The number of transplants operations (125 for kidney, 45 for liver, 17 for heart, 156 for bone marrow and stem cell)

The Stem Cell Transplant Program at King Abdul Aziz Medical City in Riyadh obtained quality accreditation from the international organization "FACT" as the first center in the Middle East to obtain this accreditation.

Orthopedic department in Imam Abdulrahman Bin Faisal Hospital – Dammam successfully achieved 100 cases of robotic total knee replacement surgery in the year of 2022 as a first hospital in the KSA with this technology and this rate in which they are officially become an internationally

First training program in Saudi Arabia, the Urology and Laparoscopic Fellowship Program in Health Affairs obtains global recognition in this specialty from the International Society of Urology and Laparoscopic Surgery "Endourology Society".

Launching the robotic and navigational surgery unit at the Department of Orthopedics at King Abdulaziz Medical City in Riyadh.

The medical team in King Abdullah Specialized Children's Hospital succeeded in separating the Yemeni's Siamese twin in a record time of 5 hours under the Saudi program to separate conjoined twins.

The Department of Ophthalmology in King Abdulaziz Medical City – Jeddah has performed the first two cases of Minimally Invasive Glaucoma Surgery using a preserflo microshunt implant, making KAMC-JD the first center in the kingdom to perform such a procedure.

Conducting the first case of arteriovenous fistula (Vistula) for hemodialysis without surgical intervention in King Abdulaziz Medical City, Health Affairs, Ministry of National Guard, which is the first in the Kingdom.

The Health Affairs of the Ministry of National Guard King Abdulaziz Medical City -achieved being the first and only health care organization in the world that obtained four times the seventh stage the certificate of accreditation of the information technology infrastructure maturity model granted by the International Healthcare Information and Management Systems Society (HIMSS).

Achieved (%89.13) of MNGHA Digital Transformation in Qiyas Digital Transformation Report of 2022 under DGA (Digital Government Authority) to measure the digital transformation.

Prince Muhammad bin Abdulaziz Hospital in Madinah has obtained a quality certificate for the application of the unified electronic medical record -the sixth level - in admission services.

Enhance and improve the cyber and information technology security of the Ministry of National Guard for Health Affairs.

Set up a stem cell transplant database system; which provides a more stable and secure database to be a source of information and results reports, as well as a source of quality and research projects in the Oncology Department in Riyadh.

Establishing an emergency system (HIS-BEST Care CONTINGENCY) that allows doctors and nurses to view patient records and appointments nationwide as soon as there is an unexpected downtime in Best Care system.

Digitally Enabled Care Award-2022, organized by the Ministry of Health.

Expansion of «Tele-health» in primary health care clinics and outpatient clinics.



MNG-HA

MISSION, VISION, OBJECTIVES & VALUES

MISSION

To continually enhance our healthcare delivery, save lives, and improve the health and wellbeing of the people we serve

VISION

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

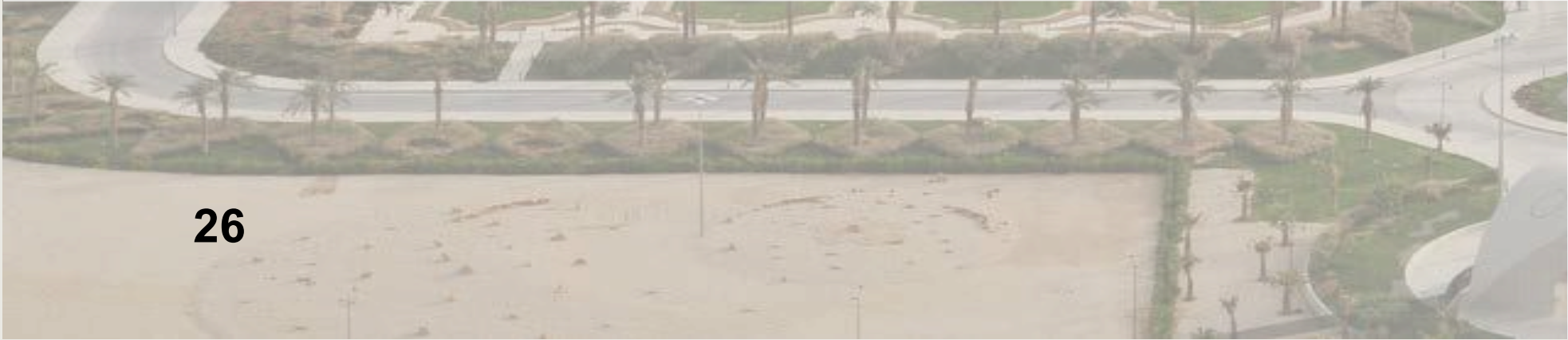
VALUES

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

STREGIC OBJECTIVES

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







Statistics

2022

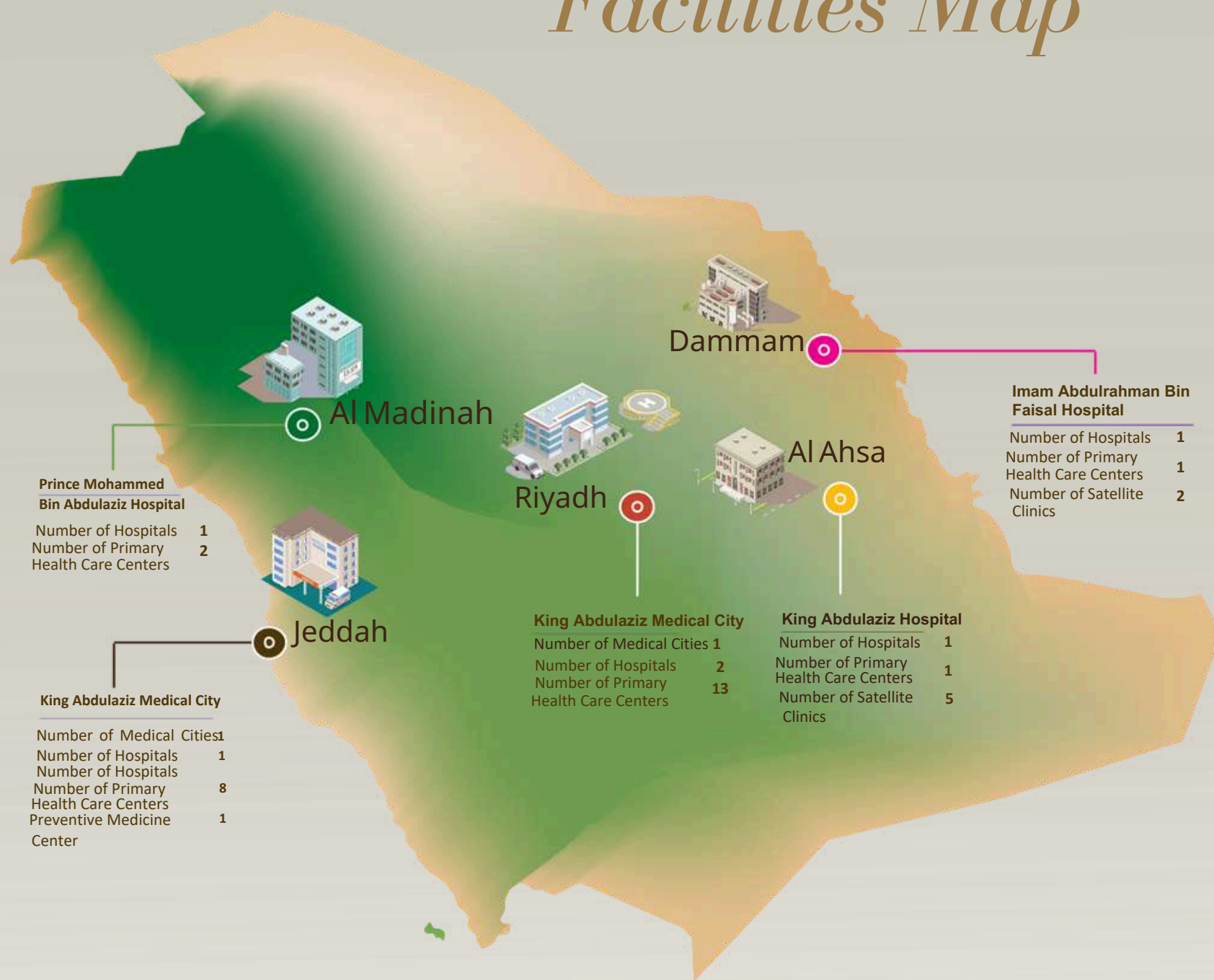
POPULATION

1,200,000 (forecasts)





Facilities Map





Health Indicators

MNG-HA 2022

رؤية
2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA



Health Indicators

By Hospital

| | Admission | Outpatient Visits | Emergency Room Visits | Surgical Operations | Day Care Surgery |
|------------------|-----------|-------------------|-----------------------|---------------------|------------------|
| KAMC RIYADH | 59,333 | 1,062,516 | 269,498 | 26,875 | 18,209 |
| KAMC JEDDAH | 22,094 | 328,769 | 70,216 | 9,430 | 6,711 |
| PMBAH AL MADINAH | 10,320 | 102,323 | 84,209 | 3,490 | 980 |
| KAH AL AHSA | 10,118 | 163,005 | 57,421 | 3,784 | 1,315 |
| IABFH DAMMAM | 7,106 | 81,283 | 74,683 | 2,330 | 735 |

Medical Departments



AMBULATORY CARE SERVICES

Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Emphasize

- Immunization Campaign (Infection Prevention & Control Department)-1 June 2022
- Viral Hepatitis Day (Infection Prevention & Control Department) – 13 September 2022
- Celiac Awareness Day (Clinical Nutrition) -14 September 2022
- International Elderly Day (Geriatric Medicine Department) - 2 October 2022
- International Stoma Day (Nursing Standards of Care, Wound and Stoma Care Department) -6 October 2022
- Continuing Professional Development Promotion (Continuing Professional Development Dept.)- 18-19 October 2022
- Stroke Awareness Day (Neurology Medicine Department) –31 October2022

Deliver

- ACC Tele-Health /Virtual Care Program – newly created section. This section caters in the governance of the ACC Telehealth Clinics including data governance, privacy and ethics, mapping of virtual journey of patient/s, an addition to governance of planning, development, operation and monitoring of the telehealth clinic within the ACC. Reporting directly to Director of Ambulatory Care Services.
- Installing magnetic doors for all ACC clinics
Better flow of patients.

King Abdullah Specialized Children's Hospital – Riyadh

Deliver

- Directing referrals from PMBAH – Madinah to MNGHA- Riyadh to the concern service.
- King Abdullah Specialized Children Hospital in Riyadh scoring the highest across MNGHA system for Patient Experience Survey for the last nine (9) months.
- Targeting above 90% in patients experience for all ACC-KASCH.
- Working with Clinical Strategy Department and Family Medicine for implementation of E-Consultation Clinic.
- IVR coverage enhancement (automated voice reminder) to include the following:
 1. Confirmation of appointment.
 2. Request of reschedule

Provide

- For the 3rd Year, KASCH continued to have zero (0) waiting list (patients due for appointment).
- Creation of Circumcision Clinic under Pediatric Surgery
- Creation of dedicated Tele-Health clinic slots for each MRP that eligible for this services.
- Creation of Apheresis Clinic in the Adult Stem Cell Section.

Implement

- Creating a dedicated Tele-Health clinic slots for each MRP that eligible for this services with continuous modification enhancement.
- Installation and availability of laser machine in Pediatric Dermatology Clinic.

Promote

- KASCH continuously improving the 4 weeks access to care in most of our Departments with 74% of referral received appointment within 4 weeks from the referral date.

King Abdulaziz Medical City – Jeddah

Implement

- Establishment of Telehealth Clinics to improve physicians and patients communication through Digital Health Care Services.

Provide

- Targeting to see > 90% New Patients within 4 weeks this is in order to reduce waiting time for New and Follow up visits and it was achieved in Q3.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Medicine Subspecialty Shadow Clinics for Medication Refill and Take Home Supplies.
- Access of care to all new patients within four weeks targeting 90% by opening new patient clinics.

Deliver

- Patient Satisfaction rate increasing by months above 90%.
- Working with IT to activate the IVR system To reduce no shows and walk-in for better care.

Implement

- Telehealth Clinics to improve physicians and patients communication through Digital Health Care Services.

Anesthesia Department

Introduction

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

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

Achievements among MNGHA King Abdulaziz Medical City – Riyadh

Deliver

- HIPEC Program Initiation for Cancer Patients • Spinal Cord Stimulation Program.

Objectives that have been achieved in line with the Kingdom's Vision 2030

- Green Anesthesia Initiative (approved by HAC) • MaCri Care Project: on-going International study (more than 27 countries) Saudi Arabia will be one of the participating countries. This study focused on improving the provision of maternal critical care, and aim to establish a baseline of current practices and service availability in different hospitals providing obstetric care. • F4S (Fit Four Surgery) on-going test applicability and variability of RCRI/NSQIP on Saudi population, and modification of the risk by adding STOP/BANG score.

recognition, contributions

- Saudi Anaesthesia Society Virtual Conference: Optimizing Patient Safety Through Comprehensive Bleeding Management in Cardiac Surgery Webinar (15 November 2022)
- 15th Saudi Anaesthesia Society International Conference: Innovative Approach in Anesthesia Practice (17-19 November 2022)
- 1st Anesthesia Research Day: Innovation in Anesthesia Practice Research (08 December 2022)

King Abdulaziz Medical City – Jeddah

Provide

- Affiliation with Department of medicine to perform interdisciplinary cooperation to cover the Pain Management Clinic.
- Affiliation with psychiatry section to perform Ketamine infusion sessions in patients with acute severe depression at PACU.
- Affiliation with rehabilitation center, to fast track any patient needs injection before PT.
- Affiliation with Hematology Department to improve the care & establish communication in regards of SCD patients & to establish rehabilitation program for them
- Affiliation with Oncology & palliative medicine department, to fast track patients who need specialized pain management interventions.

Deliver

- Start of Spinal cord stimulation program
- Acquire new PCA machines.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Accesstocare for Pre- Anesthesia Clinic within 4 weeks
- start chronic pain service
- Utilize Telehealth in pre-anesthesia clinic (90%)

Deliver

- Two electronic information screens for operation room- implemented
- Opening 5th operating room
- New devices arrived :

1- Two Ultrasound .

2- One TEE Probe .

3- One video assisted laryngoscope.

4- One nerve stimulator devise .

Promote

- Green Anesthesia Drive to decrease usage of environmentally unsafe drugs and vapour

Nnational awards and recognition

- CBAHI Re-accreditation –February 2022

King Abdulaziz Hospital – Al Ahsa

Emphasize

- 75% patients cleared for surgery in less than two weeks.
- Write literature in local language about fasting and medication guidelines population.
- Text message system for patients to get results of medication history.

Provide

- Patients seen in clinic < 2 weeks.
- Working on Increase OR Utilization (80% OR Utilization target)
- Added two Chronic Pain Clinic.

Deliver

- Integration of Anesthesia machine/Intra Operative to EMR system (BESTCARE) by “Centricity”
- In process of Getting new glidescope and nerve stimulator .
- Patient satisfaction up to 90%

Promote

- Green Anesthesia Drive to decrease usage of environmentally unsafe drugs and vapour.

Implement:

- All Anesthesia related patients’ record is electronic and real time

National awards, recognition, contributions

- Saudi Patient Safety Award on Crash Emergency Caesarian Section Key Performance Indicator.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Implement:

- Launching Central Monitoring Device in Anesthesia Office to monitor all Operating Rooms through a central monitoring
- New System for digital automatic recording of Intra-operative Anesthesia Monitoring by integration Anesthesia Machine in BestCare System.

Bed Management

Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Emphasize

- Conducting a case management awareness week aims to introduce the job of a case manager and its essential role in enhancing the quality of health care provided to inpatients.

Provide

- New record was registered this year for reducing the number of patients with more than eight weeks (81 patients).
- Collaborative project with different stakeholders to improve patient ER to Reducing waiting time for allocating bed to patient movement to be less than (2) hours.

Deliver

- Outstanding achievement in discharging and transferring 31 Chronic Vent patients
- First time since the bed management establishment to successfully discharged 62 complex cases in October 2022.

Implement:

- Medical Coordination has successfully implemented fully automated electronic processes that enable them to improve the service request response time from 3 days to less than 3 hours.

National awards, recognition, contributions

- Medical Coordination Achieve the first position in timely responding and processing in Saudi medical appointment and referral centre.
- Approval for Case Management Program Accreditation by SCFHS
- In cooperation with the training and devolvement section, the department provides a case management-training program to IPA Students.

King Abdullah Specialized Children's Hospital – Riyadh

Provide

- Care coordination and care planning helps in delivering more personalized care plan that explains clearly roles and responsibilities of each care provider and support services involved in delivering care to a patient.
- Multidisciplinary team meetings ensures timely delivery of care.
- Active involvement of patient caregiver in patient care delivery.
- Home based care referrals when appropriate and working closely with home health care team to ensure home visits to assess patient and environment prior to discharge from the hospital.

Deliver

- Work with social services to ensure social study availability for patient with LOS of 14 days and above to avoid any delays in discharge planning and patient care and to ensure proper explanation of social services available to patients and their families
- Establish a relationship with charitable organization to help provide equipment needs and follow-up services if applicable, esp. non-eligible patients.

Promote

- Effective case-management, especially for patient with multiple comorbidities decreases patient length of stay, decreases the number of hospital (re)admissions and improves patient satisfaction, while evidence on cost-effectiveness.
- Active monitoring of patient length of stay to avoid long hospitalization and delay of booked procedures.

Implement

- Establishment of Department Website.
- Command Center hotline.
- Post-discharge support hotline to improve quality and continuity of care and support family and patient needs post discharge.

King Abdulaziz Medical City – Jeddah

Emphasize

- Promote healthcare services by participating in new leukemia patients' fast track acceptance (MASAR) via EAHALTY MOH System

Deliver

- Admission staff check the pre-admission patients' information and processes are accurate to prevent the unnecessary admission that reflect better bed utilization
- Enhancing the quality and efficiency of healthcare services by employing Case Management Staff to expedite patient journey during admission and early safe discharge. Utilizing the hospital resources by transferring the bed blockers to the (Long Extended Care) that improved bed utilization efficiently.
- The outsource center was added administratively to the Bed Management

Department called (CCSMC) for the NG Long Stay

Inpatient (32 beds) recently expanded to (55) beds. (13 beds for ICU Adult and Pediatrics). The Project Technical Representative (PTR) is from Bed Management Department.

Promote

- Utilize the information to improve hospital functions and reduce unnecessary costs.

Implement

- WECARE Program in collaboration with the Patient Experience Department.



Cardiac Sciences

Introduction

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

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

Achievements among MNGHA

King Abdulaziz Medical City –Riyadh

Emphasize

- Secondary atherosclerosis prevention program is still the largest in KSA.

Provide

- reduce the outpatient waiting list from more than 6 months to 1 month.
- Reduce median waiting time for routine inpatient echocardiographic studies.

Deliver

- Performance of the first successful Pediatric Heart Transplant bridged with Berlin Heart in Saudi Arabia.
- First Saudi Donor for cardiac transplant in KSA (November 2022).
- PCICU: Maintained a low average length of stay (5.5 days).
- Echo: Implement a new echo workflow process based Bod System (i.e., Valve bod, echo oncology bod) within next 12 months.
- Echo: Achieve 100 % compliance of moving final echo report into BestCare within next 12 months by implementing direct communication between Echo PACs system (ISCV) to BestCare System.
- EP: Decrease the number of device infection to Less than 5%.
- Surgery: Use of trans-medics to transport donor-heart.
- PCICU: Maintain bed occupancy rate of more than 85%.



Promote

- Establishing and maintaining Adult & Pediatric advance heart failure program with mechanical circulatory support and heart transplant. 24 pediatric and adult cardiac transplant cases have been performed until November 2022.
- Establishment and running of advanced heart failure coordination office for facilitating access to care.
- Increase in the number of Adult Cardiology Fellows from 3 to 9 per year.
- Increase in the number of Pediatric Cardiology Fellows from 4 to 5 per year.
- Surgery: Lung Transplant Program

Implement

- In process to implement Apollo (Lumedx) comprehensive cardiac informatics within BestCare.
- Pediatrics: Obtaining new equipment such as Echo/ ECG machines.

International awards, recognition

- American College of Cardiology (ACC) Accreditation Services Cardiac Cath Lab v2 Accreditation with PCI (2022-2025) NCDR
- European Association of Cardiovascular Imaging (EACVI) European Laboratory Re-accreditation in Standard Transthoracic Echocardiography (TTE) and Transoesophageal Echocardiography (TOE) (up to 2024)
- Certificate of recognition as Center of Excellence of Berlin Heart and the 1st successful use of Excor-active in the world outside Europe (2022).
- Membership of the STS (Society of Thoracic Surgeons) International registry for quality & bench marking (2022).

contributions

- Completion of the first national program (pilot) in Cardiac Sciences Riyadh for the Electrocardiogram (ECG) Technician Training Program.

King Faisal Cardiac Center, King Abdulaziz Medical City- Jeddah

Emphasize

- Preventive Cardiology Program To reduce risk factors and prevent any signs of heart disease from getting worse. This program focuses on early prevention that can make a big impact on patients' health and wellbeing.

Deliver

- Advance Heart Failure Program To provide innovative treatments, reduces symptoms, and enhances the quality of life for heart failure patients. To provide unique insights into heart care and deliver the latest diagnosis and treatment options for all types of heart failure and lead the way in research to advance care.
- Cardiology Rehab Program establish a plan to help cardiac patients improve their cardiovascular function and optimize their quality of life.
- New Procedures:

1. Cardiac Surgery: Fontan Procedure and Minimal Invasive PAPVD Repair
2. Electrophysiology: Left Bundle Branch Pacing and Atrial Fibrillation Cryoablation.

Implement

- Opening new Telehealth clinics: Adult Cardiology Anticoagulation, Device and Heart Failure.
- New Technologies: Watchman Device for left atrial appendage closure, OCT System, Upgrade of Electrophysiology System and Upgrade of Rotablator to RotaPro.



Dental Services

Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Reduction of waiting list by 70%.
- Access of care is 4 weeks.

Deliver

- Planning stage of reconstructive surgery cases virtually and printing surgical guides in-house.
- Strengthen the collaboration of Dental Services-KAMC and COD- KSAU-HS to Increase the research involvement of the staff and Credential the COD faculty staff in order for them to be utilized in the clinical floor.

Implement

- Utilization of CAD/CAM to improve quality of care and reduce waiting time.
- Implementation of digital dentistry

King Abdulaziz Medical City – Jeddah

Emphasize

- Dental Department Prevention Programs For:
 - 1- Pre- school Children and School Student
 - 2- Patient with non-communicable diseases
 - 3- For pregnant women
 - 4- Patients with special needs

Provide

- Increasing the number of Dental Clinics cause the reduction of patient waiting list, which enhance patient access to care by Installation of 32 dental Clinics in NG SPC Center to provide NG patients highly specialized services, and Ongoing New Dental Expansion & renovation 11 extra Dental clinics.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Established Periodontics clinic.
- Establishing (4) new dental clinics & Dental laboratory at Al Madinah PHC (ongoing) and two clinic in Yanbu (ongoing).
- Deliver dental prosthesis in the same day

Implement

- Digital intraoral scanner and digital milling machine.

King Abdulaziz Hospital – Al Ahsa

Emphasize

- Measuring the compliance in the hand hygiene among the dental staff in accordance with the Infection Control Guidelines in the MNGHA.

Promote

- Validation of Waiting List to deliver Level of high quality, safe, innovative care and exceptional experience.

Provide

- Introduced walk-in patients in our attempt to diversify provision of care and provide timely patient care.
- Provide evening Dental clinics to the patients, which improved access to care and provided flexibility to patients.

National awards, recognition

Successful implementation of all CBAHI standards according to its rules & regulations through the recent 2022 CBAHI visit

Imam Abdulrahman Bin Faisal Hospital – Dammam

Provide

(Level of timely access to highly integrated care.)

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

Emergency Medicine

Introduction

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

Achievements among MNGHA King Abdulaziz Medical City – Riyadh

Emphasize

- Reduce overcrowding inside the Emergency units
- Update and writing new clinical procedures and treatment protocols

Achieve

- Continuous operation of the 24-hour Emergency Command Center to serve as a central hub for all kinds of emergency communications and dispatch services at King Abdul-Aziz Medical City, CR in cooperation with the external agencies, and as a center for directing, supporting and coordinating disaster operations in the Ministry of National Guard Health Affairs.
- Support the southern mission with medical and technical staff

Provide

- Swapping of patient flow between RAM A&B to better accommodate large volume of patient and provide better and safe care.
- Adding acute cardiology cases within the pathway of the acute medical unit.

Deliver

- Operating Emergency Ultrasound procedures within the new Emergency Radiology Unit.
- Fully Compliance with Door to Balloon in STEMI target to improve care for STEMI.
- Fully Compliance implementing pain management program with <15 minutes.

Implement

- Launching of the ER Tele-health.
- Installing new digital patient tracking system and elimination of paper system at the acute care.

King Abdulaziz Medical city – Jeddah

Emphasize

- Presented KAMC WR in KAIA Disaster Management Drill
- Participated effectively in the 6th Safety Awareness Campaign
- Provided medical coverage for KSAU-hs graduation ceremony

Provide

- Commissioning of the UCC to Decrease overcrowding
- Creation of the Disaster Section under the Emergency Department

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Achieved 8% of 5% targeted Return Visit to ED within 72 hrs.: To monitor patients who are return to ER within 72 hours after discharge not exceeding more than 5% of total monthly visit. % of Patients who return unscheduled to the Emergency Department within 72 hours after discharge
- Achieved 85% of 100 % targeted ECG Monitoring within 10 minutes: (The first ECG for a patient presenting with chest pain should be done within a 10-minute period of the patient arrival). ECG time is a vital ER indicator and increases patient safety. Besides, this will help ER to improve the SYSTEM. To ensure 100% of all adult patients with complaints of chest pain in ER will be able to complete ECG procedure within 10 minutes from triage time by utilizing Audit Tools.

Deliver

- Open channel for direct communication with Red Crescent to enhance mutual aid and cooperation.
- Establish system for to control and monitor medical items foe proper utilization and planning to reduce cost

King Abdulaziz Hospital – Al Ahsa

Provide

- Adding acute cardiology cases within the pathway of the acute medical unit
- Ensure mutual understanding agreement with Prince Sultan Cardiac Center the nearest cath-lab to our hospital to provide emergency Cath services
- Operating Emergency Ultrasound procedures within our Emergency Department

Family Medicine & Primary Healthcare Centers

Introduction

The Family Medicine and Primary Healthcare Department provides preventive, therapeutic and rehabilitative care to Ministry of National Guard population, through primary care centers placed in Central, Western, and Eastern Regions to achieve the goals and strategies of health affairs, which confirm that primary health care is the basis of the health system.

Achievements among MNGHA

Central Region

Emphasize

- Conduct Flu Vaccine Campaign in all PHC Centres in collaboration with the infection prevention and control department.
- Health Promotion Campaign entitled “WE CARE” held at the Ministry of National Guard Health Affairs Clinic.

Deliver

- Monitoring of the referral system, for pending and rejected referrals , No Show patient and Access of Care through the portal.
- Adding More Modality (Ultrasound Services) to improve rendered Services to be near to the patients’ catchment area in iskan clinic.

- Increase number of Services provided to patients such as Sub Specialty clinics especially OB/Gyn, improve the service for Rapid Hepatitis C Screening, Male Dental Clinic to be operational) in prince bader clinic.
- Continuous Promotion of Maternity Care, Well-baby and Breastfeeding to provide continuous support and empowerment to the mothers as well as to educate them in rafha clinic

Implement

- Implementation of Takeed System for Laboratory Critical Results Notification.
- Implementation of PeerVuew System for Radiological Critical Results Notification.
- Implementation of WeCare Ticket System for Patient Complaints in PHC in collaboration with patient experience department.

Westren Region

Provide

- Provide comprehensive management for the patient with minimal need for hospital visits, reducing number of visits to secondary and tertiary care.

Implement

- Full implementation of Tele-Health services in all Primary Health Care centers – WR.

Al Madinah

Provide

- Initiation of wellbeing clinic for stress management clinic for employee.

Implement

- Full implementation of Tele-Health services to facilitate patients care .

Eastern Region (Al Ahsa)

Provide

- Establishing virtual clinic (telemedicine) and all necessary tools have been provided to facilitate workflow such as a direct line for clinics.
- Increasing number of Business Center Patients / Expansion of Business Center
- Increasing number of Employee Health Clinics to cover the high demands of the employees and their dependents including the staffs and students of the growing King Saud bin Abdulaziz University for Health Sciences

Promote

- Provide innovative, comprehensive, high quality and cost effective health care, which is patient and family oriented, community focused, and evidence-based
- Promotion of the discovery and dissemination of knowledge important to clinical practice, teaching and the improvements of the organization of health care.

Eastern Region (Dammam)

Emphasize

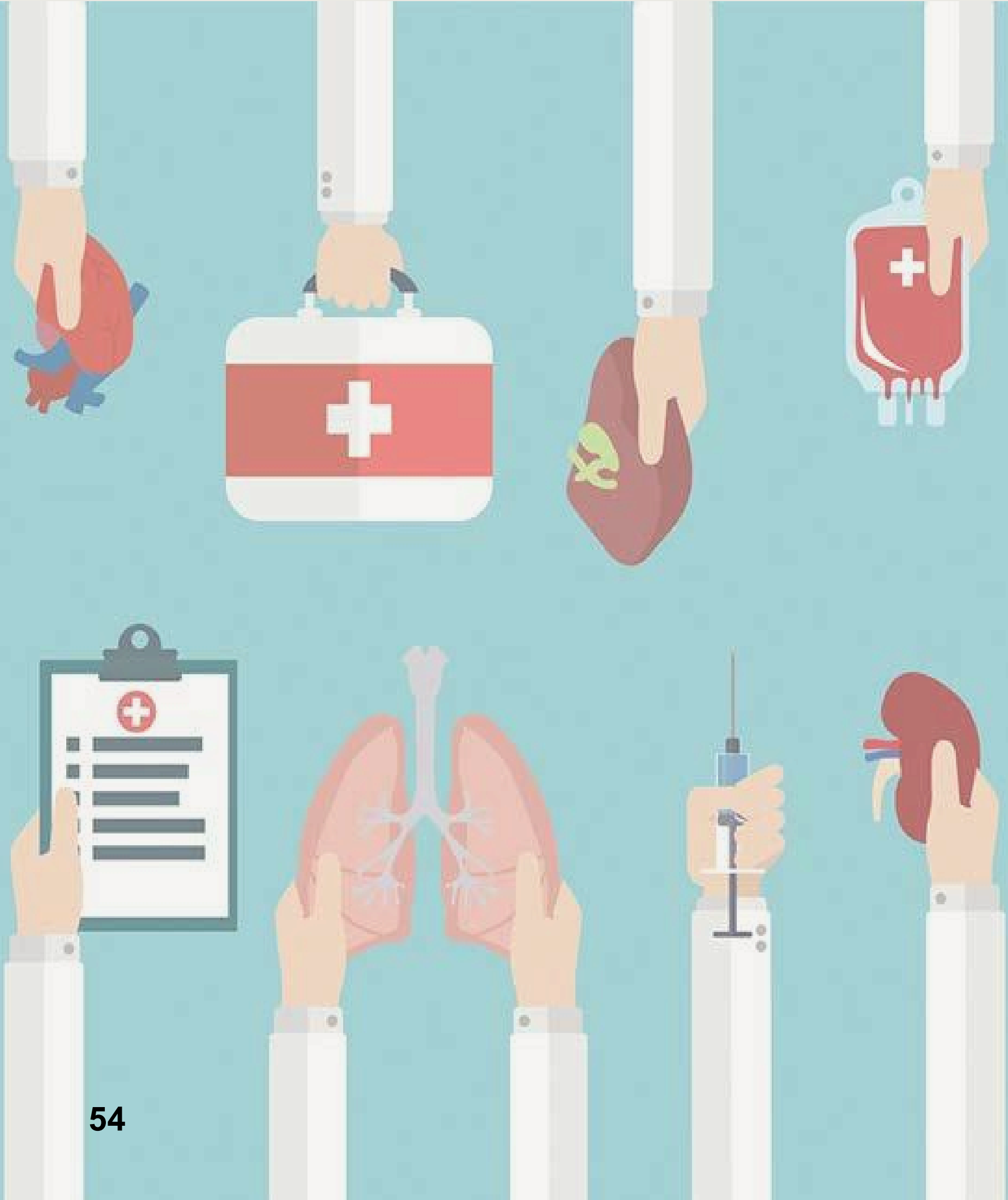
- Reducing the risk of infection by Participation in a project to measure the extent of employees hand hygiene before and after being exposed to the patients in cooperation with the Preventive Medicine Department and Providing an equipped isolation room.

Provide

- Providing direct daily slots for emergency department in PHCC clinics in order to decrease the crowiness of category 4 and 5 in emergency department
- Increase thenumber of patients in each clinics in order to accommodate the increasing demand on health services in PHCC.

Implement

- Establishingvirtual clinic (telemedicine) and all necessary tools have been provided to facilitate workflow such as a direct line for all PHC clinics



Hepatobiliary Sciences and Organ Transplant Center

Introduction

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

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

Achievements among MNGHA

Provide

- Provided all transplant patients with an instant communication channel to communicate their concerns and requests which resulted in a major drop in walk-in patients to clinic.

Achieve

- The total number of kidney transplants reached 125 for adults and children for the year 2022.
- The total number of liver transplants reached 45 for adults and children for the year 2022.
- The number of bone marrow and stem cell transplants reached 156 for adults and children for the year 2022.
- The total number of heart transplants reached 16 for adults and children for the year 2022.

Home Health Care

Introduction

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

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

Achievements among MNGHA King Abdulaziz Medical City – Riyadh

Emphasize

- Remote monitoring and providing regular monitoring and education via Implementing Blood sugar, Wound care, and BP link, the data analyzed daily by HHC Doctors and HHC case management.

Deliver

- Effective Medication Management for HHC department to extend the IV therapy services from IV antibiotic program to electrolytes IV program in order to decrease ER /Hospital admission for HHC patients who need IV electrolytes replacement (Magnesium Sulphate, Potassium chloride).

Provide

- Repaid Response Team help in reducing the delay in the services provided, reduce the clinic area waiting list for medication refill avoid unnecessary hospital visits such as ER visit for NG tube reinsertion or PEG tube site leaking. • Referral team consists of (Referral nurse, Social worker, HHC Doctors, HHC OT ,and the case management) make sure patients receive the right care at the right time in their home by Assessing patient needs to HHC services within 4h from the referral , in a way facilitating early hospital discharge.

- Geriatric collaboration (Direct Admission)Agreement was affective in November 1, 2022 in order to improve the access of care to HHC Patient in reference to PEG tube newly insertion, IV antibiotic for the first Dose with multi comorbidities diagnosis.

Implement

- Ensure patients receive the highest quality of care through their telemedicine visits, reduce a several-hours process, infection prevention, and Cost savings forboth patients and hospital.
- Barcoding system help in converting all the data needed (phones number, MR number, and location) in a form of electronic record saved in a shared HHC Google drive file, which make easy to access any time and can be updated Easily.

King Abdullah Specialized Children's Hospital

Emphasize

- Flu vaccine campaign
- HHC pediatric caregiver training booklet in alliance with Saudi commission for health specialist project

Provide

- Expansion of IV antibiotic service utilizing (home easy pump machine)

Deliver

- Home mechanical ventilation
- Overnight pulse oximetry study to be done at patient's home
- Home follow up patient's with diabetic mellitus
- Post stem cell transplant F/u
- Home Covid-19 swab test for patients under mechanical ventilators at home
- Delivering medication and central store supply to specific HHC patients with social needs after conducting social assessment screening
- Independent Hero project

Implement

- Collaborated with Quality and Patient Safety Department to build HHC Dash board.

King Abdulaziz Medical City – Jeddah

Emphasize

- In regards to level of health promotion and presentation HHC department working on KPI of HHC patients. Assessed for safety and outcome of data collected from visits documentation on patient safety shows 100% assessment for safety for the last 12 months.

Provide

- The hospital tracheostomy team with coordination of HHC team continue to change tracheostomy tube for HHC patients in their home setting in the community.
- Palliative team with coordination of HHC team follow there palliative patients through virtual clinic.
- Working on Creation of two satellite office in Makkah city and North Jeddah for better utilization of resources

King Abdulaziz Hospital – Al Ahsa

Provide

- Provide level of timely access to highly integrated care via facilitate acceptance of referral of military personals in southern borders.
- Collaborate with OB/Gyn Department to establish HHC visit for OB/Gyn Patients.
- Assess referral patient within 24 hours.
- Admit patient within maximum 72 hours from the day of discharge or referral.
- Increase the radios coverage to 40 KM from KAH.
- Expanding the HHC services to serve all KAH Employees and their independents
- The percentage of accepted referrals in 2022 is 70% from a total of 99 referrals up to the end of October 2022.

Deliver

- Deliver high level of quality and emphasize level of health promotion and prevention through reduce the number of ER visit and Hospital admission length of stay.
- Collaborate with OB/Gyne Department to establish HHC visit for OB/Gyne Patients
- Reduce the number of Hospital admission length of stay by 55%.

- Maintain good communication with all families, colleagues and relevant departments. To prevent illness, diagnose illness early and to treat effectively.
- 64% of repeated infection treated at home by HHC staff.
- OB/Gyne collaboration under HHC services

Implement

- Activation of mobile application program.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Emphasize

- Educate the client and family through appropriate education and training

Intensive Care Unit (ICU)

Introduction

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

Achievements among MNGHA King Abdulaziz Medical City – Riyadh

Deliver

- Establishment of subspecialty critical care unit including the Medical ICU (MICU), Trauma ICU (TICU), General Intensive Care Unit (GICU), Surgical ICU (SICU), Neuro Critical Care Unit (NCCU), Transplant Oncology ICU (TOICU), Progressive Recovery Unit (PRU), Respiratory Intensive Care Unit (RICU) and Critical Care Response Team (CCRT), to improve the quality of care.

- Lunching eleven Critical Care Initiatives including the (I-protect, ICU Early Mobility Program, Physician Handover application in BESTCare system, ICU Daily Goal Sheet, Simulation and Patient Safety Project, Improving the care of ventilated patients NASAM Bundle, Virtual Family Visit and Patient Experience – Zyarati, Neuro Critical Care project, Safe Tracheostomy Care, Critical Care Family Support Program, and Sepsis Care Enhancement by Electronic Notification “SCREEN” project).
- Continue to have low ICU Mortality (in 2021 12.6%, 2022 11.1%).
- Continue to have low re-admission rate (1.4 %in 2022).

King Abdullah Specialized Children’s Hospital-Neonatal intensive care

Emphasize

- Zero Fractures (Neonatal Bone Health Program).
- Zero Blindness due to Retinopathy of Prematurity (ROP).
- Zero cases of severe Neurodevelopmental impairment (Kernicterus) due to Severe Hyperbilirubinemia.
- Keeping units infection-free by improving hand hygiene compliance rate - to make it back to at least 90%, if not higher than this.
- RSV Immunoglobulin Prophylaxis Campaign.

Provide

- Neonatal Special Lab Clinic (NSLC).

Deliver

- Creation of NEOMEDBOOK as the centralized reference for Neonatal Medications and its integration to the Bestcare System.
- Creation of Phototherapy Charts (based on the Updated Guidelines for Managing Neonatal Hyperbilirubinemia, from American Academy of Pediatrics, 2022).
- Guidelines: Level of Attendance requiring Neonatal Rapid Response Team (NRRT) Attendance.
- Increase efforts to keep the units CLABSI-Free.
- Maintain the success of the ‘Zero Fracture’ initiative in Neonatal Intensive Care Department.

Promote

- Improving the process in monitoring patients enrolled in the Retinopathy of Prematurity Screening Program.
- Re-launch the Neonatal Neuroprotection Program with an established Core team and multidisciplinary support.
- Promote more academic activities for Neonatal Fellows and Pediatric Residents (e.g. more Journal clubs, case presentations, lectures, and other educational sessions).

Implement

- Successful Virtual Family Visits using “Zyarty App” to safely connect parents with their premature babies.

King Abdulaziz Medical City – Jeddah

Emphasize

- proper utilization of interventional Radiology Services the cancellation procedures drubbed to Zero.
- Implementation of CAUTI Bundle To Reduce catheter associated urinary tract infections.

Provide

- Intensive Care Unit provides a Medical Care for all ICU discharged patients: to observe & follow up during 48 Hours post discharge to optimize the patient Care in order to prevent the ICU readmissions.
- ICU Readmission within 48 hours: The percentage of readmission to the ICU within 48 hours of transfer to other wards is 3.37% which is significantly less than the International benchmark ratio of 7.78%.
- Reduce the ICU Procedures cancellations by zero

Deliver

- Improve the competency and standardize the training program as part of SCFHS: Expansion of ICU Simulation teaching program to include all ICU healthcare providers.
- Working on ICU Trauma Centre Expansion.
- Working on SCREEN Project To improve the care of patients with Sepsis through early detection using e-alert system in four different phases.

Implement

- ICU established Zyarati Videoconferencing facility for patients with their families. In order to offer both safety & convenient approach to communicate virtually.
- Initiation of Point Of Care U/S (POCUS) Program:To improve the Competency and standardize the training program as part of SCFH

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Emphasize

- Antibiotic stewardship program was established with Infection Control Department.

Deliver

- API project to address multidrug resistant organisms.
- Participating with Quality Department in a project to improve communication with families of patients in critical care areas.

King Abdulaziz Hospital – Al Ahsaa

Provide

- Establishing COVID-19 ICU clinic
- Working on Increase word bed for long term ventilated patient.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Deliver

- Delirium in the intensive care unit: To decrease the delirium in critically ill patients by implementing delirium screening tool as early identification thereby minimizing long term cognitive impairment To achieve 100% compliance with delirium screening tool.

Medical Eligibility

Introduction

Medical Eligibility Department was established to facilitate the process of accepting referred non-National Guard patients for tertiary medical care based on clinical criteria and according to hospital capacity to ensure that priority is given to those patients that are of greater need for our expertise and resources and maintain their eligibility as long as their medical condition require tertiary care. Recently, Medical Eligibility uses Ministry of Health (Ehlah) System to process MOH referred cases, both eligibility and coordination governed by MNGHA administrative policies and procedures.

Achievements among MNGHA Prince Mohammed Bin Abdulaziz

Hospital – Al Madinah

Provide

- Implement an optimum access system that is more efficient in reducing delays and improving performance.

Promote

- Compensation for Saudi Patients Referred for Treatment to/from MNGHA Healthcare Facilities Outside their Place of Residence

Implement

- NAFATH System
- Inter-facility Patient Transfer System
- Established e-system of medical eligibility and medical coordination program is another giant step in the long journey of excellence.

King Abdulaziz Hospital – Al Ahsa

Deliver

- Activation of extending eligibility directly by doctors via Best-Care system.

Implement

- Activation of electronic system between KAH-Hasa and KAMC-Riyadh for inpatient referrals.

Medical Imaging Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Improvement in and out-patient waiting time though increment of requests number
- Maintain 24-hours role for imaging in-patients.
- Achieve the ER target TAT (less than 30 minutes)
- Decrease the fluoroscopy waiting list within one week.
- Increasing the daily access for Neuroradiology Imaging to shorten waiting list time.
- Every day, about 20 patients from other departments and the daily planned procedures for fluoroscopy and breast imaging are taken care of.
- Collaboration with the team of conjoined twins inside the operation room.
- provide valuable insight into the challenges presented by our organization that will help with the implementation of policies promoting integrated care.
- Improving communication and supporting collaborative leadership by helping people get timely, high-quality health care services.
- Thyroid cancer patients are seen in the Combined Thyroid Cancer Clinic on the same week of referral with immediate treatment arrangements.
- Improve the ultrasound outpatients' experience by decreasing the waiting list from 24 weeks to 6 weeks.
- Started a new service from the hematology department (fibro scan).
- Improve the waiting time for FNA outpatients' from six months to two week.

Deliver

- Evaluating the diagnostic accuracy of ultrasound and X-ray for detection plural effusion in National Guard Health Affairs in Saudi Arabia, Riyadh.
- Simultaneous form for direct communication between Radiologist On-call and Technologists On-call.
- Investigating the Safe Practical Use of Intravenous Catheters For Radiology Procedures In Medical Imaging-KASCH (Nuclear Medicine, MRI, CT Scan).
- The impact of operating the pediatric fluoroscopy modality by the rotated radiologist in radiation dose and fluoroscopy time in KASCH.
- Quality improvement through direct patient communication prior to the scheduled procedure in MINM.
- Optimizing pediatric renal ultrasound follow ups for hydronephrosis.
- Establish a benchmark for pediatric fluoroscopy time and written protocol.
- Participated in conjoined twins diagnostic and intervention procedures
- Accommodating and supporting different subspecialties of orthopedic and rheumatologic services.
- Accommodate more number of diagnostic and interventional procedures.
- Improvement in the TAT (Turn-around-time) for ER, IP and OPs.
- Finalizing the vein of Galen malformation pediatric treatment protocol.
- Participating in the carotid stenosis treatment guideline (in the process of finalizing the DPP).
- Participating in the subarachnoid hemorrhage treatment guideline pathway (in the process of finalizing the DPP).
- Promoting future pediatric stroke protocol establishment.
- Promote providing ER Gastrostomy patients on the same Day.
- Developing MRI plaque imaging sequences.
- MRI update and development of new sequences with manufacturer company collaborations to ensure high imaging quality and decrease time imaging sequence.

Implement

- All old machines were replaced with new digital machines that had the advantage of auto stitching for scoliosis and long-length imaging.
- Execution of the ACR-TIRAD Guideline for thyroid FNA cases.
- TIRADAS FNA filtration system for thyroid fine needle aspiration requests via the Peervue system to reduce unnecessary requests and appropriateness of care.
- Telehealth clinic has been established in the second quarter of this year.
- Processing 3D lab for craniopagus cases and other complex cases.
- Enhancing and optimizing the stroke system, data analysis and AI modules.
- ACR Computed Tomography Reaccreditation.
- Guidelines and Assemblage of Implants, External Devices, and Cosmetics MRI Compatibility by Using Barcode.
- Standardization SMSs for scheduling, reminding and Instruction for all MID procedures.
- Ticketing system - of ER-MID Roadmaps in X-ray, US and CT. KAMC.
- Therapeutic complete excision of a small benign lesion under local anesthesia, guided by ultrasound using a vacuum device.
- Using a wireless handheld vacuum ultrasound-guided biopsy device.
- First physician performing endovascular AVF (EndoAVF) creation for hemodialysis in the Kingdom of Saudi Arabia utilizing Ellipsys' device , Medtronic 2022.
- Use wireless localization to break the connection between radiology and surgery before surgery. This will save time and reduce patient anxiety.
- The women's sciences MRI machine is installed and ready to use
- Introducing the new diversity of Interventional Radiology Procedures and technologies and time saver techniques for the VIR procedures

King Abdulaziz Medical City – Jeddah

Provide

- Reduction of ultrasound slot from 45 min to 15 min.
- Decrease in the PET waiting list by two weeks

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Expansion for Ultrasound rooms to be 5.

Deliver

- New PACS migration with minimal struggles and migration errors.
- New services introduced which is Pelvic Floor.
- Replacement of some equipment to provide highly and save service.
- Full coverage of PHC services including X-rays and ultrasound in WR
- There are 14 tumour boards/rounds being covered by the department in weekly basis.

Implement

- Wireless pre-operative localization
- introduction of the new use of the artificial intelligence in the diagnosis of stroke through using the “RAPID” Software
Significantly improved accuracy and fastening the diagnosis and management of stroke patients

Provide

- Achieved the objective of timely access to integrated care by providing 24/7 diagnostic imaging service (RIS) that can be accessed from Best-Care by physicians from anywhere in the hospital.
- Installation and completion of bones densitometry (DEXA) scan unit
- Shortening the report turned around time(24H) To improve efficiency and reduce cost and waiting time.

Deliver

- Complete installation of modernized digital fluoroscopy machine.
- Complete installation of two state of the art digital radiography machines which are very fast, accurate and has achieved efficient diagnostic services.
- Reviewing patients waiting list from time to time and take necessary steps to reduce the waiting list.

Implement

- Majority of the equipment are state of the art digital technology capable of delivering quality imaging service

King Abdulaziz Hospital – Al Ahsa

Emphasize

- Full compliance with the HAC resolution for timely treatment of cancer patients.
- Less than 1 week waiting lists for CT & Ultrasound.
- ER Turnaround Time (TAT) 20 minutes for General, CT and Ultrasound studies
- Monitoring waiting times for ER patients to achieve shorter Length of Stay
- 100% compliance with APP on Critical Value reporting.
- Establishment of Business Intelligence dashboards for statistical data across MNGHA have been established, as part of the PACS renewal project.

Imam Abdulrahman Bin Faisal Hospital – Dammam

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

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

Promote (Level of sustainability, resilience and value.)

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



Medicine Department

Introduction

The Department of Medicine 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, and training and education of medical students, interns, residents and fellows from various specialties in order to provide timely, patient-centered collaborative care, and to be leading the best Health Community Welfare and Customer satisfaction to Ministry of National Guard employees and dependents through providing best patient quality of care, enhancing health providers' health education, and research promotion.

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- **INFECTIOUS DISEASES:** Establishing of the ID division dashboard with the support of DOM, IT to support timely access to care and improvement of clinical outcomes in ID consultation services). Access to ID ACC is more than 95%.
- **INTERNAL MEDICINE:** In collaboration with other services, the Division of Internal Medicine has defined the admission criteria for Cardiology, Pulmonology and Endocrinology. In addition, defined the Thrombosis criteria with Hematology service. To improve the care of other departments, they proposed a co-management team service, waiting for final approval and workforce recruitment. Establish a consultant ward service (MWD) to Improve patient & nurse.
- **Transplant-Oncology Infectious Diseases Program:** By the end of Sept 2022, the average monthly consultation was 20% increase compared to 2021.
- **PHYSICAL MEDICINE:** Successfully achieved of 4 weeks access to care initiatives that targeting more than 90%. The clinics booking for adult Physiatry, spasticity and multiple sclerosis increased to 13 patients, for pediatric Physiatry clinic increased to 22 patients. Attended all consultations and referrals in less than 12 hours.
- **PULMONOLOGY:** Shorten the waiting time of patient for sleep study to perform day sleep study.

Deliver

- **ENDOCRINOLOGY:** got the best clinic in MNGHA on patient satisfaction, OCT to Screen all diabetes patients for retina exam.
- **GERIATRICS:** Continuity of care for MNGHA Long Term Patients housed in Care National Hospital (CNH) and Riyadh Care Hospital (RCH). Weekly visits supervised by the Division of Geriatric Medicine. Treat & reduce the incidence of pressure sores. Reduce of Polypharmacy.
- The Division of Internal Medicine launched the Emergency Room Flu clinic and the Nocturnist services for 1-3 months. Commenced Medicine Ward Director (MWD) project to improve internal medicine patient and nurse satisfaction. Designed an internal inpatient consultative service guide to standardize care with retained flexibility. Initiated a taskforce to improve internal medicine heart failure care
- **NEUROLOGY:** Re-launched Epilepsy Program and EMU service.

- **PHYSICAL MEDICINE:** Utilizing scholarship program: they are able to cover the following Physiatrist speciality/subspecialty available in the division (General rehabilitation, Musculoskeletal medicine, Spasticity & Multiple sclerosis, Paediatric Rehabilitation and Spinal Cord injury Rehabilitation) • **PULMONOLOGY:** Home sleep study – machine increased by 4 to total of 8 machine plus home CPAP titration. Interventional Bronchoscopy. Combined Haematology and Pulmonology multidisciplinary clinic
- **GERIATRICS:** Long Term Visit

King Abdulaziz Medical City – Jeddah

Provide

- **General Internal Medicine Section:** Establishment of RAC (Rapid access clinic) twice weekly. Establishment of post discharge OPD GIM clinic twice weekly. Long stay /transitional care inpatient team. • **Gastroenterology Section:** Reengineering of Endoscopy booking procedures and introduction of new process of booking pathways at Endoscopy with utilization of endoscopy module. Restructured process of booking and scheduling of Fibroscan with proper documentation. New installation of fluoroscopy room. New Referral response time less than 48 hours. • **Psychiatry Section:** Opening weekly Consultation-Liaison Clinic for patients seen in the Psychiatry consultation service to provide close Follow-up after discharge from the hospital and to ensure continuity of care. Providing Ketamine Infusion Therapy as a treatment modality for patients with treatment-resistant depression and patients with active suicidal ideation. Establish a wellness clinic for healthcare staff. Open Rapid Access Clinic to triage referrals to the appropriate specialty clinic To our knowledge, KAMC- WR is the first and the only governmental hospital in the kingdom that provide this service for psychiatric indication. • **Neurology Section:** New Referral response time less than 48 hours • **Respirology Section:** Decreased the waiting list of sleep patients in outpatient clinic by adding another sleep clinic. • **Respirology Section:** Provided PFT appointment through digital health to improve the missing PFT appointment. • **Psychiatry Section:** Decreasing the waiting time in the outreach clinics in Taif and Sharaiea.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Deliver

- Expansion of Isolation Step-down In order to provide HDU care to COVID or suspected COVID cases.
- initiating Breast and colorectal Cancer screening.
- Sleep Lab Project (To initiate a sleep lab, To detect and treat sleep disorders)

King Abdulaziz Hospital – Al Ahsa

Provide

- Expansion of Hemodialysis Service to overcome the increasing number of Dialysis Patients. .

Deliver

- Start Electrophysiology Services in KAH Al Ahsa in order to improve quality of patient life.
- Approval of Bed Leasing for Long Term Care patients to be able to reduce the number of long term patients occupying acute beds.



Obstetrics & Gynecology

Introduction

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

Achievements among MNGHA King Abdulaziz Medical City – Riyadh

Emphasize

- Mental health assessment for obstetric patients for early recognition and referral.
- Reproductive Medicine & IVF Division: Interview patient education one to one.
- Promotion of preventive medicine by: applying pre-pregnancy counselling and early antenatal screening/ diagnosing for genetic diseases in high-risk pregnancies, and promoting for early screening of chromosomal and congenital anomalies by introducing NIPT (Non-invasive Prenatal testing).

Provide

- Access to I CARE, I SURG, and 98% of new referrals are seen within 4 weeks with zero pending referrals.
- Achieved the targeted timely access to care with no waiting referral (zero). And 97% of new referral are seen within four weeks.

Implement

- All OB/GYNE scans are digitalized and saved using PACS.
- IVF is now using Telehealth program for follow up patient /Reproductive Medicine.

King Abdulaziz Medical City – Jeddah

Provide

- All patients are seen and given appointments within 3-4 weeks by the Consultants.
- Patients are able to view their labs, images and book appointments by using the MNGHA application through their mobiles.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- All patients are seen and given appointments within 3-4 weeks by the Consultants.

King Abdulaziz Hospital – Al Ahsa

Provide

- Addition of Pre-Conception Clinic.
- Achieve 100% compliance with evidence based VTE screening and management

Imam Abdulrahman Bin Faisal Hospital – Dammam

Implement

- Launching The New Change in Health Care (PACS).
- Enabling all OBGYNE Patients now for the new direct booking service through Patient portal “MNG-HA Care Mobile Application” which allows the patient to utilize several services easily within one touch.



The background of the page is a grayscale, high-magnification microscopic image. It features several clusters of cells, some appearing as dense, rounded masses and others as more elongated, branching structures. The lighting creates a sense of depth, with some cells in sharp focus and others blurred in the background. A large, dark, circular area on the right side of the page contains a more detailed view of a cell cluster, possibly a tumor, with individual cells showing distinct nuclei and cytoplasm.

ONCOLOGY

Oncology

Introduction

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

- . Adult Hematology
- . Adult Medical Oncology
- . Radiation Oncology
- . Gynecology Oncology
- . Palliative Care
- . Stem Cell Transplant and Cellular Therapy
- . Cancer Control and Outreach

Achievements among MNGHA

King Abdulaziz Medical City & King Abdullah Specialized Children's Hospital – Riyadh
Emphasize

- Stem Cell Transplant and Cellular Therapy: 100% compliance of vaccination rates in adult patients post stem cell transplant. SCT patient and family education (release of 7 new educational materials).
- Adult Medical Oncology: Initiated the International Foundation Medicine (FM) Tumor Board. Oncology fertility clinic. Genetic clinic. Precision oncology clinic.
- Radiation Oncology: Compliance and facilitation of patients with Covid-19 symptoms for radiation treatment. Patient education materials prior to radiation treatment (Quality Improvement projects). Emphasize on patient experience and satisfaction.

Provide

- Stem Cell Transplant and Cellular Therapy: 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.

Launching of 4 new adult stem cell coordinator clinics to accommodate more patients.

- Radiation Oncology: Sustained (for the year 2022) above required institutional target score for 4 weeks access to care. Radiation oncology division have facilitated patient treatment during weekends and out-of-hours service during weekdays to ensure timely access to highly integrated care. Multi-disciplinary teams that include Radiation oncologist, Medical Physicist, Therapy radiographers, nurses and coordinators are all available during out-of-hours to ensure safer and timely treatment to patients.

- Adult Medical Oncology: Added medication refill request clinic (15 slots per AM session only – from Sunday to Wednesday).

- Gynecology Oncology: Gynecology Oncology Nurse Specialist Clinic (opens from Sunday to Thursday). Two additional clinics were added (one colposcopy and one chemotherapy clinic). Same day admission/ surgery- fully operational.

- Palliative Care: Early integration with oncology team is one of the main goals of palliative care to be more effective and easily accessible by cancer patient whether inpatients or outpatients. We introduced 3 integrated clinics this year with thoracic, GI and breast clinic as a part of multidisciplinary team; more clinics will be cover in the future.

Online cancer pain management educational course for medical doctors (oncology department). Online nursing educational program (palliative care nurses). Coordinating transfer of palliative care patients to long term new facility (Oncology specialist center at King Abdullah Road) for HOSPICE patients.

- Cancer Control and Outreach: though suspected cancer program.

Deliver

- Stem Cell Transplant and Cellular Therapy: Haplo SCT in Sickle Cell Patients.
- Autologous SCT in auto-immune disease.

Launching of CAR-T cell therapy program.

- Radiation Oncology: All the radiation delivering equipment is calibrated to high standard. Radiation oncology equipment was certified via auditing by International Atomic Energy Agency (IAEA). And was recognized for achieving the highest patient satisfaction score within MNGHA-CR.
- Adult Medical Oncology: Expanded the Suspected Cancer Program Clinic.

Expand the Middle East & North Africa - National Comprehensive Cancer Network (MENA-NCCN) Center. and Establishing combined GI clinic and HIPEC.

- Cancer Control and Outreach: Cancer genetic program as the first and only program in the Kingdom. Improve referral form other cancer disease sites for the Cancer genetics patient
- Palliative Care: Continuous infusion of Opioids is available and started for many patients, Submitted a request for PCA machines to be use inside and outside the hospital
- Gynecology Oncology: Start Hyperthermic Intraperitoneal Chemotherapy (HIPEC) To provide high standard of care for patient with ovarian cancer.

Promote

- Stem Cell Transplant and Cellular Therapy: Despite shortage in medical team we maintained the good quality and large number of transplants.
- Adult Medical Oncology: Initiated the Neuroendocrine Tumor Board
- Radiation Oncology: Number of patient have increased significantly post Covid-19 pandemic. However, the division have maintained high quality care in timely access to all patients. Sustain RT treatment within 15 business days from the day of CT Simulation (Quality Improvement project at sustainability stage).
- Adult Hematology: Reduce unnecessary blood test requested by physician in ward Adult SCT to reduce frequency of blood test in ward adult SCT to 50% by implementing standard lab works order set in electric medical record for all patients admitted to stem cell transplant unit.
- Gynecology Oncology: working on establish a training program for qualified Gyencology Oncology specialist.

Implement

- Radiation Oncology: Implemented Electronic Treatment directive for Stereotactic and TBI treatments. Implemented barcode based system to monitor waiting time of patients during their visit to Radiation oncology for clinic and subsequent treatment sessions. Implemented electronic simulation form for Radiotherapy treatments.
- Stem Cell Transplant and Cellular Therapy: SCT tabs electronic documentation. SCT order set in EMR
- Gynecology Oncology: Integration of virtual outpatient (Tele-health Clinic) for all regular outpatient clinic
- Palliative Care: Increase Access to Palliative Care by 24/7 availability Utilization of Tele-health through Virtual Clinic. Palliative Care Hotline
- Cancer Control and Outreach: Suspected Cancer Program by Integrating best care system in the referral and flag process.

International awards, recognition, contributions

- The Quality Oncology Practice Initiative (QOPI) by the American Society of Clinical Oncology ASCO.
- FACT Accreditation on 1st July 2022, as first center in the Middle East to get the FACT accreditation.
- First National Comprehensive Cancer Network (NCCN) genetics guidelines adaptation for Middle East & North Africa (MENA) region has been done this year.

Princess Noorah Oncology Center (PNOC) at KAMC-Jeddah

Emphasize

- GYNECOLOGY ONCOLOGY SECTION: Emphasize cancer preventions campaigns especially HPV vaccine.
- PALLIATIVE CARE SERVICES SECTION: Continue spreading the Awareness and Advocacy about Palliative care.
- ADULT MEDICAL ONCOLOGY SECTION: Organised several conferences: GU, Lymphoma, and Breast.

Provide

- RADIATION ONCOLOGY SECTION: The department continued provide support in the treatment the total body irradiation of patient from outside hospitals. The section is continually providing high quality treatment and care to our patient, in a timely manner as set out as per departmental policy even though we have been battling with a huge staff shortage
- Palliative Care Services Section: Providing Best possible level of comprehensive palliative care services.
- GYNECOLOGY ONCOLOGY SECTION: Length of stay has been decreased by 50%, by implementing Enhanced Recovery after Surgery (ERAS) Protocol and converting 50% of open surgery to minimally invasive surgery.

Deliver

- GYNECOLOGY ONCOLOGY SECTION: Implement to increase the minimally invasive approach for cancer care surgery more than 50%. Achieve excellency in delivering care for newly diagnosed patients within the acceptable international benchmark duration. On-going improvement project under Enhanced Recovery After Surgery (ERAS) for Gyne-cology Oncology.
- PEDIATRIC HEMATOLOGY ONCOLOGY SECTION: Commissioning of Dynamic Thorax Phantom. Clinical implementation of moving lung targets treatments using Cyberknife. Clinical implementation of moving liver targets treatments using Cyberknife. Access to Healthcare Services: A. Part of National “Masar” Pathway to accept newly diagnosed Leukemia. B. Efficient eligibility system to accept children with cancer within 24 hour from the referral.
- PALLIATIVE CARE SERVICES SECTION: Palliative Care Home Health Care Virtual Clinic.
- Available in Oncology Dashboard: Percent consultations compliances in Oncology Referral in Oncology and Newly accepted in Oncology (Malignant & Benign Hematology Disorders).
- In collaboration with Bed Management-WR. Available in Bed Management Dashboard: (Percent discharges before 2pm daily in Oncology, Average length of stay (LOS) in Oncology, Bed Occupancy rate in Oncology, Percent discharges before daily in Oncology, Number of admission in Oncology (statistics), Number of discharge in Oncology (statistics)).
- Establish the vaccination schedule for Adult Stem Cell and Cellular Therapy patients and achieve the international standard of vaccination programs for post-stem cell transplant patients to Achieve ZERO% of “completed required vaccination” for

preventable causes in Allogenic patients and preventable causes in Autologous patients by December 2022.

Promote

- **RADIATION ONCOLOGY SECTION:** Radiation oncology Residency training program still running. Extending the resident in Radiation Oncology by accepting resident in the program. In addition, selected one pre-scholar resident undertake residency-training program in Radiation Oncology. Clinical training for moving targets treatments using Cyberknife.
- **GYNECOLOGY ONCOLOGY SECTION:** ERAS programs described to date are to reduce the length of hospital stay after surgery and speed patients' return to normal daily activities without increasing complications, readmission rates, or cost.
- **ADULT HEMATOLOGY / ADULT STEM CELL TRANSPLANT & CELLULAR THERAPY SECTION:**
 - 1- Adult Reduced Intensity and Haploidentical Allogeneic Blood and Marrow Transplantation program (continued).
 - 2- Establishment of Princess Noorah Oncology Center (PNOC) treatment guidelines for Hematology/Blood and Marrow Transplantation.
- **PEDIATRIC HEMATOLOGY ONCOLOGY SECTION:** collaboration with King Abdullah International Medical Research Center.

National awards, recognition , contributions

1. Development of Saudi Arabian Pediatric Hematology Oncology Society (SAPHOS) consensus in Relapsed Pediatric B Cell Acute Lymphoblastic Leukemia May 2022.
2. Ranked among world top 50 in "2022 Premier Hypofractionated radiotherapy Planning Competition" – 2000 participant institutions worldwide

King Abdulaziz Hospital – Al Ahsa

Provide

- Cancer patients to be evaluated and managed within 2 weeks.
- Expansion of Oncology Day Care Unit to accommodate increasing number of patients and to keep the highest standard of care.

Deliver

- Opening New services in Haematology and Oncology (Blood Plasma Exchange).

Pathology and Laboratory Medicine

Introduction

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

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

Achievements among MNGHA King Abdulaziz Medical City – Riyadh

Emphasize

- Enhance Patient Safety By Provision of Reliable Test Results And Dissemination Of The Concept Of Quality Improvement System.

- Expand the existing test menu to improve the diagnostic process and reduce the amount of send out testing.

Achieve

- Implementing DNA Project in Ministry of National Guard

Provide

- Implement Near-Home Laboratory Services.
- Implement a rare blood program to ensure that rare blood is available for the patients who need it

Deliver

- Implementing of Business Intelligence System (BIS) to monitor, audit and meet accreditation requirement
- Getting the Saudi FDA approval for the in-house developed reagents

Promote

- Participate as Reference Laboratory in the NUPCO tender for the supporting the national laboratory services.
- Implementing Of Inventory Management System (IMS)

Implement

- Implementing of Digital Pathology and Clinical Pathology.

International and national awards

- College of American Pathologists (CAP)
- The American Association of Blood Banks (AABB)
- International Organization for Standardization (ISO-15189 and ISO-17025)
- American Society for Histocompatibility and Immunogenetics (ASHI)
- The Joint Commission International Accreditation (JCIA)
- Six Sigma Certification
- Saudi Central Board for Accreditation of Healthcare Institutes (CBAHI)
- CBAHI for Clinical Laboratory and Blood Bank (CLBB)

King Abdulaziz Medical City – Jeddah

Provide

- The Point of Care testing menu was expanded to include more tests which aims to provide the clinical team with faster access to critical lab tests on bed side.
- Thyroglobulin FNA was introduced for patient testing on 23rd March 2022. The test is restricted in HIS, but available for selected physicians upon contacting the Lab
- Starting Adult SCT of benign hematology (e.g. Sickle Cell Anemia)

Deliver

- Emergency Room orders turnaround time has been monitored and maintained within pre-defined limits
- Critical lab results were communicated within acceptable pre-defined targets.
- New contract has been signed between MNGHA and Third Party Company under which a new Flow cytometry machines and sample preparation system will be delivered.
- Adult hematology/ BMT will start CAR-T therapy. Cellular Therapy lab is ready for transportation, Storage and Handling process of CAR-T cell therapy, manufactured by Kite Pharma EU B.V. ("Kite").
- Start the planning for international site qualification process with Pharmaceutical Company to start CAR-T cell therapy with pediatric and different disease indications with adult
- NG-Test/Carba-5 kit for Carbapenemase resistant enterobacteriaceae was received and validated in service

Promote

- Maintain the BMT program sustainability, lab is successfully monitoring the cellular therapy products quality and seeking international recognitions.
- Expanding the POCT testing menu as a response to clinicians request/need.
- Improve the lab efficiency and cost effectiveness by participating in the “order wisely campaign” which resulted in limiting CKMB to specific clinical conditions.

Implement

- Implementation of Electronic Critical Value notification system (TAKEED) for outpatients and PHC patients.
- Serology lab has introduced and validated new technology in 2022 for Quantiferon TB assay (chemiluminescence immunoassay technique) to improve the quality of results reported and to enhance the turnaround time.

International awards:

- Accredited lab by the College of American Pathologist (CAP) • Accredited lab by the American Association of Blood Bank (AABB) •
- Three stars distinction for measurable healthcare excellence entitled “Improving Morbidity and Mortality in Patients with Sepsis” by the Univants of Healthcare Excellence, awarded in June 2022.
- International site qualification audit was done by Kite Pharma on 23-JUN-2022 for Kick off of CAR-T cell therapy. This audit is part of Kite’s Site Qualification Program for Apheresis Center, Cellular Therapy Lab and Treatment Sites. Quality Agreement between Kite Pharma EU B.V and King Abdulaziz Medical City - Ministry of National Guard, Jeddah was approved and signed.
 - Accredited lab by the Joint Commission (JCI)
 - KAMC- Jeddah had been recognized as testing site for International Academy of Cytology (IAC) and accommodated the Board Exam for Pathologist and Cytotechnologist on October 2022

National awards

- Accredited Lab by Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Deliver

- Intelligent Quality Engine (IQE) for reducing and controlling error and mistakes.
- Screen test for fetal maternal hemorrhage.
- Therapeutic Apheresis

King Abdulaziz Hospital – Al Ahsa

Deliver

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

Imam Abdulrahman Bin Faisal Hospital – Dammam

Provide

- Microbiology instruments integration with LIS using MALDI-TOF for bacterial identification that reduce identification time to less than one hour from obtaining fresh isolate.
- One extra room is added to core lab to create more space to existing instruments, helping staff improving their practice, plan to add new service e.g. protein electrophoresis .
- Reducing Unrequired ABORh Group Confirmation Orders to 1% within 12 months
- POC improvement project for insufficient POC samples.



Pediatrics Department

Introduction

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

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

Achievements among MNGHA

King Abdulaziz Medical City – Jeddah

Provide

- New General clinics
- Reduce the length of hospital stay of inpatients who are staying for IV therapy and/or rehabilitation thru:
 1. Launch IV clinics.
 2. Expand Home Care Pediatric services.

Promote

- Expansion of the Diabetes clinics
- Newly established section in the Department: Pediatric Nephrology section.

Implement

- Telehealth clinics

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Deliver

- Appoint full time Pediatric haematologist to improve the service to children with blood disorders.
- Start insulin pump program to improve the service to children with diabetes.
- Establishing step down Pediatric high dependency unit to utilize the PICU beds.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Implement

- Digitalization for all services linked to Pediatrics care

King Abdulaziz Hospital – Al Ahsa

Promote

- Improvement of bed occupancy rate • Decreasing the overall Bed crisis rate • No Pediatric boarded patient in ER • Improvement of ER – pediatric long stay rate. • Reengineer Discharges to Reduces 30-days Readmissions Rates Pediatric Ward.
- Decreasing the chronic In-Patients percentage in pediatrics/Neonatology units.

Surgery Department

Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Upgraded the holding bay /discharge from 6 to 19 to accommodate more patients as possible. The highest rate for Day Surgery unit they have reached so far is 60% and the highest rate for Same Day Admission is 18% for the first time.
- Started a new admission “same Day Admission along with Day surgery unit to accommodate and serve more patients.
- Minimizing surgical waiting list from 8000 patient to 5500 within less than 1 year.

Deliver

- Aim to enhance the quality of serving patients by increasing the capacity for patients, which pushed the department to expand the day surgery unit to admit more patients per day. The highest rate we reached was 43%.

Promote

- Increase Regional and international representation in regional and international organizations.
- Increase the research and Development (R&D) contribution with highest surgical division publications annually.
- Cooperating with high cooperate management to transfer 260 patients with specific specialities have their surgery done in prince Mohammed bin Abdul-Aziz in Madinah.

Implement

- The department created SMS to be sent to the patients before the operation included all the instructions for pre-op surgery and surgery location guide.
- Increase number of specialties by working on increasing robotic surgery.
- Renovation of OR by Digitalization all rooms and system

National awards, recognition , contributions

- Saudi Association of Neurological Surgery for their effort and contribution in success of the SANS 2022.

King Abdulaziz Medical City – Jeddah

Provide

- The neurophysiology lab is providing exceptionally fast service with shorter waiting times for almost all tests. The booking system is reliable and monitored to accommodate the preferred times for the patients.

Deliver

- The services are easily approachable and the response to patients' phone calls is reliable and user friendly to address the needs of all patients.

Implement

- Laboratory interactions have been transformed into digital data management and pursuing a paperless strategy. they are expanding thier range of services and has established the autonomic lab that is the first autonomic lab in the country

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- waiting time for new patient in the clinic is now close to 4 weeks
- Orthopedics: Start a Spine services.
- Establishment of Rhinology and endoscopic anterior skull base unit

Deliver

- Ophthalmology section: started on June 2022, new ophthalmic subspecialty procedures (Squint correction).
- Organized Penile prosthesis and flex uretroscopy course.
- Vascular: Create a Multidisciplinary unit for Diabetic foot, involve all needed specialties, in addition to out-reach program for NG-medical centers for early cases management, organized, and standard service will be provided. (Presenting Surgery Dept. In PMBAH)

Promote

- Ophthalmology: Initiate Ophthalmology Residency Program

Implement

- Ophthalmology section: received the ‘ Redcam’ which is a digital camera used for screening premature babies in the NICU for early diagnosis of Retinopathy of prematurity (ROP).

- Urology: Request High power laser to treat prostate and stone

King Abdulaziz Hospital – Al Ahsa

Deliver

- Expansion of 13 services provided by the department of surgery in 2022

Promote

- Enhancement of the Service provided by the department of Surgery in 2022 by Create coordinator position to handle day to day data collection for researches.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Provide

- All OPD patients receive evaluations with the time-frame of 4 weeks Access to Care
- The department decreased the OR waiting list up to one month

Deliver

- Replacement of obsolete equipment for stability of the surgical performance towards patient care and safety.

Promote

- MNGHA – Eastern Region Joint Residency Training Program for ENT, Urology and General surgery

Implement

- Embedding the latest technologist in surgical practice by applying COBI Robotic-assisted TKR Arthroscopy and this being the first hospital in the kingdom and the fifth center in the world who started this technology for the TKR with the most update method.
- Paperless with fully integrated Bestcare and digital transfer of patients.

International & National awards

Orthopedic department in Imam Abdulrahman Bin Faisal Hospital – Dammam successfully achieved 100 cases of robotic total knee replacement surgery in the year of 2022 as a first hospital in the KSA with this technology and this rate in which they are officially become an internationally recognized center of excellence in robotic Arthroplasty in the middle east and also an internationally recognized training center for this technology.

Genetics & Precision Medicine Department

Introduction

The scope of service of the Genetics and Precision Medicine Department (GPM) at King Abdulaziz Medical City in Riyadh, Saudi Arabia consists of clinical geneticists who are 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. They use information about a person's own genes or proteins to prevent, diagnose, or treat diseases. The following daily tasks of the team: diagnose the patients precisely based on

specific genotyping and select the medications that best fit the patients based on their underlying genetic makeup.

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Every inpatient is seen within 24 hrs
- The department has 0% waiting list

Promote

- NBS program's and the Prevention Genetic Program's

Implement

- The department clinic runs a virtual clinic

King Abdulaziz Medical City – Jeddah

Provide

- Neurophysiology lab is providing exceptionally fast service with shorter waiting times for almost all tests. The booking system is reliable and monitored to accommodate the preferred times for the patients.

Deliver

- The services are easily approachable and the response to patients' phone calls is reliable and user friendly to address the needs of all patients.

Implement

- Laboratory interactions have been transformed into digital data management and pursuing a paperless strategy. they are expanding thier range of services and has established the autonomic lab that is the first autonomic lab in the country

Operating Room Introduction

Operating room is designed and committed to the mission of the National Guard Health Affairs, which is to promote the highest quality of surgical care to the National Guard Personnel, eligible dependents and other patients. Operating room is a facility within a hospital where surgical operations are carried out in an aseptic environment. The operating room (OR) setting, typically with multiple functions occurring simultaneously is a demanding environment in which to both work and learn. In addition, the OR environment is highly regulated with an intense focus on patient safety.

King Abdulaziz Medical City – Riyadh

Deliver

- OR Renovation Phase III has been done this year To modernize operating theatres to reach the state of art in OR technology and to provide efficient operative environment for patients and staff.
- Continuation of OR Waiting list project to improve the flow of surgical care process for future patients and working to achieve ZERO waiting list.

King Abdullah Specialized Children's Hospital – Riyadh

Deliver

- The hospital runs a program called i-Surge. All OR patients care in timely manner based on the scores. • patient orientate(We Care program) • HIPEC program • Pancreatic Transplant program

- Working on to achieve kidney transplant cases of 200cases /year

International awards, recognition, contributions

- Conjoined Twins

King Abdulaziz Medical City – Jeddah

Emphasize

- Developing and implement strategic planning for OR services working in close collaboration with director clinical and day surgery
- Creating better efficiency through OR working closely with perioperative specialists, surgeons and physicians, anaesthesiologists and nursing staff and OR CSSD

- Overseeing standardization of equipment and consumables for OR supply

Achieve

- started a new admission “ same Day Admission along with Day surgery unit to accommodate and serve more patients.
- Create a SMS message to be sent to the patients before the operation included all the instructions for pre-op surgery and surgery location guide.
- upgrade the holding bay /discharge from 6 to 19 to accommodate more patients as possible. The highest rate for Day Surgery unit we have reached so far is 60% and the highest rate for Same Day Admission is 18% for the first time.
- Minimiz surgical waiting list from 8000 patient to 5500 within less than 1 year

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Opening extra operating room has been achieved.

Deliver

- Two electronic information screens for operation room- implemented.
- Converting Rooms to isolation or negative pressure rooms.
- New devices arrived:

1. Two Ultrasound.

2. One Laparoscopic tower

National awards, recognition, contributions

CBAHI Re-accreditation – February 2022



Operation

Departments



Clinical Nutrition Services Introduction

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 team of health care. A Clinical Dietitian is often at the center of the interaction between doctor, patient, and other health care providers. Clinical Dietitians provide patient contact, counseling, and education to ensure patients' nutrition needs delivered. Clinical Nutrition Services supports and supervises staff, SCDP and intern 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 aside of Distribution Services. Furthermore, Nutrition Event team is providing Health awareness for MNGHA patients, families and community within the hospital. Information Technology team working to improve Clinical Procedures such as (Nutrition assessment, Diagnosis and Documentation) in Best care system. Clinical Nutrition Services is providing

services to surgical units, Medicine, Cardiac and Pediatrics wards/units.

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Emphasize

- Expanding additional specialized Clinics according to the demand.
- Increase Clinical Dieticians and diet technician's involvement in community health to participate in activities for nutrition awareness in various subjects of prevention and nutrition promotion through nutrition education and events committee.

Achieve

- Compliancy in providing nutrition assessment for high-risk patients within 24 hours of referral by 87%.
- Provide solutions to decrease time in identifying high-risk patients through updating Nutrition Screening indicators list.
- 4 weeks access to nutrition care clinics by 91%

Provide

- Nutrition support provided for Medical teams (celiac, cardiac transplant, Breastfeeding, enhance recovery after surgery, Paediatric Complex care, GDM....etc.)
- Improve collaboration and communication with nursing Department through participating in Education programs for Nursing.

Deliver

- Lectures were provided for critical Care enhancement program.
- Nutrition Screening Video has been created for Nursing Education.
- Developed Nutrition Formula guidelines supply presentation on the portal page for health care providers.
- Department statistics was built in Dashboard platform in order to obtain automated accurate data.
- Modification of nutrition Documentation in Best care and to be reflected in dashboard as KPI.
- Several nutrition formula errors were detected and reported to safety reporting system
- Standardizing policy and procedures in reference to international standards.
- Update and implement nutrition standard of care and nutrition practice.
- Establish Evidence based on nutrition practice guidelines.

Promote

- Develop new documentation form in reference to international and national standards among clinical nutrition services in all regions.
- Clinical Nutrition has been accredited for the Clinical Nutrition Program (Diploma) from SCFHS for 4 years.

Implement

- Use MNGHA application through Telehealth Clinics to send education materials as web links and videos for patient and family education.
- Providing special machines for enhancing nutrition care, as following:
 1. Body composition weighing scale for outpatient clinic in order to support obesity programs among the kingdom
 2. Indirect Calorimetric Q-NRG for patients on ventilator, Critical ill patients to support nutrition care and provide exact requirements

King Abdulaziz Medical City – Jeddah

Provide

- Established CME Hour committee for continuous education and improvement for staff.
- Produced Manual of CPGs; Internship; SCFHS training, Diet Technician training, Volunteer dietitians training.
- Provided updated Nutrition and dietetic courses and conference of several diseases.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Provide

- Assessing patient within 24 hr of referral.
- 4 weeks access of care to OPD clinic.
- One Tele-Health Clinic.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Achieve

- 4 weeks access to nutrition care clinics.

Facilities Management Introduction

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

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

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Project Task force

Provide

- construction of New Tele health Clinic as one of the new highly integrated care of the hospital with the new trend in delivering patient care services due to pandemic.

Implement

- Full support for the implementation of digital health program especially in the hardware, fixtures and other services requirements.

King Abdullah Specialized Children's Hospital – Riyadh

Utilities and Maintenance

National awards, recognition, contributions

- Contribution and support, which led to the success of the HIMSS Infrastructure Adoption Model (INFRAM) Stage 7 Validation at KAMC, Riyadh.

King Abdulaziz Medical City – Jeddah

Project Task force

Promote

- Full comprehensive and corrective maintenance including spare parts for 27 chillers in KAMC.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Project Task force

Provide

- Achieved safe work environment in all our area with zero injuries.

King Abdulaziz Hospital – Al Ahsa

Utilities and Maintenance

Promote

- Supply and installation of (8) new electrical elevators as a replacement of (8) old hydraulic elevators.
- Testing & commissioning of Digital Monitoring to Monitor the Negative and Positive Pressure in the CSSD Department.
- Nurse Call System orientation/training conducted for Ward 3/4/7 and DSU-ENDO Nursing Staff, upon the request of Manager Nursing Services.
- Special assignments to check elevator 5/6 issue to help the contractor in linking the elevators to fire alarm system.
- Relocated 1 data network cable in Lab Receiving. Replaced Bottom and Top loading element slider plates of PTS station 12 in L&D.
- Renew the license of SMS alert of all temperature monitoring of fridges in the Blood donor.



Health Information Management

Introduction

Health Information Management is a support service whose primary purpose is to contribute to the quality of patient care through development and maintenance of a comprehensive Medical Record System.

Services and functions shall be developed and implemented in such a way that confidentiality, privacy and data security considerations are respected at all stages of gathering and processing the health care information.

The system shall also provide Health Information to support and promote the related goals and activities of the health care facility in the areas of education, training, research, facility management and decision-making.

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Implement

- platform has been created to provide the required information to the MNGHA end-users for the National Disease Registry, to facilitate the obtaining required information in the National Disease Registry for the following Diseases for all MNGHA facilities in all region:

1. Stroke
2. Diabetes Mellitus
3. Hearing Disability

- Healthy Marriage Service has been provided to all MNGHA facilities in all regions and through that the results will automatically uploaded through SEHA Platform. HIM built up a special Dashboard for Healthy Marriage Service to follow-up the progress of work and to ensure that it is provided on time with high quality.

- The National Vaccination Registry Services has been provided for concerned departments in all MNGHA facilities. Through this service, medical vaccinations can be input for individuals for the purpose for unifying an electronic national vaccination registry among all MNGHA facilities.



King Abdulaziz Medical City – Jeddah

Provide

- Health Information Management Department creates Tracking Process to get the exact number of all the assembled and analysed patient records within 24 hours after discharge, to be one of our monthly Statistics.
- Health Information Management department achieved the goal of creating new in –house Coding Productivity System

that

allow us to track all the coded episodes and files done by each coder. It provides us with more accurate information about the workflow. For the purposes of monitoring, equal work distributions, and providing accurate statistical information.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Implement

- Morethan96% of sick leaves are successfully sent to SEHA platform automatically in 2022, which decreased the number of patients coming to print their sick leaves.
- Activation of Pre-Marriage services in PMBAH.

King Abdulaziz Hospital – Al Ahsa

Implement

- 91% of the whole (Paper-Based) records digitalized into Best Care.
- 95% the Level of Automation in Release of Information Unit such as :
 1. Sick leave.
 2. Bilingual Medical Reports.
 3. Birth Notices.
 4. Death Notices.
 5. Notification of visits (OPD, Emergency, Day Case etc.).
 6. Admission & Discharge notifications.
 7. Patients' Sitter Notifications.
 8. Maternity Leave.

Nursing Services Introduction

Nursing Services Department at the Ministry of National Guard Health Affairs has a diverse and talented workforce committed to provide exemplary care in a quaternary hospitals setting with all specialties and affiliated to a world-renowned academic research facility. The department is governed by the Nursing Governance and Accountability Board and 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.

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Patient Safety Quality Improvement Project Awards:

1. LEAD Enhance Communication.
2. Pain Management in Surgical Division.
3. Care for the Elderly in Medical Division.
4. Stoma Care.
5. Patient Experience in Pediatric Cardiac Ward.

- The Discharge Lounges in the Medical and Surgical Care directorates accommodated 1,841 patients from Jan 2022 – Sept 2022.

- Flu Vaccination Campaign commenced for patients, families, community members and all health care staff.

- Patient Experience Excellence Awards:

1. Coronary Care Unit.
2. Ward 34.
3. Clinics 501, 502. 503 and 505. C401.
4. W2.

- Leading to Green initiative established in medical care directorate that captures, evaluates and manages nursing KPIs.

- ICARE project expanded to include haemodialysis services.

- LEAD in Nursing initiatives include:

1. Oncology Emergencies Workshop.
2. Hematopoietic Stem Cell Transplant Course.

3. Wound and Ostomy Care Course.
4. Master class in Basic Oncology Practices workshop.
5. Peritoneal Dialysis Workshop: The Essentials of Peritoneal Dialysis.
6. Specialized Pediatric Nursing.
7. Enhancing Communication.

- Nurses acknowledgement for electronic Sepsis alerts achieved an average of 7 mins (target < 15 minutes).
- Provision of community service follow up for post-partum patients by midwifery service the goal is reduce LOS in the hospital (Total of 27 home care visits)
- Various Up-skilling programs:
 1. OBGYN Cross Training Program.
 2. Critical Care enhancement program.
 3. Medical Care BiPAP program.
 4. Emergency Care up-skilling program.
 5. ICN up skilling program.
- Nursing facilitation of the Zyarati Application to improve patient experience.
- Implementation of a Multidisciplinary family support program-nursing, physician, patient experience, social services.

International awards, recognition, contributions:

- HIMSS-INTRAM Level 7 Accreditation 2022 (1st organization in the Kingdom to achieve this and 2nd in the World).
- Certificate for the first successful use of the Excor Active (Mechanical Circulatory Support System) outside of Europe was presented to the King Abdulaziz Cardiac Centre.
- In collaboration with KSAU-hs, the CVDMP ranked no 7 in the world as recruiting centre for patients in the deliver trial.
- International publication for completed pain project in the Surgical Division “Optimizing Post-Surgical Pain Management in Adult Surgical Patients”. American Journal of Nursing Science.

National awards, recognition, contributions:

- Accredited training centre for SCFHS advanced nursing diploma programs:
 1. Critical Care Nursing Diploma.
 2. Cardiac Care Nursing Diploma.
 3. Neonatal Intensive Care Nursing Diploma.
 4. Oncology Nursing Diploma.
 5. Emergency Care Nursing Diploma.

- Completed 17 heart transplants and 20 Ventricular Assist Device implantations during the first three quarters of 2022.
- Accredited training centre for Health Academy programs Patient Care assistant/CSSD - 3rd cohort started in October 2022
- Establishment of first Specialized Geriatric unit accredited by the SCFHS Saudi Council Board.
- LEAD Program, titled “Care for Elderly Nursing” was introduced and launched in 2022.
- Hosted the annual international dialysis symposium.
- Wound care Nurse Specialist contributions to the new National Wound Care Club under Saudi Council Nursing Association Society.

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

- Leading department in utilization of virtual care via adoption of Tele-health into its specialized clinics such as mental health, neurology, anti-coagulation and geriatric internal medicine clinics.
- Participated in increasing awareness of diseases, health promotion and disease prevention through celebrating world kidney day, mental health day, and world stroke day and breast cancer. awareness as well as play important role in vaccine campaigns for flu vaccine, Hajj vaccination, and COVID-19 vaccination.

King Abdullah Specialized Children’s Hospital – Riyadh

Emphasize

- PEDI Step has successfully implemented parents/family Simulation Program for Gastrostomy Care, Home TPN Program, Tracheostomy Care and Emergency CPR for specific patient groups.
- Zero transmission of COVID 19 in COVID and Respiratory Unit.
- Reducing the Delay of Result of Cross Matching and Type and Screen for Same Day Admission Kidney Donor Transplant Patient.
- Improving patients experience in Ambulatory Care department by emphasize on the continuity of care, that been reflected in patients experience survey through post care coordination process result.
- The care coordination result showed improvement in the result from (first quarter care coordination of 86.17%) to the (last quarter care coordination of 88.69%).
- Pediatric falls prevention programs to reduce risk of harm, ECC- KASCH achieved very low patient’s falls compered to international hospital for the same size. During 2022, ECC reported only one fall incident and achieved ZERO Pediatric injury falls for the last 6 month.
- Nursing champions for pain, patient experience, shaken baby, and no hit zone.
- 100% Compliance vaccination rates in both adults and Pediatric post stem cell transplant.

Achieve:

• Nursing LEAD PRRT Program. • Commissioning Pediatric Surgical HDU to reduce Emergency waiting time. • Implemented Precision Medicine Quality Patient Safety. • Successful collaboration between Pediatric inpatient and ER – Management of hyper ammonia. • Established Quality Project aimed at Reducing Delirium in PICU. • Completion of Hard and Electronic Copy Pediatric Physical Assessment for PICU and Wards for complete patient assessment according to their growth and development. • Successfully SDA kidney donor. • Introduced a Pediatric medical day treatment unit to reduce admissions and optimize access to care. • In collaboration with Pediatric department (introducing Subcutaneous Immunoglobulin (SCIg). • Different Pain Modalities Campaign within the unit (To make sure that all staff are educated in the different pain modalities such as PCA for adult & Pediatric). • Nursing team in ACC achieve the target required score in nursing communication with patients as part of patients' centre care, that promote positive patients experience up to 90.41% % as highest positive experience among NGHHA corporate hospital. • Secondment of nursing staff to support military missions. • Cancer Control Suspected Cancer Program (SCP) to early detect and screen high-risk patient. • Chemotherapy early release project. • Chemotherapy patients scheduling project.

Provide:

• PRRT Trigger Tools.

• Admission to COVID Unit within 30 minutes of bed allocation to avoid cross infection to non-COVID patients.

• Operating Theatre Trigger Tool (in collaboration with Quality).

• Ambulatory care department (diabetic education program) achieve target access of care to all NGHHA legible patients 100% for last three quarter.

• Monitor and enhance patients journey in the clinic showed positive experience that reflected by 93.74% score for visiting time positive experience.

• Rapid access to highly integrated care – SEPSIS Alert.

• SCP from radiological findings of flagging on Peer-View to treatment is 62 days.

• Unstable adult SCT patients can access ER beds in C65 directly instead of proceeding to main ER.

• Oncology Adult Day care unit delivers services until midnight.

• ACC (diabetic education program) achieve target access of care to all MNGHA eligible patients (100% for the last 3 quarters)

• SDA Liver Donor started (ERAS Program)



International awards, recognition, contributions:

- Impact of Nursing –Led Follow-up Services for Patients Discharged from Pediatric Intensive Care Unit- submitted to BMJ. • In collaboration with SDA stockholder we publicized “Impact of a same day admission project in reducing the preoperative bed occupancy demand in a Pediatric inpatient hospital” Science Direct. • FACT accreditation (Foundation for the Accreditation of Cellular Therapy) for Pediatric and adult stem cell transplant divisions.

National awards, recognition, contributions:

- Research Proposal Submission - Towards Patient Safety and Electronic Resolution for Nurses. Periodic Recertification. Measuring Staff Experience with The Nursing Profile system. Completed and submitted.
- Targeting Zero Medication Administration Errors in PICU – submitted to KAIMRC.
- QPS Publications / Patient Safety Forum 2022: Reducing the Delay of Result of Cross Matching and Type and Screen for Same Day Admission Kidney Donor Transplant Patient.

King Abdulaziz Medical City – Jeddah

Promote

- Based on the keenness and interest of the Ministry of National Guard for Health Affairs, represented by His Excellency the Chief Executive officer, Dr. Bandar Al-Kenawi, on the safety and the mental wellbeing of the nursing staff, Nursing Education Department with the support of Nursing Services has initiated a mental wellbeing and resilience program for nurses. Six link nurses were trained by the psychiatric and mental health department’s specialists in order to provide the necessary psychological support to nurses whenever needed.

Implement

- Nursing services in collaboration with IT and pharmacy Departments has implemented best care integration projects such as Closed Loop Medication Administration, Closed Loop Specimen Collection in most of the clinical areas. These projects aim to enhance the quality and safety of care delivered to our patients. Refer to the above.

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

- Improve quality of health care services: through using the information technology and digital transformation. • Creation of an attractive environment for both local and foreign investors: This has been achieved by the followings: 1. Conducting leadership-training program for Saudi nurses aims to enhance Saudi nurses’ leadership skills. The training program duration is four months during which trainees are equipped with the leadership related theories and skills in order to be prepared for a leader role in the future. (32) Nurses participated in the program.

2. MNGHA-WR accredited by the SCFHS as a training centre for two Diploma Nursing programs in process.

3. Conducting different professional development workshops and training programs for nurses.

- Increased employment and participation of Saudi nationals in the workforce: This was achieved by: 1. Facilitating Nursing Internship Program and best utilization of interns in collaboration with the College of Nursing. Nursing Education received two groups of Nursing Interns. Total interns received in March 2022 is 67 interns and 85 interns received in September 2022. Those interns were encouraged and prepared during their internship program to work in the organization as one of the nursing services replacement and accession plan.

2. Development and Facilitating Saudi Career Development Programs for Saudi Nurses and Allied Health Caregiver. This one year specialised training program aims to prepare newly hired Saudi nurses and facilitate their transition to the staff nurse position in order to be confident and competent able to deliver safe and high quality specialized nursing care to our patients. During the year 2022, nursing services received 72 candidates.

3. Scholarship Plan: 10 scholarship lines for Master Degree in different nursing specialties were requested and approved. The scholarship lines are an opportunity for our Saudi nursing staff to develop their skills and be able to provide advanced specialized nursing care to our patients.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Implement

- Telehealth clinic to help reduce patients' visits to clinics
- Close Loop Medication Administration
- Close Loop Blood Administration
- Close Loop Specimen Collection
- Drug Library Compliance 95%

National awards, recognition, contributions

- Lead in Nursing Medina Representative by preparing the Fundamental Concepts of Nursing Care Education Material to present to all MNGHA Regions.
- Implementation of In-Services Training, Guidance, and Notification to Eliminate Errors. (ITGANNE) Taskforce related to standardization of education materials, resources, e learning, staff education, competencies, and online exam.
- HIMSS stage 6 Remote Validation Accreditation with the Closed Loop Blood Administration (CLBA), Closed Loop Specimen Sample (CLSS), and Closed Loop Medication Administration (CLMA).

King Abdulaziz Hospital – Al Ahsa

Emphasize

- Measurable element audit tools in collaboration with IPC.
- Rapid Antigen Testing (RAT) for Sitters in Pediatric Unit commenced to enhance patient flow efficiency and ease the burden on Emergency Department (ED).
- Devised an employee breast-feeding room approval process for staff who are entitled to the benefit.
- Breast feeding approval process mapping to, ensure proper utilization of the room and adherence to policy on breastfeeding and expressed breast milk safe management.

Provide

- Anti-Coagulation Clinic coordination initiative implemented in collaboration with medicine chairman. In Patients for discharge on anti- coagulation medication is referred to the ATC nurse coordinator to ensure the patient is scheduled with an Outpatient appointment matching the discharge medication volume.

Deliver

- In line with the KAH nursing strategic goal Engaging in Operational performance, nursing initiated an outpatient clinic check in desk to filter walk-in or booked appointments, that successfully impacted on the patient flow in OPD and addressed overcrowded waiting areas.
- Successful implementation of Quiet Night project to the Adult General Wards in collaboration with Patient Experience department.

Implement

- Promoted and monitored appropriate implementation of digital health technologies by ensuring >90% clinical practice compliance:
 1. Electronic Medical Record documentation (HIS-BEST Care).
 2. Closed-Loop Identification Procedures (specimen collection and Blood Transfusion).
 3. Closed-Loop Medication Administration.
 4. Vital Signs Integration.
 5. Telehealth Improvement Project.
- Patient Reporting Safety Incidences (PRSI) an innovation on behalf of Quality & Patient Safety Department as part of the discharge process for all postnatal patients was Successful Launched for All staffs received training and have full access to the system on e-services.
- Modified Early Obstetric Warning Score (MEOWS) Audit tool was devised in MCH Nursing. 100% Compliance achieved with proved sustainability.

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

- KAH Nursing services strategic plan themed: "Transformational leadership on all levels" approved and published on MNGHA webpage. 2022 - Nursing will focus on transformation leadership to be better prepared for future changes and demands utilizing the World Class Integrated Excellence 2020-2030 Integrated Clinical strategy as KAH Nursing is guiding principles.
- Sustainable patient safety during and after transitioning from a primary care nursing model to team nursing model in medical wards.
- Automation and validation of data related to: Outpatient Appointments, OR Statistics, L&D-specific metrics and several elements of bed management (admission and discharge), the said automation has a positive effect on the following:
 1. Led to reduction in redundancy of manual reports sent by Nursing Management and Increased efficiency in the production of nursing-operated reports.
 - 2 Standardization of Staff Education Record encoded by nurse managers consequently led to a more accurate result presentation of Key Performance Indicators produced by Nursing Education.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Provide

- Commissioning of the respiratory unit in the ED expansion- opened October 2022.
- Vaccination of Military personnel.
- The triage nurse triaged ED-Nurse Led Triage of All patients within 15 minutes-100% of patients within 12-13 minutes.
- OR starting time average 46%.
- Boarding patients admitted within 2 hours of admission order-96%.
- Unit-based patient experience programs.
- HIMSS Analytic stages 6 and 7.
- Patient flow- minimized waiting time from 6 hours to 4 hours for antenatal patients post fetal ultrasonography to CTG monitoring.

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

- Advancement of Saudi Nurses in our organization through the advancement of their knowledge, skills & attitude through preceptor ship and mentorship programs during the NSCDP phase.
- Improved the image of Saudi Nurses at MNGHA, National & International levels, in collaboration with public affairs to attract more Saudi youth both male and female to the nursing Profession.
- Strengthen the professional performance of Saudi nurses by organizing Nursing courses, workshops & Symposiums.
- Internship program for nurses with a focus to implement the nursing residency program with an emphasis on acute/ critical areas in collaboration with the Clinical Affairs College of Nursing-Al Hassa and King Saud Bin Abdulaziz University for Health sciences.

Patient Services

Introduction

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

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

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Emphasize

- Empower individuals and communities to choose healthy behaviours, and reduce the risk of developing chronic diseases and in primary prevention, a disorder is actually prevented from disease.

Deliver

- Covid-19 high level of quality and prevented by vaccination.

King Abdulaziz Medical City – Jeddah

Emphasize

- Communicate with the patient through the application and SMS.

Achieve

- Providing high priority for southern borders participants for OP appointments.

Deliver

Achieving an appointment within 4 weeks for new patients and reducing patient waiting in all departments.

Implement

- Reaching advanced stages of communication with the patient through the application until we reached that the patient can print the medical report, update the file and open a new file, all through the application.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Achieve

- Providing high priority for southern borders participants for OP appointments.

Provide

- Decrease of the OP Waiting List after clinics appointments availability has been changed for one year.
- Scheduling of all outpatient appointments within the same day of the physician order

Deliver

- Created new DPP for Managing and monitoring wheelchairs.

Promote

- Participated in the “We Care” project by providing staff & training support.
- Initiating the Quality section to verify registrations of files.

Implement

- Automated Medical Records.
- Granted Accesses for registration staff to “خدمة بياناتي” provided through Absher platform to view patient’s data without the need to visit the Civil Affairs to obtain a “Print”.
- Automation of the medical eligibility registration and appointments process.
- Initiating virtual clinics & Tele Health Clinics.

King Abdulaziz Hospital – Al Ahsa

Deliver:

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

Imam Abdulrahman Bin Faisal Hospital – Dammam

Provide

- Launching of deep freezing service at the mortuary.
- Scheduling OPD appointment orders within one day of the issuance.
- Remarkable decrease in the OPD waiting list in total of 65% .

Implement

- Launching of “Inter-facility Patient Transfers System.
- Connecting the registration portal to NIC (National Information Center).
- Electronic automation of medical record update.
- Launching of PSD portal in IABFH.

Pharmaceutical Care Services

Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Enhancement of NGHA Portal application and we care to order Refill medications.
- Enhancement of the Calling system “Qumatic” that would add more features aiming better patients Experience.

Deliver

- Continue closely monitor safety of prescription and report through Safety Reporting System (SRS).
- Continue to monitor the quality level by exercising routine spot QI throughout the workflow within each Outpatient Pharmacy.

Implement

- Establishment of anticoagulation telehealth clinic.
- Implement virtual discharge counselling.

International awards, recognition, contributions

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

National awards, recognition, contributions

- 2nd winner of national hospital pharmacy competition IHOP21

King Abdulaziz Medical City – Jeddah

Deliver

- Expanding the clinical services in ambulatory care and open warfarin clinic at King Faisal cardiac center. The clinic is operated twice per week.
- Opening transplant clinic under nephrology team and the clinic is operated once per week.
- Reaccreditation of the pharmacy residency program at KAMC-J for 4 additional year by Saudi Commission for health Specialists.
- launching the drive-through pharmacy services for refill prescriptions.
- launching the outpatient oncology pharmacy services in the rehab centre to server oncology patients.
- Expand the delivery spots for refill prescriptions to include Jeddah & Makkah dialysis centres to increase the patients accessibility.

Implement:

- Digitalization of the refill ordering process through several ways(IVR, MNGHA- patients applications, and WhatsApp). Moreover, utilizing the we-care system to solve problems and patients inquiries in collaboration with patient experiences department
- Complete virtual services for refill orders as well as patient's inquiries through the patient services application, phone call (IVR) & WhatsApp.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Implement

- Paperless medication requests initiated via automation projects.
- ADC override less than 5% (within limits as recommended by ISMP).
- Improved outpatient medications order processing by applying automation of workflow utilizing JIRA system.
- Implementation of action plan resulted in increased number of patients served through MNG-HA patient services

application/portal refill.

- Developing Departmental Policies and Procedures (DPP) for safe handling and compounding chemotherapy and hazardous drugs complied with United States Pharmacopeia (USP).
- Improved staff's efficiency and productivity by:
 1. Updating training program for sterile compounding international standards.

2. Developing a training program for safe handling and compounding of chemotherapy and hazardous drugs according international standards.
3. Utilizing automated machines in compounding process (Repeater pump).

King Abdulaziz Hospital – Al Ahsa

Deliver

- A newly extemporaneous unit has been constructed to meet ASHP standards for nonsterile medication preparation.

Implement

- Implementation of medication reconciliation at admission.
- Implementation of close loop administration system (CLMA) /barcoding at all patient care units.
- Omnicell integrated medication packager machine is already functioning 100%.
- Medication refill pick-up pharmacy is functioning 100%.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Emphasize

- provide a comprehensive range of advanced clinical and operational service that will assist in providing high quality of care to all patients in accordance with national and international standards of safe medication management as well as recognized best practices.

Provide

- Comprehensive medication management integrated with other medical and operational services.

Implement

- We Care system for all patients inquiries.
- IVR system for refill medication inquiries.
- Expanding ADC service

Rehabilitation Services

Introduction

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

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

- Physiotherapy
- Occupational Therapy
- Orthotics/Prosthetics

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Provide

- Work in collaboration with CIMS department Best Care Team to :
 1. Enhance the content of Patient Visit notification SMS to be more informative by adding more details regarding the session location for better guidance to rehabilitation services out patients.
 2. Send the (portal reschedule request) refusal justification message by rehabilitation services to the patient through the MNGHA patient portal Application.

Deliver

- Apply Response rate KPI of Screening for physically attended patients (Outpatients) monitored in front desk area and the Current achieved response rate is (within 17 seconds of paging the screener).
- Involved in hospital project for Skin Care team.
- Participation in CFO Multidisciplinary Adult Falls Prevention Program Committee.
- Participation multidisciplinary Adult fall (FMEA) failure mode and effect analysis taskforce.

- Establishment of Ergonomics Engineering assessment program (to assist other departments to reduce potential risks related to work activities).
- Participation the committee on assessment for ambulance service hemodialysis patients.

Promote

- Establish Inventory for departmental storage and stocks.
- Establish Task force to review Orthotics/Prosthetics dynamics and inviting guests from different medical/ surgical department to share concerns and recommendations to the current service.
- Work with NUPCO and collaborate to standardize and unify all stock and non-stock items for rehabilitation.

National awards, recognition, contributions

- Rehabilitation ICU PT team Received certificates of appreciation from Ministry of Defense Health Services hospitals for providing (ICU early mobility program) training for physiotherapists in intensive care at the Ministry of Defense Health Services hospitals.
- Received a certificate of appreciation from deanship of postgraduate education (King Saud bin Abdulaziz university for health science) for participation of one of the department staff as a speaker in the course (multi nutrition in elderly).
- Received a certificate of appreciation for the participation of one department supervisor in MNGHA patient experience week signed by Dr. Bandar Alknawy .
- Rehabilitation Neuro PT & OT team Received certificates of appreciation from stroke unit for their participation in Stroke awareness week organized by stroke unit.
- Received a certificate of appreciation from department of medicine for participation of one of the department staff in international elderly day.
- Received a certificate of appreciation from cardiac surgery department for the participation of PT and OT cardiac team in fall risk prevention Camping arranged by coronary care unit.

Respiratory Services Introduction

Respiratory Services 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. Respiratory therapy personnel may accept written or telephone or verbal (if emergency) order of a physician to implement the following therapeutic procedures: medical gases and oxygen therapy, nebulization, humidification aerosols, pulmonary hygiene, mechanical ventilation, tracheostomy and endotracheal tube care, arterial blood gases, cardiopulmonary resuscitation, asthma education, patients transport and pulmonary function testing.

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

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Deliver

- Accommodate Respiratory Therapy students from KSAU-HS for their clinical rotation/training.
- Advertised vacant Respiratory positions (Respiratory Therapist I, II and III)
- Participating in 2022 Saudi Thoracic Society Conference.
- Participated in 2022 Neonatal & Pediatric Mechanical Ventilation Course.
- Accepting of Allied Health Professionals to work as Respiratory Therapists
- Compliance to COVID 19 Vaccination requirements and protocols.

King Abdulaziz Medical City – Jeddah

Deliver

- Improving performance by developing a training program for both intern and SCDP.
- Integrate PFT lab and CPET with Best Care.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Deliver

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

King Abdulaziz Hospital – Al Ahsa

Emphasize

- Respiratory Services Department Participated in the listed committees:
 1. CPR (Cardio Pulmonary Resuscitation) Committee.
 2. Medical Technology Safety Sub-Committee.
 3. CCRT Committee.
 4. Hazardous Material and Waste Management Committee.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Emphasize

- Maintain High Patient Care with extreme consideration of safety and infection control roles.
- Maintaining 100% hand hygiene rate all year long.
- Installment of mesh nebulization controller in ER in process.

Provide

- Blood gas Analyzing results integrated to Best Care All ventilators with the susceptibility to be integrated to Best Care were done.
- All privileged therapist to administer respiratory nebulized medication have access to OMNICELL.

Deliver

- Apply High Flow Oxygen Therapy in ER in Order the meet special Cases Requirements.
- Education in Metered Dose Inhaler (MDI) for discharged patients.
- Education for Home Care Patients on home care ventilators, oxygen concentrators and non-invasive ventilation.
- Accompany home health care department team to the home scheduled visits.

Promote

- Preventive periodic maintenance (PPM) ON TIME for all respiratory equipment.

Implement

- Integration of blood gas analyzers in ICU and ER to Best Care.
- Integration of 980PB, SERVO-I, and VN 600 Ventilators to Best Care.



Social Services

Introduction

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

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Emphasize

- Department participation in the committees for Hospital Long-stay Multidisciplinary Initiative Team.
- Department cooperation for Task Force to Manage and Improve Utilization of Discharge Equipment.
- Department association with numerous multidisciplinary meetings and assembly in coordination with clinical staff and physician.
- Department involvement with numerous committees from various departments to discourse services to patients and families with high quality and care.

Achieve:

- Department nonstop Support Group Assembly for all the mothers of cancer patients.
- Department hold Support Group Therapy (Burn Unit, Long Term, Cardiac Patients) continuously to help the patients while in their admission period.
- Coordination with military department for safety of the patients and families.
- Department conducted and participated in courses and programs for the benefit of Social Workers in collaboration with organizations from outside the hospital.
- Department continuous part taking in Mother and Child Education Program in collaboration with National Family Safety Program.

Provide

- Accepted big numbers of students training request from different Universities, Institutes and Colleges School to be trained in the department under the supervision of the Social Workers.
- Department collaboration with several volunteers from different organization outside the hospital to conduct activities, events and educational program for the benefit of patients.
- Offer Educational Teaching program to all pediatric patients in coordination with volunteer and students universities and healthcare organizations.

Deliver

- Donations has been received from His Royal Highness Prince Saud Fahad Abdulaziz AL Saud as financially supporting all needy patients.
- Department collaboration with numerous organizations and associations from outside the hospital to support and provide the needs of the patients and its' families.

Promote

- Department taking part in the KAMC-CR Website Management Committee to establish and implement the process for website enhancements, modification and departmental updates.

Implement

- Continuous coordination with CIMS concerning to BEST Care Enhancement for Social worker application and documentation.
- Department Cooperation with Guest House and CIMS Department for BEST Care Modification on module for Multidisciplinary Screen.
- Department involvement in Patient Great Experience Transformative Language
- Department used of Voice over Internet Protocol Phone (VoIP) for families and patients to have virtual communications over the phone

King Abdulaziz Medical City – Jeddah

Deliver

- Launched of Social Services Tele Therapy Center.
- Launched Social Services Call Center.
- Coordination with Ministry of Education for Program study of Patients with Special needs (Oncology patients).
- In coordination with King Abdulaziz Medical City Satellite clinics in providing housing accommodation statement for financial reimbursement of MNG-HA and non-MNG-HA employees.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Emphasize

- Coordinate and participate at the hospital committees and Multidisciplinary teams.
- Pediatric Multidisciplinary meeting.
- Home Health Care Committee.
- SCAN Team Committee.
- Medicine Discharge Planning Team.
- ICU Weekly Multidisciplinary Meeting.
- Hemodialysis Multi-disciplinary Meeting.
- PICU Multidisciplinary Round.
- NICU Multidisciplinary Round.
- Priority for them, PMBAH.
- Disaster Code Committee.
- Member of the Patient Complaints and Right Committee.
- Member of the OR Waiting List Taskforce “Jeddah/ Medina” Committee.
- Palliative Care: Delivering Comprehensive Nursing Management.

King Abdulaziz Hospital – Al Ahsa

Emphasize

- Proceeding with the Al Zahaimer association agreement to refer them the confirmed cases of Al Zahaimer disease to support them in all possible aspects.
- Arranging transportation for Hemodialysis patient in cooperation with People with Disability Association in Al Hasa.
- Voluntary platform is in preparation to be activated in order to arrange and receive the voluntary requests electronically.

Imam Abdulrahman Bin Faisal Hospital – Dammam

Emphasize

- Joined diabetes team in order to address obstacles facing patients that may jeopardize their safety.
- Agreement has been reached with Home Health Care department to refer any patient with social issue to our department.
- Modification has been done to Social Services module in the best care that enabled us to follow up on high-risk AMA referral patients.

Support Services Introduction

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 Operations, Safety Management, and Environmental Services, with contracted services such as Food Services, Housekeeping, Public Health, Laundry, Horticulture Roads and Grounds, and Hazardous Materials Services, and Transportation Services.

Achievements among MNGHA

King Abdulaziz Medical City – Riyadh

Deliver

- Significant increased percentage of Fire & Life Safety In-Service Training Attendance via the online program.
- Reduce the risk to life caused by fire.
- Employee's awareness and knowledge of Code Red Procedures by virtue of regular Fire Drills.
- Updating of Evacuation Plans on areas where renovations/refurbishment took place.
- Maintained appropriate manning requirements and gradually sourcing qualified candidates for various vacant positions.
- Contributed to the continuation of the Nationalization Plan in Fire Department.
- Contained various fire and other incidents hospital-wide successfully with trained responding crew.

King Abdulaziz Medical City – Jeddah

Deliver

- Providing a special training program for Fire Wardens.

Promote

- Introducing the three new fire trucks into the service.

Prince Mohammed Bin Abdulaziz Hospital – Al Madinah

Emphasize

- Assure all the department staff compliance with the prevention instruction to protect themselves and patients.
- Assure all the department staff are compliance with the fire and safety instructions.



Corporate Departments



Corporate Investments and Revenue Development (Business Center)

Introduction

Corporate Investments and Revenue Development was established on December 2021. It contains three main sections:

- 1- Business Center: responsible for the treatment of insured/paying patients.
- 2- Business Development: responsible for Rental Services.
- 3- Etqan Al Sahah responsible for the Saudi Korean Health Informatics Company.

Achievements Among MNGHA

Implement

- Releasing the Revenue Cycle Management (RCM) solution tender.

Awards, recognition and contributions:

International:

- Contributed in Dakar Rally by providing health and emergency coverage for trauma cases.

National:

- Obtained licensure from the Council of Health Insurance (CHI) for all MNGHA facilities.

2030 Vision Objectives:

- Contributed with The National Unified Procurement Company (NUPCO) and became in charge of receiving lab samples from other hospitals (Governmental & Private.)

Others:

- Launching Paediatrics Oncology Unit for Business Center Patients.

Corporate Communications

Introduction

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

Achievements Among MNGHA

Provide

- Building a database directory for communications (Telephones No., Pagers No. and Mobile No.) as this will provide up to date information to all concerned section in the department and easily update of new information without the need to send Periodic updates to the concerned sections.

Deliver

- WE Care IVR and Call Center.
- Automated Medical Emergency Coding.

Implement

- Integrate paging system with IVR to receive notification via SMS and Calls.
- Site survey for Qassim hospital.
- Site survey for Dirab new clinic and housing.
- Expansion of IP Phone migration.
- Auditing the Service providers delivered services via applying the digital governance
- Upgrade of Communication Systems (Help Desk).

Awards, recognition and contributions

- INFRAM Stage 7 validation.

2030 Vision Objectives

- One of the objectives of Vision 2030 is the digital transformation of services at government facilities, in which we have begun the enhancement of the pager service, by transforming the pager service into the text messaging and calling service through IVR system by utilizing exiting resources.



Corporate Employee Social Club

Introduction

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

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

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

Achievements Among MNGHA

Achieve

- (600) children enrolled in Child Learning Center in 2022.
- (60) Agreement signed with private sector entities to provide special offers and discount to the club members.
- (216) lesson conducted as part of the recreational activities under Social Club.

Corporate Legal Affairs

Introduction

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

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

Achievements among MNG-HA

Achieve

- Approving the internal regulations and amending the schedule of violations.
- Updating the internal policies (APP) according to the regulations.
- Establishing AUDIT LOG per user for all actions\access activities related to Surveillance system.
- Establishing Surveillance Units SUM in Western Region under OU-029603SUM
- Unification of CCTV Surveillance System management in Riyadh, Hassa, Dammam, Jeddah.
- (closing tenders as PTRs)
- Shifting KASCH-CR recording schedule from KSAU-HS to MNGHA and expanding recording period.
- Unification of multiple camera brands under one CCTV system across MNGHA (4200 cameras).
- Re-operate the malfunctioning old three (3) CCTV systems and merge them in (1) one unified system.
- Finalizing installation of IABFH Cameras with additional request (active recording as per policy)
- Finalizing installation of KAH-Hassa cameras with additional request (active recording as per policy)

- Testing of new Surveillance System technologies and solutions.
- (Completed) Upgrading the Surveillance System back-end in KAMC-Jeddah and unified the Multi-CCTV system in one system with all region as recording, viewing and monitoring full CCTV solution.

2030 Vision Objectives:

- Continued to achieve legality, integrity, and fairness in all legal cases.
- Ensured suitable penalty to preserve rights in accordance with regulations.
- Enhanced concept of professional investigation and judicial review to deliver justice.
- Contribute to the reduction of accidents (violations) through the implementation of the MNGHA policies and regulations.
- Determined to achieve a fair, honest and respectful treatment for all MNGHA employees and those services beneficiaries.
- Ensuring that the Investigation Services Departments is an example in its persistent search of truth and justice.
- Providing qualified human teams to carry out investigation tasks.
- Unification of CCTV Surveillance System management in Riyadh, Hassa, Dammam, Jeddah and Al Medina Al Monawarh.

Corporate Planning and Regulatory Affairs

Introduction

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

It has three (3) main functions:

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

Achievements Among MNGHA

Provide

- To be the one stop window for all statistical needs of Planning and Decision Support department and Management.

Deliver

- Facilitate strategic plan development, implementation and monitoring.
- Create and implement a standardized approach to develop, design and review of policies, procedures and forms.
- Organizational analysis and development by facilitating development of mission, goals and objectives of all departments and by designing and reviewing of organizational structures.
- Undertake Business Process Re-engineering (BPR) projects through its complete cycle across the organization.
- Provide consulting services in various areas to the senior management and other departments.

Corporate Public Relations and Media Affairs

Introduction

The MNGHA rely on Public Relations and Media Affairs to manage the image of the organization and to broadcast news, health information, and latest medical achievements of the organization to reach public audiences. Public relations and media affairs, however, encompasses many processes, including social media and communications which controls all the organization's social media accounts, to tell a brand's story and build a positive image for public audiences.

Achievements among MNG-HA

Achieve

- Arranging with the concern departments to conduct lecture (Cyber Security) for all MNGHA wide to meet with Kingdom's vision 2030.
- Media Coverage for MNGHA achieving Quadruple HIMSS Stage 7 validation. MNGHA has successfully validated Stage 7 on INFRAM, making it the only organization worldwide with four Stage 7 achievements. King Abdulaziz Medical City Riyadh is a multi-award-winning hospital that has previously been recognized as EMRAM Stage 7, OEMRAM Stage 7, AMAM Stage 7, DIAM Stage 6, and INFRAM Stage 6. The recent successful INFRAM Stage 7 validation has given them the first quadruple HIMSS Stage 7 title, making them the most digitized hospital system in the Middle East.
- Media coverage for KAMC-RD receiving the quality accreditation of the international organization FACT (Foundation for The Accreditation of Cellular Therapy), this recognition includes the stem cell transplantation program (adult and children stem cell transplantation), the peripheral or bone marrow stem cell collection centre, and the stem cells processing at the centre's advanced laboratories.



Corporate Manpower Services

Introduction

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

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

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



Achievements Among MNGHA

Deliver:

- Tamheer program in collaboration with the Ministry of HRSD

The program is designed for fresh graduates and non-working Saudi national with the aim to provide training to acquire work-based experiences and to prepare them for full-time employment.

Implement:

- Completion of the second phase of “Manpower Gate”:
 - 1. Enhancing Manpower Gate and automating the whole transfer process (i.e. advertisement, endorsement, interview and department’s selection)
 - 2. The gate will allow applicants and departments to track the status of their requests throughout the process
 - 3. Achieve a paperless environment.
- Integration of the health practitioners’ data with the Saudi Commission for Health Specialties
- Reflect the MNGHA Allowances in the system and linked to the positions.
- Automatic notification of updating Job Description.

Corporate Human Resource Management

Introduction

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

Achievements Among MNGHA

Implement

- Corporate Human Resources Services have developed an automation process for submitting applications for Distinction Allowance, by making filling, uploading, and tracking the request electronically in Oracle system, as well as the formation of specialized committees to review and audit applications in order to improve the quality of document evaluation.

2030 Vision Objectives:

- In collaboration with the relevant departments, Corporate Human Resources Services has concluded the creation of a database for the “Eltizam” project. Which aims to create and build a unified database for government employee and job data in Saudi Arabia in order to provide accurate and up-to-date data to decision makers, as part of the digital transformation project, which is in line with the Kingdom’s vision 2030.



Financial Affairs

Introduction

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

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

Achievements Among MNGHA

Implement

- Automation of Patient Tickets Requests and Subsidy Payments through MNGHA Website.
- Required developing 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.
- Required auto link between the date of MRR and Finance Record through Oracle System. (Maindah)
- Required automation of SPRs default charge account combination (i-Procurement.)

Healthcare Technology Management

Introduction

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

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

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

Achievements Among MNGHA

Deliver

- Efficient in-house management of MNGHA medical assets; 64,639 pieces of healthcare equipment/technologies with acquisition value of SAR 2,316,161,631 for safe, reliable, and cost-effective usage, ensuring operational condition and continuous availability to patient use, research, education, and other domains of MNGHA's health system.
- HTM Successfully managed to achieve replacement strategy for all planned obsoleted of healthcare/medical technologies to be replaced by 2022, and obtained the new healthcare/medical technologies which is planned for expansion in 2022 with approximately cost 160,000,000 SAR, through National Unified Procurement Company "NUPCO" . • Plan, assess, and provide the ongoing need medical equipment and devices in the Mobile Field Hospital in Najran, Aden, Jazan, and in other related missions.
- Successful commissioning and installation of medical equipment and systems to major expansion of clinical areas in all regions.
- Assessment, coordination and preparation of tender requirements to procure capital medical equipment/technologies through NUPCO Tender 2022 and various tender fund allocations.

Awards, recognition and contributions

National

- MNGHA was recognized as the second organization in the world to achieve this high-level of IT infrastructure maturity in healthcare by participating in HIMSS Infrastructure Adoption Model (INFRAM) - Stage 7.
- Recognition from the Saudi Food and Drug Authority, for the remarkable effort and effective contribution on alert/recall management of affected medical devices and products, and in implementing the necessary action/correction.
- Recognition from FMS committee as we did not receive any note for deficiency during CBAHI survey
- Certificate of Appreciation from King Faisal University for providing some training and advices for their new graduated Biomedical Engineering Students Summer 2022.



Infection Prevention & Control Program

Introduction

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

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

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

The Infection Prevention and Control Department consist of three divisions:

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

Achievements Among MNGHA

Emphasize

- Health awareness campaigns and symposiums throughout National Guard regions
- Seasonal influenza immunization campaign.
- Provide Post COVID-19 right practice guideline to all food premises.
- Provide HCWs training for healthcare respiratory protection resources.
- Participate developing ICG guidelines for cleaning and disinfecting non-critical care items and laundry.
- Engage and participate with Weqaya world map for chemical and Hazmat guidelines.

Achieve

- Comprehensive immunization program for the military personnel.
- In service, military staff received a total of 2723 flu vaccine during flu season in 2021-2022.
- 486 Military staff in Hajj mission received MCV4 & Flu vaccine Southern Hemisphere in June 2022.
- A total number of 1004 in service military staff screened for HCV virus using rapid antigen test.

Provide

- Expanded Childhood Immunization Program.
- Adult Immunization Program.
- Adolescent Immunization Programs.

Deliver

- Microbiological air sampling of Pharmacy IV rooms in accordance with USP-NF General Chapter <797>, Pharmaceutical Compounding – sterile preparations.
- CLABSI in Hematology-Oncology Improvement Project.
- CABG Improvement Project in Cardiac Sciences
- Application of SSI audit tool in all ORs

Promote

- Occupational Health Program for Healthcare workers.
- Military Occupational Health Program.
- Monkeypox educational sessions conducted at high risk areas.
- Workshop for sampling at suspected cases for staff at high risk areas.
- Electronic order for Monkeypox PCR added in Bestcare
- Improve flow of respiratory illness cases by targeting most concerns respiratory illness viruses.

Implement

- Digital reporting of COVID PCR result through interfacing between BESTCARE & HESN Plus (Taqasi MOH)

- Digital auditing for CAUTI Bundles insertion and maintenance in Bestcare system.
- Vancomycin order set implementation in Bestcare.
- Go-live of MNGHA Sanford Antimicrobial Guidelines in all regions.
- Electronic reporting of ASP prospective audit and feedback data.

Awards, recognition and contributions:

International:

- Contribution of IPC department, to several activities in collaboration with the World Health Organization Regional Office, for the Eastern Mediterranean (EMRO.)
- Conducting multiple webinars that support IPCs in special situations such intensive care units and post-surgical care.
- Model program to detect and manage Long COVID-19 disease.
- Assisting the WHO team in developing “Regional Infection Prevention and Control Training Package for 2022” which consists of ten modules.
- Conducting a training program “Infection prevention and control in outbreak preparedness, readiness and response in GCC Countries.”

2030 Vision Objectives

- implemented interfacing between BESTCARE and HESN-PLUS (Taqaasi-MOH) for electronic reporting of COVID-19 PCR result.
- Electronic launching of CAUTI bundles insertion and maintenance in BESTCARE system.
- Immediate reporting of notifiable diseases in HESN PLUS.
- Vancomycin order set implementation guide in all regions.



Information Technology Department

Introduction

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

Achievements Among MNGHA

Deliver:

- Upgrade of LIS Blood Bank System to be auto Backup which being utilized as contingency during downtime for donors and patients in Dammam.
- Expansion of Critical Results Notification (TAKEED) at Other Regions PHCs-Primary Health Care Clinics: Jeddah, Dammam, Al Ahsa and Madinah.
- Expansion of "Tele-Health" in PHCs Primary Health Care Clinics and OPD Outpatient Expansion at Dammam, Al Ahsa and Jeddah regions.
- Corporate Nursing Fall Assessment Measures All Regions.
- Activation of Daily Auto-notification to Alert Wound Infection in all Regions.

Promote:

- Enhancement & Improvement of Cybersecurity and IT-Security for MNGHA Kingdom Wide. (NOTE: mostly It will be completed by end of this year Dec. 22)
- Implemented an advanced persistent threats monitoring system in Riyadh. (NOTE: mostly It will be completed by end of this year Dec. 22)
- Implemented an advanced Endpoints protection to deduct Zero-day attacks and prevent any ransom ware activities in Riyadh.
- Implemented Security Operation Center to monitor all MNGHA critical systems 24/7

- Satisfaction Survey for (BestCare, Patients Mobile App) Services at Kingdom-wide.
- Stem Cell Transplant Database System that provides a more stable, secure database to be a source of information for performance, KPI, and outcome reports; as well as for quality and research projects in Oncology Department- At Riyadh
- Corporate Medication Refill Measures All Regions.

Implement

- Achieved (%89.13) of MNGHA Digital Transformation in Qiyas Digital Transformation Report of 2022 under DGA=Digital Government Authority to measure the digital transformation.



- SeMA= Saudi e-Health Maturity Assessment in Riyadh and Al Ahsa
- Implemented EXPRO IT-Requirements for Expenditure & Projects Efficiency Authority.
- Integration with Ministry of Health for :
 1. COVID-19 Patient result with HESN+ services.
 2. COVID-19 vaccine`s registration.
- Integration with SEHA platform to send information of all vaccinations registered in the BESTCare
- Integration with Saudi Commission for Health Specialties (SCFHS) to interface MNGHA health practitioners' certificates and health licenses data
- Developed new invoice for business center billing system and Oracle receivables to encrypted Barcode as per Zakat, Tax and Customs Authority-ZATCA Requirement
- Integrate with Council of Cooperative Health Insurance (CCHI) to show patient insurance information.
- Impalement HIS-BESTCare CONTINGENCY System- is a contingency system once there is unexpected downtime on the BestCare it's allow physicians and nurses to view patient's records and appointments at Kingdom-wide.
- Established a Long COVID-19 Clinic in BestCare (for chronic impact after COVID-19) in Al Ahsa And Jeddah
- Implementation of paperless PSRT (Process Sharing Tracking System) requesting system in Dammam:
 1. PSRT Eligibility Requests.
 2. PSRT Eligibility Extension Requests.
 3. PSRT Inter-Facility Medical Coordination Requests.
- Integration Medication refill and appointment request between IVR (Interactive voice response) and BestCare.
- Design and implement the Tele-ER solution, Aim to allow ER patients to request Tele-ER visits through the portal to BestCare in Riyadh.
- Lab Management System - The Lab Management System allow the MNGHA laboratory and the MNGHA's Clients to control the laboratory tests, including ordering tests, viewing results, and tracking the pending orders.in Riyadh.
- Aegis Medical Devices integration with BestCare for Riyadh, Jeddah, Dammam and Al Ahsa.
- Provision REDCap (Research Electronic Data Capture) System for building and managing clinical surveys and databases to oncology, radiology and ICU departments in Riyadh.

- Integration (Title and fingerprint services) with NIC-National Information Center at King Abdulaziz Medical City in Riyadh
- Implementation of BESTCare and other IT-Applications in Kind Abdullah Bin Abdul-Aziz Hemodialysis Center in Madinah.
- Wheelchair Lending System - to automate the process of handling and managing wheelchairs that are scattered and not properly returned to the station and to notify the patient By SMS to remind him to return the missing chair. In addition the service provides dashboard and statistic reports.
- General Surgery Cases System -"General Surgery Cases" website is a project that collects and saves all the special surgical cases for further review, discussion and teaching purposes. All general surgery physicians through MNGHA intranet easily reach it. The website allow authorized users to add files and modify on them.
- Customer Relationship Management- Customer Relationship Management System to track all communications and nurture relationships with their patients and visitors.
- MNGHA Proud Program - The MNGHA Proud Program is a new initiative that aims to encourage departments and staffs to save their achievements on an individual or departmental level. By the ability to upload their achievements to be preserved and make use of it by the employees of the facility. This platform is easy to reach by any one has MNGHA account, and it will be accessed through the intranet.
- Patient Reported Safety Incident (PRSI) - The Patient Reported Safety Incident System will automate the process of capturing the maternity care patient reported safety incidents across all regions.
- Surplus Medical Assets Management System- to provide accurate and updates of excess medical equipment either inside the hospital's warehouses or on the main warehouse in each region, which will help us to manage and enhance the utilization of the medical equipment among all MNGHA Regions.
- Sanford Guide – Stewardship Assist Solution at MNGHA Kingdom-wide, that brings MNGHA antimicrobial guidelines and international recommendations to the bedside for daily use which is a pillar to improve antimicrobial use at our facilities in addition to supporting ASP goals which are:
 1. To optimize clinical outcomes
 2. To minimize unintended consequences of antimicrobial use
 3. To reduce healthcare costs without adversely effecting quality of care
- Integration with external platforms (Seha, Wasfaty, NPHIES, GSB,CCHI,NIC)

Goverment services bus (GSB):

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

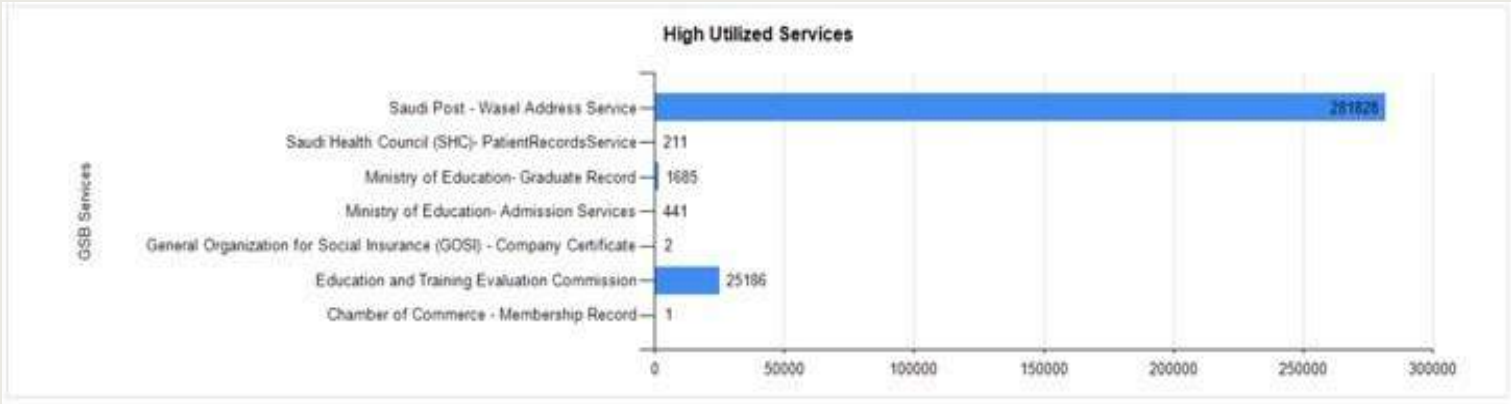
| # | Service name | Process name | Description |
|---|---|---|---|
| 5 | ChamberofCommerce - Membership Record | Get CoCRecordByMember-ship ID. Get CoC Record By Sijil Number. | The COC Registration Service validates that a business is a subscriber in good standing with the local chamber of commerce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

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

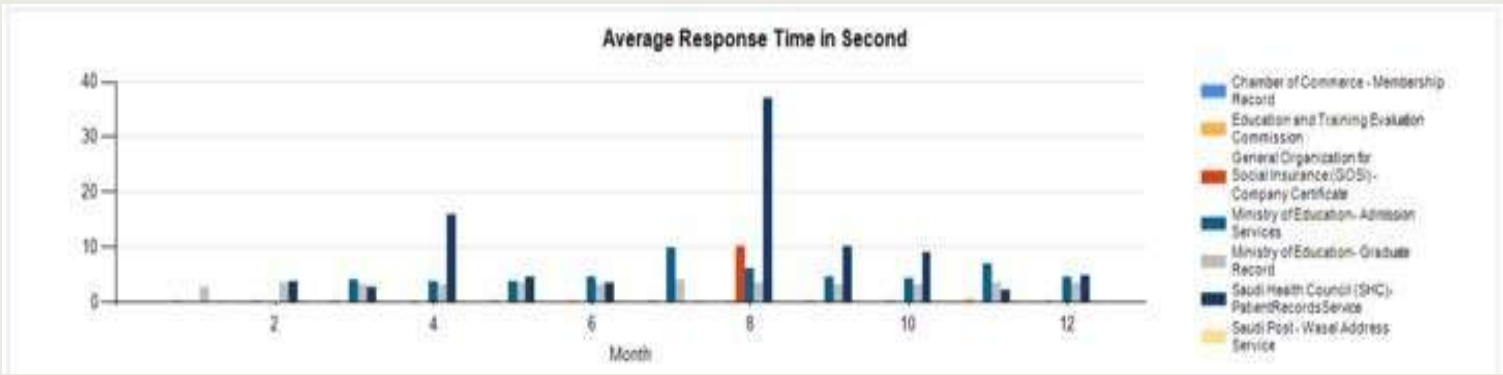
| # | Service name | Process name | Description |
|----|---|--|--|
| 13 | SaudiPost - WaselAddress Service | Get Individual Wasel Address. | This operation returns the Wasel Address of an individual. |
| 14 | Zakat, Tax and Customs Authority | Get Zakat Certificates By TIN. Get Zakat Certificate By TIN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

Annual Report for GSB Services Integrated with MNGHA for 2022:

Highly Utilized Services Statistics for 2022:

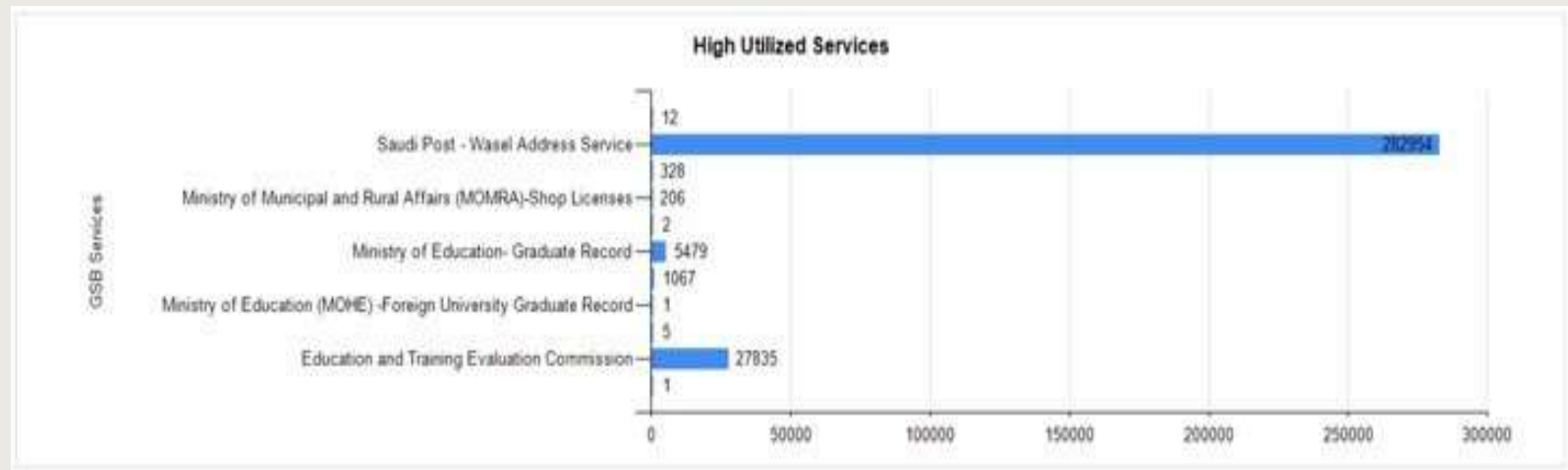


Average Response Time Statistics for 2022:

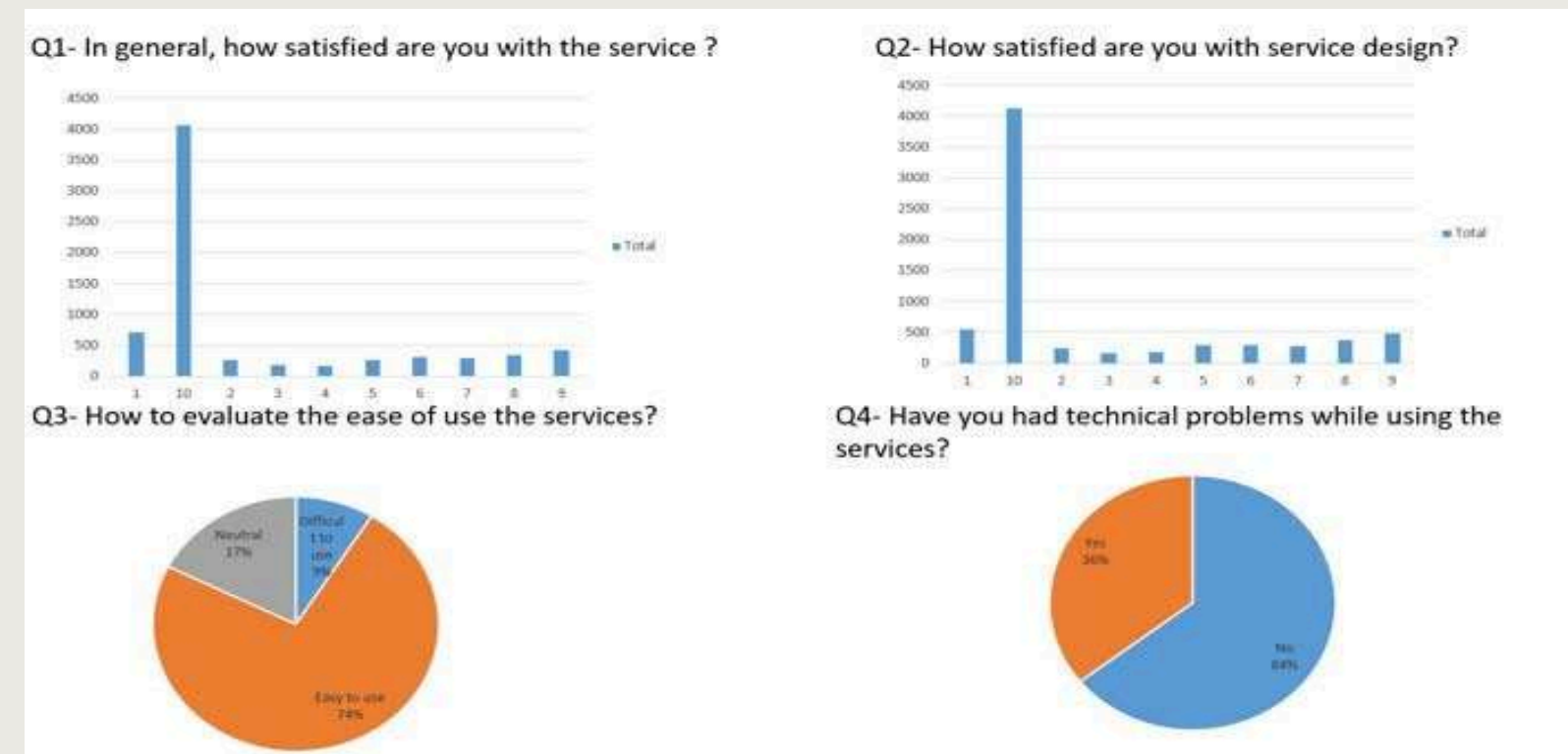


GSB Services Utilization Report, since launching of the service :

Highly Utilized Services Statistics:



GSB User Satisfaction Survey :



Internal Audit

Introduction

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

Achievements Among MNGHA

Promote

- Conducted 85 assurance services (financial audit, compliance audit, operational audit and inventory control) throughout various audit areas across the Programs.
- Provided 164 consultancy / advisory services to Higher Management and other concerned departments.
- Verified a total of 17,895 payment transactions, as routine audit, out of which 461 transactions were returned due to audit findings.
- 1,112 sites were inspected across the regions during Fiscal Year 2022, whereby any findings were communicated to the concerned departments for their immediate appropriate action. GENERAL INSPECTION ROUNDS involves random inspection visit of Program's facilities with a view of ensuring patient and staff's safety and security. In addition to checking building, structure integrity, fire safety, hazardous material safety, etc.
- 7,821 OPERATIONAL PROCESS were verified during Fiscal Year 2022, which includes patient eligibility, acceptance of new patients, patient single room, readiness of ambulance report, etc.
- 31,917 inventory line items were verified; randomly counted (cycle), scrap report checked, etc. by INVENTORY CONTROL.
- 1,890 packages were reviewed and verified in relation to Local / International Hire / Re-Hire PQD packages and other HR related process.

Logistics and Contracts Management

Introduction:

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

Achievements among MNG-HA

Emphasize:

- Provided 63 types of health promotion materials on top of PPEs and other requirements to combat COVID-19.

Achieve:

- Created Oracle number/stock item as per the request of Military Field Medicine that will enhance the request and the availability of Medical items for Military.
- 10,000 IFAK items were received and oversee the distribution to Battalion Military Units.

Provide

- Successful and smooth Turn-over of Inpatient Formula from contractor to LCM
- Reduced approval time for requisitions

Deliver

- Electronic Material Safety Data Sheet System ensure that each unit acquire the most current Safety Data Sheet corresponding with materials stocks for the safety of all MNGHA.
- Processed Product Related Issues to replace defective products for patient safety issues.

Implement

- RSD (رصد) was requested to be integrated with MNGHA - standards for the safety of country's foods and drugs
- Implement automation for the Request for Item Attributes Change
- Promoting the usage of E-Forms in various LCM-related transactions
- Completed the Intellinum Project for barcoding system (GTIN) significantly reducing errors in receiving and dispensing processes

2030 Vision Objectives

- Utilization of formulary agents according to pre-specified criteria. This objective focuses on enhancing the quality and efficiency of healthcare services and ensure financial sustainability.
- Monitoring Pharmaceuticals Expenditures in MNGHA.
- Facilitating the implementation of WASFATY service in MNGHA.
- Collaboration with Expenditure and Projects Efficiency Authority (EXPRO) resulted to a total of SAR 35,492,508.53 savings from annual tender (Pharmaceutical tender NPT0012/21).
- Participation in NUPCO tender NPT0038/21 that encourages the Localization of Industry and Knowledge Transfer of insulin products



Medical Protocol

Introduction

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

Achievements Among MNGHA

Emphasize

- Sepsis Alert Project for Nurses Acknowledgement had achieved 7.21min mean time from January 2022- Aug 2022(Recommended benchmark 15 minutes) in Protocol Nursing-Inpatient (KAMC-Riyadh).
- Paediatrics Home Visit readiness prepared in Protocol Nursing-Outpatient (KAMC-Riyadh).

Achieve

- 7 outreach staff completed the Palace Re-Validation Program in Protocol Nursing-Inpatient (KAMC-Riyadh).
- Paediatrics Code Blue Response educated and achieved 100% in Protocol Nursing-Outpatient (KAMC-Riyadh).

Provide

- Daily open-access slots at the internal medicine OPD service in Protocol Medical Division-Inpatient (KAMC-Riyadh).
- Establishing an agreement with Dental Department to specify every Sunday pm sessions to MPD patients in in Protocol (KAMC-Dammam)

Deliver

- Standardised investigations and management packages to guarantee a higher quality of care in Protocol Medical Division-Inpatient (KAMC-Riyadh).
- Royal Suite in ward 16C was converted into two (x2) rooms (1636 & 1637), in order to increase the number of admission to avoid, as much as possible, the long waiting time of the patient in ER at (KAMC-Riyadh).
- X-ray System in Royal Clinic has been replaced to improve the quality of services to the clients in (KAMC-Riyadh).
- Launching Protocol Family Medicine Clinic/ three times a week in (KAMC-Dammam)
- Provision of clinical and inpatient services to Royal Protocol clients at (KAMC-Al Madinah)
- Two clinics operating once a week under Family Medicine were added for both female and male MPD patients at (KAMC-Al Ahsa)

Military Police

Introduction

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

Achievements Among MNGHA

Deliver

- Organized the overall safeguard and security of the Vaccine Center

Promote

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

National Antivenom and Vaccine Production Center

Introduction

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

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

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

Achievements Among MNGHA

Emphasize

- In order to keep the NAVPC staff updated with the latest regulations of drug manufacturing, a microbiology course was held and all relevant staff have attended. The course was provided by ASON (one of the leader training companies in the MENA regions).
- Several staff members have attended the Liquid Chromatography / Tandem Mass Spectrometry Principles & Applications Training Course conducted by King Abdullah International Medical Research Center (KMARC).

Provide

- Operation of new equipment, electrophoresis set and densitometer; for more quality assessment of the produced product and detection of minimum impurities to cope with the standard of GMP.

Deliver

- The National Antivenom and Vaccine Production Center (NAVPC) was awarded with the certificate of Good Manufacturing Practice (GMP) by the Saudi Food and Drug Authority (SFDA) after successful improvement and correction measures taken by the center.



National Family Safety Program

Introduction

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

Program Objectives:

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

Department/Section/Unit of the Program:

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

4. Information and Communication Unit

5. Quality and Excellence Unit

.Achievements Among MNGHA

Emphasize

- Aman Youth Project: The Aman Youth Project is one of the most vital and effective projects where the National Family Safety Program since the establishment of this project has focused on the role of youth and their ability to create and bring about positive change in values that may affect the health and well-being of society.

- Podcast Aman Letter Project:

The program was prepared by the Podcast Aman Letter project earlier this year in cooperation with King Saud University for Health Sciences because of the high quality features of this project in the community awareness industry in the field of domestic.

- Scientific Studies and data collection:

The program cooperated with a number of local and international institutions in conducting scientific studies and collecting data on domestic violence and child abuse.

Provide

- Women's Help Line Project "199022": The National Family Safety Program, represented by the Child Help Line Section, sought to expand the services provided to the community to include women. This is done through the establishment of a specialized line that works to provide all counseling services to women provide psychosocial support and promote women's rights.

Deliver

- Women's Support and Development Project "A Story of Amal": The program succeeded in achieving the geographical expansion of the Women's Support and Development Program during this year, which is one of the most important sustainable prevention programs and targets women exposed to domestic violence.

- The Higher Diploma Program in Family Safety:

Based on the National Family Safety Program's interest in enhancing family safety in accordance with the objectives and vision of the Kingdom 2030, the Higher Diploma Program in Family Safety was accredited in cooperation with King Saud bin Abdul-Aziz University for Health Sciences, which is the first of its kind in the region. It aims to protect the family and its members from violence in all fields, and to achieve well-being and quality of life.

Promote

- Training efforts for the year 2022 The program has completed its efforts by providing a package of development measures

in the field of specialized training,

which targets workers in the field of family protection, the most important of which are:

1. Seminar entitled (Judicial and Judicial Decisions in Women's Rights) in cooperation with the Ministry of Justice.
2. Holding a training course for female trainers (Story of Amal Project) in two phases during the year. The Story of Amal program was implemented in Hafr Al Batin, Jeddah, Hail, Riyadh, Al Jawf, Rabigh, Asir, Jizan, Qassim, Tabuk, Arar, Mecca, Medina and Dammam.
3. Holding workshops to develop the skills and refine the expertise of women's support line consultants aimed at introducing the personal status system, judicial and judicial decisions on women's rights and introducing the services provided by the developed social security for women.
4. Training course "Post-traumatic stress disorder".
5. Training course "For charities participating in the Hope Story Project".
6. Workshop "Basic Skills for Dealing with Cases of Domestic Violence: Level I".
7. Workshop "Basic Skills for Dealing with Cases of Domestic Violence: Level II".
8. Workshop "Dealing with Cases of Domestic Violence for People with Disabilities"

The program was also keen to train its employees by providing the following workshops:

1. A training course entitled (Social Media Management).
2. Workshop entitled (Change Management).
3. Workshop entitled (Family Disintegration).
4. Workshop entitled (Clinical Plastic Art Therapy).

- Delegation Visit of the Advisory Committee on Childhood" at the Family Affairs Council

The National Family Safety Program organized a professional visit for the members of the Advisory Committee for Childhood

in cooperation with the Family Affairs Council. Where the projects and initiatives of the program were introduced in the field of child Help Line and the definition of the child Help line 116111.

Quality and Patient Safety

Introduction

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

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

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

Achievements Among MNGHA

Emphasize

- Conducted educational sessions throughout the year with aim to build capacity and capability among hospital staff, medical residents, interns and university students.
- New Born Screening Program.
- Delirium Prevention & Management in the intensive care unit
- Establishing MEOWS (Modified Early Obstetric Warning Score)
- Diabetic Foot Management Program
- Health Education Program
- Medication Safety Program.
- Establishing MEOWS (Modified Early Obstetric Warning Score).
- Review policy and procedure to ensure the compliance with national and international standards.

Achieve

- Improve Response to SEPSIS by early alert notification.
- Achieve improvement in the culture of reporting safety reports including harms and near misses whereas the harm events number has increased 63% compared by 2021.
- Achieve improvement in surgical waiting lists
- Improving Patient Flow in IABFH (ER, OPD, and Inpatient discharging Process).

- Family Centered Care in critical care areas.
- Established Bed Management Department
- “FACT” accreditation for bone marrow transplant.
- Cardiac Cath Accreditation from American College of cardiology.
- Re-accreditation of 5 modules for radiology dept. from American collage of radiologists.

Provide

- Improve the OR cancellation by enhancing surgery scheduling and decreasing patient no-show
- Improve the percentage of scheduling the new referrals seen within 4 weeks.
- ER length of stay \leq 4 hours.
- 48 Hours to primary care
- Decrease hospital stay for selective cases in Pediatric surgery
- Reduce the Patients Waiting Time for Ultra Sound
- PX-sign language training

Deliver

- Introducing new tool to measure the effectiveness of CPR compression in cooperation with post-graduate academic affairs Department –KSAU.
- Develop “on board “program for all newly appointed staff to assure appropriate orientation and maximize knowledge.

Promote

- Launching of the Staff voice Program
- Improve the Referral Process to and from PHCC
- Reduce the Unnecessary Repeated X-ray in Medical Imaging

Implement

- PeerVue system: Software for reporting critical or unexpected radiological results between the radiology department and the physician ordering a radiology examination via electronic communication
- Takeed System for Lab Critical Result Notification.

- Establishment of new model of SRS reporting (hot line).
- Resume the participation of National Surgical Quality Improvement Program (NSQIP).
- Implement the Patient Reported Safety Incident (PRSI) in maternal care.
- ITQANE Program.
- CLMA -Close Loop Medication Administration Program.
- "Takeed "System for Lab Critical Result Notification.

Awards, recognition and contributions

International

- Participation with American college of surgeons in National Surgical Quality Improvement Program (NSQIP)

National

- Crash Emergency Caesarean Section project -annual national patient safety award.

2030 Vision Objectives

Improve quality and efficiency of healthcare service:

- Pathway/ Code for STEMI patients was created to expedite the PCI for patients with Myocardial Infarction (MI)
- Introducing new tool to measure the effectiveness of CPR compression in cooperation with post-graduate academic affairs Department –KSAU.

Facilitate access to healthcare services:

- Lowered the rate of OR cancellation by improving surgery scheduling and decreasing patient no-show.
- New referrals seen within 4 weeks.
- Reduce waiting time in ED from 6 hours to 4 hours.

Promote prevention against health risks:

In alignment with WHO theme for international patient safety day, KAH has initiated the medication without harm campaign in cooperation with the clinical pharmacy collage – King Faisal University for patients, visitors as well as staff.

"STAFF VOICE" Program:

Staff experience department has become the most effective connect point through hearing STAFF VOICE, resolve their complains, provide a consultations when it needed, and take their suggestion in consideration

“ON BOARDING “Program:

The program aiming to make employees feel part of the organization and build a positive connection between them ,also increase employee engagement and loyalty by defining and clarifying work assignments, roles, and responsibilities.

Patient Experience:

Capturing patient experience to improve clinical effectiveness and patient safety as well as the satisfaction of healthcare beneficiaries. The strategy is underpinned by the principles of person-centred care and follows the six Patient Experience Framework the strategy’s objectives are summarised as follows: Access to Timely Care, Information and Communication,

Patient

Voice and Responsiveness Staff Experience and Engagement, Environment and Hospitality & Coordination and Integration



Project Management Office

Introduction

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

Achievements Among MNGHA

Emphasize

- PMO promotes value engineering and implement the new project management methodology and use of new technology in projects design and implementation, which are helpful in cost reduction, quality improvement and certify in healthcare strategy and goals.

Achieve

- In line with MNGHA objectives to provide excellent healthcare services, several mega projects are accomplished, under testing and commissioning stage, and about to be handed over such as the following:

1. Specialized Hospital's for Women's Health, Riyadh
2. Neuroscience and Trauma Care Center, Jeddah
3. King Abdullah Specialized Children Hospital in Jeddah
4. Electrical Power Supply for our Healthcare Facility by construction of New 4 Substation with high capacity for Riyadh, Jeddah, Qassim & Taif.
5. Data Center in King Abdulaziz Medical City –Jeddah
6. Staff Housing Complex Phase 3 in King Abdulaziz Medical City Jeddah & Staff Housing Phase 1 in Al-Ahsa
7. Upgraded the Infrastructure facilities for all regions such as replacement of sewage and storm water lift stations, upgrading firefighting networks

Provide

- Project Management Office (PMO) exercises and provides engineering expertise within the scope of the division on all issues related to initiating, planning, design, executing, monitoring, and commissioning.

Deliver

- PMO promotes environmental and operational sustainability for the new projects during the Design and the execution phases of the project.

Implement

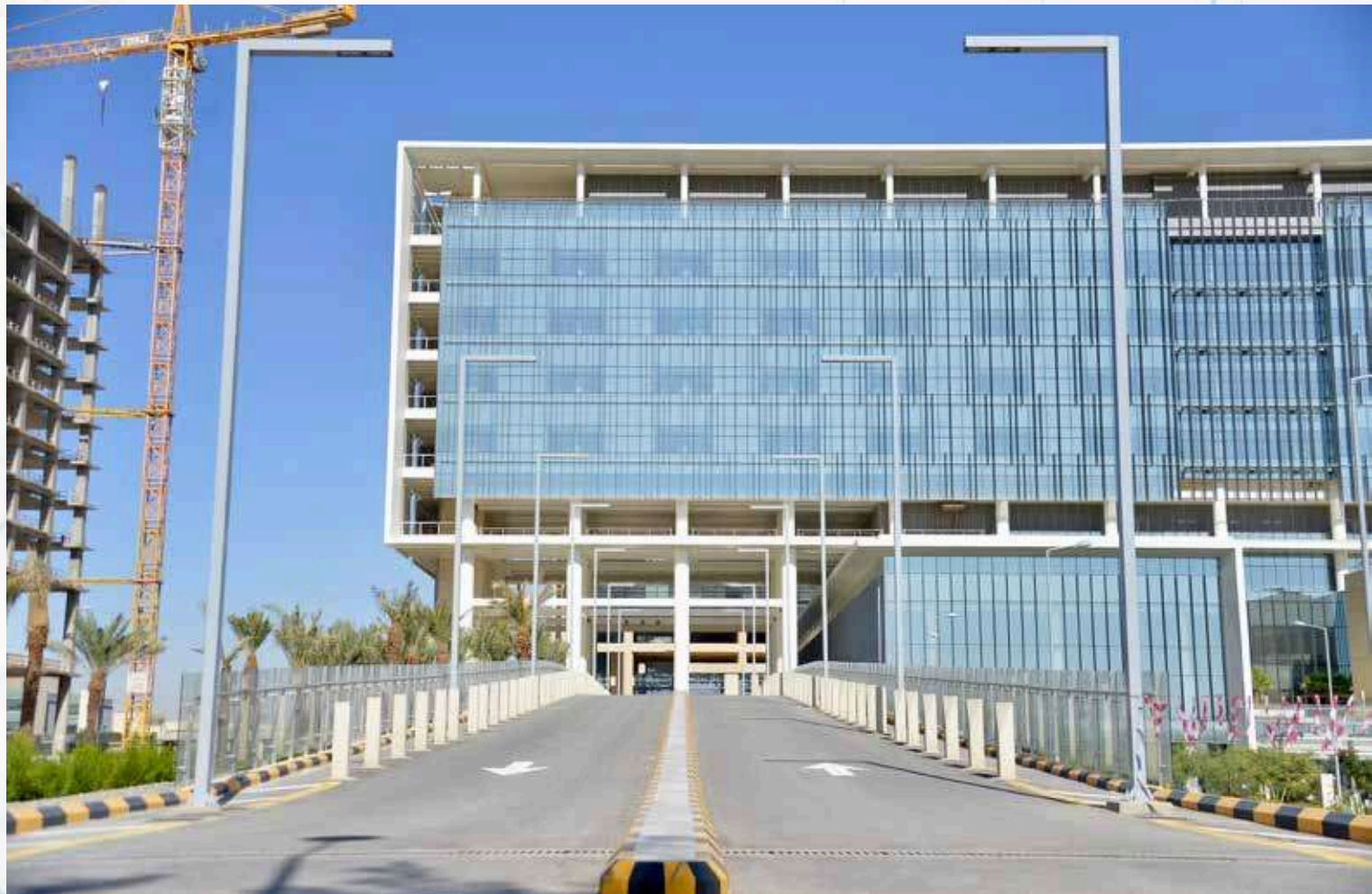
- PMO is working on introduction and development of digital applications of healthcare systems in the designs and specifications of new projects.

Awards, recognition and contributions

International

- Lead Certificate for New Hospital (KASCH-WR & Neuroscience & Trauma –WR)





King Abdullah International Medical Research Center (KAIMRC)



King Abdullah International Research Center (KAIMRC)

Introduction:

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

Achievements among MNG-HA

Emphasize

- Successful completion of Phase I Clinical Trials for a new vaccine for Mers-Cov.
- Identification of novel genes/biomarkers for diagnostics & therapeutics as rare genetic diseases.
- Publications in international scientific journals with high impact factors.

Provide

- Development of genetic diagnostic tools & services (NIPT, NGS, PGD).

Deliver

- Development of Data science applications for health care.
- Securing innovation patents from US & Saudi patent offices.

Promote

- Organizing dedicated Clinical Trials capability building workshops.

Implement

- Development of applications in Bioinformatics, Artificial Intelligence, & data science along with patients' bio banking & cord blood banking.

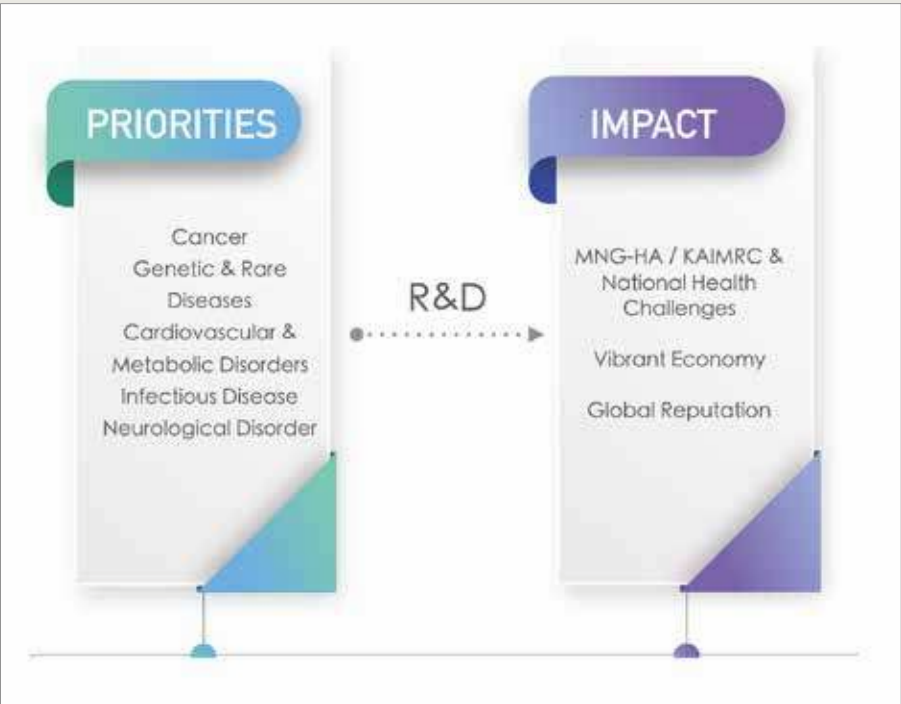
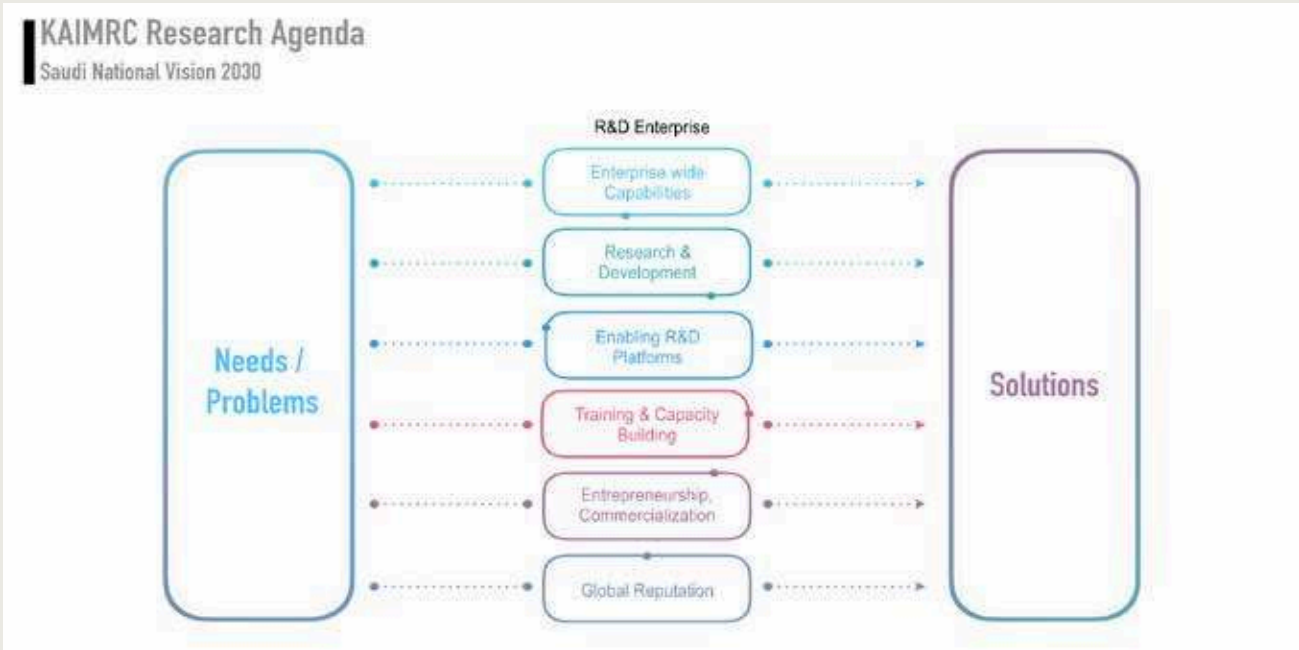
Awards, recognition and contributions

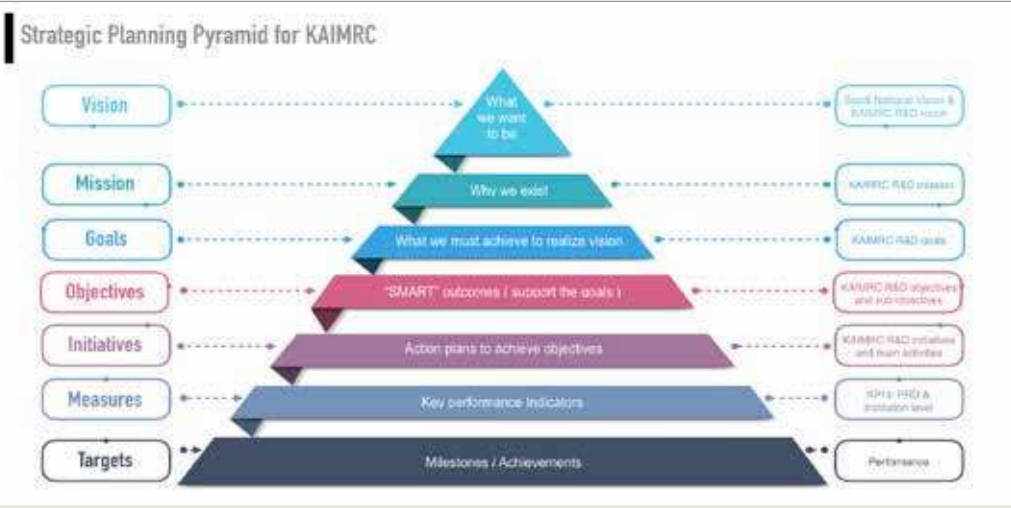
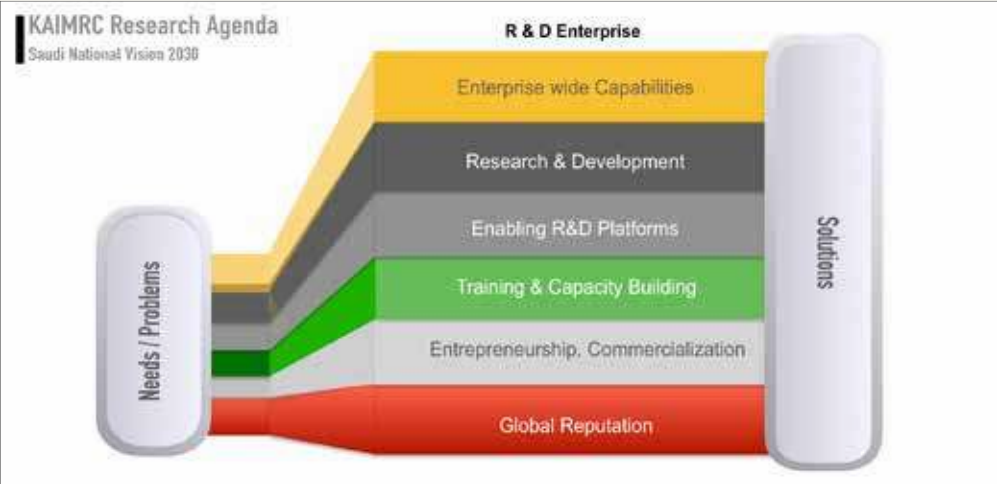
International

- KAIMRC researchers are named among Stanford’s globally top 2% of scientists for 2022. #Elsevier.

2030 Vision Objectives

- Setting up the National Command Center for Clinical Trials as a national initiative of the vision 2030 initiatives.
- Preapproved national initiative for Bioequivalence as part of the vision 2030 initiatives.
- Preapproved for Biotechnology & Biopharmaceutical development initiative as part of the vision 2030 initiatives





Deanship of Postgraduate Education

Deanship of Postgraduate Education

Introduction

The Deanship of Postgraduate Education's vision is to create a culture of academic excellence to stimulate professional growth and achieve a leading role in graduate studies at the local and regional levels. The mission of Deanship of Postgraduate Education is to provide a distinguished educational environment in Medical Education and continuing professional development by transferring specialized expertise in health care and clinical skills by providing educational programs and events according to the latest science and technologies to achieve efficiency for health practitioners and professionals' health assistant and increase community knowledge. Moreover, the Deanship of Postgraduate Education provides its service throughout the three KSAUHS campuses and MNGHA Medical Cities and Hospitals in all regions, including Jeddah, Al Ahsa, Madinah, and Dammam. Additionally, the Deanship of Postgraduate Education delivers its services through Medical Education, Master Programs, Allied Health Training, Visiting Professors, Postgraduate Training Center, Advanced Trauma Life Support Office, Symposia and Conferences Division, Quality Assurance, Health Sciences Library, and Media Services. Lastly, the Department of Medical Education is one of the largest health sectors in terms of the number of doctors enrolled in the training programs for doctors and the number of graduates during the past years of fellowship training programs and residency in various fields of medicine to contribute in national health care system.

Achievements Among MNGHA

Achieve

- Conducting a training session entitled "How to Activate the Code Blue" to the Military Police Department with 84 Trainers held on Deanship of Postgraduate Education Building in KSAU-HS, on October 18, 19 and 20, 2022.

Awards, recognition and contributions

International

- American Heart Association is Recognizing Continuing Professional Development in all regions as a reference center in the Middle East and North Africa for 2021.

National

- Accreditation of continuing professional development in Riyadh and Al-Ahsa from Saudi Commission for Health Specialties 2021-2022 as a continuing professional development body.
- Accreditation 4 training centers outside the university that offers a basic and advanced life support program, in cases of

childbirth and children with reference to the continuing professional development. • Closer cooperation between King Saud bin Abdulaziz University for Health Sciences and King Faisal University in Al-Ahsa, in order to achieve shared goals to enhance knowledge and research exchange, leading to expanding the horizons of knowledge, strengthening cultural cooperation, supporting education and training in their simulation center. • Accreditation of 13 training fellowship programs from joint to completed for the academic year 21/22. • Madinah hospital receives recognition in specialty programs for the following specialties: General Surgery, Pediatrics, and Medicine.

- Establishment and approval of 3 new training programs in Saudi Commission for Health Specialties in advanced specialties based on the expansion of health care in King Abdulaziz Medical City in Jeddah.

2030 Vision Objectives:

- Accreditation the Family Safety Program as one of the higher education's programs in Riyadh.
- Renew the institutional accreditation and obtain the decision of full institutional accreditation for health education programs from the Saudi Commission for Health Specialties for all regions from two to four years.
- Issuance of new accreditation decisions for several Saudi fellowship programs (Breast and Gynecologic Pathology), (Psychosomatic Medicine) (Clinical Neuropsychology) (Geriatric Medicine) (Musculoskeletal Imaging).
- Implementation of 19 training workshop for trainers within the training development program.
- The Accreditation of 6 training programs ending with employment programs, and implementation of 5 programs for 174 trainees in cooperation with the Health Academy of Commission for Health Specialties.
- Organizing 142-workshop training of the Program of Enhancing the Knowledge and Professional Practice of Assistant Health Practitioners (LEAD) in the presence of 4854 health practitioners.
- Accessibility to (33) basic databases and (2950) e-books in addition to (4658) electronic journals concerned with health sciences through the digital portal of the library.
- Providing various services for more than 66,339 beneficiaries of direct search services.
- Symposia/Conferences Division is organizing the program 'We Are Here for You' in the presence of 201 trainees.
- Organizing the seventh vaccination update week with a number of 12 educational hours, during this week a day was allocated to hold a vaccination update course in Jeddah.

- Activating the simulation week by holding a workshop entitled Introduction to Simulation Based Education and hosting interested leaders to cooperate in developing the role of simulation in education in the Department of Continuing Professional Development in Al-Ahsa.
- Collaboration was established with the breastfeeding program at King Abdulaziz Medical City in Riyadh to establish approved courses by the World Health Authority.
- Renewal of the audiovisual system of the conference center of the university in Riyadh and the audiovisual system of the Samir bin Harib hall and the small hall for health affairs at the Ministry of National Guard in Riyadh.

2022

ANNUAL REPORT





Kingdom of Saudi Arabia
Ministry of National Guard
Health Affairs

MNG-HA Annual Report **2022**