



Initiative Results for Improvement of the patient services application

(Q3 - 2024)

The Target

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This initiative aims to provide opportunities for the development and enrichment of the patient portal through the participation of all beneficiaries from the community in providing feedback and advice

Expected effect

Identifying the strengths and weaknesses of the patient portal will have positive effects on its development and the improvement of the services provided to them. It will also help in better understanding the beneficiaries' needs and expectations, which enables us to provide more efficient and effective care



Counseling Channel

- The initiative was published on the website of the Ministry of National Guard Health

Affairs

- Initiative in Tafaul



The screenshot displays the website of the Ministry of National Guard Health Affairs (MNGHA). The header includes the ministry's logo and name, along with navigation links for Patients & Visitors, Professionals, E-Services, Campuses, and Explore. The main content area features a breadcrumb trail: Home > co-development > Improvement of The Patient Services Application (Q3 - 2024). A sidebar on the left allows filtering by status: Current, Upcoming, and Finished. The main content area shows the title 'Improvement of The Patient Services Application (Q3 - 2024)' and a description: 'The initiative aims to provide opportunities for development and enrichment of the patient services application through the participation of all members of society with opinions and advice.' Below this is a table with the following details:

Status	Finished
Start date	01-07-2024
End date	30-07-2024
Initiative Type	joint development
Beneficiaries	All beneficiaries



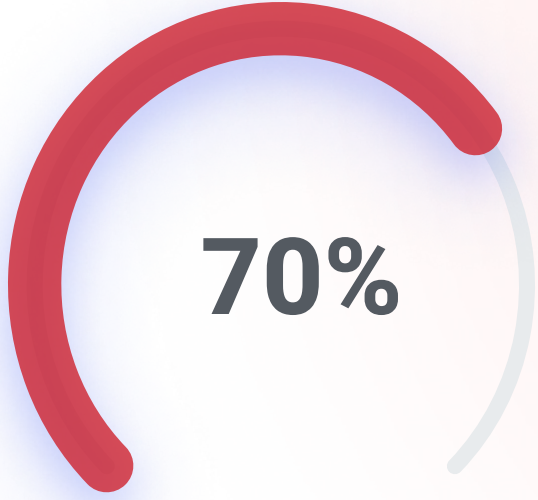
Results



How satisfied are you with the advertising campaigns and educational materials for the patient services application?



How easy is it to use the app and navigate between services/screens?

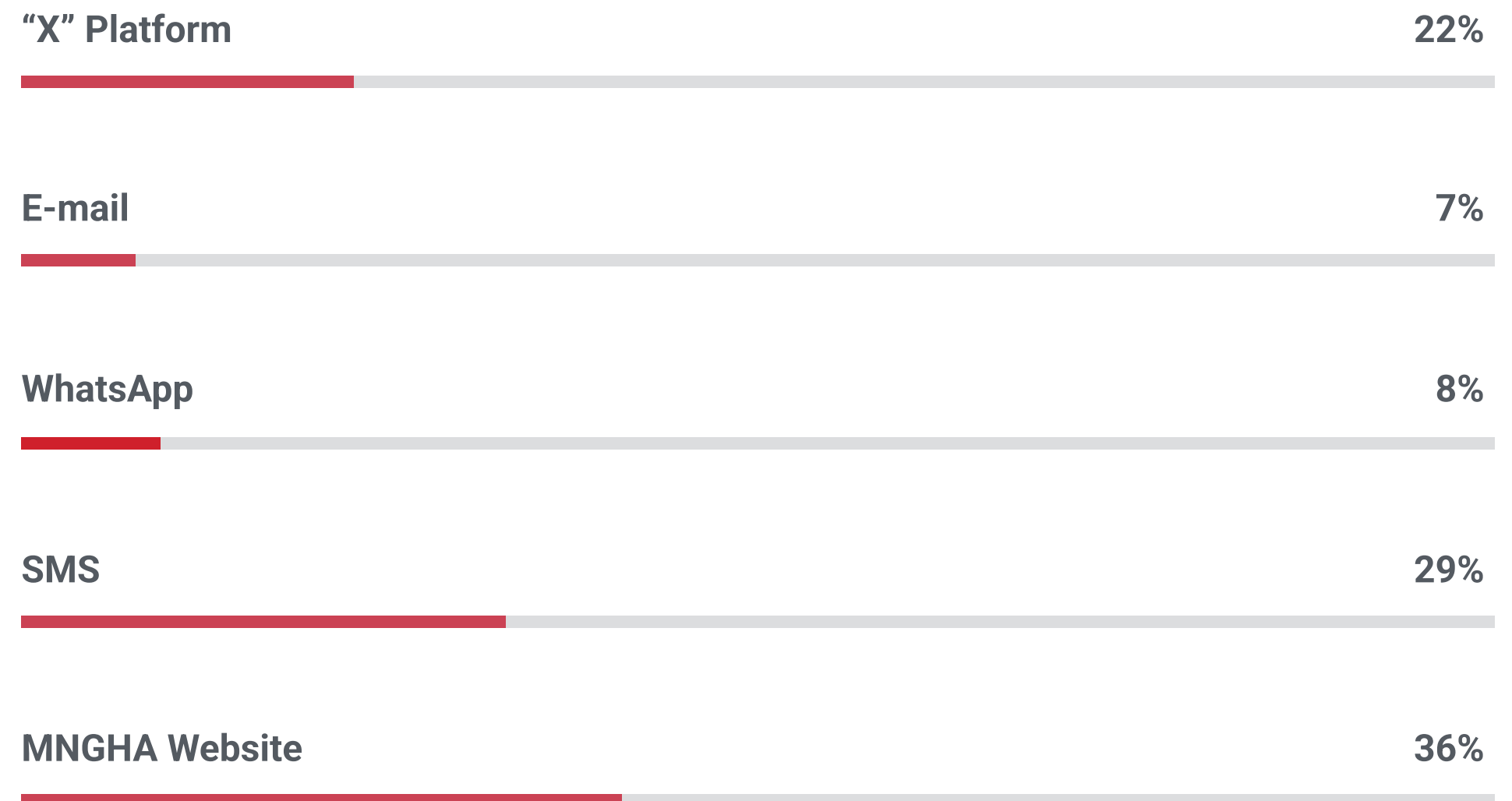


How satisfied are you with your knowledge of the services provided in the Patient Services application?



Results

What is your preferred method to follow news of updates to the patient services app?



The Impact

Based on the results of the initiatives to evaluate the Patient Services application over this year, the opinions of the participants were taken into consideration. As a result, We are working to launch a completely new version of the application in the 1Q of 2025 and the launch will be announced through all channels preferred by our users, aiming to serve and support the needs of beneficiaries in the optimal way as studied through the results of these initiatives.



Thank you

