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

2025
MNGHA
Annual Report



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صاحب السمو الملكي
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ولي العهد، رئيس مجلس الوزراء
ورئيس مجلس الشؤون الاقتصادية والتنمية



صاحب السمو الملكي
الأمير عبدالله بن بندر بن عبدالعزيز آل سعود
وزير الحرس الوطني

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MNGHA

Vision

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

Mission

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

Objectives

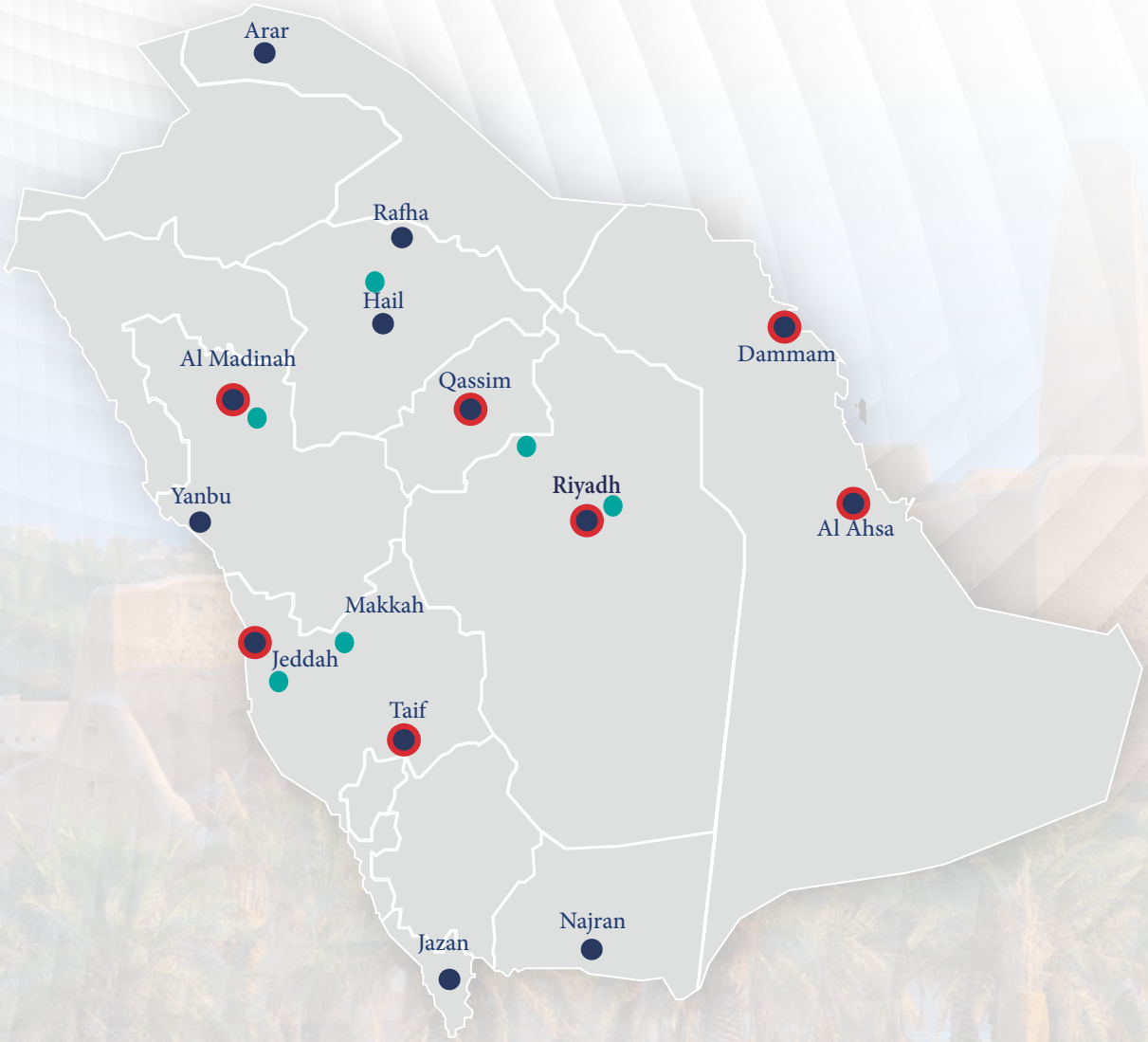
- Emphasize health promotion and prevention.
- Achieve excellence in military health services.
- Provide timely access to highly integrated care.
- Deliver high quality, safe, innovation care and exceptional patient experience.
- Promote substantiality, resilience and value.
- Implement large scale digital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

Values

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

MNGHA

Healthcare Facilities Map



New Facility

King Salman Specialized Hospital

Al Taif



King Abdullah Specialized Hospital

Al Qassim



Preface

In 2025, MNGHA have reached an outstanding milestone, reaffirming its dedication to deliver world-class healthcare. Through advancing innovation across Saudi Arabia and beyond, MNGHA continues to place patients at the heart of its mission, advancing accessibility, excellence, and innovation in medical care.

In tertiary care, Organ transplant activity continued its upward trajectory in 2025, recording a 2.0% increase compared to 2024. In parallel, the adoption of advanced surgical technologies also grew, with robotic surgeries rising to 19.22%, reflecting ongoing efforts to enhance precision, safety, and overall patient outcomes across MNGHA facilities.

Riyadh maintained exceptional clinical performance throughout 2025, achieving zero hospital-acquired respiratory pressure injuries, reflecting strong adherence to safety standards and preventive care practices. Meanwhile, patient experience continued to advance, reaching an impressive 92% overall Patient Experience (PEX) satisfaction score, demonstrating the effectiveness of ongoing efforts to enhance service quality and patient-centered care across all facilities.

MNGHA continued to strengthen its global presence in digital health throughout 2025, becoming the first entity worldwide to achieve HIMSS-AMAM Stage 7 re-accreditation for advanced data analytics, a milestone that reflects exceptional maturity in data governance, integration, and clinical intelligence. In addition, MNGHA earned 1st Place for Digital Service Excellence at the Digital Government Forum 2025, further affirming its position as a national and international benchmark in digital transformation and patient-centered innovation.

These achievements reflect MNGHA's enduring dedication to innovation, quality, and patient-focused care, continually elevating healthcare standards across all services. We remain committed to advancing medical excellence and delivering the highest level of care to every patient we serve. As we progress into 2025, the Statistics and Achievement Reports Development team extends deep appreciation to all contributors to this distinguished report, looking forward to another year of meaningful progress and transformative accomplishments.

2025
MNGHA

MNGHA

Introduction

As a regional leader, the Ministry of National Guard Health Affairs (MNGHA) is dedicated to delivering the right care at the right time. Internationally respected, MNGHA provides a comprehensive spectrum of clinical, academic, and research programs ranging from primary public health to highly specialized tertiary care. At the heart of our mission is a patient-centered approach that prioritizes safety, quality, and a positive experience through strategic global affiliations.

Recognized as a cornerstone of the Kingdom's healthcare infrastructure, MNGHA serves as a Center of Excellence for Artificial Intelligence, partnering with the Saudi Data and Artificial Intelligence Authority (SDAIA) to develop AI applications for cardiovascular disease and stroke. Funded by the Saudi government and affiliated with the Ministry of National Guard, MNGHA operates a unified healthcare system across Riyadh, Jeddah, Al-Ahsa, Dammam, Medina, Taif, and Qassim all seamlessly integrated via the BestCare electronic medical record system.

Hospital Outpatient Visits

3,019,748

Inpatient (Admissions)

122,520

Primary Healthcare

2,171,806

Operational Beds

4,219

MNGHA

Workforce

8,127	Physicians, Dentists & Residents
18,050	Allied Health & Medical Support (includes Pharmacists & Nurses)
10,702	Administration and Support



MNGHA

Center of Excellence

- Oncology
- Robotic Surgery
- Home Health Care
- Gene Therapy
- Car-t Cell
- Ophthalmology
- Organs Transplant
- Cardiac Science

MNGHA

Organs Transplant



350
Stem Cell Transplant



193
Kidney Transplant



117
Corneal Transplant



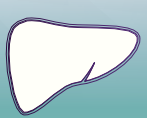
34
Car-T Cell Transplant



15
Heart Transplant



17
Lungs Transplant



80
Liver Transplant



2
Pancreas transplant



12
Gene therapy

MNGHA

MNGHA In Numbers



60,035,636
Laboratory Investigations

1,518,491
Total Radiology Investigations

673,952
Emergency Room Visits

582,921
Virtual Care

102,287
Interventional Procedures

69,568
Overall Surgical Operations

MNGHA

Clinical Efficiency

Average Length of Stay

0.2 Day ↓



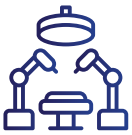
Day Surgery

73% ↑



Robotics Surgeries

19.22% ↑



Access to Outpatient Clinics

89% ↑



Access to PHC

86% ↑



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

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

MNGHA

Home Health Care Visits

Total Visits 64,691

4,084
Al Madinah

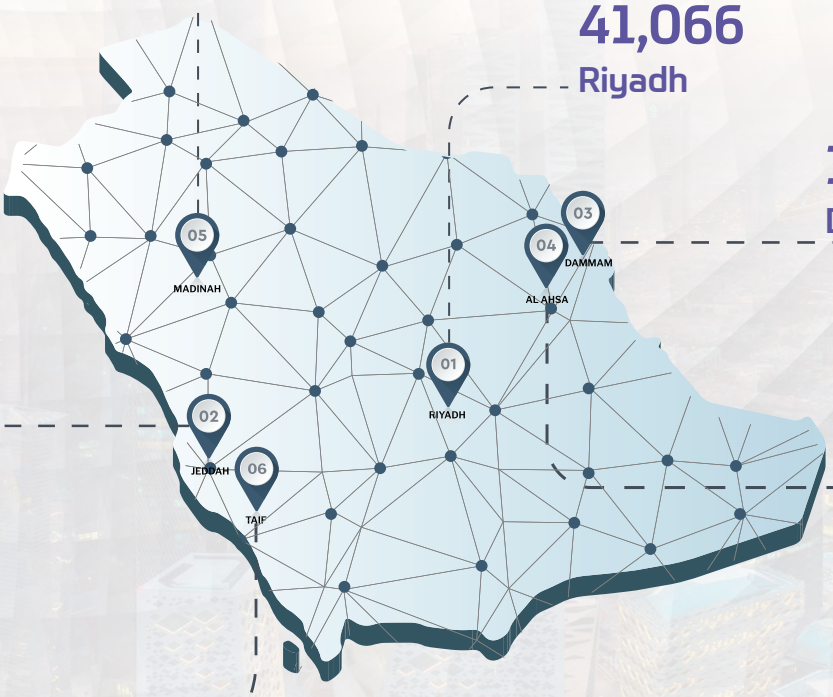
41,066
Riyadh

1,786
Dammam

11,419
Jeddah

5,678
Al Ahsa

658
Taif



MNGHA

Hemodialysis

163,511

Total No. of Hemodialysis **Sessions** in all MNGHA



1,871

Total No. of Hemodialysis **Patients** in all MNGHA



397

Total No. of Hemodialysis **Beds** in all MNGHA



MNGHA

MNGHA International

منتدى الاستثمار الأمريكي-السعودي
U.S.- SAUDI INVESTMENT FORUM
2025

Various agreements were signed during the Saudi-US Investment Forum 2025.

Bio International Convention

MNGHA showcased Saudi Arabia's leadership in biotechnology at the BIO International Convention (BIO USA 2025).

PERT Consortium®

MNGHA officially joined the PERT Consortium International enhancing global collaboration in pulmonary embolism management.



MNGHA

Excellence in Clinical Care

Tele-Medicine Stroke Care

- An integrated stroke treatment program powered by advanced visual telemedicine was launched in Al-Ahsa.

Pioneering Corneal Transplant

- King Abdulaziz Medical City Riyadh achieved the Middle East's first laser-assisted corneal transplant (CTAK), marking a major regional milestone.

Nursing Excellence

- The WOC team earned the elite NDNQI "Blue" classification, in recognition of superior patient care.

Gene Therapy Breakthrough

- The first sickle cell disease (SCD) patient was successfully treated with gene therapy, alongside the launch of a nursing preceptorship program in King Abdulaziz Medical City, Riyadh.

Zero Respiratory Pressure Injuries

- Riyadh achieved zero hospital-acquired respiratory pressure injuries throughout 2025.

AI-Enhanced Transplantation

- AI-driven algorithms were implemented in King Abdulaziz Medical City, to improve the precision of kidney donor-recipient compatibility.

National Cancer Screening

- Madinah rolled out national screening programs for breast cancer (ages 40+) and colon cancer (ages 50+) to improve early detection.

Geno-Biome Innovation

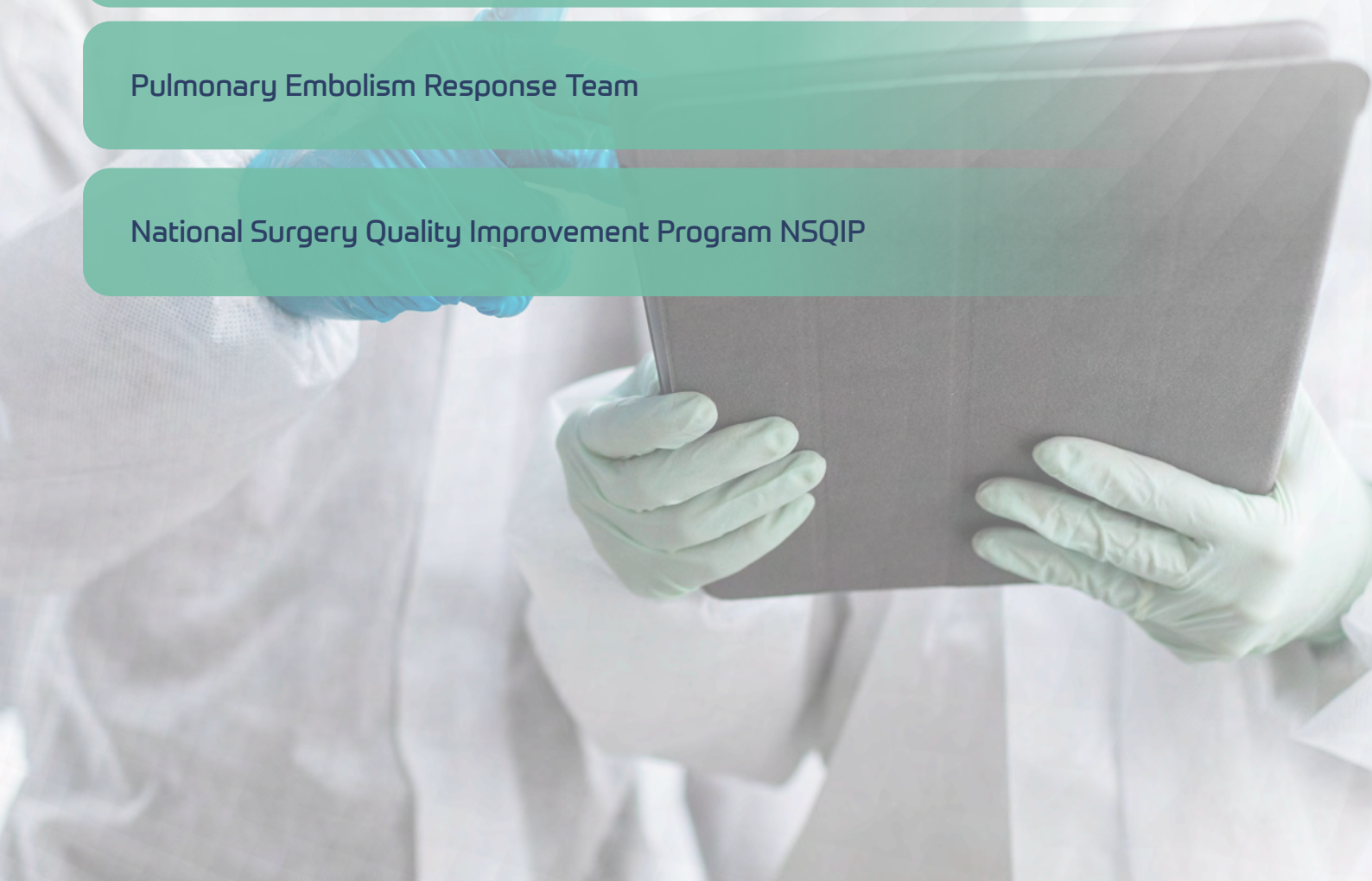
- The "Geno-Biome" project was launched to advance pioneering research in the oral microbiome.



MNGHA

Clinical Safety

- Patient Blood Management program
- Closed Loop Medication Administration
- Closed Loop Blood Transfusion Administration
- Difficult Airway Response program
- Pulmonary Embolism Response Team
- National Surgery Quality Improvement Program NSQIP



MNGHA

Service Improvement

Access to Service

- ER Growth: Increased service capacity and patient access in Riyadh by 9.0%.
- Virtual Care: Increased virtual visits to 50% with over 90% slot utilization in Al-Ahsa.

Timeliness of Care

- Rapid Assessment: Reduced ER physician assessment time by 78.5% in Jeddah.
- Fast Pharmacy: 91.5% of ACC pharmacy patients in Jeddah served in under 20 minutes.

Patient Experience

- Family Medicine: Secured a 91.75% satisfaction score from patients and reviewers in Madinah.
- Patient Satisfaction: Reached a 92% overall Patient Experience (PEX) satisfaction score.

Quality of Clinical Care at Hospital

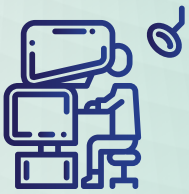
- Life-Saving Care: Achieved a 91% five-year survival rate for pediatric oncology in Jeddah.
- Safety Record: Maintained zero hospital-acquired pressure injuries (HAPI) in Riyadh.

Quality of Clinical Care at Home

- Home Care: Boosted home visit rates by 300% for wound care patients in Dammam.

MNGHA

Oncology Services

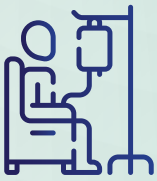


HIPEC procedures

59



First Pioneering Fertility Preservation Program In The Kingdom



Chemotherapy Sessions

76,205

Home-Based Cancer Treatment Services



Radiotherapy Sessions

29,036

Advanced Bone Tumor Resection Using External Beam Radiation Therapy

MNGHA

New Technology and Devices

- RoboPharma Automated System
- AI-Powered Whole-Body Predictive Imaging (RevoScan Protocol)
- Hologic Mammography
- Cath Lab Azurion Systems (Philips)
- MRI Architect 3T with TULSA-PRO (GE) - **Middle East First**
- Azurion 7 B20 Biplane Angio System (PHILIPS) - **First in the Kingdom**
- Da Vinci Robotic System



MNGHA

Digital Health

Honored at Hackathon 2025 for double ISO certification in Innovation Management and Measurement.

First entity worldwide to achieve HIMSS-AMAM Stage 7 re-accreditation for data analytics.

Ranked among the "World's Best Smart Hospitals" for 2026.

Won 1st Place for digital service excellence at the Digital Government Forum 2025.

Secured 2nd Place in the 2025 National Digital Transformation Measurement Index.



MNGHA

Business Aspect And Spending Efficiency Effort

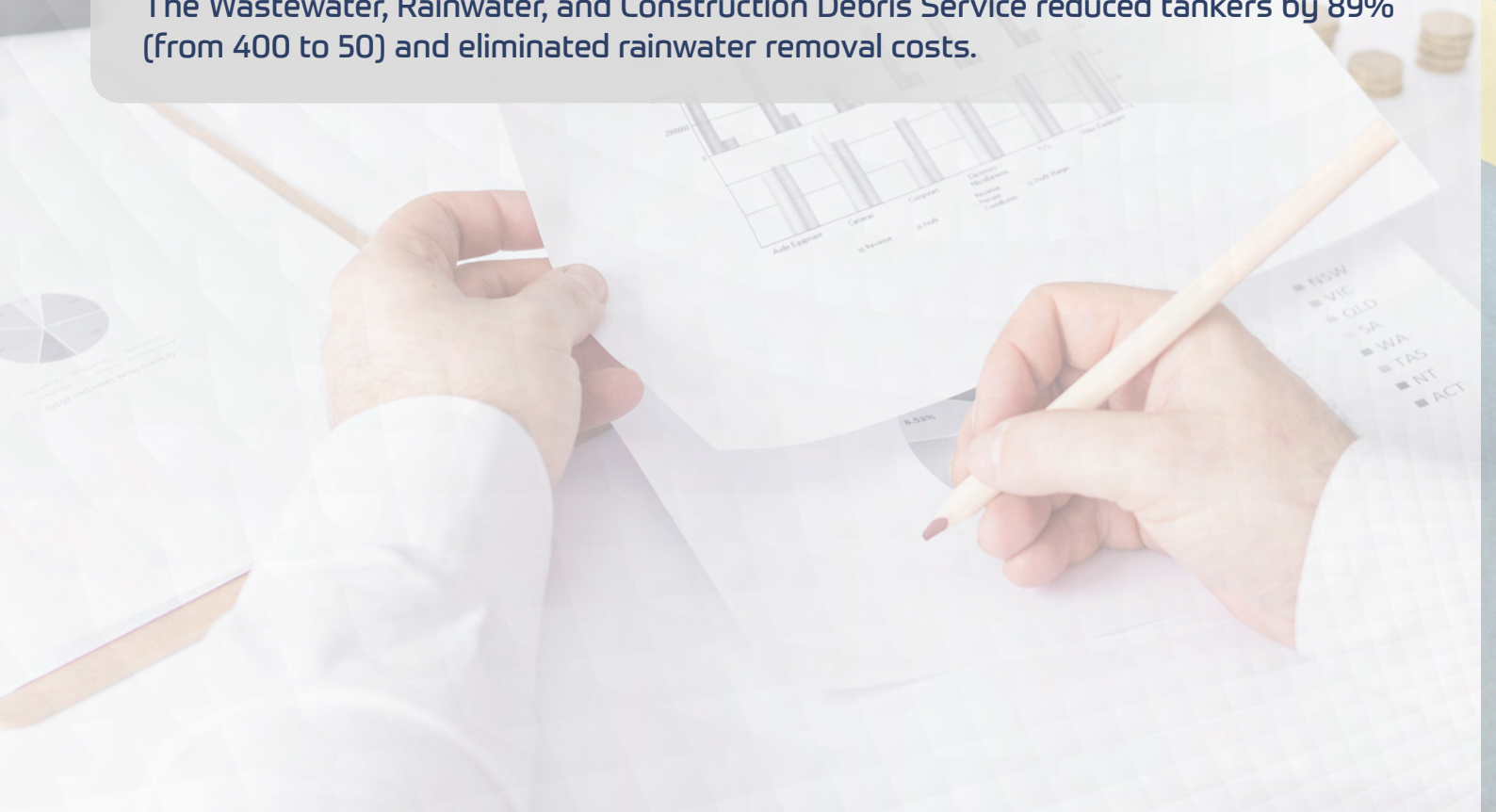
Replacement of AC initiatives to energy saver products

Result in 50% reduction of energy consumption and reduce maintenance cost by 60 %

Upgrade of lighting system with energy efficient technology

Result in 75% reduction in energy consumption

The Wastewater, Rainwater, and Construction Debris Service reduced tankers by 89% (from 400 to 50) and eliminated rainwater removal costs.



MNGHA

Staff Experience

Awarded the “Employee Experience Improvement Medal” at the Ada’a Health Awards.

Achieved 97% satisfaction in the 2025 Training Experience Survey.

Employee satisfaction rose by 12% and “Staff Voice” efficiency by 19% through digital wellness initiatives.

Reached 81.80% Saudization across professional and industrial roles.

Achieved 100% compliance in the NDNQI staff satisfaction survey.

MNGHA

Awards

The Eye Bank Association of America (EBAA)

ISO 20387 Certification for Riyadh Eye Bank

Madinah was accredited by IBCCES as the first «Autism-Friendly» health facility

5th Re-Accreditation with Joint Commission International (JCI)

2nd Re-Accreditation Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI)

2nd Re-Accreditation Foundation for the Accreditation of Cellular Therapy (FACT)

MNGHA

Awards

Commission on Accreditation of Rehabilitation Facilities (CARF)

Baby Friendly Hospital (BFH) – WHH & KASCH - Riyadh

ChildKind International Accreditation

Qiyas Certification
Digital Government

American College of Cardiology Center of Excellence

World Health Organization Collaborating Centre for Infection Control and Antimicrobial Resistance

MNGHA

Awards



19th Re-Accreditation of CAP Accreditation
American College of Pathology



20th Re-Accreditation of AABB,
The Association for the Advancement of
Blood & Biotherapies



1st Accreditation of NNSL, National
Newborn Screening Laboratory
Standards Accreditation, PHA (Weqaya)



Accreditation of ISO 13485

Riyadh

King Abdulaziz Medical City

King Abdulaziz Medical City (KAMC) in Riyadh was established in 1982 and welcoming its first patients in May 1983, KAMC Riyadh has grown into a leading center of medical excellence comprising three major healthcare facilities: KAMC Riyadh, the King Abdullah Hospital for Children (KASCH), and the Specialized Hospital for Women's Health.

KASCH Saudi Arabia's foremost children's hospital launched its pediatric emergency department and transferred its pediatric program in 2015. The Specialized Hospital for Women's Health, inaugurated in 2023, focuses on delivering comprehensive, specialized care tailored to women's health needs. KAMC's commitment to high-quality care has earned recognition from employees and their families.

WORKFORCE	
Physicians, Dentists & Residents	**4,232**
Allied Health & Medical Support (includes Pharmacists & Nurses)	**9,787**
Administration and Support	**5,867**

Hospital Outpatient Visits

1,743,757

Inpatient (Admissions)

59,812

Primary Healthcare

1,216,190

Operational Beds

2,050

Medical Services

Introduction Page

The Medical Services Division in Riyadh serves as a leading center of excellence, delivering advanced, patient-centered care across the healthcare continuum. The division drives clinical excellence through integrated services, specialized programs, and a strong focus on quality, innovation, and access in alignment with Vision 2030.

Key services include Emergency Medicine, Cardiac Sciences, Oncology, General Medicine, Obstetrics and Gynecology, Home Health Care, and others, contributing to improved health outcomes, advanced clinical practices, and a high-performing healthcare system.

- Anesthesia Department
- Ambulatory Care Center
- Bed Management
- Cardiac Sciences and Surgery
- Child & Adolescent Psychiatry and Behavioral Sciences
- Dental Services
- Emergency Medicine
- Fertility and Reproductive Medicine Department
- General Obstetrics and Gynecology
- Genetics and Precision Medicine Department
- Home Health Care
- Intensive Care
- Medical Imaging
- Medicine
- Mental Health
- Maternal Fetal Medicine Department
- Neonatal Intensive Care Department
- Oncology Department
- Operating Room Services
- Organ Transplant & Hepatobiliary Surgery
- Outpatient Department
- Pathology and Laboratory Medicine
- Women's Medical Care Department
- Surgery

Anesthesia Department

Awareness and Prevention

- Campaign to Reduce Waiting List in the Operating Room.
- Endoscopy Campaign.
- Child pain public Campaign.

New Services & Innovations

- Expanded acute pain service to decrease waiting time especially for intervention radiology.
- Expanded KASCH OR to cover adults' cases.
- Introduced cell saver and blood management protocol to reduce transfusion.
- Working on an anxiety scale to monitor anxiety level and staff compliance for administration of anxiolysis perioperatively.
- Established HIPEC Program.
- Patient Blood Management Program.
- DART (Difficult Airway Response Team).
- Mid-Line Service.

Excellence in Experience & Process Improvements

- Pain Management Clearance for Waiting List Procedures.
- Establish OPD MRI cases to decrease day care booking.

Education and Training Programs

- Expanded fellowship program to take 6 candidates per year.

Digital Health

- Digitalized anaesthesia record, linked to Bestcare in OR.

2030 Related Achievements

- Green Anaesthesia Initiative.

Ambulatory Care Center

Awareness and Prevention

- Organized Awareness Days on:
  - ✓ Breast Cancer Awareness and General Cancer Awareness Day.
  - ✓ World Asthma Day, World No Tobacco Day, choose your Health and Quit Tobacco Today.
  - ✓ Diabetes Awareness, Obesity Awareness, Hypertension (HTN) and Cardiac Care.
  - ✓ Family Medicine Day, Healthy Marriage Day, Mental Health and Sleep Awareness, World Alzheimer's Day, World Osteoporosis Day, Pediatric Pain Awareness, and Oral & Dental Awareness.
  - ✓ Gulf Children's Day.
  - ✓ Saudi Founding Day and National Day 95.
  - ✓ Nursing Day, Patient Safety Day, Shared Governance Awareness Week, Career Week, and HCSC Staff Marathon.
  - ✓ Drug Addiction Awareness Day, Choose Wisely, and International Health Day.
  - ✓ World Blood Donor Day.
  - ✓ Immunization Awareness Day.
- Organized Campaigns on:
  - ✓ Flu/Seasonal Influenza Vaccine Campaign, Hajj Vaccination Campaign, Elderly Vaccination Campaign,
  - ✓ Blood Donation Campaign (Military Police),
- Breastfeeding Awareness.
- world Immunization Week.
- Hand Hygiene, Infection Prevention & Control Awareness Week, and World Antibiotic Awareness Week.
- ADHD Awareness Month.
- Healthy Ramadan (Diet, Health, and Medication sessions).
- First Aid & Emergency, and Code Blue Simulation.
- Promoted human Rights through Screening & examining all prisoners before entering to serve their sentences and immunizing them with all required Vaccines.
- Non-Communicable Diseases (NCD) 5x5 Program.
- Tobacco Cessation Program.
- School Health Program.

New Services & Innovations

- Smoking Cessation Clinic.
- Walk-In Clinic.
- Satellite Clinics in Ambulatory Care Center Battalion & Brigade.
- Optometry Clinic Referral.
- Creation of triage clinic Manual For emergency cases.
- Diabetic retinopathy screening program.
- Pediatric spot vision screen.
- Initiation of Pre-school Vision Screening Program.

- Implemented the third virtual evening shift in Khasm Alaan center.
- Quality Improvement (QI) in Pediatric Care.

Excellence in Experience & Process Improvements

- Established a daily operational report system to identify and resolve clinic-related issues in real time.
- Expanded nursing, laboratory, and radiology (X-ray) services to meet growing demand and improve service delivery.
- Increased the number of operational clinics to accommodate a higher volume of patients and reduce waiting times.
- Implemented independent Verify/ Dispense workflow to ensure patients safety and decrease medications errors.
- Implemented inventory module to improve barcoding/labels scanning in the pharmacy during receiving and dispensing of medications.
- Enhanced pharmacy workflow resulting in a 15% reduction in patient waiting time. Improved Access to Care to 3-5 Days.
- Supported low-risk pregnancy to be covered with FM Consultant under the OB/Gyn primary healthcare clinic.
- Implemented age-based screening programs for autism, women health prevention clinic and 2 portal telehealth clinics and 2 Preventive Follow up Clinics.
- Implemented Dental Change Model in Primary Care to improve access to care: portal appointments can be booked 4 weeks in advance with no virtual dental clinic.
- Implemented the Choosing Wisely initiative after identifying high volumes of low-value TSH screening and lumbar spine X-rays without red flags in PHCs.

Education and Training Programs

- Launched CPD program to upskill staff and promote sustainable healthcare practices.
- Launched education and training programs to upskill staff and promote sustainable healthcare practices.
- Education of resident and fellows under Family Medicine Residency Training Program.
- Training of Intern and medical student under Family Medicine.
- Breastfeeding Courses.
- Training of general dentist interns.
- Program to train the newly hired dental assistants for one year as per the cooperation between Dental Department and the Saudi Career Development Program.
- Family Medicine Residency Training Program.
- Program to Train Dental Assistants of King Saud bin Abdulaziz University for Health Sciences (KSAU-HS).

Digital Health

- Installed temperature and respiratory symptom screening checkpoints at all entrances.
- Inventory System for Medical Supplies.
- Age-friendly healthcare system.
- M – chat scoring system.

- Patients' Self check-in System in Family Medicine and OB/Gyn.
- Q Matic system to organize the patient's flow and enhancing patient privacy.
- Implemented electronic prescription (e-Prescription) and barcode-based medication verification to improve accuracy and safety.
- Expanded Virtual Clinic implementation to all ACCs.
- Implemented National Vaccine Registry (NVR) to Sehhaty for all vaccinations.
- The digital education initiative targeting kindergarten parents through dental videos and infographics significantly enhanced awareness and increased acceptance of preventive dental treatments, rising from 10–20% in 2024 to 80–100% in 2025.

Accreditation

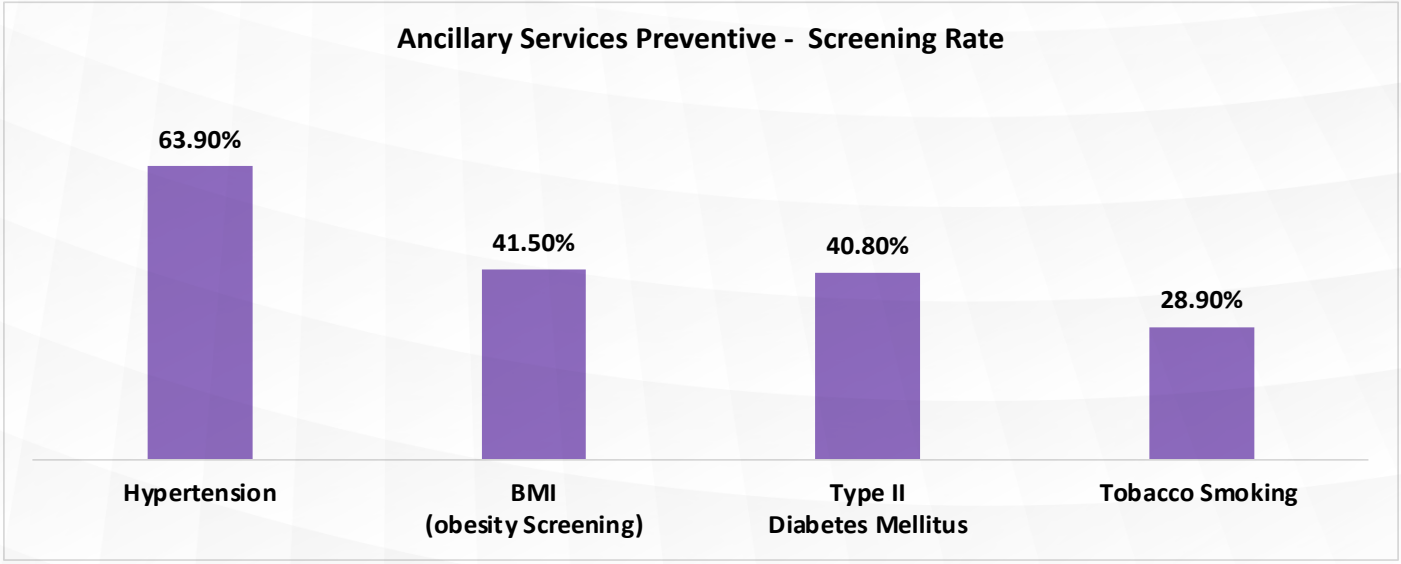
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- Baby Friendly Accreditation.

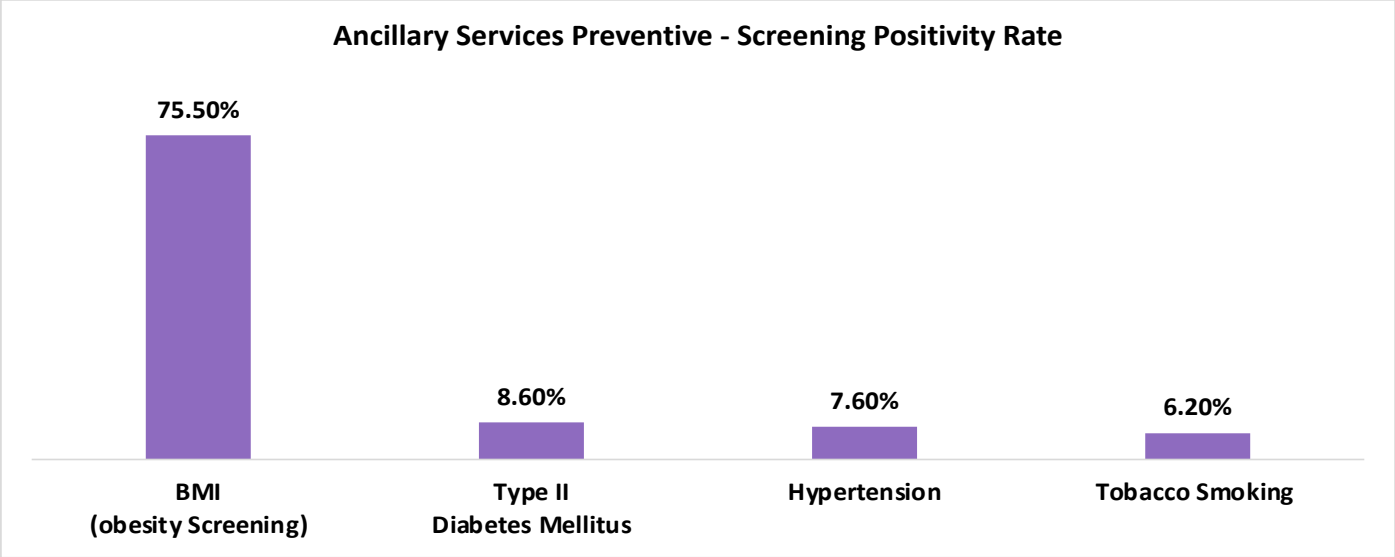
2030 Related Achievements

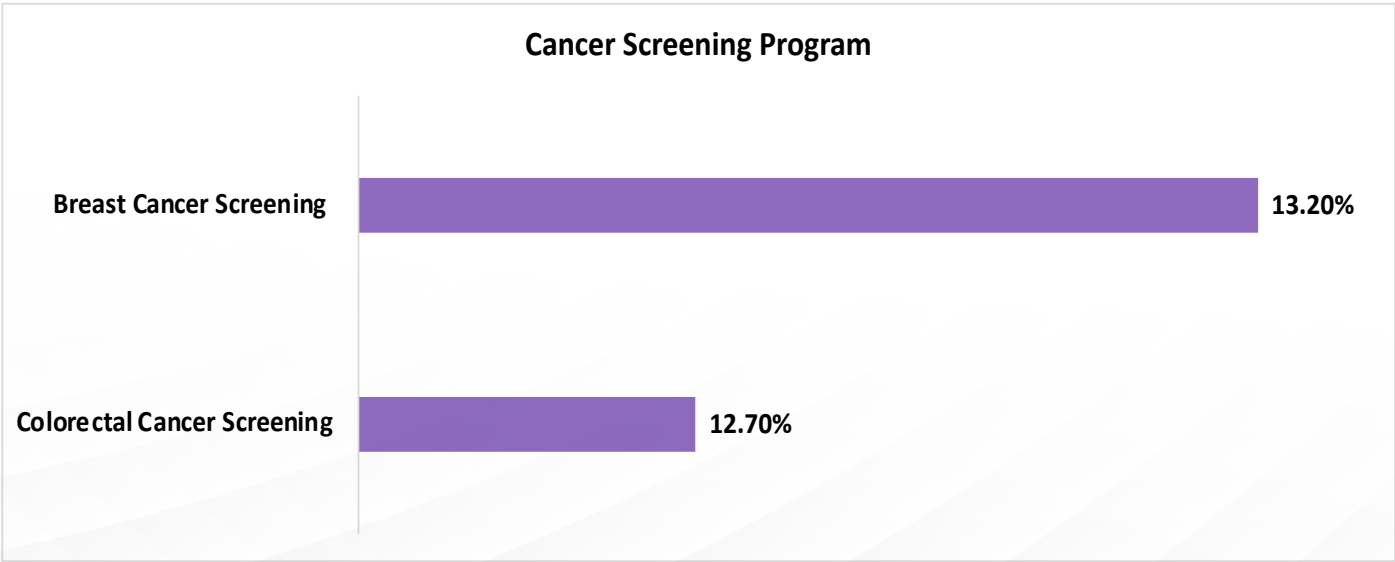
- Implemented control measures for endemic diseases
- Scanning & Intergration the data form the new Dina map to BestCare.
- Patient & sitter Notification of visit Directly integrated to SEHATI system.
- Developed a standardized, population-based prevention model that unifies screening, early detection, and risk-factor management for major non-communicable diseases.

Statistical Information

Active Files	Total Visits	Virtual Visits	% Of Virtual Visits
608,453	1,147,571	127,592	11.12%







Increased Number of Telehealth Clinics in Iskan Reaching **32 Clinics.**

Initiated through cross-coverage for HCSC with **17 telehealth clinics.**

Bed Management

Awareness and Prevention

- Case Management Awareness Week.
- National Day celebration.
- Urogyne Campaign.

Excellence in Experience & Process Improvements

- Transferred eligible non-Saudi patients to external facilities to enhance bed capacity and ensure better access for other patients in need.
- Predicting bed crisis situations by using Daily Census report to take the proper action.
- Initiating ERAS Program to reduce Cesarean Section patients Length of Stay.

Education and Training Programs

- Increased Training Participation in training programs, with over 70 attendees for in-house training.
- The successful completion of Case Management Program in its second round with more than 100 graduates.
- Conducting the three-months Case Management Fundamental Specialized Professional Program (CMFSPP) to enhance staff skills in patient flow and discharge processes.
- Developed a standardized training program for newly hired case managers, to perform their roles efficiently and safety through both theoretical and practical training.
- Developed Case Management Nurse booklet to help non-clinical case managers understand medical plans and effectively align them with patient discharge plans.
- Conducted in-services and knowledge sharing sessions in the following topics:
  - ✓ *Performance Appraisal Form*
  - ✓ *Case Management Role & Discharge Lounge utilization enhancement*
  - ✓ *Medical Equipment Request*
  - ✓ *Setting Goals for Success*

Digital Health

- The automated Patient Follow Management System has been successfully implemented between (Inpatients' nursing work station, Admission Office & Case managers) that enable them to improve the services).
- The automated medical Equipment System:
  - ✓ To ease the request process in matter of time and efforts effectiveness through system.
  - ✓ Accessibility for any type of medical equipment that provided from allied health specialists.
  - ✓ Responsive mechanism, traceable, and for paperless purposes.

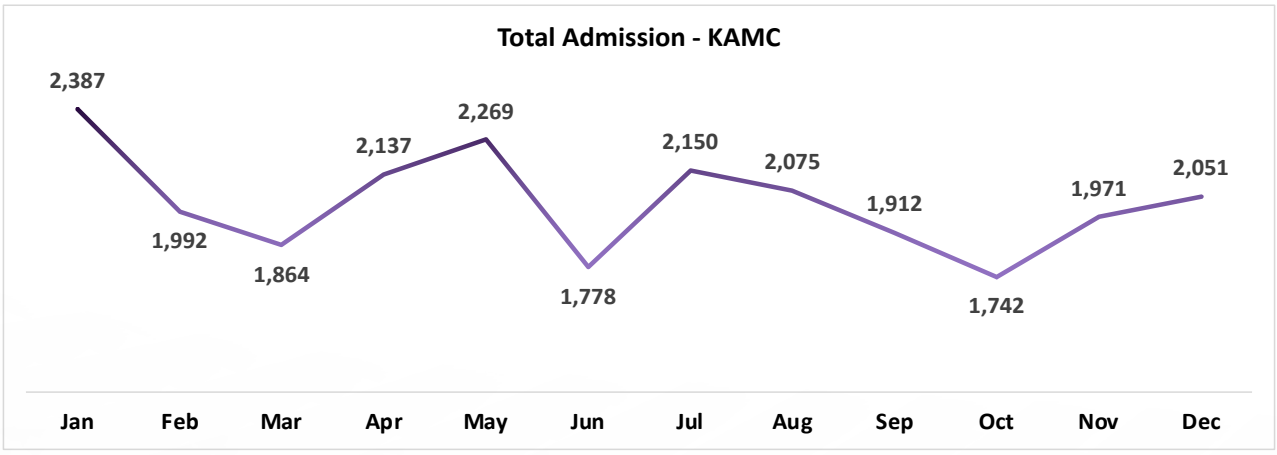
2030 Related Achievements

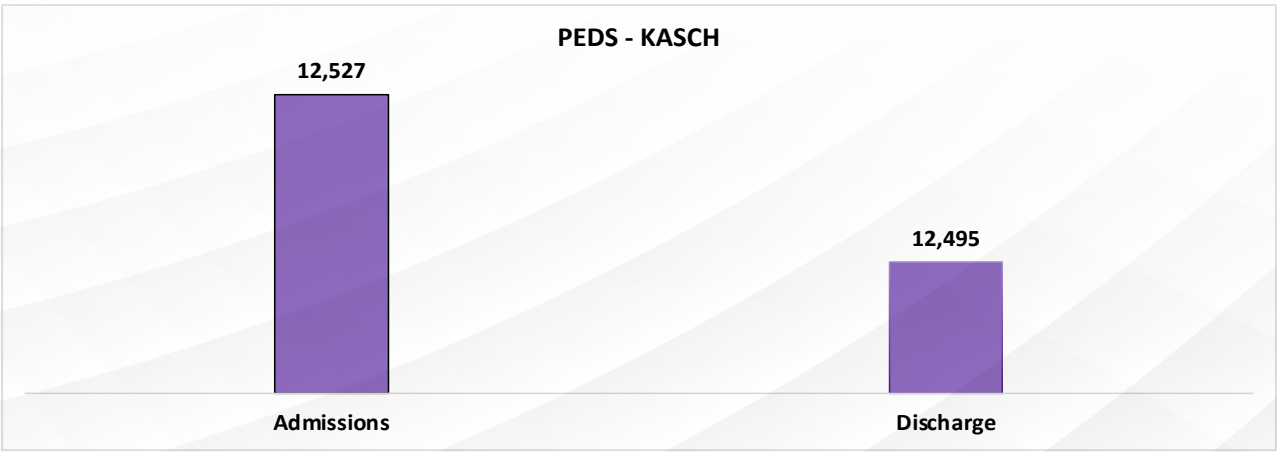
- Successfully discharged 24 patients from long term care.
- Advanced Case Management Team demonstrated exceptional patient by successfully discharged and transferred:
  - ✓ 129 Chronic Vent patients to long term care facility.
  - ✓ 155 Chronic Vent patients to home.

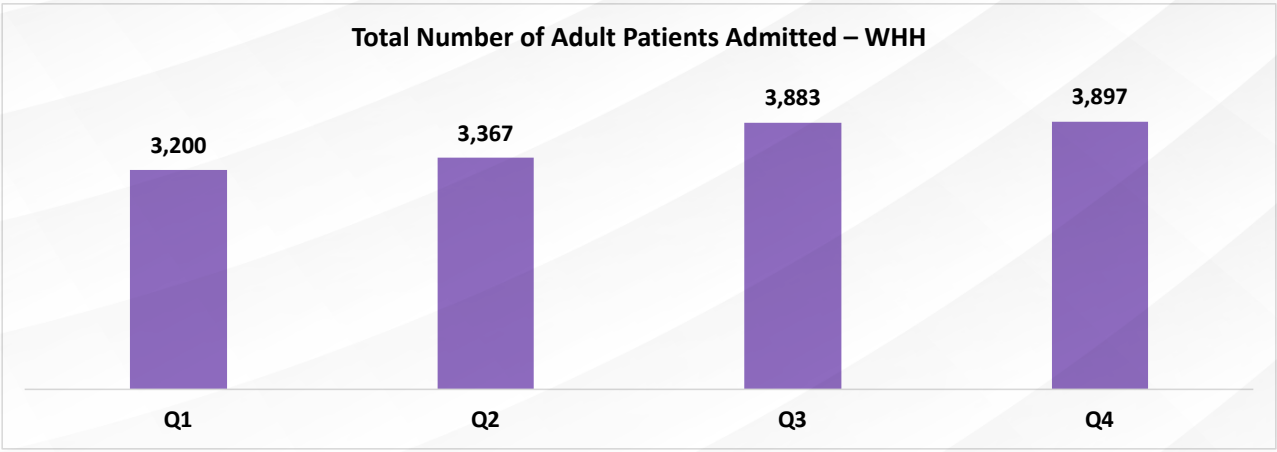
Statistical Information

Reduced ED Boarding Time (for Patient Admission) **8 hrs**

ALOS **7.97 Days**







Cardiac Sciences and Surgery

New Services & Innovations

- IV Iron infusion clinic for heart failure patients.
- Bronchoscopy for transplant cases.
- The Multi-disciplinary teams (MDT) are functioning smoothly that look after these patients, while the heart transplantation and mechanical assist device program is already well established.
- Epicardial VT ablation program.
- Left Bundle Branch Pacing (LBBP) program.
- Central Line-Associated Bloodstream Infection prevention program.
- Structural heart disease clinic.
- Operated Adult congenital clinic.
- High risk pregnancy clinic.
- Neuromodulation ablation.
- Subcutaneous ICD implantation.
- Near-Infrared Spectroscopy (NIRS)
- Converted PCICU2 from step-down to post-operative, capable of expanding to acute-care capacity.
- Introduced the Atrial Flow Regulator Device for pediatric cath.
- Performed 108 heart and lung transplants but we are under pressure to expand this needed service in KSA.
- Established a dedicated ICU for Lung and Heart Transplant with Saudi Cardiac Critical Care & Transplant specialists.

Excellence in Experience & Process Improvements

- Standardized critical-care protocols (extubation, epinephrine, NIRS) and joint non-cardiac surgery pathways were established with the PICU to optimize KASCH access and alleviate cardiac center pressure.
- Ultrasound guided vascular line insertion for pediatric and adult patients.
- Ventricular Assist Device (VAD) rounds.
- Extracorporeal Membrane Oxygenation (ECMO) service.
- Intracardiac echocardiography (ICE) for all transseptal puncture.
- Echocardiography Laboratory has successfully managed a 5% year-over-year increase in patient volume (35,883 exams)
- Provided critical intraoperative and procedural support using 3D Echo, Strain Imaging, and TEE across the OR, Hybrid Cath Lab, and EP Lab.
- International live transmission of Cardiac Cath procedures.
- Despite the dramatic increase in patient orders for Holter, the waiting list has improved from 8 months to 5 months.
- Utilized hybrid OR for all the high-risk patient with surgical back up.
- Established multidisciplinary VAD rounds (heart failure + clinical pharmacy) following patients from insertion through transplant across PCICU and ward.

Education and Training Programs

- Cardiac Anesthesia Fellowship Program with graduation of one (1) candidate, and acceptance of two (2) new Saudi candidates.
- Advanced Cardiac Imaging Fellowship program with graduation of 2 Fellows.
- Organized the inaugural Middle East Complex Arrhythmia conference under National Guard Health Affairs, drawing elite EP specialists from North America, Europe, and across the Middle East.
- Training graduates of the KSAUHS Cath technician program in EP to become an EP technologist.
- The fellowship and training programs currently include 5 Adult and 14 Pediatric Echocardiography physicians, alongside 31 ECAV students across their third and fourth years.
- Accommodated external EP consultants from Russia and Europe for observing the complex arrhythmia cases as part of the international center of excellence in EP program.
- An extensive training program for lung transplant program was attended by physicians, nurses and respiratory therapists in Santa Marta Hospital, Lisbon, Portugal.

Digital Health

- Implemented automated remote monitoring for all implanted devices, transmitting real-time alerts for device issues or arrhythmias directly to on-call staff via a mobile application.
- Changed Cath Labs with the new cardiac Cath lab (Philips Azurion 7), the latest and highest technology in Middle East.
- Replaced the previous Lumdex Apollo Informatics system with new system with local iCloud to satisfy government cybersecurity requirement.

Accreditation

- First Pediatric Heart Transplantation bridged with Berlin Heart in KSA.
- First Adult Heart Transplantation bridged with Berlin Heart in KSA.
- Recognition of the EP service in KACC as an international center of excellence for arrhythmia ablation and device implantation by Boston Scientific.
- Recognition of the Cath Lab service as an international center of excellence for all cardiac interventions, as accredited by the American College of Cardiology.
- First center to utilize Berlin Heart EXCOR-Active in the world (outside Europe).
- Center of Excellence in performing and utilizing the Berlin Heart.

2030 Related Achievements

- A major Postgraduate Training Cardiac Program for the main specialties and sub-specialties in Cardiovascular Medicine.
- There are more than 50 Saudi Fellows in various sections with ongoing Saudization various specialties in the Centre.
- Lead as a GCC referral center for complex coronary and structural interventions (Cath Lab).
- Established lymphatic disorder catheter intervention program for pediatric cardiology - first in the Kingdom.
- Robotic Cardiac Surgery.
- Established CTEPH program - first in the Kingdom.
- Established cardiac perfusion degree similar to our successful cardiovascular technology genre (echo and cath).

Child & Adolescent Psychiatry and Behavioral Sciences

Awareness and Prevention

- Mental Health Conference.
- World Diabetic Awareness Day.
- Obesity Awareness Day.
- Participation in “Click Smart – Stay Safe Part 2”.

New Services & Innovations

- Established Child Mental Health In-patient unit.
- Launched the speech program “Tafaoel” Parenting program, to address unmet patient and family needs.

Education and Training Programs

- Child and Adolescence Psychiatry Fellowship Training Program has been expanded to include 3 Fellows Annually.
- Psychology Training Program in collaboration with all universities to accommodate 10 interns each semester.
- Educational and academic lectures for both psychiatry and psychology in a weekly basis for multidisciplinary staff including all trainees in different level
- Nursing training program dealing with child mental health patient in both outpatient and inpatient services

Digital Health

- Virtual Rehabilitation Programs including Tafaoel Speech Program and Autism Program were designed to be carried out virtually for the patients and their families.

Accreditation

- Collaboration with Australian University Mcquaire to translate and implement Cool Kids Program for patients with anxiety.
- Arabic translation of Cool Kids.
- Led the National Autism Screening Program across MNGHA regions to implement M-CHAT tool for early detection of Autism and apply a clear clinical pathway for confirmed cases starting from PHC till Child Mental Health Services.
- Collaboration with National Family Safety Program, our Psychology Department drafted a comprehensive curriculum and framework to train healthcare providers in child abuse management.



Dental Services

Awareness and Prevention

- Oral Health School Program conducted multiple school visits under MNGHA providing preventive and therapeutic dental services such as:
  - ✓ Dental check-ups, cleaning, and fluoride applications
  - ✓ Oral health awareness presentations to students and staff.
- Hospital Dentistry and Oral Medicine Division conducted temporomandibular joint disorder (TMJ) awareness, to educate the public about TMJ disorders.
- Oral health awareness campaign.
- Saudi Founding Day Celebration.

New Services & Innovations

- Creation of Advanced General Dentistry (AGD) Center to provide secondary healthcare system for dental services in College of Dentistry, KSAU-HS.
- “First Visit” clinics were created for all dentists.

Excellence in Experience & Process Improvements

- Developed dental progress notes for utilization of different specialties in BestCare.
- Improved Dental Treatment Plan form uploaded in BestCare.
- Implemented night shift which has reduced the waiting time of patients.
- Fifteen (15) dental clinics were opened.
- Dental Resident Progress Notes were implemented in the BestCare in line with SCFHS requirement for Dental Board Programs.

Education and Training Programs

- A Specialized Medical Coding Education and Training Program.
- Hand Hygiene Training.
- Ivoclar Lab Scanners – Exocad Design.
- In-Service Training for the Dental Chair and X-ray Units.
- Digital Implant Design-Straumann - Workshop Dental Laboratory Technicians.
- GREATS Program Training Course.
- Advanced General Dentistry (AGD) Symposium.
- Fixed Restorations Digital Training – Dental Laboratory.
- Voice Recording (VR) System Training.
- Neoss Implant Lecture and Workshop.
- Dental Radiograph Training.

Digital Health

- Digital design and appliance manufacturing setup for the Orthodontic Production Laboratory Orthodontic Machine Bending.
- Deployment of ten (10) 3-shape intraoral digital scanners to detect caries and decay, integrated with an AI tool for shade selection and dental restoration production.
- Setting up of 6 chairside CAD/CAM systems providing a complete single-visit solution, featuring AI-driven tools for designing and producing simple restorations on-site.
- Introduced Chrome-Cobalt (CR-CO) Dentures as a new digital service integrated into the Dental Laboratory Production system.

Achieved **zero waiting** list for all new dental appointments.





Emergency Medicine

Awareness and Prevention

- Grand Round Silver Jubilee Edition (2025) Milestone National Event Under the Theme Emergency Legacy 25 Years of Excellence.
- Case Discussions and Public Awareness Campaigns.
- Influenza Vaccination Campaign.
- Medication Safety Initiative Campaign.
- Research Day.
- Hand Hygiene Awareness.
- ECC Triage Awareness.
- Sepsis Awareness.
- Blood Transfusion Awareness.
- Age Friendly Initiative.
- “Stay Safe” community education initiative.
- Reduced hospital-acquired infections and prevented falls and injuries.
- Improved the Health Care of Psychiatric Patients in ECC-ACZB.

New Services & Innovations

- Specimen Collection Quality Improvement Project.
- Falls Improvement Project.
- PEM Artificial Intelligence Project Implementation.
- Point of Care Unit (POCU).

- Implementation of GREATS Initiative.
- The New ECC Patient Flow Transformation has reduced emergency care waiting times.
- The Ambulance Patient Flow Transformation was smoothly put in place in order to avoid redundancy which was discovered and rectified accordingly.
- Launched AI-Based Self-Registration and Pediatric Virtual Emergency Clinic.

Excellence in Experience & Process Improvements

- Green Shift initiative enhanced procedural competence in low-acuity settings.
- Reinforced accountability standards through the shift-switch accountability system.
- Rapid access to SEPSIS Alert in Best Care for early detection, early implementation of sepsis bundle.
- National Early Warning Score (NEWS) clinical assessment tool to early detection of deterioration by categorizing a patient's severity of illness.
- For the first time the unit was audited during pain prevalence study during Q3 2025 and scored 100% compliance.
- 28 Military Missions were covered by EMS.
- Expand the scope of practice to include advanced airway management, complex medication administration, invasive procedures and the use of advanced equipment like ventilators.
- Go Live of Phase 1 New ED Patient Flow implemented on 31 July 2025, to improve overcrowding and decrease LOS of patients in ED.
- Introduced leadership rounding with intention to close gaps on safety issues in addition to bullet rounds to improve compassionate care delivery.
- Introduced moderate sedation room specifically in ECC ACU Zone C.
- Improved communication system with NPFC to improve throughput and output of timely patient transfers.
- Reduced medication errors through CLMA use.
- Implemented in Block 2 this structure enhances cardiac emergency exposure, punctuality, and professional accountability.
- CCU Rotation Modifications: Reorganized to align with EM learning priorities:
  - ✓ 1 week – ER Cardiology Consultation Service
  - ✓ 1 week – Cardiac Critical Care Unit (CCU)
  - ✓ 2 weeks – Medical Cardiac Intensive Care Unit (MCICU)
  - ✓ OBGYN Rotation:
  - ✓ 3 weeks in WHH ER and one week in L&D
  - ✓ Shift based work and reporting to the senior resident or consultant
  - ✓ Train on OBGYN US

Education and Training Programs

- Implementation of the L.E.A.D Program in nursing, Saudi Emergency Nursing Diploma new trainees, and Patient Care Technician Training.
- Accommodation of Soldier Medics Refreshment courses, Qassim Staff training for deployment, and Preceptorship for Military Students in clinical rotations.
- Monthly Simulation Integrated Program Case-Based Simulation Sessions and the Program for Residency Innovation Simulation in Emergency Medicine (PRISEM) Elective.

- ATLS Workshop and completion of essential courses (ATLS, PALS, APLS, POCUS, etc.).
- Intern Educational Days and CV-building/EM introduction lectures.
- EMS & Disaster Medicine Fellowship Program Pediatric Emergency Medicine Fellowship and a revised CCU Rotation for focused cardiac training.
- 347 Resident Rotators including PEM rotations for Adult Emergency, Pediatrics, and Family Medicine; supported by weekly Fellowship and monthly staff academic sessions.
- All residents CTAS certified, Commencement of In-House CTAS training, and Implementation of Clinician Skill Keys.
- Orientation programs for new staff and ECC CRN's teaching in Nursing Education (BLS, Communication, BMSs, Preceptorship, and Cultural competency).
- Total of 21 Educational activities, 14 Simulation sessions, and 21 Consultants Based Educational Activities.
- Engaged more than 100 volunteers in EMS activities, contributing towards Vision 2030's target of reaching 1 million volunteers.
- Expanded the EM Coaching Program, providing structured reflection and community sense within the residency program.
- Implemented the Assistant Director structure with 97% approval from the trainees, to improve residency supervision and access to program leadership among the large number of trainees.
- Introduced the Green Shift coverage model to enhance procedural exposure and clinical independence for junior residents.
- Initiated an online learning platform Medmastery Pilot Project involving five PGY-1 residents to evaluate the platform's educational impact.
- Developed the Febrile Infant Registry for clinical data analytics, and Structured training programs for physicians, nurses, and fellows.

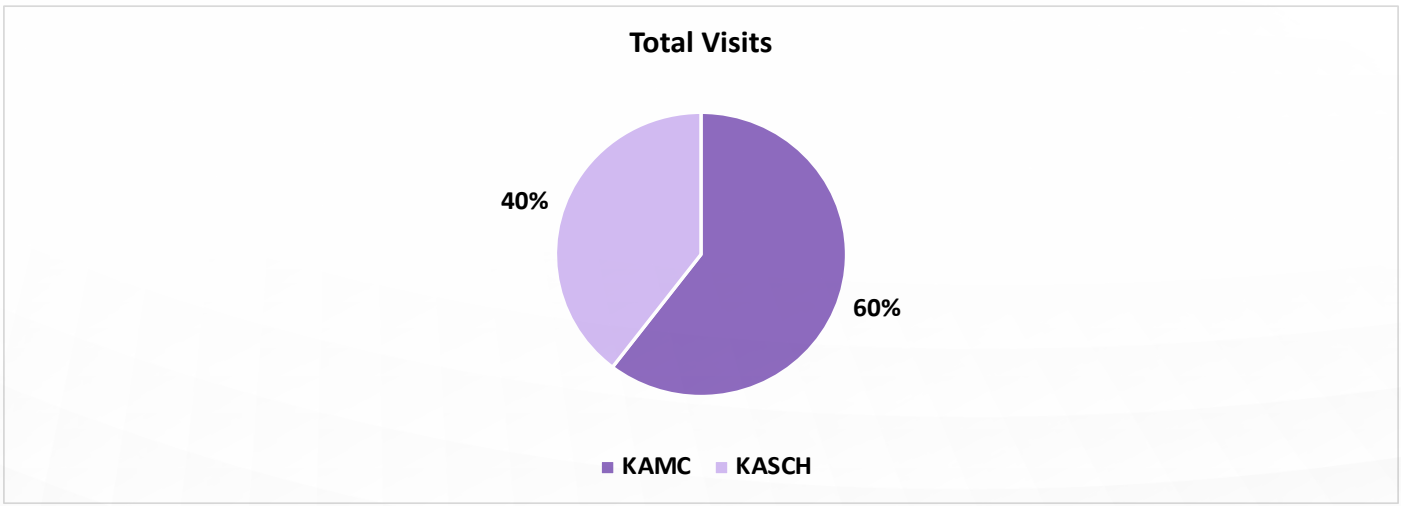
Digital Health

- Implemented the digital attendance excuse submission system for academic absences.
- Implemented the end of shift digital evaluation to ensure more holistic feedback about the residents monitoring their performance shift to shift.
- Paperless OSCE and Oral exams conducted for the second consecutive year fully digitally proctored.
- Mentorship tracking dashboard established to monitor resident progress.
- Shift Switching Accountability System: Introduced a dedicated digital link to formalize shift swaps and ensure transparency.
- Medmastery Pilot: implemented for five PGY-1 residents to assess e-learning integration potential.
- Implemented EMS Computer Aided Dispatch (CAD) System and EMS Electronic Patient Care Records (e-PCR) with BestCare System to optimize workflow.
- Mobile Work Station Desktop in the entire ECC.
- Implemented the PEM KPI Dashboard for continuous quality monitoring.
- Integration of guidelines within BESTCare (10-Bullet Order Set).

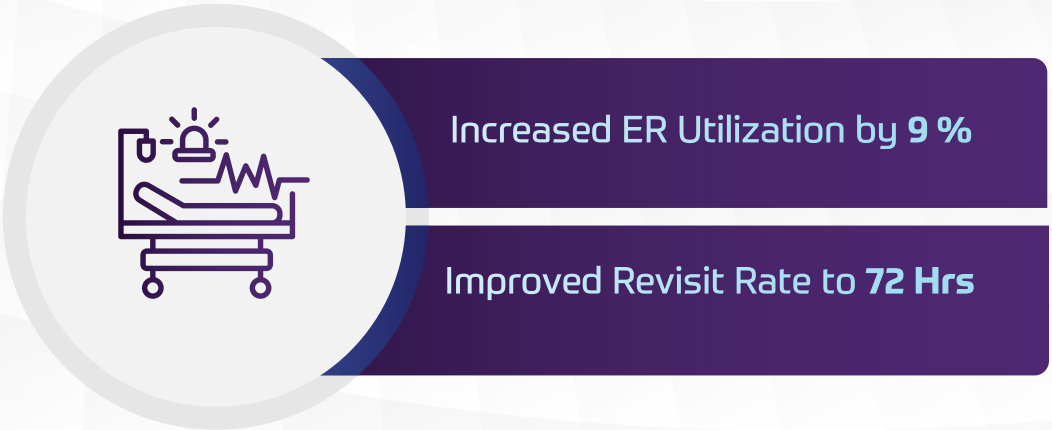
Accreditation

- Joint Commission International (JCI).
- Foundation for the Accreditation of Cellular Therapy (FACT) Reaccreditation.
- Commission on Accreditation of Ambulance Services (CAAS).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- Safety Reporting System Award.
- Award winning in 3rd place in Best Poster Presentation for “Enhancing Patient Length of Stay in the Emergency Department Flu Unit: A Year of Altered Patient Flow”.
- ECC RAM was recognized for “Adverse Drug Reaction Highest Reporting Unit”.
- Second place Award for oral presentation in research day 2025.

Statistical Information



Pediatric Virtual Emergency Clinic - KASCH	Total
Virtual visits	3,601
% Of Seen Virtually	82,19%
% Referral to OP	3.50%
% Of Sent to ER	22.80%





Fertility and Reproductive Medicine Department

Awareness and Prevention

- IVF – Home Health Care Program to prevent Ovarian Hyperstimulation.
- Participate in Breast Cancer Awareness Campaign.

New Services & Innovations

- Pediatrics Ovarian Tissues Cryopreservation Program.
- Ovarian Tissues Freezing Program.
- Pre-Genetics Diagnosis.
- Onco-fertility Program.
- Research in Patient Education Program.
- IVF Quality Programs.

Education and Training Programs

- Fellowship Program 2 Fellows.
- Fourteen (14) Rotating Residents.

Digital Health

- Virtual Clinic.
- WeCare System.

Accreditation

- Saudi Council Accreditation for Fellowship Program.
- Joint Commission International (JCI).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).

General Obstetrics and Gynecology

Awareness and Prevention

- The First 1st MNGHA Together for Healthier Women's Conference.
- Breastfeeding awareness.
- Cervical Cancer awareness.
- Hand hygiene campaign.
- Women health wellbeing day.
- Baby safety day.
- Medication safety campaign.

New Services & Innovations

- Hydrazine project.
- Low-risk Midwifery led antenatal clinic.
- Postpartum hemorrhage management project.
- Golden hour implementation project in LD and OR including (skin to skin, breastfeeding within 1st hour of birth).
- Developed the Urgent OB/GYN Clinic to manage emergency and semi-urgent cases.
- Established special care room in L&D as a multidisciplinary approach to care for bereaved patients.
- Set up a specialized isolation room to care for acute cases of peripartum psychosis.
- Established Obstetric code team.
- Launched the Sexual Health Clinic and initiation of an Adolescent Health program.

Excellence in Experience & Process Improvements

- Associate Clinics for First-Referral Cases implemented two Associate Clinics to manage the increasing volume of first-referral patients, Patient flow improved significantly, and the waiting list was successfully reduced to zero.
- Reduced congestion and waiting times in the ER, enabling timely care for urgent cases.
- Introduced partosuite testing in GOTAMU.
- Implemented the Minimally Invasive Surgery (MIS) program to enhance surgical expertise.

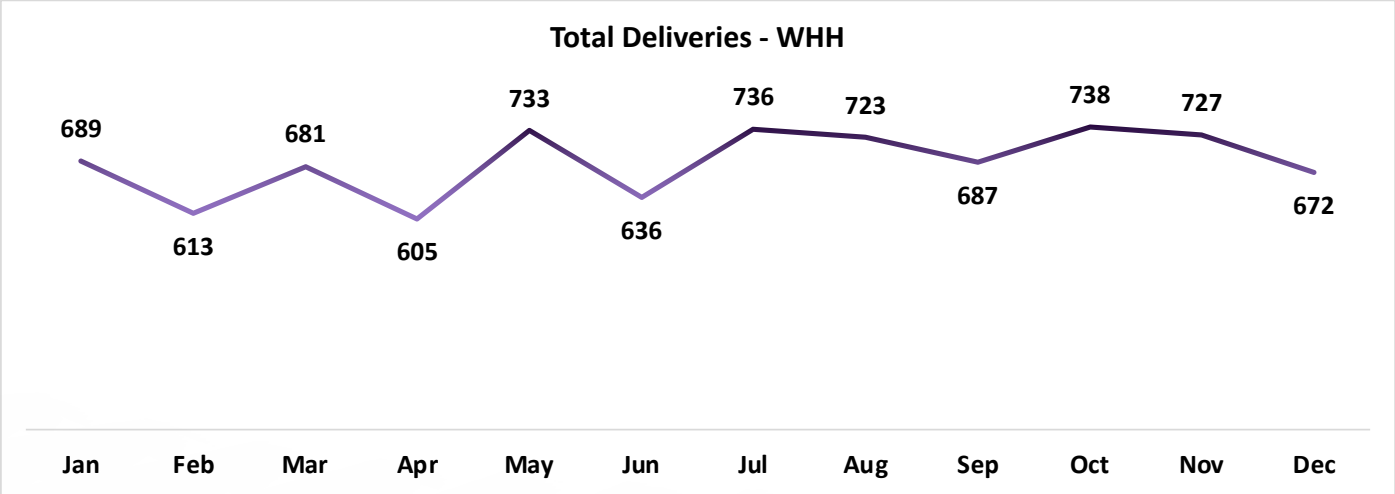
Education and Training Programs

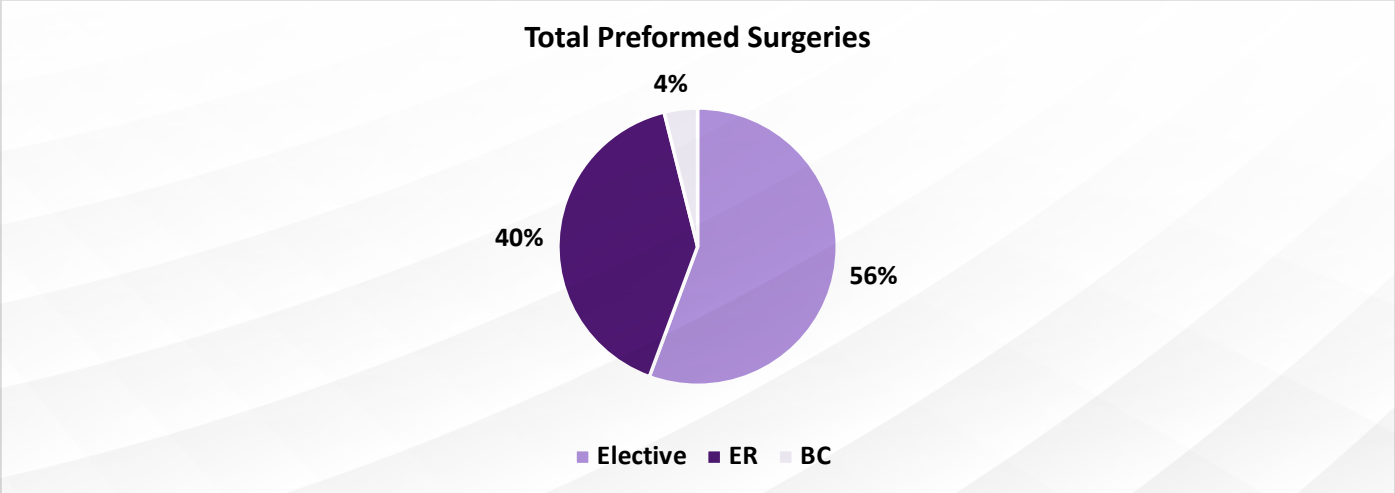
- Provided clinical education for both the Internal Medicine and ICU teams.
- Simulation for the residents every 2 months.
- Low-risk Midwifery led antenatal clinic and Antenatal Education "Safe Beginnings" classes.
- Antenatal Foundations: The Best Beginners Program.
- CTG workshop, Penial care & repair workshop, and antimicrobial workshop.
- Sugar sense (insulin regimen) education.

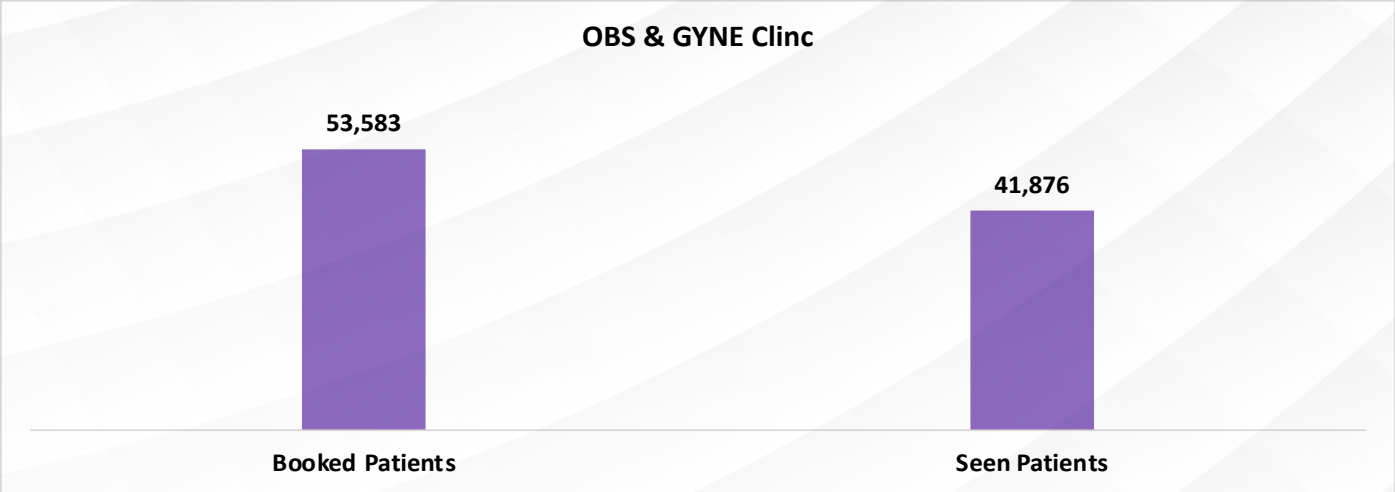
Accreditation

- Joint Commission International (JCI).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- Baby Friendly Accreditation.
- Medication safety awards (AMANNAH IN EVERY DOSE).

Statistical Information









Genetics and Precision Medicine Department

Awareness and Prevention

- Contribute in national initiative and conference in King Salman Center for Disability Research (KSCDR).

New Services & Innovations

- Established new program Precision Medicine Initiative for (MT-RNR1).

Excellence in Experience & Process Improvements

- The NBS KPI achieve the 100% standard target.
- Expanded of NBS program to include some treatable diseases from 18 to 23 diseases.
- Every inpatient is seen within 24 hrs.
- The liver transplantation increase survival and improve quality of life of IEM patients.

Education and Training Programs

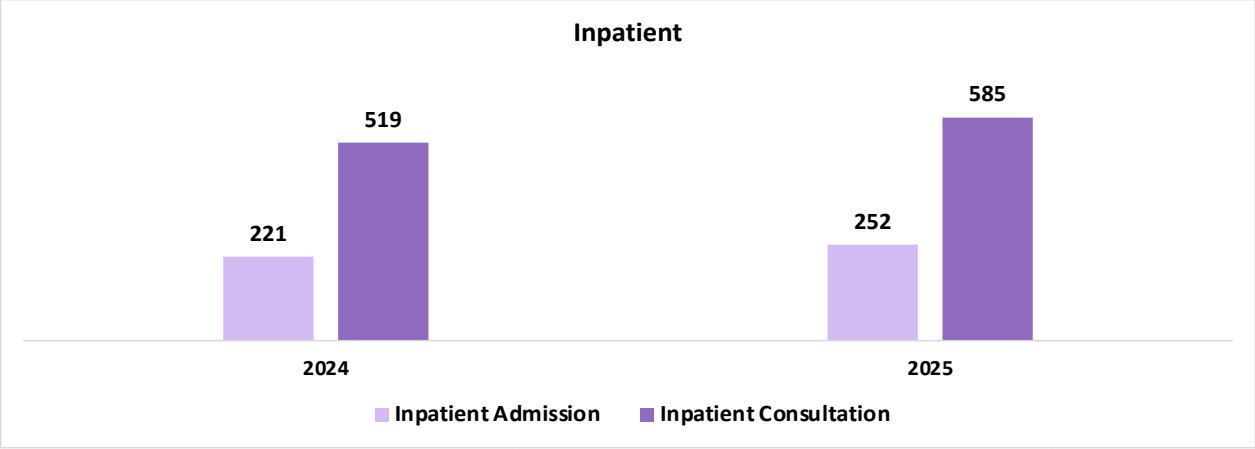
- Educational Leadership in SCFHS.

Accreditation

- Accreditation as examination site for Canadian College of Medical Genetics Examination (FCCMG).

Statistical Information





95% of newborns had
Metabolic newborn screening

100% success rate across 47
Inborn Errors Metabolic liver transplants.

Diagnosis	Number of Patients
Urea Cycle Disorders (UCD)	18
Propionic Acidemia (PA)	15
Maple Syrup Urine Disease (MSUD)	5
Glycogen Storage Disease (GSD)	5
Methylmalonic acidemia (MMA)	4

Home Health Care

Awareness and Prevention

- Shingrix and Influenza Vaccine Campaign, Infection Prevention & Control Awareness Campaign, Flu Vaccine Campaign, and First Pediatric Pain Management Public Awareness campaign.
- Community Screening.
- World Diabetes Awareness Day and Patient safety day.
- Cooperation Agreement with “NHHCF”, National Home Health Care Foundation “We Care”.

New Services & Innovations

- Integrated Medical Home Healthcare IMHHC.
- Ocrelizumab Home infusion.
- IV chemotherapy home infusion.
- Pediatric HHC-KASCH Feeding program.
- Pediatric Home TPN Service (Total Parenteral Nutrition).
- Pediatric Home Health Care Rapid Response Team (RRT).
- Home IV antibiotic.
- Enzyme Therapy at home.
- FEEDING PUMP AT HOME.
- FEEDING PROGRAM and CAPI prevention.
- Pediatric Hospital at Home (HaH) Program.
- Expansion of Integrated Pediatric HHC-KASCH virtual clinic.
- Expansion of Pediatric HHC-KASCH Feeding program.
- Launched Oncology Home Health Care services to extend specialized treatment, including but not limited to: IV Chemotherapy Home Infusion.
- Neonatal Home Health Care program within Pediatric HHC.

Excellence in Experience & Process Improvements

- Implemented Evidence-Based Protocols.
- Hapi Program (Hospital Acquired Pressure Injury).

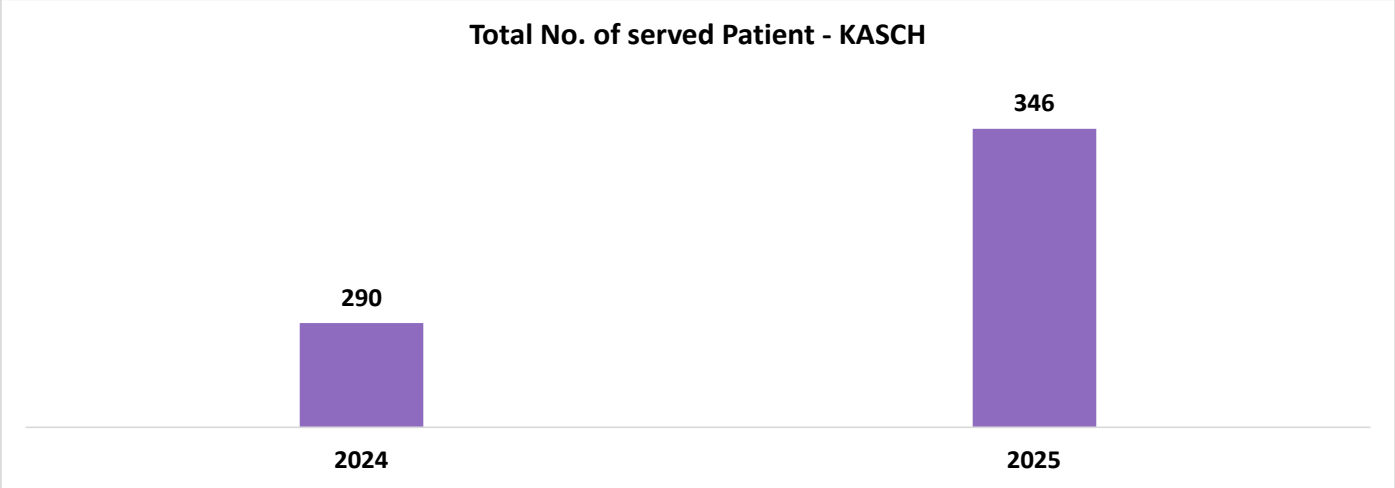
Education and Training Programs

- Advance Nursing Practice diploma SCFHS.
- Training of general nursing/ sub specialty interns.
- Pediatric Home Health Care Learning Hub.
- training session for HHC-KASCH staff physicians and staff nurses regarding the administration of the flu vaccine to our patients’ families.
- Phlebotomy Best Practice Course.

Digital Health

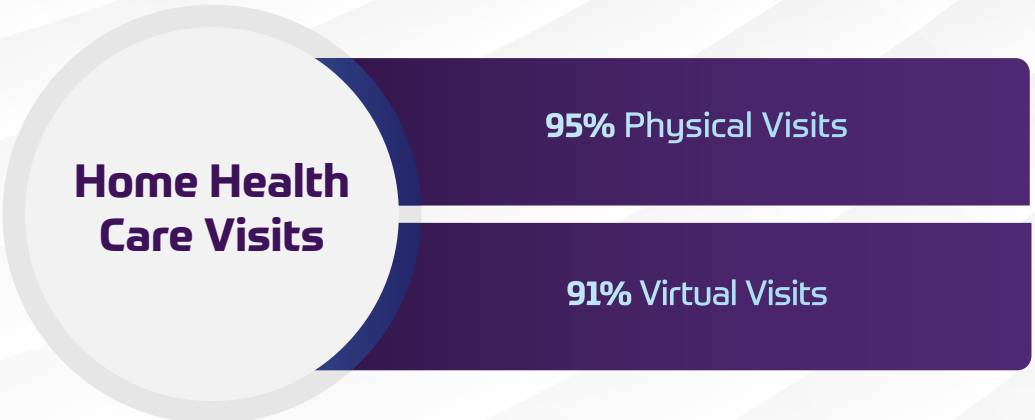
- Code Mapping system.

Statistical Information



KASCH		
General	IV	Total visits
11,671	272	11,943

Virtual Visits	
Total booked	3,298
Total show	2,964
% Visits through GOTAMU	4%





Intensive Care

Awareness and Prevention

- NEWS-2 Awareness Day.
- Sepsis awareness Day.

New Services & Innovations

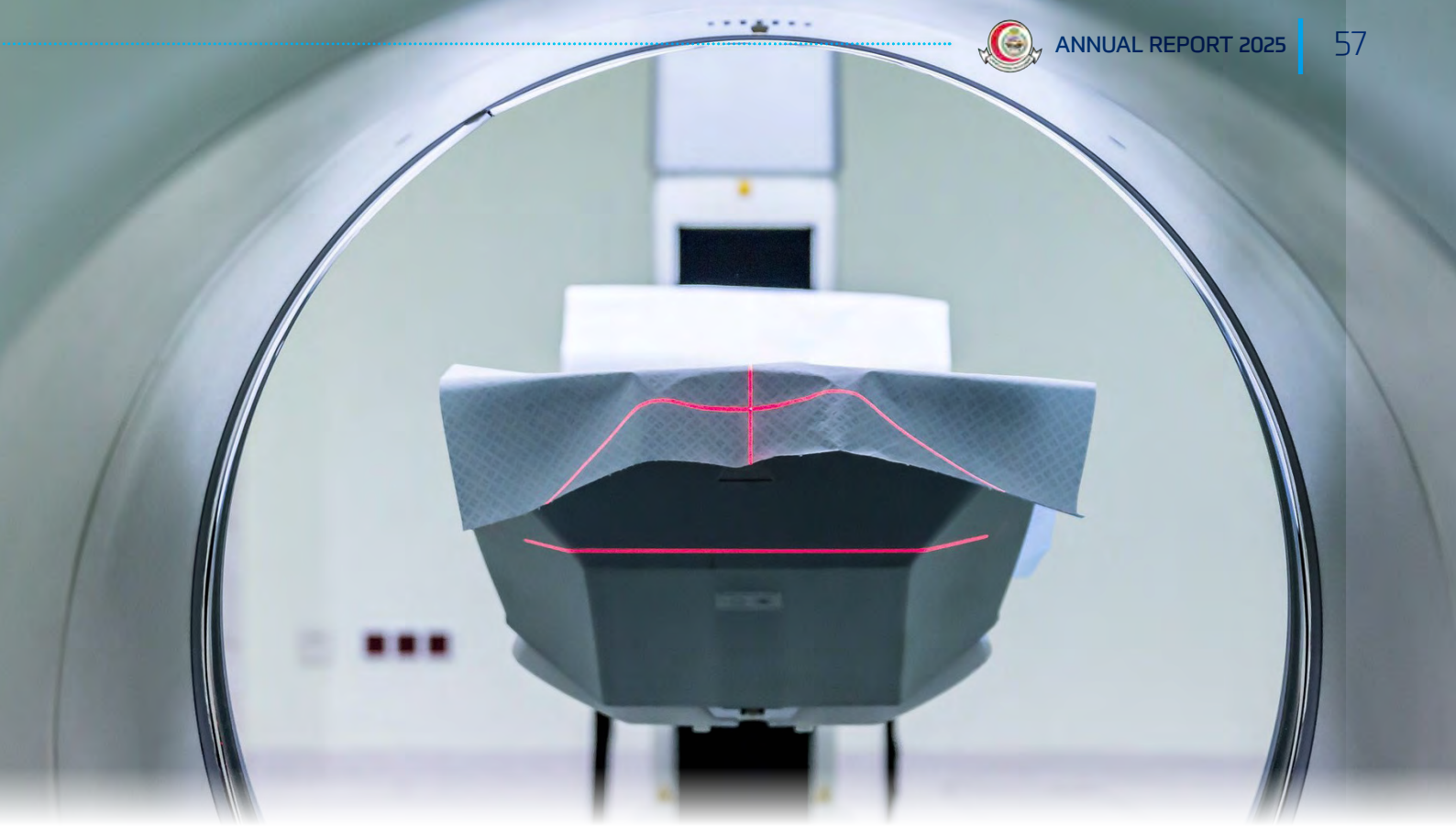
- I-protect project.
- PERT Project.

Education and Training Programs

- Obstetric Critical Care Workshop.
- Temperature Control at Post-Resuscitative Care.
- Total Oxygen Delivery & Vital Organ Monitoring Platform.
- Ob-Art Course.

Accreditation

- PERT Consortium Award.
- Honorary Membership of the European Society of Intensive Care Medicine.
- Saudi Customer Experience Association 2025 Awards – 2nd place for Zyarati project.



Medical Imaging

Awareness and Prevention

- Annual Stroke Awareness Event and continuous ER staff education to promote understanding of vascular health and prevention.
- Participated in the Liver Transplant Project by performing MRI examinations for donor evaluation cases, supporting the pre-transplant assessment process.
- Breast Cancer Awareness.
- International Day of Radiology.
- Residents Day.
- Sonography Conference, Bridging Science and Practice.

New Services & Innovations

- Introduced pancreas transplant Doppler ultrasound and new protocols and techniques for evaluating diastasis recti.
- Introduced several advanced procedures in VIR.
- Botulinum Toxin Type A Injection.

Excellence in Experience & Process Improvements

- Providing imaging services to ER and in-patients within 24 hours, developed SOPs between CT scan and VIR departments to streamline coordination, increased daily PET/CT slots and added weekend sessions as needed to reduce waiting times.
- Increased the number of gynecology procedures by 17% and interventional procedures at WHH by 32.8%. Increased oncology, trauma, MSK, and vascular intervention volumes.

Education and Training Programs

- Online training course of Radiation Safety for radiation workers in the hospital.
- Implemented continuous quality initiatives and staff development programs to enhance patient experience and clinical outcomes at Nuclear Medicine.
- Fellowship Training Program.
- Launched a resident and technologist teaching module dedicated to breast imaging, including ultrasound hands-on workshops.
- Established the first breast elastography-based screening pilot study (Bexa program) within MNGHA.
- Formation of a Breast Imaging Research Unit in collaboration with KAIMRC.
- Monthly teaching collaborates between tech and radiologist.
- Nursing Student Rotation: Continued collaboration with KSAU-HS Nursing College for student rotations.
- Hosted training programs with an expertise on EndoAVF procedures.
- Initiated training programs for KASH-Qassim staff and participated in training program in KSSH-Taif.

Digital Health

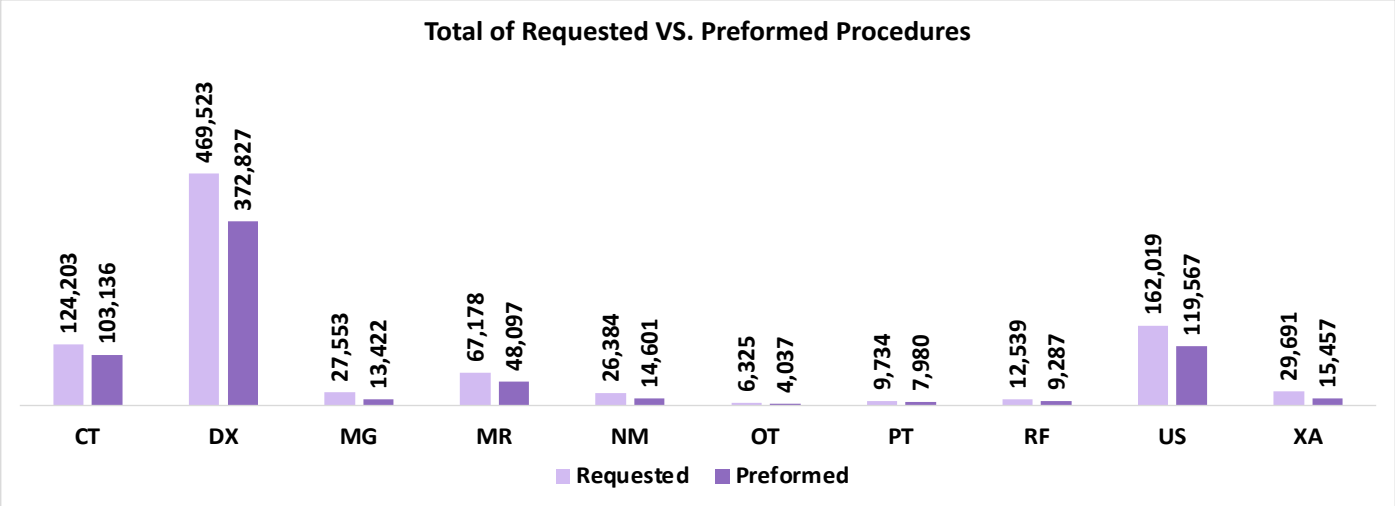
- RFID System Coverage for Lead Apron.
- Lead Apron Inventory Tracked: 320 units.
- Implemented a patient self-check-in system in KASCH to enhance workflow efficiency and improve the patient experience.
- Established HIS and RIS systems for timely communication of critical findings to primary physicians.
- Implemented 3D LAB and MAKO Robotic Surgery to improve diagnostics and surgery.
- Implemented Elastography Ultrasound for Thyroid Nodule Detection.
- Established Translational Radiology Science (TRS) Lab.
- Implemented an automated CO2 injector pump in procedures for patients with contrast allergies.

Accreditation

- Accreditation from American College of Radiology (ACR).
- Recognition from Techs Summit for Vascular Radiology – Dubai, UAE.
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- Recognition from Radiological Society of Saudi Arabia (RSSA).
- Appreciation for Medical Imaging Patient Access Initiative (MNGHA).

- Obtained Diagnostic license and Renewed Nuclear Medicine license.
- Obtained Compliance report from the Saudi Food and Drug Authority (SFDA) for all three MNGHA Riyadh facilities.
- Accreditation from NRRC for Practice License (Diagnostic Imaging, Nuclear Medicine, Blood Bank).
- Obtained individual RSO Licenses for Diagnostic Imaging, Nuclear Medicine and Blood Bank.

Statistical Information



Achieved **zero waiting lists** for Pediatric Non-GA MRI and Breast Imaging MRI in KASCH

Reduced MSK waiting times from 18 to 6 weeks

Reduced gynecology waiting times from 8 to 2 weeks

Reduced Breast Ultrasound waiting times from 50 to 7 weeks

Increased CT exam volume by **8.73%**

Increased Hysterosalpingography (HSG) cases by **51%.**



Medicine

Awareness and Prevention

- Provided education, monitoring and treatment strategies for individuals with Type 1 and Type 2 diabetes including insulin therapy, insulin pump and diabetes technology.
- Annual Dialysis Symposium.
- Collaboration with GSK to launch and sustain an Adult Vaccination Campaign in the Geriatric Outpatient Clinics and Chronic Disease Center.
- Inpatient Champion of Central Region (MNGHA) for Age Friendly Health Initiatives in collaboration with International Health Institute (IHI) United States of America.
- Prevalence and Predictors of Common Sleep Disorders among the Elderly in a Major Family Practice Center.
- Evaluating Safety and Effectiveness of Switching Biologics in Managing Severe Asthma Patients.
- Examining Sleep-Disordered Breathing Events Using Latent Profile Analysis.
- Dermatologic Conditions During Pregnancy campaign.
- Celebrated International Elderly Day and served as a peer reviewer for the Society of General Internal Medicine Workshop.

New Services & Innovations

- Established specialized clinics for CTD & ILD (Rheumatology-Pulmonology), Scleroderma & Pulmonary Hypertension (Rheumatology-Pulmonology), Psoriasis (Rheumatology-Dermatology), and Lupus Nephritis (Rheumatology-Nephrology).
- Launched five new iM-Specialized Clinics (Risk Factors, Home Health, Anemia, Thrombosis, iMMalignancy) and created dedicated clinics for RA, SLE, Scleroderma, and Spasticity.
- Launched the Home Hemodialysis Program, initiated the Acute Peritoneal Dialysis (PD) Program, established a Genetic Nephrology Clinic, and extended specialist consultation support to KASCH.

- Started Age Friendly Hospital initiatives in all settings, created a Geriatric program at the Chronic Disease Management centre, and established a dedicated nurse-led Geriatric Assessment Clinic.
- Implemented Antimicrobial Utilization/Stewardship across Inpatient, OPD, and HHC, and established the Transplant Oncology Infectious Diseases Program.
- Implemented the patient support program, introduced the Pre-Infusion Clinic, operationalized the Adolescent Transition clinic, and provided Continuous Renal Replacement Therapy (CRRT).
- Performed various diagnostic and therapeutic joint injections and aspirations, and administered soft tissue injections.

Excellence in Experience & Process Improvements

- Achieved 67% Saudization (3% increase), improved manpower recruitment (7% increase), and 4-week access to care (0 waiting list) in Internal Medicine.
- Operated nine CTUs with the addition of the Geriatric CTU, managing 11,291 patients in 2025.
- Maintained an average stay of 9.75 days and a 17.5% readmission rate despite a high volume of 20 admissions per day.
- Recorded 1,298 admissions in the Acute Medical Unit (AMU), reflecting a 67% increase in utilization.
- Showed significantly improved adherence to the 72-hour clinical timeframe in the Acute Medical Unit (AMU).
- Implemented the Age-Friendly Hospital 4Ms (What Matters, Medication, Mentation, Mobility) in the Geriatric Outpatient Clinics and Geriatric CTU in collaboration with nursing.
- Increased operational capacity of the Infusion Therapy Center & Medical Day Unit to accommodate 35–40 patients per day through efficient scheduling and staff coordination.
- Maintained hospital re-admission percentages within 30 days post-discharge from Physiatry at less than 5%.
- Utilized inpatient Physiatry bed capacity (22 beds) at more than 90% across all months.
- Education and Training Programs
- Launched the Hospitalist Fellowship Training Program (HFTP) with eight fellows and the Infectious Diseases Fellowship Training Program; expanded the Nephrology Fellowship Program and established iMRecruit and iMScholar (iMHTN Fellowship).
- Organized Journal Clubs, Clinical Pathology Correlation (CPC) sessions, dermatopathology reviews, and case review sessions to evaluate dermatologic and rheumatic cases.
- Participated in and chaired national conferences, Saudi and Pan-Arab academic activities, the Saudi Physiotherapy group, and the Saudi Journal Club for Rheumatology.
- Taught basic and clinical Rheumatology and Internal Medicine to a multidisciplinary group including students, interns, residents, fellows, nurses, and therapists.
- Co-directed the Geriatrics Certification Course, introduced the 5 Ms Framework in Geriatric Care, and conducted workshops on patient-centered change and caring for Muslim patients.
- Held education sessions for nurses on biologic handling and infusion safety, and conducted orientations for newly assigned staff to the MDU workflow.

Digital Health

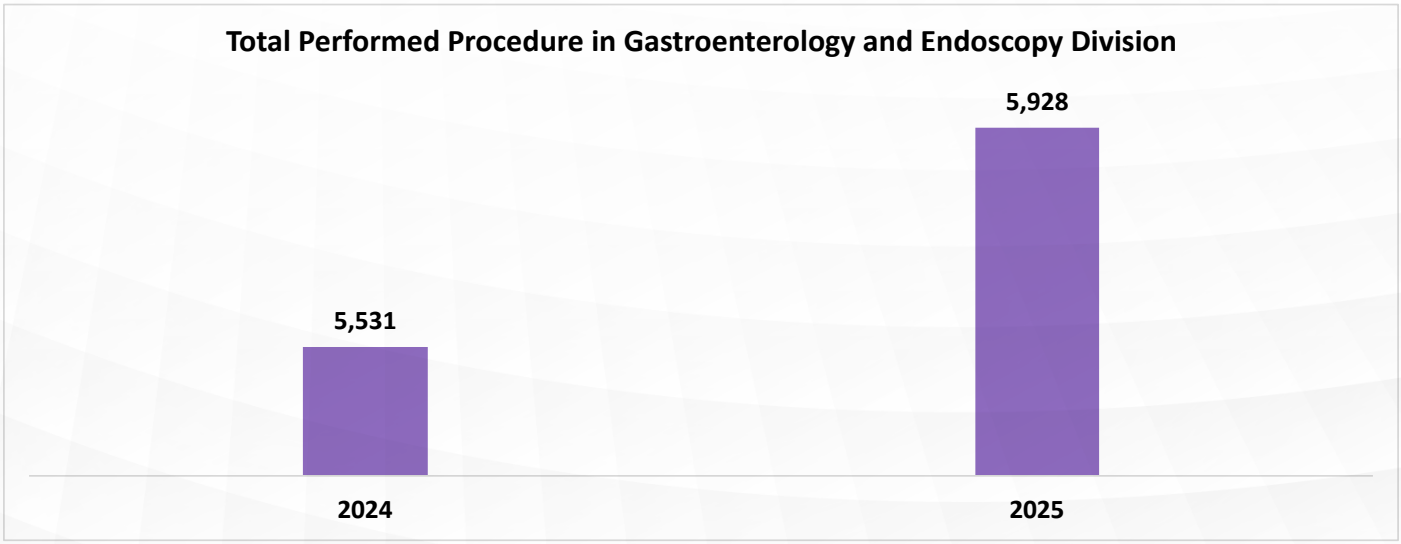
- iMAI Notes and iMResearch.

Accreditation

- Recognized by Saudi Medical counsel for training of pulmonary fellowship training.
- CARF accreditation for inpatient rehabilitation program 2025 (Neurorehabilitation Unit).

Statistical Information

Geriatric Medicine - KAMC		
Clinic	**Total Booked Appointments**	**Total Visits**
Geriatrics - Follow Up	1,078	1,239
Geriatrics - First Visit	1,054	1,054
Clinic - Geriatrics	1,026	1,026
Dementia Clinic	416	545
Falls Clinic	323	434
Memory Clinic	291	403
Clinic (SB) - Geriatrics	160	160
MPD Geriatric	113	115
Total	4,461	4,976







Mental Health

Awareness and Prevention

- Organized the Annual Mental Health Conference and celebrated World Mental Health Day, Maternal Mental Health Awareness Day, and Breast Cancer Awareness Day.
- Launched the Maternal Mental Health Awareness Campaign, held public sessions at the Women's Health Hospital (WHH), and facilitated Postpartum Support Groups.
- Conducted community awareness campaigns and volunteering events with Prince Naif University and the Ministry of Education, and initiated an Addiction Awareness and Recovery Program with PSHC.
- Established the Female Sexual Dysfunction Service to address specific women's health needs.
- Introduced support and psychoeducation groups, including Postpartum Depression Support, designed for families and caregivers.
- Community outreach activities reached more than 2,000 participants.
- Enhanced Employee Wellness Services, transitioning from individual sessions to group therapy formats (Wellness Group Therapy), fostering team wellbeing and organizational resilience.
- Conducted volunteer programs and public campaigns focusing on family wellbeing, psychological safety, and burnout prevention.

New Services & Innovations

- Established the Wellness Group Therapy Program.
- Established the Newly Established Addiction Psychiatry Section.
- Initiated the Preventive Security Collaboration Program.
- Formed a Residential Rehabilitation Center partnership with SBAHC.
- Expanded to four fully-operational Psychology Intake Clinics.
- Implemented the Single Session Intervention Program, providing brief, solution-focused therapy.
- Fully implemented the Restraint Reduction Initiative (Think Twice Project).
- Expanded Women's Mental Health Clinics with structured screening and postpartum follow-up pathways.
- Integrated psychological services into Oncology, Geriatric, and Primary Health Care Departments.

Excellence in Experience & Process Improvements

- Decreased waiting lists by more than 20%, supported by the recruitment of additional clinical psychologists and the activation of expanded intake clinics.
- Scheduled initial psychiatric and psychological assessments within 3–4 weeks across most outpatient services.
- Improved throughput markedly through Single-Session Intervention and Virtual Clinics, yielding a 30% increase in same-day or next-week appointments.

Education and Training Programs

- Launched the SCFHS-accredited Clinical Psychology Training Program for graduates, established the Professional Certificate in Psychology Training, and implemented the Psychotherapy in the Mother Language Program.
- Established the Guardianship Program for psychiatry residents, implemented the Hand in Hand Supervision one-to-one mentoring model, and conducted Family Therapy and role-play sessions for R3–R4 residents.
- Established the Addiction Rehabilitation Program (PSHC Collaboration), utilized modern addiction treatment models, and implemented relapse-prevention, dual-diagnosis management, and reintegration planning.
- Conducted training on The Fundamentals of Addiction Treatment, Family Therapy in Clinical Practice, and Women's Mental Health Postpartum Care.
- Provided Psychological Support and Awareness for Paramedics, established the Paramedics Wellbeing Program, and implemented Burnout Prevention and Resilience Building strategies for healthcare workers.
- Published integrative clinical reviews on Trauma-Informed Care in Postpartum Women and Advances in Psychotherapy Education regarding supervision models in Saudi training.
- Applied motivational interviewing, behavioral therapy, and conducted BLS training programs for staff.
- Over 25 educational and training activities conducted.

Digital Health

- Deployment of Power BI dashboards for real-time monitoring of Key Performance Indicators (KPIs) and safety metrics.
- Integration of electronic assessment and tracking forms within the Best Care system.
- Interlinking research and clinical documentation systems through KAIMRC and MNGHA digital platforms.

Accreditation

- Professional Certification in Adult Clinical Psychology, under the Saudi Commission for Health Specialties, integrated into educational and training curricula.

Statistical Information

Waiting time for initial psychiatric and psychological assessments reduced to 3–4 weeks.

- Virtual and Single-Session Clinics increased rapid access appointments by 30%.

Maternal Fetal Medicine Department

Awareness and Prevention

- "Together for Healthier Women" conference.
- International Women's Day.

New Services & Innovations

- Applied Non-Invasive Prenatal Testing (NIPT) for high-risk pregnant patients.
- Chorionic Villous Samples (CVS) service for early prenatal diagnosis.
- Established a Fetal Surgery Center for In-utero repair of fetal spine Bifida (MMC).

Excellence in Experience & Process Improvements

- Same-day admission for elective cesarean section.
- Assigned to each consultant slots in the clinic for new and follow-up appointments.
- Applying the Add Hock action to accommodate all new appointments within 4 4-week interval.

Education and Training Programs

- Conducted basic and advanced OB/GYN ultrasound workshops.
- Held monthly scheduled online teaching activities attended by PHC technologists, MFM technologists, and physicians.
- Conducted weekly image review sessions with MFM physicians and technologists.
- Managed the MFM Fellowship Program with 9 fellows.
- Supervised 11 rotating residents.
- Educated 16 medical students.
- Collaborated with 9 medical colleges.

Digital Health

- WeCare System.

Accreditation

- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- Joint Commission International (JCI).

Statistical Information

OB Ultrasound	Invasive Procedures	MFM Clinic Statistics
18,085	302	13,296

Neonatal Intensive Care Department

Awareness and Prevention

- Launched the Breastfeeding Promotion Campaign, achieving over 95% compliance for breastmilk as the first feed for all newborns in the Neonatal Intensive Care.
- Executed the RSV Prophylaxis Campaign (Palivizumab & Nirsevimab).
- Initiated the Retinopathy of Prematurity – Blindness Prevention Campaign.
- Implemented the NHDU Rooming-in Campaign.
- Celebrated World Prematurity Awareness Day.

New Services & Innovations

- Established the Neonatal Transitional Care (NICU Observation Beds) Program.
- Implemented the CLABSI Prevention Program.
- Initiated the Zero Ventilator Associated Pneumonia (VAP) Project.
- Executed the Zero Blindness due to ROP Project.
- Developed the Neonatal Bone Health Program.
- Launched the Neonatal Thermoregulation Initiative.
- Implemented the Prevention of Severe Intraventricular Hemorrhage in NICU.
- Managed the Prevention of Unplanned Extubation in NICU.
- Established the Neonatal Neurocritical Care Program.
- Launched the Neonatal Targeted Hemodynamics Program.

Education and Training Programs

- Expanded the Neonatal-Perinatal Fellowship Training from three (3) to six (6) new fellows each academic year.

Digital Health

- Integrated Artificial Intelligence into neonatal practice through Smart Monitoring.
- Implemented the Neonatal Physician Hand-over Tool in BestCare.
- Integrated the Neonatal Early Track & Trigger (NEWTT2) in BestCare.
- Developed the Hypoxic Ischemic Encephalopathy (HIE) Dashboard.
- Created the Neonatal Neurocritical Care Consultation Form in BestCare.
- Launched the Neonatal Hemodynamics Assessment Sheet in BestCare.



Oncology Department

Awareness and Prevention

- Organized Gynecology Cancer Awareness Day and Radiotherapy Awareness Day.
- Provided genetic counselling and prophylactic surgery for patients with hereditary malignancies at high risk for gynecological cancer.
- Operationalized the colposcopy clinic for abnormal pap smears to ensure vaccination and HPV screening.
- Celebrated World Thrombosis Awareness Day and marked the 2-year anniversary of the Thrombosis Program.
- Conducted SCT patient and family education.

New Services & Innovations

- Launched the Gene-edited therapy for SCD and TDT.
- Launched the viral specific T-Cell therapy.
- Managed the haploidentical SCT program for sickle cell disease patients (46 patients using the haplo protocol).
- Launched three integrated clinics (Thoracic, GI, and Breast) as part of our multidisciplinary team.

Excellence in Experience & Process Improvements

- Achieved excellence in military health services through the integration of innovative treatment methods, such as robotic stereotactic radiotherapy.
- Treated 476 patients over the last decade as the nation's largest center for Sickle Cell Anemia transplants.
- Delivered exceptional outcomes, achieving a 97% overall survival rate and over 90% disease-free survival.
- Developed specialized SCA transplant clinic and guidelines.
- Achieved 100% compliance with vaccination rates in adult patients' post-stem cell transplant.

- Launched a palliative care helpline covering all patients across the Kingdom 24/7.
- Maintained 100% Comprehensive Pain Assessment for Inpatients within 24 hours of admission.
- Defined pain control as a pain score of 3 or less using Visual Analog Scales (VAS), Verbal Rating Scale (VRS), or Numerical Rating Scale (NRS).
- Targeted 60% of patients to have their pain controlled according to international guidelines.

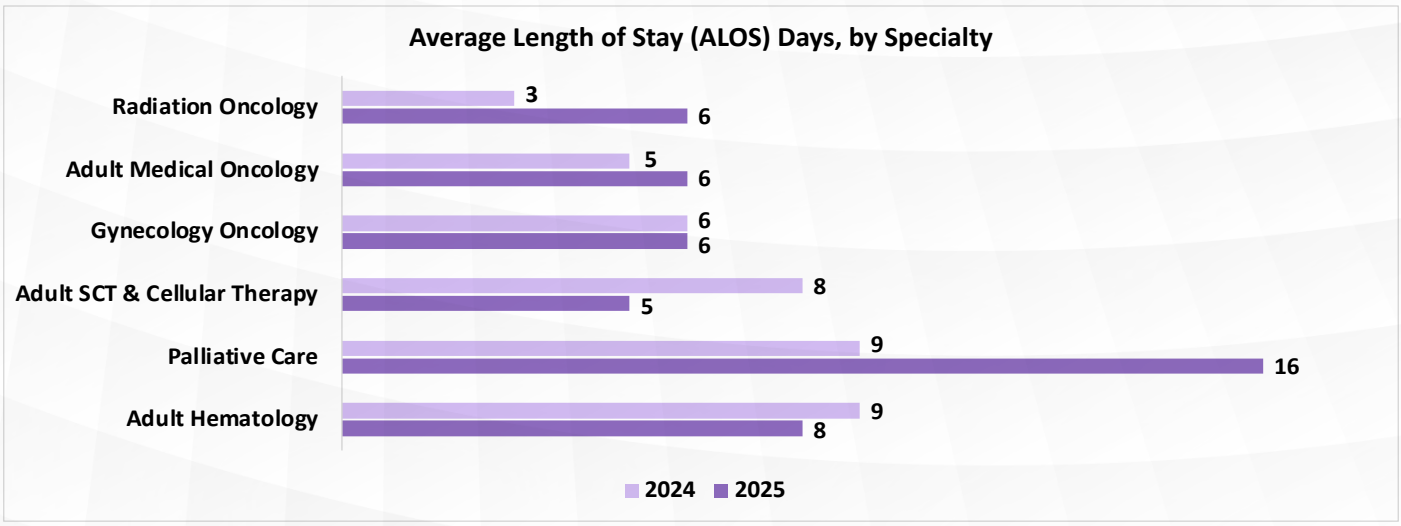
Education and Training Programs

- Trained therapy, medical physics, and healthcare students and interns from Princess Norah University, King Saud Bin Abdulaziz University for Health Sciences (KSAU-HS), and Majmaah University.
- online cancer pain management courses for oncology doctors and established online nursing educational programs for palliative care staff.
- Provided specialized training for gynecology residents from across the Kingdom and for rotating medical oncology fellows.
- Organized the first international KSA Hemoglobinopathies Preceptorship, initiated the national 1st CAR-T Therapy CAR-TECH program, and conducted the GvHD Day Workshop.

Accreditation

- Achieved site certification as the first center in the intercontinental region, outside North America and Europe, for CAR-T therapy for Yescarta– Gilead/Kite product.
- Infused CAR-T therapy for DLBCL Yescarta– Gilead/Kite product as the first center in the intercontinental region outside North America and Europe.
- Launched the gene therapy preceptorship program as the first center in Saudi Arabia and the Middle East.
- Launched the nursing CAR-T therapy preceptorship program as the first center in Saudi Arabia and the Middle East.
- Qualified as the second center for CAR-T therapy, Kymriah, a Novartis product.
- Affiliated with the Saudi Stem Cell Donor Registry (SSCDR) as a donor collection and transplant center.

Statistical Information





Operating Room Services

Awareness and Prevention

- Conducted Quarterly Hand Hygiene Awareness Campaigns.
- Maintained Daily Surgical Site Infection (SSI) Audits ensuring compliance with international standards.

Excellence in Experience & Process Improvements

- Dropped the surgical waiting list to 3,300 cases.
- Operated the KASCH OR at full capacity with 14 ORs running on a daily basis.
- Managed all OR patient care in a timely manner based on scores through the i-Surge program.
- Implemented Weekend OR Lists (Friday and Saturday) to accommodate high-demand surgical cases and reduce surgical waiting lists.
- Achieved significant reduction in the surgery waiting list through improved scheduling and efficient case turnover.
- Sustained OR Key Performance Indicators (KPIs) aligned with international benchmarks, reflecting operational excellence.

Education and Training Programs

- Conducted Monthly Code Blue Simulation and Fire Drill Exercises to strengthen staff readiness and emergency response.
- Monthly Education Activity Program for Surgeons, Anesthesiologist and Nurses.

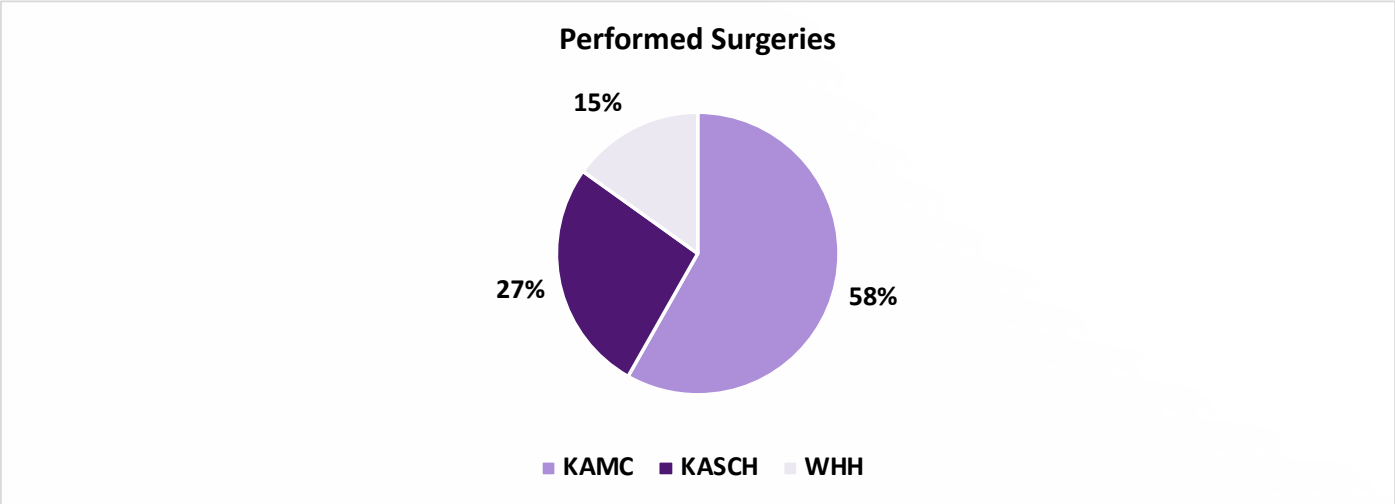
Digital Health

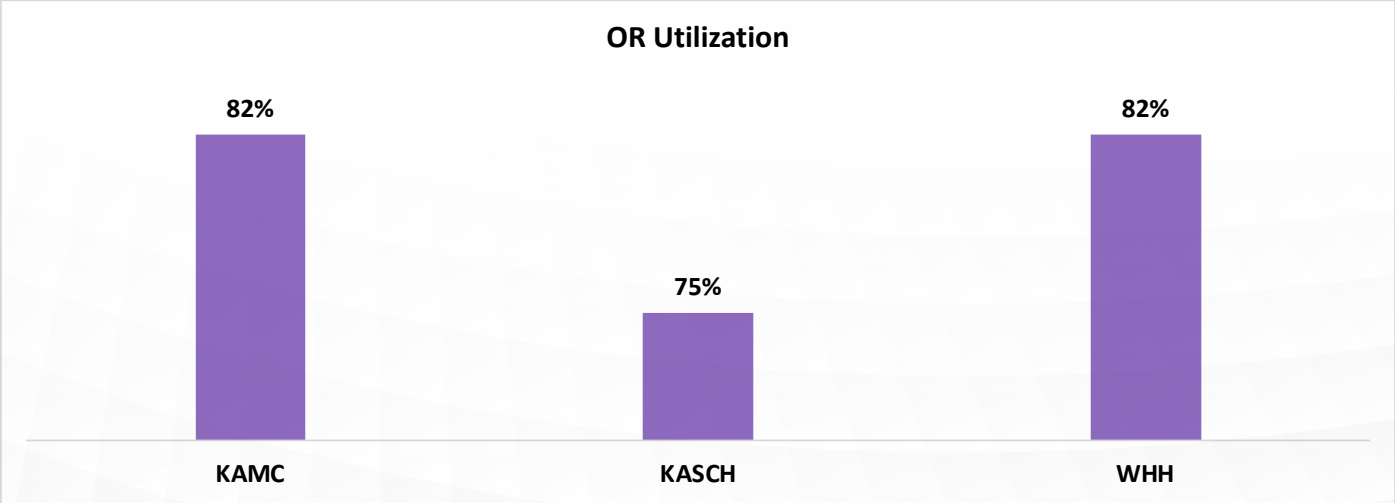
- AI-powered Medical Dictation Tools to enhance clinical documentation efficiency and accuracy.

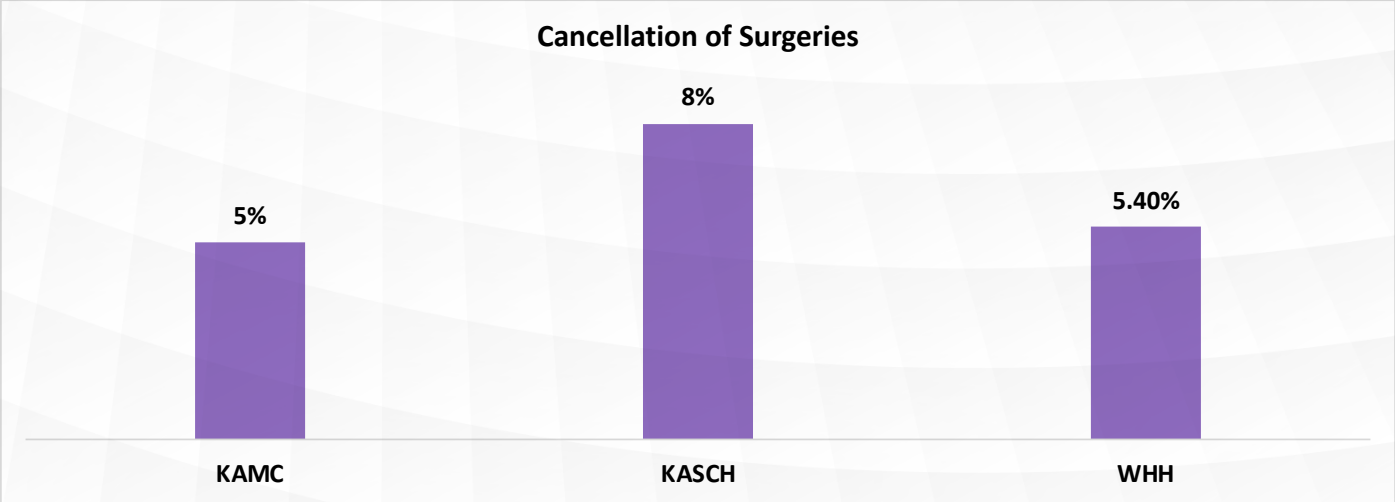
2030 Related Achievements

- Integrated robotic-assisted surgery and digital solutions to improve precision and patient outcomes.

Statistical Information







Organ Transplant & Hepatobiliary Surgery

Awareness and Prevention

- Celebrated Organ Donor Day and Viral Hepatitis Awareness Day.
- Expanded Nephrology, Hepatology, Pediatric Hepatology, and Pediatric Transplant Hepatology outreach clinics to other NGHA hospitals.
- Launched the Liver Transplant and Liver Donation website.

New Services & Innovations

- Implemented the Hepatitis C elimination program.
- Performed Domino liver transplant.
- Performed Paired liver transplant.
- Performed Paired kidney transplant.
- Performed Combined liver kidney transplant.
- Performed Liver transplant with zero blood transfusion.
- Performed Liver transplant with immediate extubation in OR.
- Launched the 24 hours kidney donation program.

Excellence in Experience & Process Improvements

- Increased living related and unrelated liver donor rates by 10% and boosted donor recruitment through the Same Day Admission (SDA) and ERAS pathways to 90%.
- Improved pre-liver transplant evaluation processes, achieving a median of 17 days from file opening to committee and 59 days from committee to transplant, while reducing donation workup to a median of 40 days.
- Implemented Same Day Admission (SDA) and Enhanced Recovery After Surgery (ERAS) protocols to streamline transplant operations.
- Initiated projects for the minimization of blood transfusions, achieved zero blood transfusion targets post-transplant, and implemented immediate extubation in the OR.
- Executed cost reduction projects and accomplished the minimization of ICU stay durations.

Education and Training Programs

- Participated in university as staff and conjoint members.
- Managed medical and surgical kidney transplant fellowship.
- Administered transplant hepatology fellowship.
- Supported Saudi scientific society for organ transplant.
- Provided pediatric liver transplant for GI and hepatology fellowships.
- Conducted surgical residents training in hepatobiliary surgery.

Digital Health

- Activation of transplant module in Bestcare (to list all organ recipients with their donors) and retrieve essential component of KPIs.



Outpatient Department

Awareness and Prevention

- Celebrated World Tuberculosis Day, Lupus Awareness Day, Glaucoma Awareness Day, Multiple Sclerosis awareness, and Mental Health Awareness.
- Conducted the Gallstone Campaign, Lung Cancer Awareness Campaign, Gastroesophageal Reflux Disease awareness, and the Seasonal Influenza Vaccination Campaign.
- Organized Immunization Week, Stroke Awareness Week, Women's Health Day, and Breast Cancer Awareness Day.
- Initiated the KIOSK Audio Libraries "Masmooa" Project, provided awareness for Limb Loss, and celebrated Saudi National Day.

New Services & Innovations

- Created the Pediatric Allergy Excellence center and a new Pediatric Rheumatology virtual clinic for biological drugs.
- the Pediatric Pre-Anesthesia Virtual Evening Clinic, created dedicated virtual clinic slots for eligible MRPs, and opened the Chronic Disease Centre with outpatient CTU clinics to ensure continuity of care.
- Established the Urodynamic & Cystoscopy procedure unit and opened the Antenatal Care Breastfeeding educational clinic.

Excellence in Experience & Process Improvements

- Scored as one of the highest across the MNGHA system for the Patient Experience Survey for the last ten (10) months at King Abdullah Specialized Children Hospital in Riyadh.
- Implemented the ACC Efficiency Change Model.
- Achieved a zero-waiting list in the breast health unit, Obstetrics, and Urogynecology.

- Extended the pre-anesthesia clinic to cover all patients booked for the OR.
- Opened the Ob/Gyn Associate clinic to accommodate the waiting list and improve access to care.
- Added an additional clinic to the Urogynecology team to improve access to care.

Education and Training Programs

- SCIG-Home training and administration.
- Obstetrics and gynecology conference.
- Fertility preservation workshop in IVF clinic.
- Breast Health awareness program.
- First Saudi breast book oncoplastic course and cadaveric workshop.

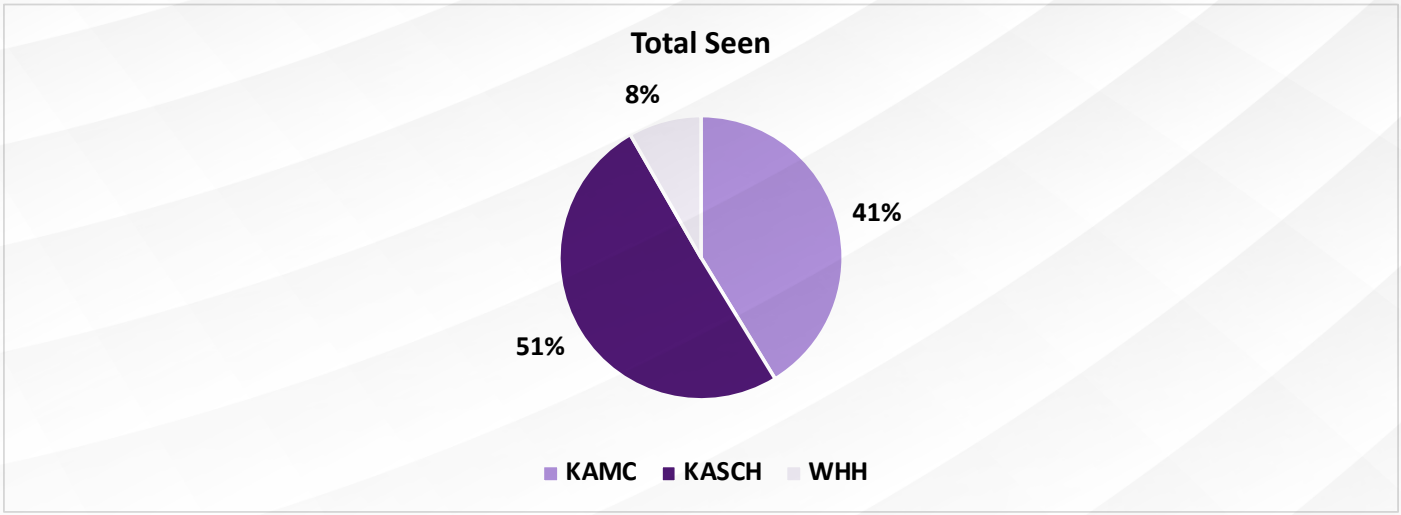
Digital Health

- Created Pediatric Complex Care in the BestCare System.
- Split virtual clinics into two sessions.
- Minimized virtual clinic slots to 10.
- Swapped unutilized lab review clinics to virtual clinics.
- Implemented self-booking.
- Implemented a numbered patient calling system in all outpatient settings to maintain confidentiality.
- Launched self-registration kiosks and the Quematic system.

Accreditation

- Best Oral Presentation Award Chemotherapy Panel– 6th CON-R Annual Research Day.
- Baby Friendly Hospital Accreditation.

Statistical Information



Pathology and Laboratory Medicine

Awareness and Prevention

- Launched a major blood donation campaign among all personnel across Riyadh under the direction of MNGHA, Prince Abdullah bin Bandar bin Abdulaziz.
- Breast Cancer Awareness campaign.

New Services & Innovations

- Opened the new donor center to accommodate more donors and increase the availability of blood and blood products for clinical needs.
- Successfully implemented a new GLP Total Laboratory Automation (TLA) system in the WHH Laboratory, integrating both Chemistry and Hematology workflows for improved efficiency and sample traceability.

Excellence in Experience & Process Improvements

- Improved the ordering practice of cardiac panel testing in collaboration with the Cardiac Center and Emergency Room.
- Localized a wide range of advanced laboratory tests to reduce external dependency and improve turnaround times.
- Localized several high-value assays in the Special Chemistry Laboratory, including Adalimumab and Infliximab (plus their antibodies), Fructosamine, Ketone, Proinsulin, and Myoglobin.
- Established new key performance indicators (KPIs) for lab sections to track efficiency, turnaround times, and quality metrics.
- Processed over 15 million tests annually in the Chemistry Division and implemented two new Alinity ci analyzers to increase in-house capacity and operational efficiency.

Education and Training Programs

- Tracked participants in the Internship Program from King Saud bin Abdulaziz University for Health Sciences (KSAU-HS) and other universities such as Majmaah, King Saud, Taif, Shaqra, Umm AlQura, Hail, Jazan, and Qassim Universities.
- Increased the Saudi Career Development Program (SCDP) by 40.5%.
- Managed the Saudi Commission for Health Specialists (SCFHS) program.

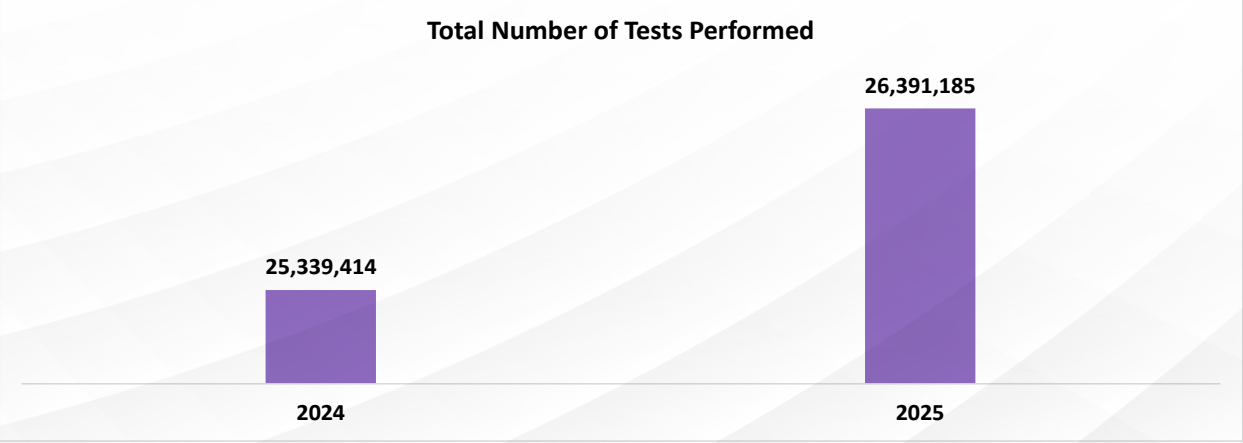
Digital Health

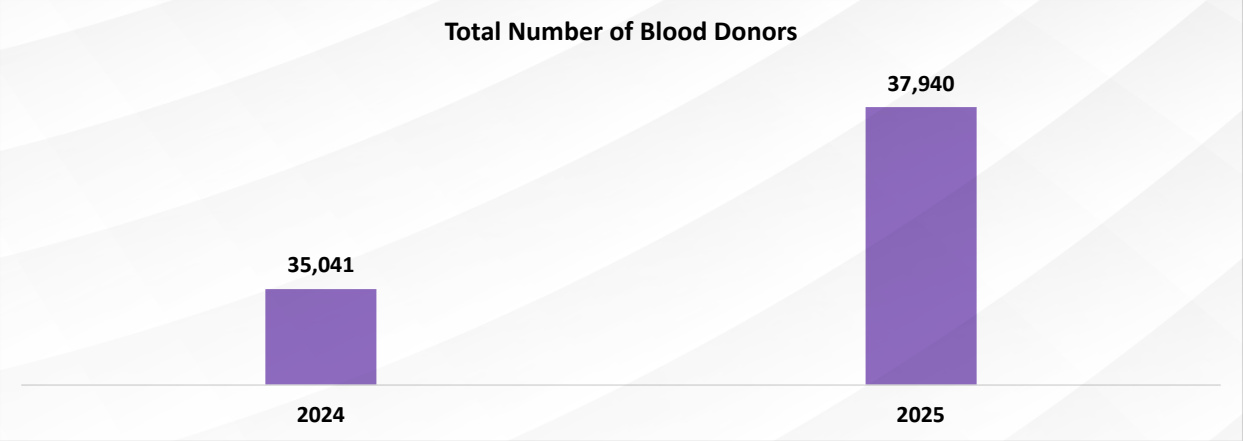
- Implemented high-resolution digital imaging across all MNGHA laboratories, enabling remote diagnosis and eliminating the need for physical slides.
- Transitioned laboratory and blood donation satisfaction surveys from paper to electronic formats to boost response rates and streamline feedback.
- Implemented RFID-based sample tracking to automate receiving, enhance traceability, and reduce manual errors, with full LIS integration underway.
- Installed the ENERGIUM GNT9 system at Women's Health Hospital to automate registration and labeling, improving accuracy and workflow efficiency.
- Deployed advanced AIP dashboards to provide real-time data insights for optimizing laboratory performance and daily operations.

Accreditation

- Selected as the national Sole Specialized Anti-Doping Laboratory.
- Completed successfully the CAP ISO 15189 accreditation assessment.
- Completed successfully the ISO 13485 accreditation assessment conducted by SGS accreditation organization for Innovative lab.
- Recognized the HLA lab internationally as the first HLA lab to implement the innovative Ion Torrent technology with the One Lambda HLA PRO automation system.
- Approved the HLA Lab as an ACHI Training Center.
- Secured successfully the NUPCO Send-Out competitive tenders, enabling the laboratory to provide specialized and rare testing services to multiple governmental healthcare sectors across the Kingdom.
- Accredited successfully the BML lab by National Newborn Screening Laboratory Standards (NNLS) provided by Weqaya.
- Recognized the HLA lab as the 1st National Reference Lab for HLA Testing, KSA, involving collaborations with the Royal Commission for Yanbu, IAUH Khobar, King Khaled Eye Specialist Hospital (KKESH), and King Saud Medical City (KSMC).
- Recognized the Cytogenetics Lab as "Saudi Arabia's first certified laboratory offering IVD non-invasive Prenatal Testing (NIPT) service".

Statistical Information







Surgery

New Services & Innovations

- The Surgical Care Improvement Project (SCIP) enhances patient outcomes by standardizing prophylactic antibiotic timing and selection, ensuring proper hair removal and temperature management, and automating the timely removal of urinary catheters and administration of VTE prophylaxis.
- National Surgery Quality Improvement Program NSQIP is a leading risk-adjusted program that benchmarks our surgical outcomes including mortality, morbidity, complications, and readmissions against North American hospitals on a quarterly basis.

Education and Training Programs

- Residency Training Program.

Accreditation

- Center Of Excellence for Hernia Surgery.

Statistical Information

Hospital	Division	Total Outpatients
KASCH	Pediatric ENT	35,434
	Podiatric Surgery	11,242
	Pediatric Plastic Surgery	7,106
WHH	Breast Surgery	3,723
KAMC	ENT Surgery	31,572
	General Surgery	32,460
	Plastic Surgery	22,973
	Urology Surgery	20,367
	Neurosurgery	7,516
	Vascular Surgery	5,695
	Thoracic Surgery	2,194
Total		180,282

Women's Medical Care Department

New Services & Innovations

- Launched the virtual clinic.
- Launched the physical clinic.

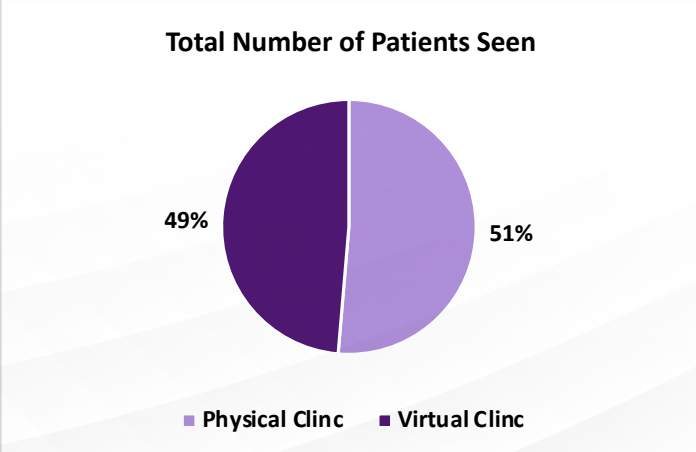
Excellence in Experience & Process Improvements

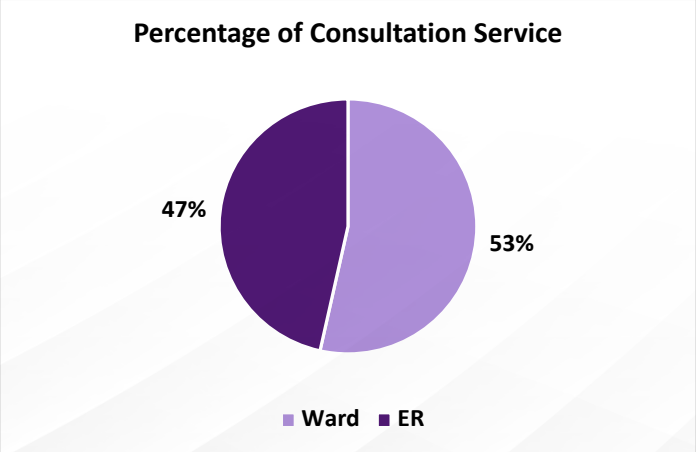
- Implemented a co-management model for Internal Medicine consultation services across all Women's Health departments.

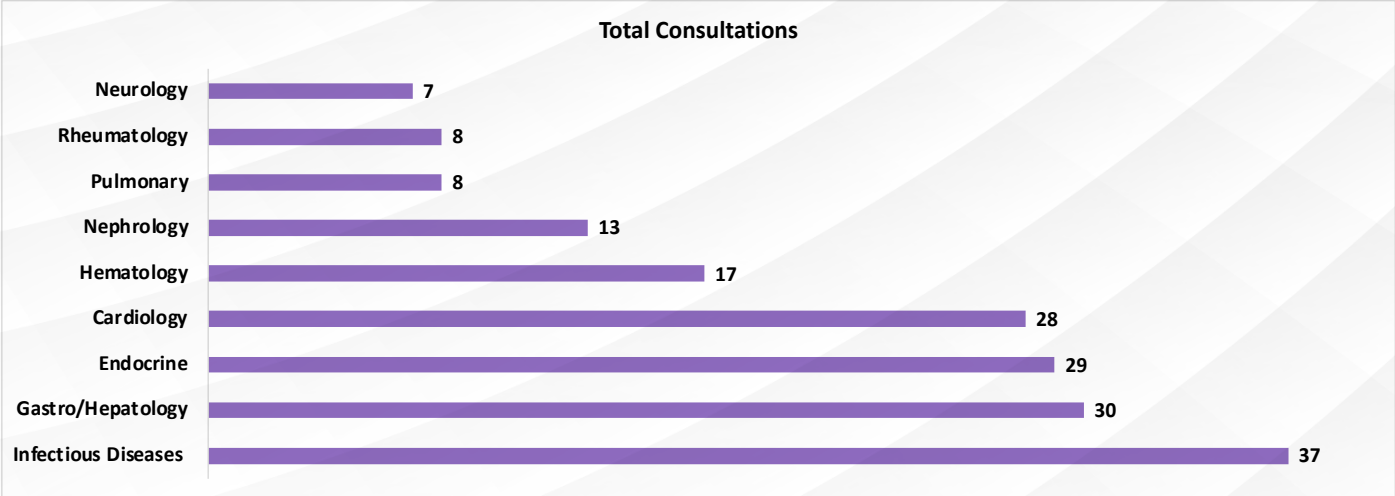
Education and Training Programs

- Completed postgraduate studies abroad in the field of Obstetric Medicine, the first of its kind in the Kingdom
- Monthly lectures specifically designed for OB/Gyne residents.

Statistical Information







Operations Services

Introduction Page

The Operations Services Division in Riyadh plays a strategic role in empowering clinical excellence by providing a robust operational framework that supports efficiency, safety, and sustainability. The division focuses on integrated operations, workforce optimization, and high-reliability services to sustain performance at scale.

Core services include Nursing Services, Pharmaceutical Care Services, Rehabilitation Services, Respiratory Services, Clinical Nutrition, Support Services, and others, ensuring a resilient and well-coordinated environment that enhances patient safety, service quality, and organizational performance.

- Clinical Nutrition Department
- Facility Management Department
- Nursing Services
- Pharmaceutical Care Services
- Projects Task Force
- Release of Information Department
- Rehabilitation Services
- Respiratory Services Department
- Social Services Department
- Support Services



Clinical Nutrition Department

Awareness and Prevention

- Organized and participated in the Nutrition in Ramadan event.
- Participated in the following awareness campaigns: Bullying and Obesity Risk, Adult World Cancer Day, world kidney day, 7th Multidisciplinary Burn Awareness Day, Immunization week, Mental wellbeing, World Sclerosis, and summer season with pediatrics.
- Participated in the preparation of Women Health Day event.

New Services & Innovations

- Opened new expansions for neonatal nutrition clinics in KASCH.
- Expansions in outpatient clinic and Take-home supply walk-in Clinic in KAMC.
- New lifestyle nutrition clinic.
- Quality Improvement project of optimizing nutrition in NICU.

Excellence in Experience & Process Improvements

- Established the 1st Manual of menu cycle on a corporate level with all regions.
- Nutrition screening dashboard.
- New project for no show prediction was added in Bestcare system.
- Established the Research project.

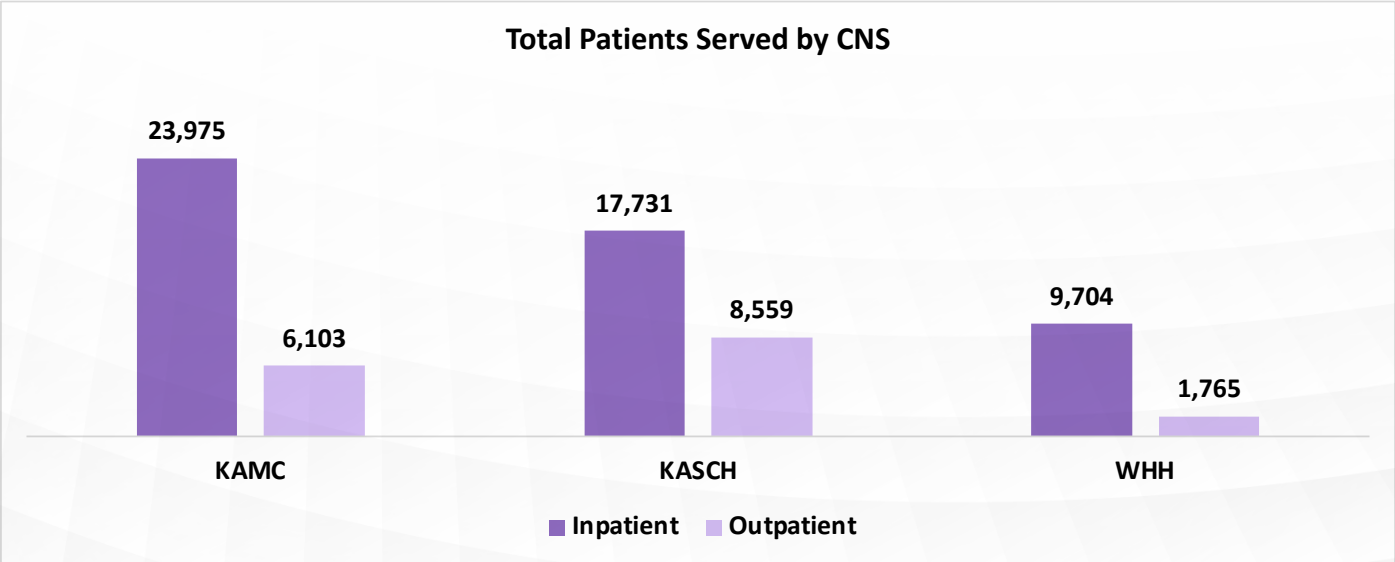
Education and Training Programs

- Conducted a workshop on BestCare clinical documentation and Clinical Nutrition Services training to enhance staff documentation and clinical skills.
- Staff attended various development sessions, including the Employee Digital Campaign virtual sessions, ESPEN congress 2025, and BFHI Refresher Training sessions.
- Training of gastroenterology fellows in CNS pediatrics and oversight of the ongoing Clinical Nutrition Diploma Program.
- Managed the training of (30) interns and (11).
- Developed the Intern Training Manual.
- Peer Review and Training Support for Clinical Dietitians.

Digital Health

- Documented and enhanced the Nutrition screening Dashboard.
- Added two (2) forecasting dashboards for outpatient clinics.
- Utilizing body analyzing weighing scale in outpatient clinics.

Statistical Information



Facility Management Department

Awareness and Prevention

- Participated in Safety awareness.

Excellence in Experience & Process Improvements

- Combined all Facilities Management Key Performance Indicators (KPIs) in all regions.

Digital Health

- Developed the U&M Work Control Application with the ISD.

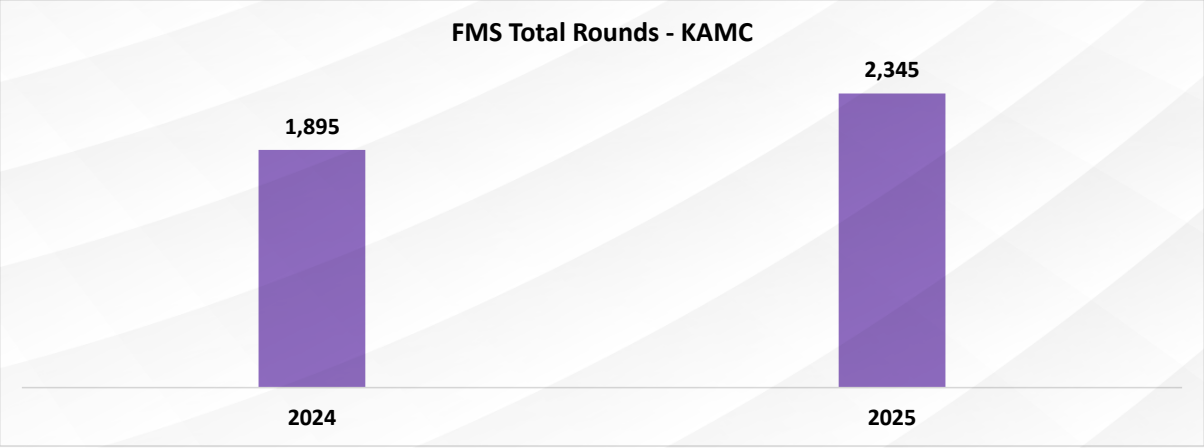
Accreditation

- Joint Commission International (JCI).
- The HVAC Department obtained official certification from Airgle (USA) for the maintenance of portable filtration devices equipped with HEPA filters.

2030 Related Achievements

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

Statistical Information



Average **Completed** Work Orders at **99%**

Nursing Services

Awareness and Prevention

- Participated in a comprehensive range of health awareness initiatives, including: Ostomy, Mental Health, Geriatric, GVHD, World Thrombosis, Cancer, Rare Disease, Asthma, Vaccine, Kidney, Medication Safety, Radiation, Pain, Breastfeeding, Stroke, World Diabetic, World Child Safety, and Women's Health Day.
- Supported and participated in a variety of clinical and community initiatives, including campaigns for Medication Safety, Child Kind Pain, Annual Flu Vaccination, RN Survey, Hand Hygiene, Child Safety, Hello Summer, and the Urogyne Surgical campaign.
- Engaged in key clinical awareness initiatives, including Fall Prevention, Breast Cancer, Heart Month, Burns, Sepsis, and Breastfeeding Awareness.
- Hospital Acquired Pressure Injury Prevention.
- Champion Roles including Patient Experience, Patient Safety, Customer Care, Discharge Medications Timestamp Tracking, Clinical Documentation Improvement (CDI), and Clinical Resource Nurse (CRN) Skills.
- Prevention of Shaken Baby Syndrome with the SCAN Team.

New Services & Innovations

- Enhanced Recovery After Surgery (ERAS) which focused-on interventions to improve recovery after major surgery.
- Established Allergy Clinic, Ophthalmology Injection Clinic, Transplant Infusion Clinic.a Breastfeeding Educational clinic and a new Business Unit to enhance operational efficiency and accessibility of women's health services.
- Successfully treated the first patient with Sickle Cell Disease (SCD) with the Gene Therapy product and established the Gene Therapy Nursing Preceptorship Program.
- Implemented the Neonatal Transitional Care Pathway (NTSP) to reduce unnecessary NICU admissions.
- Child Life Support for pediatric patients undergoing life-altering surgical procedures.
- Launched Art Therapy in Stroke and rehabilitation for survivors to enhance quality of life through creative sessions.
- Completed the Renovation & Expansion of the ECC Triage Area and implemented ECC Staffing Model modernization through nurse-led triage redesign.
- Introduced GnXpert Point-of-Care for rapid diagnostic testing and an AI-assisted Sepsis Alert System for early detection using live data integration.
- Integrated the Penumbra System for mechanical thrombectomy and expanded Full-face Bi-pap competency into surgical and medical units.
- Introduced Administration of Medication Intranasally to reduce delays in emergency care when IV access is unavailable.
- Redefined Pediatric Emergency Care through empathy and proactive engagement, addressing waiting times and patient dissatisfaction.
- Developed Nursing Transition Program (NET) which ensures new staff nurses are prepared, culturally competent, and confident through structured mentorship and assessment.
- Implemented STRIVE Initiative across medical and hemodialysis directorates to improve the staff experience.
- Established a robust Patient Education Program to support clinical outcomes.

Excellence in Experience & Process Improvements

- Revised the ECC Patient Flow and Care Management Model by optimizing staffing, physical space, and AI simulations to reduce waiting times and "left without being seen" rates while improving patient satisfaction.
- Implemented a Nurse Manager Leadership Bed Management Huddle to streamline inpatient capacity through early rounds, discharge optimization, and interdepartmental collaboration, ensuring a seamless response to bed surges.
- Implemented Auto-tracing IV Pumps that function as advanced infusion devices to enhance patient safety through auto-programming and CLMA compliance.
- Introduced Nurse-to-Nurse Referral system which is an informatics-driven referral to streamline specialized wound care for pressure injuries, surgical sites, and complex ulcers.
- Improved Child Friendly Environment/Comfort by using Treatment Room for Painful Procedures.
- I.B.R.A.H Project – working together with patients/sitters to minimize harm from infiltration and extravasation.
- Home-based Subcutaneous Desferal Infusion Pumps.
- Home Health Chemotherapy Administration Phase II.
- Successfully completed the Urogynecology Operating Room (OR) Campaign, which ran for three months and concluded in January, aimed at addressing and completing the long waiting list of surgical cases.
- ECC reimagined the waiting experience through the Teddy Care Project-introducing child-friendly spaces, comfort measures, and psychological support that reduce anxiety and elevate the healing environment.
- Real-time bed coordination and CDU expansion for short-stay patients.
- Structured discharge planning and proactive triage management.
- Established Aerodigestive Clinic which aims to evaluate patient by various specialties during a single visit, including ENT, Pediatric Pulmonary, Pediatric Gastroenterology, Pediatric Complex Care, Pediatric Surgery and nursing.
- Launched a project on Delayed Patient Transfers in progress to Reduce Waiting Time.
- Implemented Aneurysmal Subarachnoid Hemorrhage Protocol.
- Successfully completed the first Intraventricular Enzyme-Gene Administration for Batten Disease.

Education and Training Programs

- Launched the Nursing Leadership Action Plan and Charge Nurse Workshops to advance leadership skills through baccalaureate education, master classes, and succession planning.
- Established the Clinical Resource Nurse (CRN) core competency program and academic partnerships with KSAU-HS to expand educational pathways and unit-based mentorship.
- Implemented SCFHS Specialized Nursing Diploma programs and advanced training tracks (SPARK, R.A.D.A.R) to enhance care in ECC, Cardiac, ICU, and PICU settings.
- Hosted international preceptorships and specialized workshops for Hemoglobinopathies, CAR-T Therapy, GvHD, and Inborn Errors of Metabolism.
- Developed the Standardized Triage Certification Program and optimized Nursing Standards of Care to improve clinical indicators for falls, HAPI, and medication safety.
- Enhanced bedside safety through IV tubing reconciliation education, upgraded Infant Protection protocols, and structured ECC in-service training.
- Launched the Compassionate Practice Program to integrate emotional intelligence and empathy into patient-centered care.

- Implemented a Leadership Succession Planning model and conducted Leadership rounds using digital tools to enhance both staff and patient experience.
- Managed the National Saudi Career Development Program (SCDP) residency and the National Sustainable Development Program (NSDP) to increase Saudi nurse leadership proportions.
- Provided one-year internships for senior nursing students in collaboration with the College of Nursing and promoted SCFHS Advanced Diplomas in critical areas.
- Strengthened the OB/Gyn directorate by increasing staff competency from 70% to 90% through a new Simulation curriculum and Post Graduate Certificate programs.
- Developed family-centered resources like Downs Syndrome & Congenital Heart Disease Educational Guide and implemented SCIG-Home training for home-based care.
- Provided training to nurses through Advanced Nursing Diploma Program by Saudi Commission for Health Specialist (SCFHS) to ensure providing Specialized Care to Neonates.

Digital Health

- Optimized BestCare through evidence-informed nursing care plans with Elsevier and integrated the SCT, CAR-T, and Gene Therapy electronic forms.
- Created automated dashboards for Medication Incidents, Nursing Talents (SEG 2.6.1), and Nursing Staff Qualifications to ensure MAGNET compliance and credential tracking.
- Automated the "exceptional cases above 14 years" program in the EMR, featuring instant triage flagging, automated physician reminders, and reduced communication gaps.
- Utilized the LIME platform for online surveys, including Bullying Screening and NDNQI prevalence data (PIV and HAPI).
- Implemented NEWS2/MEWS for early warning of decompensating vitals and the Iprotect remote monitoring system for sudden hemodynamic changes.
- Enhanced patient identity through Biometric Fingerprinting in the ECC and wards.
- Upgraded the Infant Protection System.
- Established Discharge Medication Timestamp Tracking to prevent discharge delays and ensure timely medication delivery.
- Restructured the ECC Department using detailed patient flowcharts and implemented the Qmatic and Kiosk System for self-registration and enhanced privacy.
- Conducted 72-hour Post-Discharge Follow-up (PDF) for stroke and asthma patients to ensure compliance.
- Implemented the Virtual HHC Service for post-partum support.
- Completed the Clinical Skills Competency recertification for all Clinical Resource Nurses (CRNs) across KAMC.
- Digitized NDNQI Submission using a new digital workflow for standardized electronic uploads and automated indicator extraction.
- Developed the Perioperative and Anaesthesia Model in BestCare and digitized OR consumables to enhance efficiency through automated tracing and tracking.

Accreditation

- Achieved Comprehensive Accreditation for Rehabilitation Facilities (CARF) and FACT Accreditation.
- Baby-Friendly Hospital Accreditation KASCH & WHH.
- Recognized by international registries including SSBMT, EBMT, and CIBMTR.
- Received recognition for peri-operative team excellence in hernia surgery.
- The Pediatric Emergency Care Center received the esteemed Ahlam Sheikhoon Award.
- Awarded 3rd place for Poster Presentation on "Enhancing Patient Length of Stay in the Emergency Department Flu Unit."

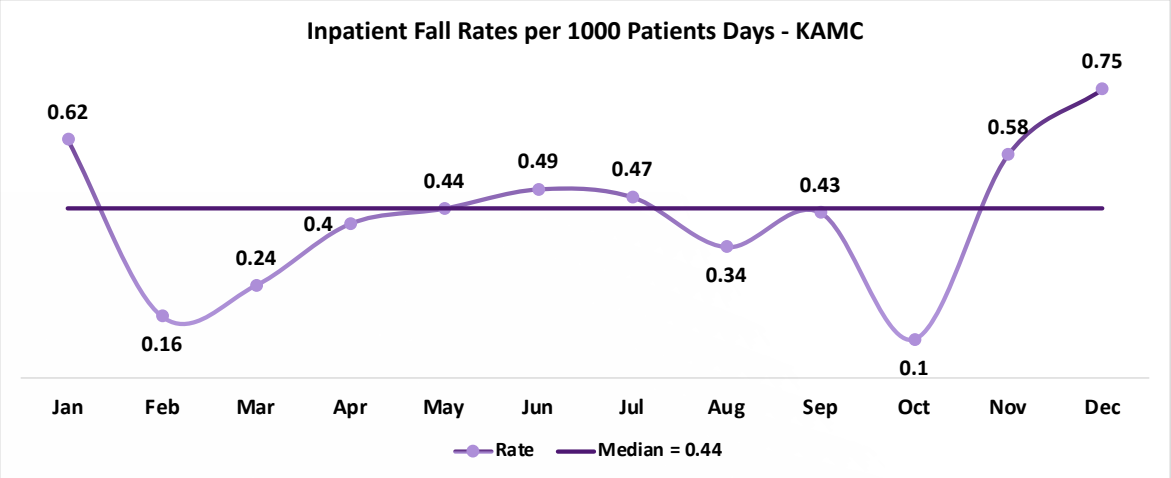
2030 Related Achievements

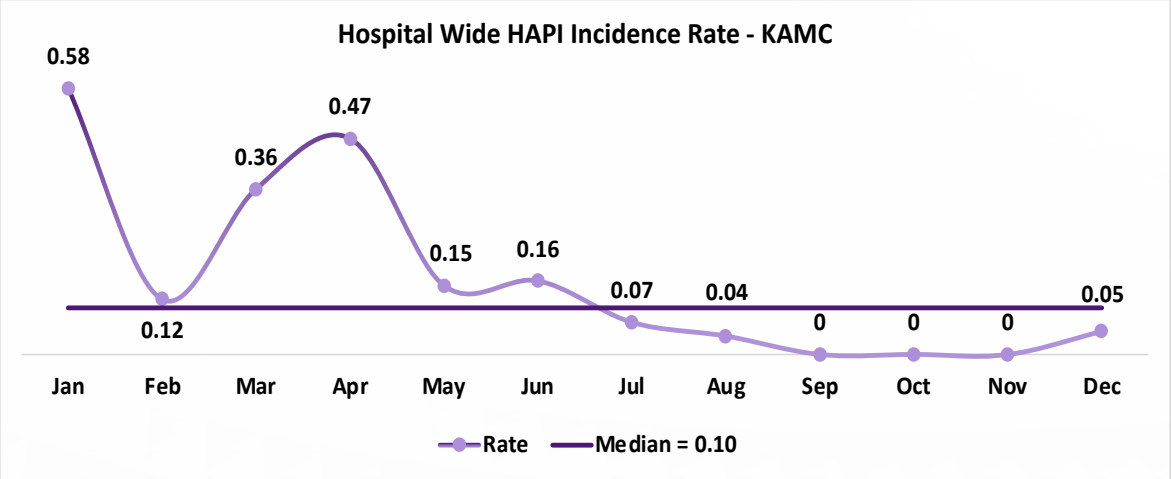
- Implemented bedside technology including Iprotect, NEWS2, and SEPSIS early alert systems, alongside interfacing CCU/Cardiac monitors with BestCare for real-time monitoring.
- Launched a live KPI dashboard with ECC Floor visualization to track acuity and bed use, and restructured the Nursing Education learning management portal for improved data collection.
- Established a Virtual Hub for clinical sessions and introduced Virtual Clinics in the ECC and Bynahm for virtual family interactions.
- Collaborated with the Colorectal Team on AI-driven post-operative patient education and utilized digital audit tools for nursing practice transformation.
- Optimized ECC patient flow and staffing models for the expansion and renovation, and strengthened Code Blue response through the "Go for Gold" rapid intervention initiative.
- Introduced the Structural Heart Program and expanded acute beds in Cardiac, Geriatric, and VIP units to meet specialized care needs.
- Launched Viral Specific T-Cell Therapy and managed a major expansion of transplant and CAR-T/Gene Therapy infusions.
- Enforced Closed Loop Medication Administration and specimen collection, implemented Surgical Site Infection bundles, and introduced Geriatric Pre-Screening on surgical wards.
- Advanced the Magnet journey for nursing excellence and continued participation with NDNQI for international benchmarking of safety KPIs.
- Revitalized the WellRN program to ensure robust peer support and mental health for nursing staff.
- Established a multidisciplinary Burn Support Group for survivors and developed the Downs Syndrome & Congenital Heart Disease educational guide for families.
- Launched the Priority Pass for children with special needs and elderly guardians, and commissioned Child and Adolescent Mental Health Services (CAMHS).
- Implemented the GREATS initiative across all MNGHA hospitals, focusing on over 65 specific projects to improve patient outcomes and satisfaction.

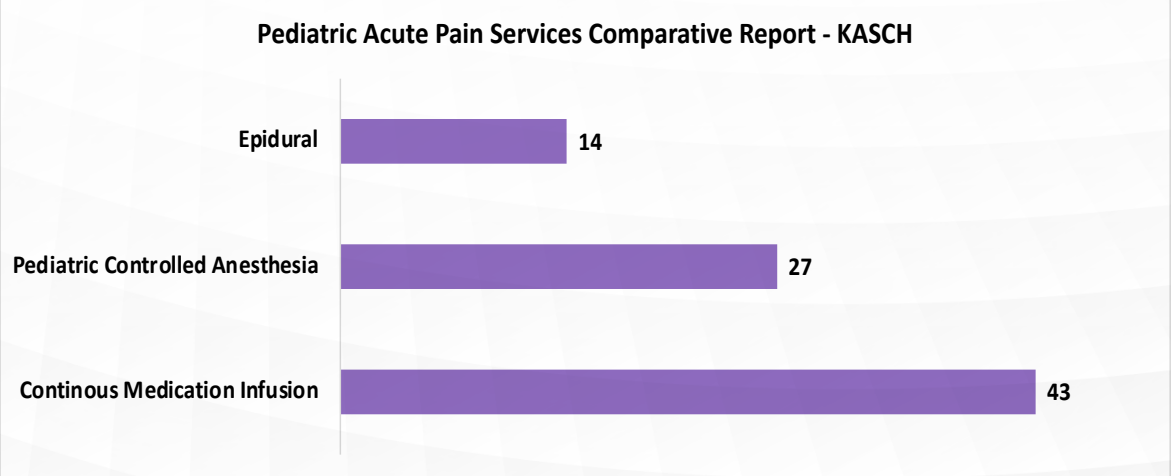
Statistical Information

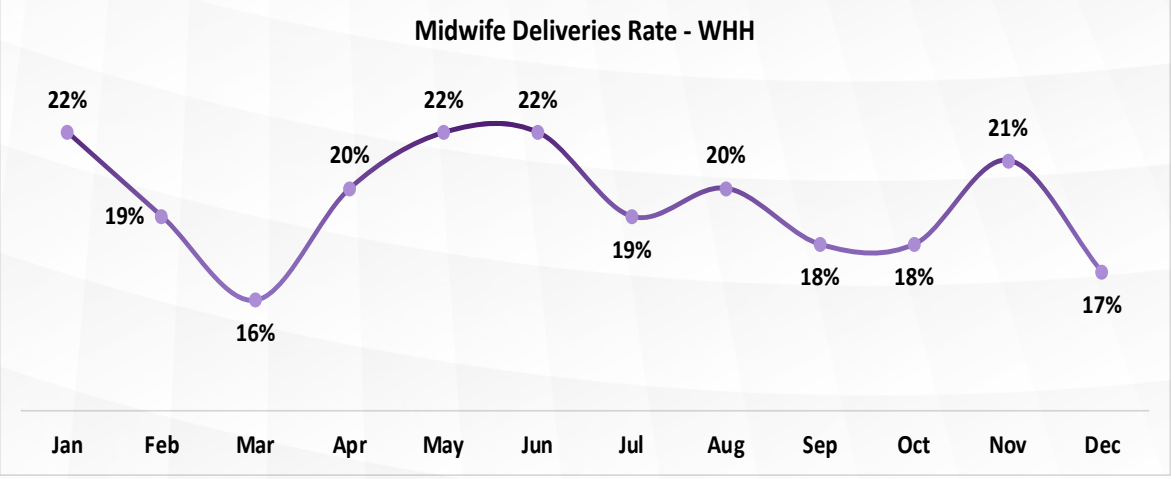
99% Pain Assessment Compliance




Inpatient Fall Rates per 1000 Patients Days - KAMC
0.62
0.16
0.24
0.4
0.44
0.49
0.47
0.34
0.43
0.1
0.58
0.75
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Rate
Median = 0.44


Hospital Wide HAPI Incidence Rate - KAMC
0.58
0.12
0.36
0.47
0.15
0.16
0.07
0.04
0
0
0
0.05
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Rate
Median = 0.10


Pediatric Acute Pain Services Comparative Report - KASCH
Epidural
14
Pediatric Controlled Anesthesia
27
Continous Medication Infusion
43


Midwife Deliveries Rate - WHH
22%
19%
16%
20%
22%
22%
19%
20%
18%
18%
21%
17%
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec



Pharmaceutical Care Services

Awareness and Prevention

- Participated in multiple awareness campaigns and public health initiatives supporting community engagement and preventive health.
- Organized the Annual Women's Health Awareness Week.

New Services & Innovations

- Opened a USP <800>-compliant chemotherapy pharmacy, ensuring staff safety from hazardous drugs through advanced systems like CSTDs and negative-pressure preparation rooms.
- Launched evening dental clinics supported by qualified pharmacy staff to improve patient access and service continuity.
- Initiated the pilot phase of the Medication Tracking System in the inpatient pharmacy.
- Implemented the electronic discharge medication stamping and time-tracking system across all inpatient wards.
- Opened Women's Health Hospital ER Pharmacy 24 hours day 7days/week for outpatient to ensure easier accessibility and better patient experience.

Excellence in Experience & Process Improvements

- Implemented 5S methodology in the inpatient pharmacy to reduce dispensing errors and enhance patient safety.
- Improved medication storage practices in Automated Dispensing Cabinets (ADCs), reducing workload and improving care quality.
- Supported the surgical team during conjoined twin separation, ensuring medication readiness and continuity of surgical services.
- Provided pharmaceutical coverage for additional ophthalmic surgeries to minimize delays and improve care outcomes.
- Applied controlled drug procedures for Propofol (non-opioid anesthetic).

Education and Training Programs

- Conducted Train-the-Trainer courses on aseptic compounding preparation.
- Delivered educational lectures and workshops in the Pharmaceutical Services Department.
- Launched a comprehensive training program to build skills in communication, leadership, time management, emotional intelligence, and resilience.
- Provided career development support for job-seeking pharmacists to improve workforce readiness and service quality.
- Promoted education on medication safety and preventive care.

Digital Health

- Published the Extemporaneous Ophthalmic Preparations Manual – 2025 in digital format to standardize references across facilities.
- Deployed digital medication tracking and time-stamping systems to strengthen accountability and reduce delays.
- Integrated process automation within BESTCare for medication documentation and monitoring.
- Supported the FACT accreditation process through digital documentation of cellular therapy workflows (stem cell and immune cell therapy).

Accreditation

- Third winner - In the professional's platform competition oral presentation during the 5th Annual Pharmacy Scientific Conference in Riyadh Second Health Cluster
- National pharmacy scientific competition (Third place out of 12 hospitals that participated)

Statistical Information

KAMC & KASCH		
Description	**2024**	**2025**
Total Parenteral Nutrition Preparation	8,868	9,450
Intravenous Admixture	1,638,241	1,581,521
Chemotherapy Preparation	34,696	38,590
Total Non-Sterile Preparations	1,647,787	1,692,227

Narcotic - KAMC & KASCH		
Description	**2024**	**2025**
Total Unit Dose Preparation	1,920,147	3,029,456
Total Of Narcotic Medications	738,464	173,950

Projects Task Force

Awareness and Prevention

- Successfully spearheaded the modernization of health facilities by integrating cutting-edge safety standards and a focus on preventative wellness. Key milestones included:
  - ✓ Implementation of antibacterial construction materials
  - ✓ Advanced HEPA-grade air purification
  - ✓ Optimized ventilation systems to ensure a sterile environment.
  - ✓ Prioritized holistic health by incorporating dedicated recreational zones and walking paths, that promotes physical activity and long-term disease prevention.

New Services & Innovations

- Creation of Projects Task Force Team to handle and support the KASH Al Qassim operations by providing support in:
  - ✓ Technical evaluation, design planning
  - ✓ On-going and completion of projects.

Excellence in Experience & Process Improvements

- Shortened the standard lead-time of the projects from processing of request, approval, and implementation of projects by increasing the Category Level Cost.

Digital Health

- Projects Task Force initiates the Major Minor Capital Projects Request (MMCPR) computerization project.

2030 Related Achievements

- Successfully spearheaded the expansion of the Adult Emergency Care Center (ECC), a cornerstone achievement for the Project Management and Technical Affairs (PTF) by:
  - ✓ Leading the technical evaluation
  - ✓ Design finalization
  - ✓ Project execution,
- Which significantly enhanced operational flow and accessibility. In addition to providing a superior environment for both patients and medical staff, featuring improved spatial convenience and comfort.

Statistical Information

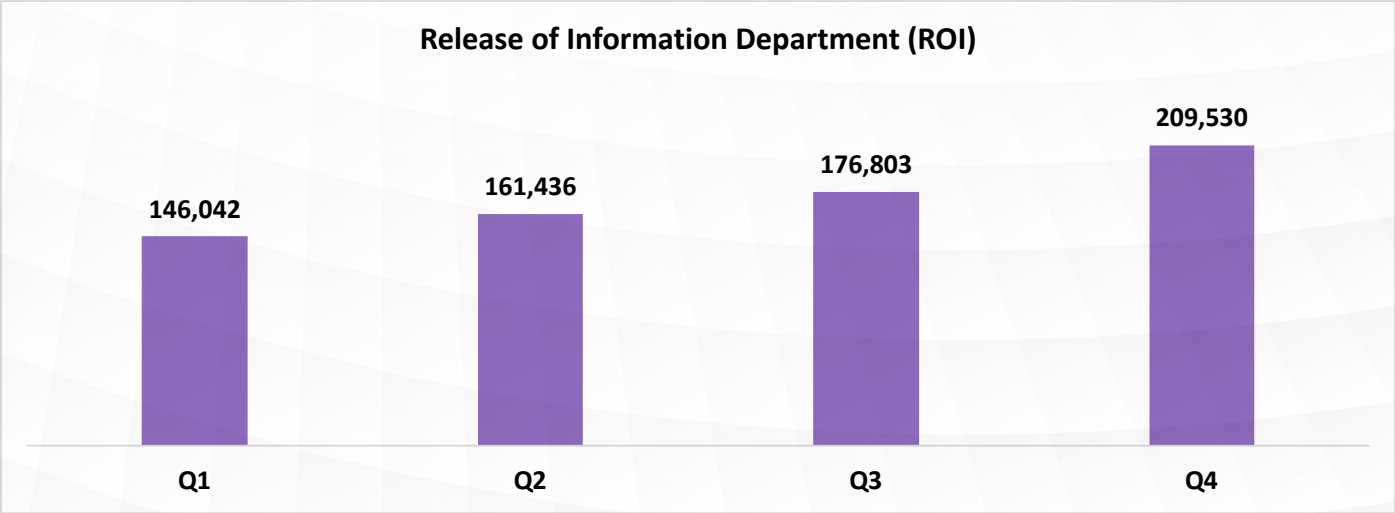
PTF Total Accomplished Projects		
Project Sites	**2024**	**2025**
KAMC & Offsite	466	636
KASCH & Central Lab.	370	131
WHH	179	113

Release of Information Department

Digital Health

- Full electronic integration for Patient Sitter Report, applied across all hospitals and primary health-care centers in all regions.
- Electronic integration of patient hospital visits notifications for both the patient and the companion (if any), implemented across all hospitals and primary healthcare centers in all regions.
- Provision of the medical examination service for driver's licenses on Seha platform, to be applied across all hospitals and primary healthcare centers in all regions.
- Creation of a new application dedicated to the electronic integration of visit notifications.
- Efforts to resolve all challenges related to uploading medical leaves to Seha platform in all hospitals and primary healthcare centers, achieving a completion rate of 95.27% across all facilities.
- Development of a link and QR code for electronic verification of brief medical reports issued by all hospitals and primary healthcare centers in all regions.
- Enhancements to the Patient Services App, including the addition of the following services:
  - ✓ Unified electronic stamp across all regions.
  - ✓ Naming of newborns through the app.
  - ✓ Addition of a list of past appointments.
  - ✓ Addition of an inquiry service for electronic integration of medical leave, including problem resolution.
- Project for the use of Artificial Intelligence in medical translation, which will be implemented across all hospitals and primary healthcare centers in all regions.

Statistical Information



Rehabilitation Services

Awareness and Prevention

- Participated in several awareness days including Maternal Mental Health, World Patient Safety, Rare Disease, World Arthritis for Children, Lupus, and Women's Health Day.
- Engaged in various outreach initiatives, including the Breast Cancer Awareness campaign, Pediatric Pain Management campaign, and school-based campaigns focused on obesity risks, anti-bullying, and general health for adults and children.

New Services & Innovations

- Weekend inpatient coverage (Occupational Therapy & Oncology).
- Sensory Integration Therapy Room (Clinic 760, operational Aug 2025).
- Hightech magnetic chair for men's and women's health.
- Extended orthopedic outpatient service (5–8 PM).
- Safety Ambassadors and infection control representatives appointed.
- IPC link program champions.

Excellence in Experience & Process Improvements

- Collaborated with NUPCO to standardize rehabilitation stock and non-stock items and integrated Ambulatory Care Centers (PHCs) with the central department for unified administrative and performance reporting.
- Implemented a priority-based screening and scheduling process for all referrals via Best Care HIS and We Care ticketing systems, ensuring scheduling within 48 hours and utilizing virtual clinics for high-risk cases.
- Developed disease-specific protocols for Lysosomal Disease, SMA, DMD, and Bone Health, while managing active programs such as Early Mobility (PICU/Critical Care), Child Kind Pediatric Pain Initiatives, and the Organ Transplant Rehabilitation Program.
- Collaborated with the Quality & Patient Safety Department to enhance KPI dashboards and integrated new fall risk assessments and disease-based outcome measures directly into the Best Care system.

Education and Training Programs

- Organized comprehensive weekly education schedules and clinical specialty training for SCDPs and junior staff in areas such as lymphedema, breast care, pelvic floor health, and OBGYN.
- Conducted regular staff training on Code Blue, EMS activation, infection control, and ergonomics, alongside specialized sessions on capital therapeutic machines to improve clinical skills and resource utilization.
- academic growth through the I-TRAIN workshop, Journal Clubs, the Cervicogenic course, and the Saudi Musculoskeletal PT Board, which has 16 enrolled residents.
- Managed the departmental intern training and evaluation program and delivered an invited ergonomics seminar for KSAU-HS Doctor of Dental Medicine students, recognizing departmental expertise.
- Provided oversight and training for newly assigned employees at Qassim Hospital to support the successful launch of their rehabilitation department.

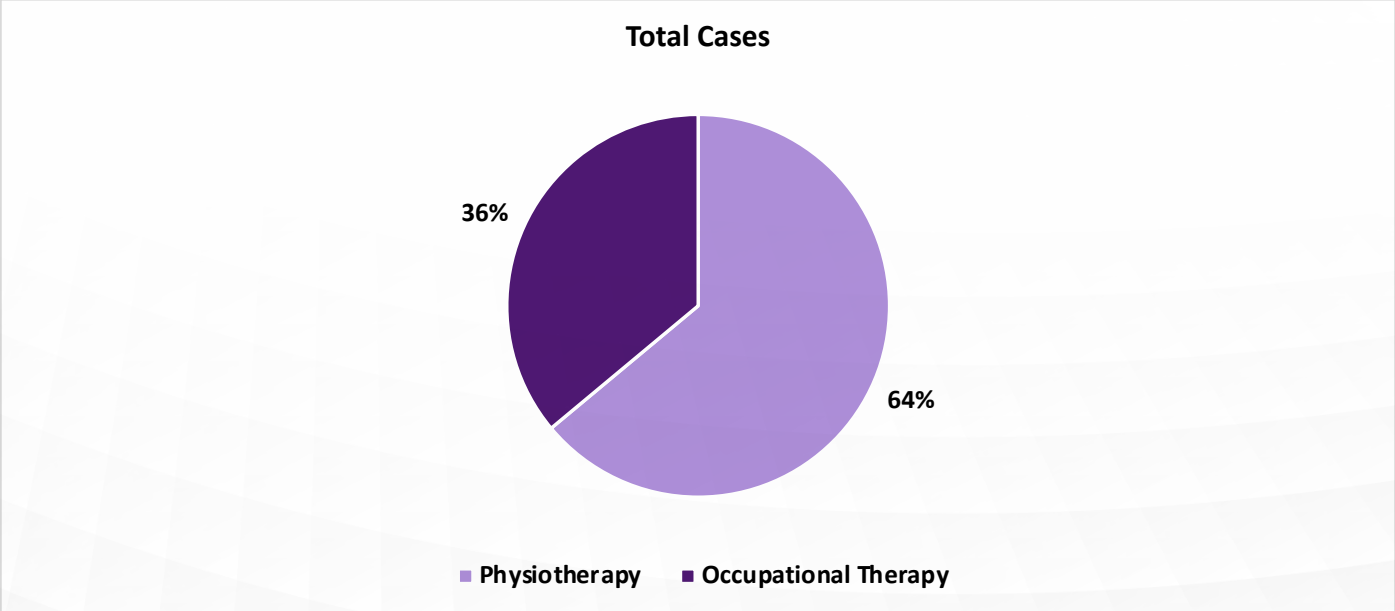
Digital Health

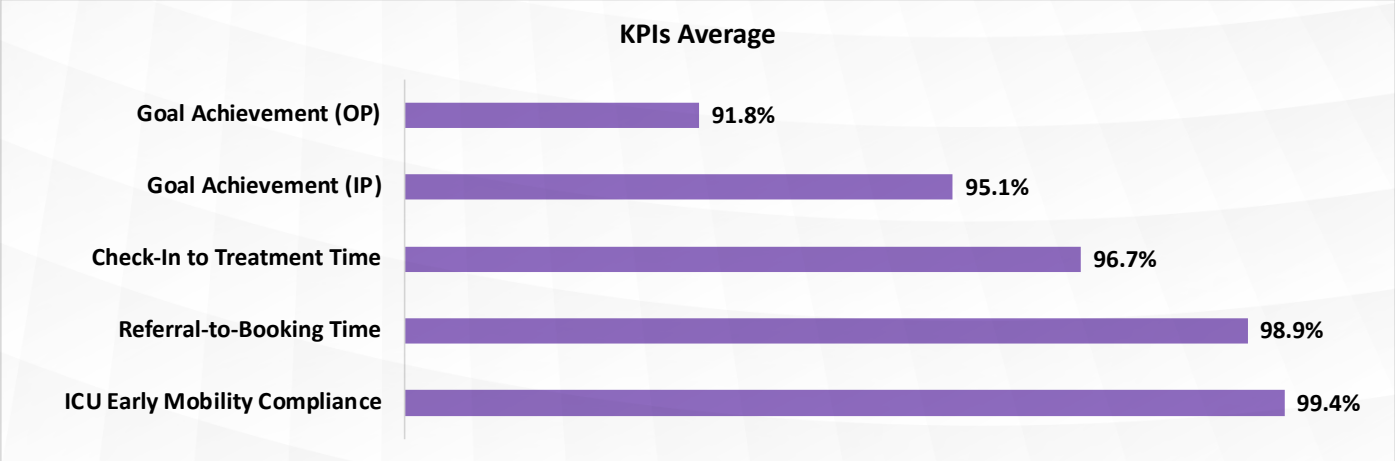
- Added women's health procedures to clarify booking and scheduling.
- Patient education materials digitized with barcodes for home program support.
- Use of high technology equipment for objective measures and patient progress tracking.

Accreditation

- The Commission on Accreditation of Rehabilitation Facilities (CARF) International has granted a three-year accreditation to the department:
  - ✓ encompassing Inpatient Rehabilitation Programs (Adults).
  - ✓ the Stroke Specialty Program (Adults).
  - ✓ Interdisciplinary Outpatient Medical Rehabilitation Programs for both adults and children/adolescents.

Statistical Information





Respiratory Services Department

Awareness and Prevention

- Promoted staff health campaigns and internal wellness awareness.
- World Patient Safety Day
- Women's Health Week

New Services & Innovations

- Strengthened Pulmonary Rehabilitation Program for pre- and post-lung transplant patients.
- Launched Therapist-Implemented Weaning Protocol (TIPS) pilot to improve patient outcomes and safety.
- Conducted Simulation Lab sessions for ICU nurses as part of the Ventilator Associated Events (VAE) prevention project, achieving measurable improvement rates and reinforcing multidisciplinary collaboration for patient safety.
- Developed a tailored training and competency program for paramedics to safely transport mechanically ventilated patients from and to KAMC, ensuring patient safety and standardising transport procedures.
- Introduced Bubble CPAP machine.

Excellence in Experience & Process Improvements

- Optimized Spontaneous Breathing Trial (SBT) practices, reducing mechanical ventilation days and improving ICU outcomes.
- Enhanced early weaning for tracheostomy patients via structured therapist-led interventions.
- Implemented Closed Loop Medicines Administration (CLMA) to enhance patient safety.
- Introduced Arterial Line Insertion at the Wards to improve bedside care.
- Introduced continuous End-Tidal CO2 (EtCO2) monitoring for enhanced patient safety and early detection of ventilation issues.
- Actively involved in Lung Transplant Program covering pre-operative and post operative respiratory management.
- Achieved Zero Hospital-acquired pressure injuries related to respiratory care during 2025.
- Support Physician Residency and fellowship Training Programs through structured educational participation.
- Implemented portable Pulmonary Function Testing (PFT) machines to expand inpatient diagnostic accessibility.
- Established new extubation guideline to unify the process of extubation in NICU.
- Updated the content of some existing DPP's to the recent published researched and guidelines.
- Using high-performance vibrating mesh nebulizer technology for aerosol drug delivery in the paediatric emergency department to reduce the length of stay of patients in the hospital.
- Established a new form regarding "Unplanned Extubation" that include RT, Nurse and Physician input and description of the event.

Education and Training Programs

- Training and education sessions for:
  - ✓ Respiratory Therapists.
  - ✓ Nursing staff Medical Residents.

Digital Health

- Enhanced BESTCare Referral Module for respiratory services.
- Enhance departmental intranet page for centralized communication, schedules, and training resources.
- All clinical Competencies are uploaded on the intranet and performed annually for all staff to ensure continuous compliance and standardization.
- Collaborated with Data and Business intelligence Management (DBIM) to create and update a live dashboard reflecting all respiratory documentation recorded in BESTCare, improving visibility and data driven decisions.
- Revised all respiratory medical forms to ensure accurate digital data capture and performance through BESTCare.
- Established a digital work-load calculator that will estimate the allocation needs of the staff based on the patients available in the unit.

Accreditation

- Recognition for operational excellence during national hospital readiness audits.

Statistical Information

- Total respiratory therapy procedures performed: >180,000
- Pulmonary Function Tests completed: ~3,000
- Pulmonary Rehabilitation sessions conducted: >1,100
- Department staff competency compliance: >95%
- Code Blue RT participation rate: 100%
- Patient satisfaction in PFT/Rehab clinics: >92% positive feedback
- Blood gas and Indwelling lines:35,849
- Intermittent Medication Delivery:208,241
- Ventilation: Invasive and Non-invasive:80,841
- Patient Assessments:39,225
- Diagnostic Tests and Patient Monitoring:176,271
- Continuous Aerosol and Supplemental Oxygen Therapy:21,952
- Airway Care and Suctioning:42,747
- Code Blue,CCRT, PRRT,DART:1,846
- PFT & BONCHOSCOPY:1,800

Social Services Department

Awareness and Prevention

- Conducted or participated in over 16 awareness days, including a symposium and exhibition for World Mental Health Day at the Ministry of National Guard Theater.
- Collaborated on specialized campaigns for World Kidney Day, Colorectal Cancer, World Arthritis Day, and Coeliac Disease (with KSAU-HS and the Coeliac Association).
- Activated annual celebrations and awareness for World Childhood Cancer Day and World Cancer Day in coordination with SANAD, Al Yamamah University, and KSAU-HS.
- Partnered with the Voice of Down Syndrome Society to refer patients for specialized educational programs.
- Collaborated with SADAN and the Saudi Cancer Society to provide financial aid, housing, and transportation for cancer patients.
- Partnered with Bunyan Social Service Organization to provide psychological support for patients at KASCH.
- Coordinated with the National Family Safety Program and the Ministry of Human Resources and Social Development to manage patient abuse cases.
- Organized the successful graduation ceremony for long-term patients at KASCH.
- Coordinated Eid Al Fitr and Eid Al Adha celebrations and gift distributions across KAMC and KASCH in partnership with the Patient Friends Association, Atfalona Organization, and SANAD.
- Hosted Ramadan Iftar for families in the Guest House, the Gergean Activity for pediatric patients, and the Saudi Foundation Day initiative to enhance social support.
- Organized high-profile visits to provide gifts and joy to oncology and long-term patients, including representatives from Zain, New Castle United Football Club, and student volunteer groups.
- Honored mothers of pediatric oncology patients on International Mother's Day in collaboration with SANAD and HRH Princess Adela bint Abdullah bin Abdulaziz.
- Conducted a psychological and faith-based workshop for mothers of children with cancer titled "Awakening the Soul in Ramadan: Psychological Balance and Faith Meditation."
- Celebrated the 95th Saudi National Day for patients, staff, and visitors in collaboration with the Entertainment Sanad Children's Cancer Support Association.

New Services & Innovations

- Established new partnerships and planned programs with the Motaafi Organization, Creative Mom Society, and Teef Najd Group to enhance patient support.
- Coordinated with the LAMAZ Program to provide emotional support for first-time mothers.
- Facilitated the review and amendment of proposal agreements by Corporate Legal Affairs for the Social Development Bank, Qalbi Charitable Society, Saudi Alzheimer's Disease Charitable Society, and the Optimism Society's Imprint for Pediatric Cancer.
- Installed the "Masmooa" KIOSK Audio Library in the Cardiac Area and activated the Columbia Suicide Severity Rating Scale within the BESTCare system for improved patient monitoring and wellbeing.

Excellence in Experience & Process Improvements

- Implemented the Hafala Program to provide essential supplies for neonates and successfully introduced the Columbia Suicide Severity Rating Scale (C-SSRS) to prioritize postpartum mental health and psychosocial support.
- Enhanced educational and therapeutic support for pediatric patients at KASCH by increasing teaching staff from SANAD Education and specialists from Abdulrahman Oasis, while providing long-term patients with off-site activities for cognitive and social development.
- Recommended enhancements for the BAYNAHUM App (including language barrier training and MEL-FI integration), modified the Volunteer Services App (1441-02), and collaborated with the National Safety Department on new registration procedures.
- Received a cheque donation to provide financial assistance to patients in need based on comprehensive social assessments.

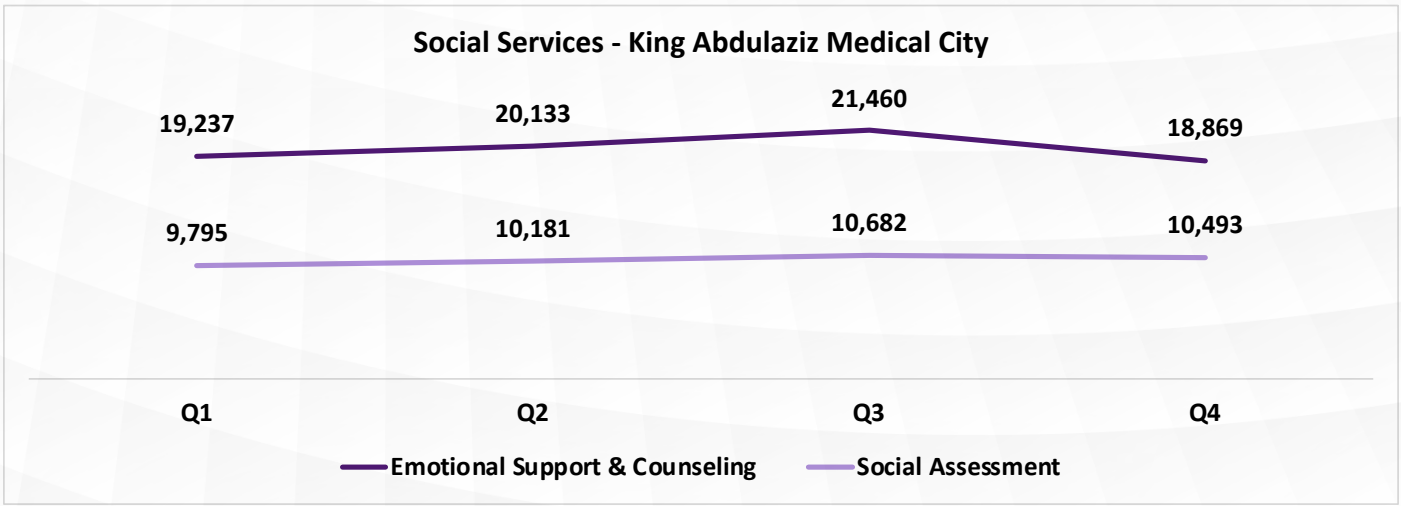
Education and Training Programs

- Collaborated with Alfaisal University for Cardiac Awareness events and Al-Faisal University for a one-year Higher Diploma in Child Life; additionally, partnered with the Ministry of Education for pediatric teaching programs and the Saudi Heart Association to provide BLS training for families.
- Provided comprehensive training for new employees at King Abdullah Specialized Hospital – Alqassim for effective knowledge transfer and hosted numerous social work students from various universities for clinical training.
- Hosted a lecture by His Eminence Sheikh Dr. Abdul Hakim Al-ajlan on the impact of authentic values on individuals and society at the KASCH Large Auditorium.

Digital Health

- Implementation of Medical Equipment and Medical Equipment Forms Cosign Request Lists thru BESTCare.

Statistical Information





Support Services

Awareness and Prevention

- Activation of the Safety Ambassador Program and enhanced risk awareness.

New Services & Innovations

- Replaced approximately 80% of Fire Extinguishers across the Medical City to comply with JCI and CBAHI standards
- Completed evacuation plan maps for Qassim Region
- Unified all FMS KPIs in all regions

Education and Training Programs

- Conducted Personal Hygiene Training to all staffs with regards to food handling and proper use of PPE's quarterly.
- Completed Fire Protection training for the workforce in the Qassim Region.
- Conduced a basic firefighting course in collaboration with the Ministry of Defense, represented by Prince Sultan Military City.
- GHO Training group member.
- Facility Management & Safety Training-JCI- 8th edition.
- Team Leader of Laser Safety Program.
- Team Leader of Contractor Safety Training Program.
- Conducting Food Service Training for University Students and Saudi Commission for Health Specialties with regards to Food Safety and Food Nutrition.
- Comprehensive training programs are being conducted for Al Qassim Hospital newly hired staff across all Environmental Services/sections.

Digital Health

- Established an Integrated Laundry Service System.
- Developed the Be Safe Application with the ISD.
- Implementing a digital meal ordering system within MNGHA is a proactive step toward enhancing patient safety and clinical efficiency. By integrating this technology, MNGHA can transition from traditional paper-based processes to a synchronized, data-driven nutritional care model.

Accreditation

- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).
- Joint Commission International (JCI).

2030 Related Achievements

- Started the Food Waste Control project.

Statistical Information

Food Services	KAMC	KASCH
Meals for Regular patients	884,534	631,846
Meals for VIP Regular patients	71,682	8,786
Nourishments (Per Request)	3,372	1,460

Fire Protection Services		
Project / Initiative/ Work Accomplished	2024	2025
Fire & Other Incident	27	18
False Alarm	244	258
Fire Drill	9,395	6,449
In Service Training	9,169	8,884
General Orientation (New Employee)	1,822	3,052
Total inspection	6,479	6479

Jeddah
King Abdulaziz Medical City

King Abdulaziz Medical City in Jeddah (KAMC–Jeddah) stands as one of the largest and most advanced medical institutions in the Western Region. Commissioned in July 1982 and officially inaugurated in May 1983, it has consistently upheld its mission of promoting disease prevention awareness and elevating healthcare standards across the community.

KAMC–Jeddah delivers comprehensive primary and tertiary healthcare services to Ministry of National Guard Health Affairs (MNGHA) employees and their families. Its capabilities were further strengthened with the establishment of the Neuroscience and Trauma Care Center (NTCC), a specialized hub for neurology and neurosurgery that officially began operations in 2024.

In the same year, King Abdullah Specialized Children's Hospital – Jeddah also commenced operations, offering state of the art pediatric care within a soothing, child centered environment designed to support healing and emotional well being.

WORKFORCE	
Physicians, Dentists & Residents	**2,143**
Allied Health & Medical Support (includes Pharmacists & Nurses)	**4,184**
Administration and Support	**2,093**

Hospital Outpatient Visits

666,819

Inpatient (Admissions)

23,897

Primary Healthcare

429,022

Operational Beds

1,075

Medical Services

Introduction Page

The Medical Services Division in Jeddah serves as a comprehensive clinical hub that delivers integrated, patient-centered care across multiple specialties. The division supports coordinated inpatient and outpatient services while strengthening access, continuity of care, and clinical excellence in alignment with Vision 2030 healthcare transformation goals.

Key services include Emergency Medicine, Cardiac Sciences, General Medicine, Pediatrics, Anesthesia, and Intensive Care, and others, working together to enhance care quality, clinical outcomes, and patient experience.

- Anesthesia Department
- Bed Management
- Cardiac Sciences
- Dental Services
- Emergency Medicine
- Family Medicine & Primary Health Care
- General Obstetrics and Gynecology
- Genetics & Precision Medicine
- Intensive Care
- Medical Imaging
- Medicine
- Neurosurgery
- Neurology Department
- Oncology Department
- Operating Room Services
- Home Health Care
- Orthopedics Department
- Outpatient Department
- Pathology and Laboratory Medicine
- Pediatrics Department
- Surgery

Anesthesia Department

New Services & Innovations

- Opened two-Day Surgery Operating Rooms and Burn Unit Operating Room.
- Increased outside services in non-operating room services to cover Angiography suite, Magnetic Resonance Imaging, and Radiation Oncology five days a week.
- Commissioned National Surgical Training Center Operating Rooms.
- One additional Pain clinic.
- Launched Pediatric Acute Pain Service.
- Neuromodulation Spinal Cord Stimulation and Peripheral Nerve Stimulation.

Excellence in Experience & Process Improvements

- Adoption of Cutting-Edge Respiratory Technology.
- Initiated the integration of high-flow nasal cannula (HFNC) therapy into clinical practice.
- Reached more than 10,000 anesthetics per year for O.R. and outside O.R. services.
- Achieved great metrics in NSQIP (perioperative M&M registry) in collaboration with Surgery and Nursing Departments.
- Established Enhanced Recovery After Surgery Protocol after Colon Cancer Surgery - Enhanced Recovery After Surgery Knee Arthroplasty.
- Performed ultrasound blocks with a high volume in the Kingdom and providing daily coverage for chronic patients.
- Waiting list down from 170 to 64 patient.

Education and Training Programs

- Child Kind training.
- Covered and established the teaching and curriculum for College of Applied Medical Sciences - Jeddah Anesthesia Technology Bachelor Degree Program, now fully handed over to College of Applied Medical Sciences - Jeddah after recruitment of full-time teaching staff.
- Achieved Saudi Commission for Health Specialties accreditation for Pain and Pediatric Fellowships Training Program.
- Fully accredited Anesthesia Saudi Board Training Center in the Western Region.

Digital Health

- Upgraded the intraoperative Anesthesia Centricity software and Anesthesia Pyxis Machines.

Bed Management

Awareness and Prevention

- Coordinated case management team with patients' family to maximize case awareness.
- Performed rounds for the non-critical inpatient areas by Bed Management's Leadership to attend the family meetings with the assigned case managers to conduct the awareness program of the patient flow and safe discharges.
- Motivated the department's employees to attend the well-being sessions, mentorship programs, and TOTs such as "Restoring the Heart of Care Well-Being and Resilience in Healthcare", "I-TRAIN" Preceptorship Workshop"

New Services & Innovations

- Introduced 6 radiology day-case beds within the Radiology Department to accommodate patients undergoing imaging procedures.
- Commissioned Ward 52 (Neonatal Intensive Care Unit): with 6 beds, supporting neonatal intensive care needs.
- Opened the Treatment and Assessment Unit Ward: with 6 beds to accommodate treatment and assessment cases.
- Opened the new Medical Ward 72: 24 beds improving access for Subspeciality Admissions.
- Discharge Lounge: Established the Discharge Lounge with 6 beds, streamlining patient flow and early discharge processes.
- Transforming all shared beds to single beds.
- Respirology & Gastroenterology specialized Unit.
- Creating Solid Organ Transplant Unit.

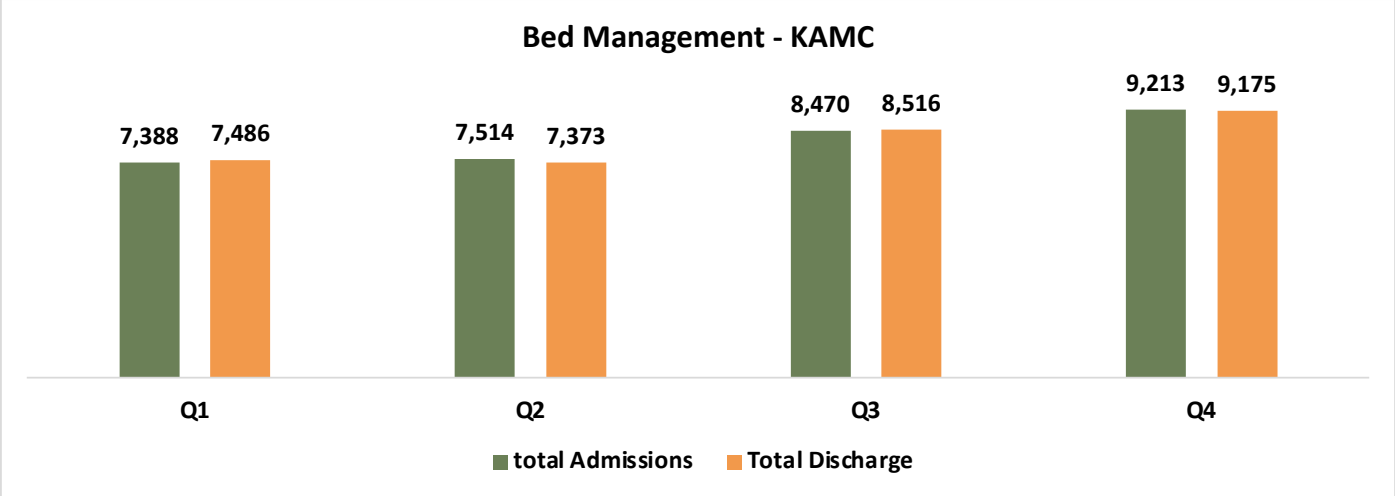
Excellence in Experience & Process Improvements

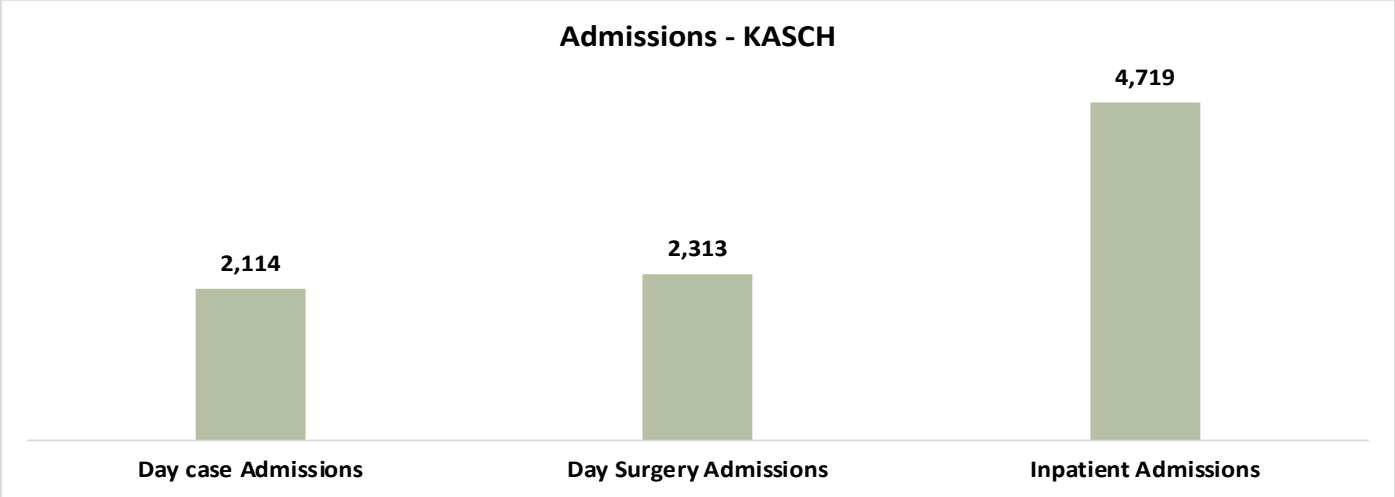
- Multidisciplinary Medical Day Unit Model in KASCH.
- Extraordinary accomplishment in transferring the NG patients and their dependents to the Chronic Care Medical Specialist Hospital (CCSMH) with (80) beds and providing backing medical services for them when they need to transfer back to the KAMC-JD.
- Great support of the MOH Eahalty System to transfer non-NG patients to other MOH facilities by the action of the Medical Coordination and Case Management.
- Case Manager Documentation Module in BESTCARE.
- Designing a new electronic service to track the Emergency Medical Services requests for patient discharges.
- Multidisciplinary Discharge Rounds and Family Meetings to discharge patients safely with full requirement which lead to reduce the readmission rate and the average length of stay.
- Improved discharge orders before 11 AM and before 2 PM by 5% quarterly.
- Reduced ALOS annually by sustainable 0.5 day.
- Reduced ER boarding by sustainable 1 Hour every 6 Months.

Education and Training Programs

- Case Management Fundamental Program.
- The department encouraged the employees and leaders to apply for the internal and external courses such as Leadership courses and STEP English programs.
- Leadership and Management Skills for New Manager and Supervisor.
- Leadership and Team Development for Managerial Success.

Statistical Information





Cardiac Sciences

Awareness and Prevention

- The 11th World Heart Day Awareness Campaign with "Heart Call Campaign" theme.

New Services & Innovations

- Minimally invasive surgeries.
- Chronic Total Occlusion Percutaneous Coronary Intervention with Antegrade Dissection and Reentry technique for complex occlusions.
- Epicardial and Alcohol Ablation for advanced arrhythmia management.
- Transcatheter Aortic Valve Implantation using UNICORN technique.
- Percutaneous Pulmonary Valve Replacement using Melody and Venus Pulmonary Valves.
- Left Atrial Appendage Closure Device.
- Bicaval Stenting procedures (Tricuspid Valve)
- Pulmonary Vein stenting for Pulmonary Vein stenosis post Atrial Fibrillation ablation.
- CardioMEMS implantation for remote heart failure monitoring.

Excellence in Experience & Process Improvements

- ST-Segment Elevation Myocardial Infarction/Acute Coronary Syndrome referral program & access to care.
- Endoscopic Vein Harvest (Endoscopic Vein Harvest) launching the endoscopic vessel harvesting program.
- Percutaneous pulmonary valve replacement utilizing Medtronic Melody valve or self-expandable Venus Pulmonary valve.
- Quality metrics department triggers and quality programs which are all achieving the target:
  - √ Surgical Site Infection.
  - √ Door-To-Balloon.

Education and Training Programs

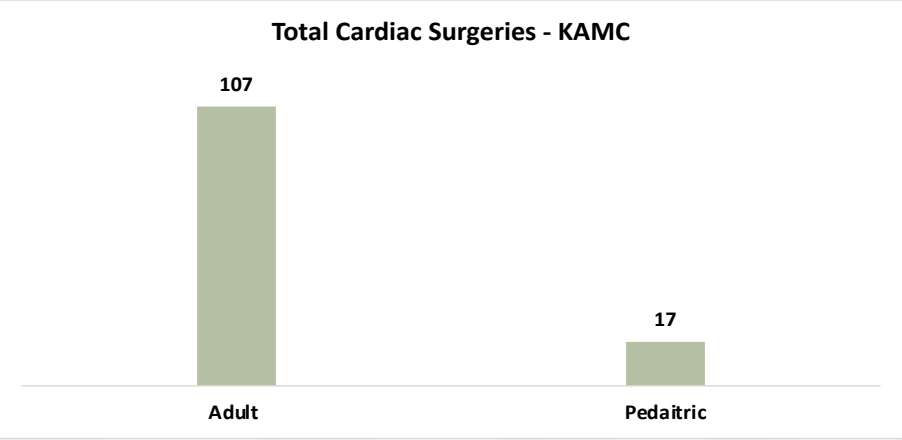
- Adult Cardiology Fellowship.
- Adult Echo Fellowship.
- Adult Cardiac Anesthesia Fellowship.
- Electrophysiology Fellowship.
- Cardiac Imaging Fellowship.
- Grand Rounds continues as a cornerstone for academic knowledge exchange and multidisciplinary clinical updates.
- Journal Club remains vital for fostering a culture of critical appraisal and evidence-based medicine.
- The Academic Half-Day Program is designed to enrich the training experience of fellowship and residency trainees, offering structured teaching sessions that complement clinical exposure.
- Pulmonary Embolism & Pulmonary Hypertension Masterclass.

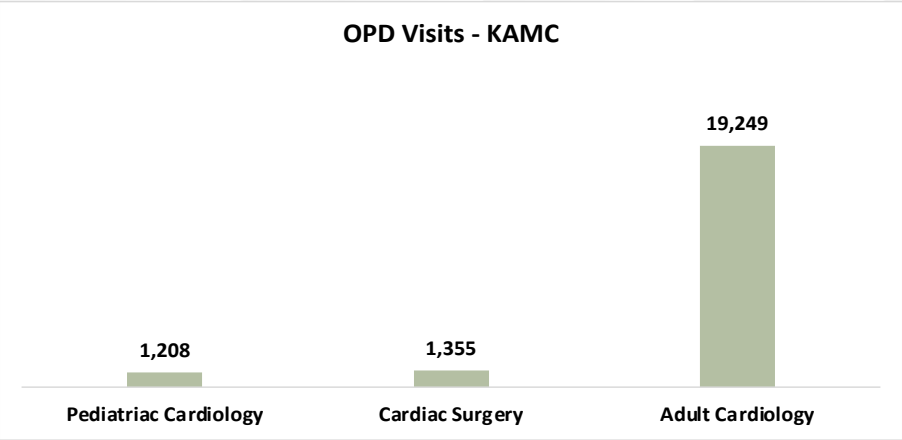
Digital Health

- In alignment with the Cardiac Best Care Module and digital transformation initiatives, the department is integrating Artificial Intelligence and digital health tools to enhance care models. Key focus areas include:
  - √ **Predictive Analytics:** Deploying tools for early detection of cardiac conditions.
  - √ **AI Monitoring:** Implementing systems for high-risk and chronic patient surveillance.
  - √ **Workflow Automation:** Streamlining clinical processes to improve efficiency.
  - √ **Data-Driven Insights:** Utilizing real-time analytics to support proactive patient management.

Statistical Information

KPI's 2025	Achieved Target
In Hospital Mortality Rate	1.20%
30-Day Readmission Rate	4.35%
Length Of Stay Per Unit	3.8 days (Median)
Cancelation Rate (Cath Lab & COR)	2.60%
Procedure Complication Rate (Stroke, Vascular Injury, Coronary Injury, Structural Injury, Bleeding, Renal Injury and Cardiac Arrest)	0.47%
Rate Of Escalation of The Clinical Care (Return To OR/Cath Lab, Intubation/Reintubation, And Unplanned CCU/ICU Admission)	0.34%
Medication Error Rate	0.63%







Dental Services

Awareness and Prevention

- Oral Health Campaigns for Oncology Patients.
- World Oral Health Day.
- Launched the Oncology Oral Health Project to reduce periodontal disease and dental caries among oncology patients.
- Maternal and Newborn Health Exhibition.
- Oncology Community Project
- School Oral Health Program

New Services & Innovations

- Craniofacial Anomalies Subspecialty Clinic first of its kind within pediatric dental services.
- Interceptive Orthodontics Clinic early orthodontic screening and preventive management for developing malocclusions.
- Expanded CAD-CAM services with 3D printers.
- Autism Spectrum Support Program

Excellence in Experience & Process Improvements

- Established Rapid Access Clinics for urgent pediatric dental cases, reducing delays for high-need patients.
- Behavior Management Pathways for sedation and GA cases.
- Sedation Safety Improvements through enhanced clinical safety protocols for conscious sedation, including checklist implementation and post-op monitoring.
- Qmatic System Optimization by reducing patient waiting time thru integrating Qmatic calling into triage protocols.

- Run-Chart Dashboards monthly performance dashboards tracking access-to-care and visit volumes.
- OR Utilization Improvement centralized booking for pediatric GA cases; aligned OR time blocks across departments.
- Expanded Oral Maxillofacial Surgical procedures to involve orthognathic surgeries.
- Increased 4-week access of care for referred patients to out-patient clinics.
- Increased access of care to Dental Surgical procedures under General Anesthesia in addition to medically compromised patients.
- Increased service capacity by 930 slots, representing a 15.9% increase compared to 2024.
- In 2025, Pediatric Dental Services achieved zero waiting list for First Visit (FV) access to care, ensuring immediate access for new patients.
- Pediatric Dental achieved an overall 75% compliance in scheduling appointments within 4 weeks of referral issuance, with a significant improvement in the 4th quarter of 2025, reaching 99% compliance in December.
- Pediatric Dentistry maintained an average length of stay of 2.6 days with a median of 1.7 days, reflecting efficient inpatient management for predominantly short-stay elective dental admissions.
- Pediatric Dentistry achieved a 0% hospital readmission rate, with no readmissions recorded throughout the year, reflecting excellent inpatient care quality and safe discharge practices.

Education and Training Programs

- Faculty Development Workshops, Led CME-accredited workshops on Digital Health, IPE in Craniofacial Care, and Telemedicine in Medical Education.
- Periodontic residency training program, Prosthodontic residency training program, Restorative dentistry residency training program, Endodontic residency training program, Orthodontics residency training program and Oral Maxillofacial Surgery residency training program, to a total of 36 residents.

Statistical Information

KAMC Clinical Performance	2024	2025
No. of Appointments	56,532	59,652
No. of Treated Patients	13,319	13,655
No. of Patients Seen	43,714	46,405
% Of Utilization	95.3%	97.8%
% Of No Show	26.7%	24%
% Of Walk-in	10.6%	12.9%
F.V Access to Care	68%	51%

KASCH Clinical Performance	2024	2025
Dental No-Show Rate	17.70%	12.20%
Dental referrals	1,421	1,594
No-show rate	23%	20%
Dental consultation requests	341	442
The average consultation turnaround time	36.3 Hours	24.5 Hours
Inpatient admissions	97	98
Pediatric Dentistry	-	1,005 Surgical Cases



Emergency Medicine

Awareness and Prevention

- Facilitated staff well-being initiatives through active engagement in programs such as:
  - √ Restoring the Heart of Care – Well-being
  - √ Resilience in Healthcare
  - √ I-TRAIN Preceptorship Workshop.

New Services & Innovations

- Initiated Urgent Care unit in September 2025 which is helping managing 35-40 % daily ER visits.
- Implemented Forward Physician Role to provide rapid initial medical assessment and enhance patient flow efficiency.
- The Virtual ED Initiative for post-discharge follow-up is designed to provide remote consultation and triage for selected cases, thereby enhancing access and reducing bounce back visits.
- Established Urgent Care Service in ED KAMC- WR.
- Established Pediatric critical care inter-facility transport.
- Introduced Geriatric Friendly emergency department program.
- Launched Critical care transport team.
- Launched 2nd Day Call Program (PDF) Post discharge follow up.
- Established toxicology inpatient service, toxicology call center and fellowship.
- Established separate and dedicated unit for respiratory illness in emergency department.
- Launched outcome Improvement Programs in Sepsis - Stroke - STEMI & Trauma.

Excellence in Experience & Process Improvements

- Established Urgent Care workflow criteria.
- Optimized triage to a four-minute average, reducing initial assessment delays.
- Expedited admissions and discharges through inpatient collaboration to reduce overcrowding.
- Achieved Emergency Department Benchmark Key Performance Indicators via stakeholder collaboration.
- Launched the "We Care" Short Message Service platform to unify staff and family communication.
- Reduced first physician assessment time from 210 to 57 minutes.
- Maintained sub-two-hour average consultation times across all clinical departments.
- Reached a four-hours (4 hrs) average Length of Stay in alignment with institutional goals.
- Executed emergency simulations for mass casualties and infrastructure failures to ensure preparedness.
- Validated Chemical, Biological, Radiological, Nuclear, and high-yield Explosives protocols and inter-agency communication for emergency compliance.
- Achieved consistent KPI performance, including improvement in Red Crescent handover time from approximately 20 minutes in 2024 to approximately 12 minutes in 2025, improving patient flow between EMS and the Emergency Department.
- STEMI code metrics achieved in collaboration with Cardiology and Cath Lab.

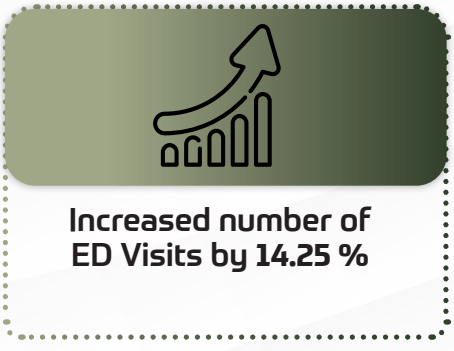
Education and Training Programs

- Increased the number of fellows in Pediatric Emergency fellowship from 4 to 10.
- Started Monthly Educational session with national and international speakers.
- Emergency Medicine Residency Program – Research, Academic Activities, and Achievements (2024–2025.)
- Emergency medicine residency training program encompasses 48 residents in training with 8 of them expected to set for the board exam.
- Created EMS/ Disaster Fellowship.
- Created Urgent Care Fellowship.
- Established Trauma fellowship.

Digital Health

- Full digitalization of EMS section equipment and vehicle checklists, eliminating paper use and ensuring real-time monitoring of readiness.

Statistical Information





Family Medicine & Primary Health Care

Awareness and Prevention

- Screening is performed using Optical Coherence Tomography devices operated by trained Primary Health Care staff under Family Medicine supervision.
- Breast Screening Program.

New Services & Innovations

- Retinal images are uploading to BestCare and reviewing by ophthalmologists within two weeks via E-consultation.
- Mammogram as part of the Medical Imaging Services at PHC-WR.
- Frequent Attender Patients' Program (updated intervention).
- Mental Health Clinic.
- Chronic disease clinic for non-DM patients.

Excellence in Experience & Process Improvements

- Appointment Adherence Improvement (AAI) Program which aims to address the high rate of frequent attenders at PHC. The main objective is to reduce the no-show rates to 10%, in addition to improve continuity of care for chronic disease patients and enhance clinic efficiency by optimizing appointment scheduling.
- Optimized documentation by unifying Diabetic Care Forms in BESTCare.
- Number of Active Files at PHC-WR centers was increased by 7% from 2024 to 2025.
- Strategic optimizations led to a substantial improvement in booking rates reached 90% in 2025 (successfully meeting our target).
- Number of patients seen at virtual clinic increased from 2024 to 2025 by 57%.

- The proportion of poorly controlled diabetic patients (HbA1c > 9) is 16.5% at the corporate level, however, at Specialized Poly Clinic level it reached 11.6%.
- Diabetes outcomes improved significantly in 2025. The rate of poorly controlled patients (HbA1c >9%) decreased from 17.9% to 16.2% while well-controlled cases (HbA1c <7%) grew from 41.3% to 44.4%, reflecting a 7.5% relative improvement.
- Total number of Optical Coherence Tomography (OCT) screened was 2,818 patients during 2025, OCT imaging revealed abnormalities in an average of 12% of the diabetic patients screened.
- Access to care across the PHC-WR Centers showed a substantial increase, reaching 91.8% from an initial 74.5% in 2024, and a total relative gain of 23.2%.

Education and Training Programs

- Fellowship in Lifestyle Medicine.
- Saudi Board in Family Medicine/Preventive Medicine.
- Conducted Continuing Professional Development Lectures, such as Stress Management and From Clinic to Community: Tackling Obesity Together.

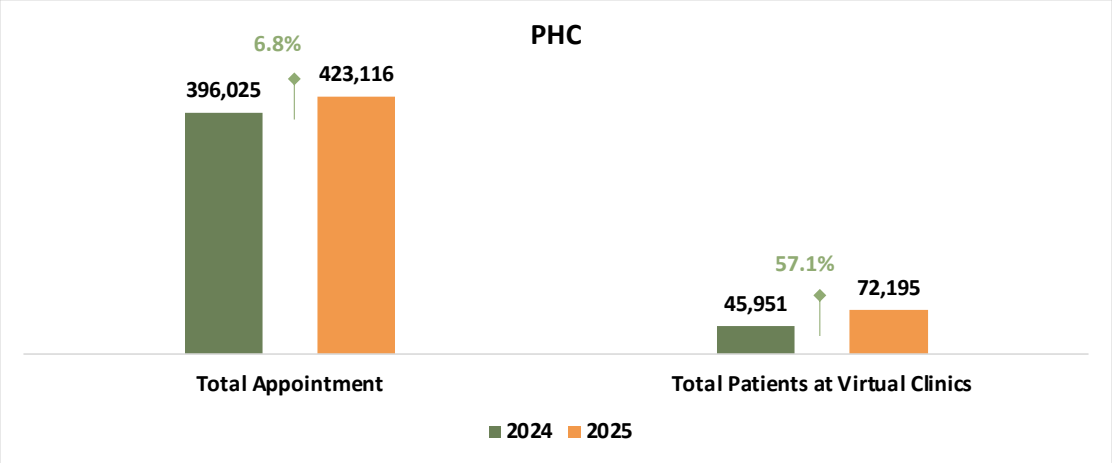
Digital Health

- E-consultation, OCT Program and other referral programs.
- Unified Diabetic Care Form in BESTCare.

Accreditation

- Earned the Healthcare Information and Management Systems Society Community Communications Award.
- Age Friendly Health System.
- Baby-Friendly Clinic.

Statistical Information



Enhanced average access to primary healthcare by 23%

General Obstetrics and Gynecology

Awareness and Prevention

- Structured Antenatal Education and Counseling Programs.
- Expanded Preventive Screening Services.
- Patient Education on Danger Signs.

New Services & Innovations

- Deployment of the TrueClear Hysteroscopic System.
- Launched the Perinatal Genetics Clinic.

Excellence in Experience & Process Improvements

- First Ex Utero Intrapartum Treatment (EXIT) Procedure.
- Radiofrequency Ablation (RFA) Procedures.
- Intrauterine Fetal Transfusions.
- Midwifery-Led Care Initiative.
- Adoption of California Maternal Quality Care Collaborative (CMQCC) Guidelines for Postpartum Hemorrhage (PPH) Prevention.
- OB Code System Implementation.
- Interdepartmental Coordination for High-Risk Pregnancies.
- Optimized Emergency Response Protocols.
- Streamlined Patient Triage and Flow.

Education and Training Programs

- Conducted Postpartum Hemorrhage Emergency Drills.
- Simulation-Based Training and Professional Development, delivered advanced obstetric emergency workshops, covering different scenarios.

Digital Health

- Obstetrics Dashboard Development.
- Upgraded electronic health record forms enabling data-driven quality improvement cycles.



Genetics & Precision Medicine / WR – KASCH

Awareness and Prevention

- Rare Disease Awareness Day.
- Epidermolysis Bullosa Awareness Day.
- Development of the Epidermolysis Bullosa Multidisciplinary Patient Genetic Support Group.

New Services & Innovations

- Mitochondrial clinic.
- Adult Congenital Heart Disease Genetic counselling clinic.
- Perinatal Genetic Clinic.
- Established Newborn screening test (in house testing.)
- Plasma Amino Acid.

Education and Training Programs

- All staff are certified as Pediatric Pain management Training Program.



Intensive Care

Awareness and Prevention

- Pediatric rapid response team (PRRT) awareness campaign.
- Pediatric pain awareness campaign.
- World Prematurity Day.

New Services & Innovations

- Received Respiratory ECMO equipment and guidelines were established.
- Achieved full operation of 22 beds in the Trauma Surgery ICU (Ward 28), enhancing service capacity and improving patient care coverage.

Excellence in Experience & Process Improvements

- Developed pediatric intensive care clinical guidelines and discharge protocols, resulting in a 70% discharge rate for chronic cases and increased bed availability.
- Certified all intensive care physicians with valid Rapid Central Registration Network credentials.
- Launched a digital family and patient experience program to enhance satisfaction.
- Implemented an Early Mobility Program to accelerate recovery and reduce complications.
- Introduced structured post-discharge follow-ups to prevent intensive care readmissions.
- Initiated collaborative quality improvement projects targeting accidental extubation and noise reduction.
- Achieved record-low fracture rates in the bone health program for Extremely Low Birth Weight Infants.
- Maintained a zero Central Line-Associated Bloodstream Infection rate.
- Initiated the Point of Care Ultrasound (POCUS) program to improve competency and standardize training.
- Outperformed national benchmarks in neonatal and perinatal vital statistics, matching Canadian Neonatal Network standards.

- Achieved a 50% reduction in ICU hospital-acquired bed sores through continuous monitoring, staff education, and preventive care protocols.

Education and Training Programs

- Conducted Extracorporeal Membrane Oxygenation workshop.
- Conducted Mechanical ventilation & extracorporeal life support workshops.
- Maintained Fellowship training for 2 fellows per year with 100% success rate; teaching rotating pediatric, Emergency Room, and anesthesia residents.
- Expanded the Intensive Care Unit simulation teaching program to include all Intensive Care Unit healthcare providers as part of Saudi Commission for Health Specialties competency development.
- Improved training program standards and competency-based education across all levels of Intensive Care Unit staff.

Digital Health

- Implemented the SCREEN Project, an electronic sepsis screening system across the hospital.
- Achieved a significant reduction in mortality rates and ICU admissions through early detection and timely intervention.
- Developed and launched an ICU dashboard to monitor key performance indicators (KPIs) and support data-driven decision-making.

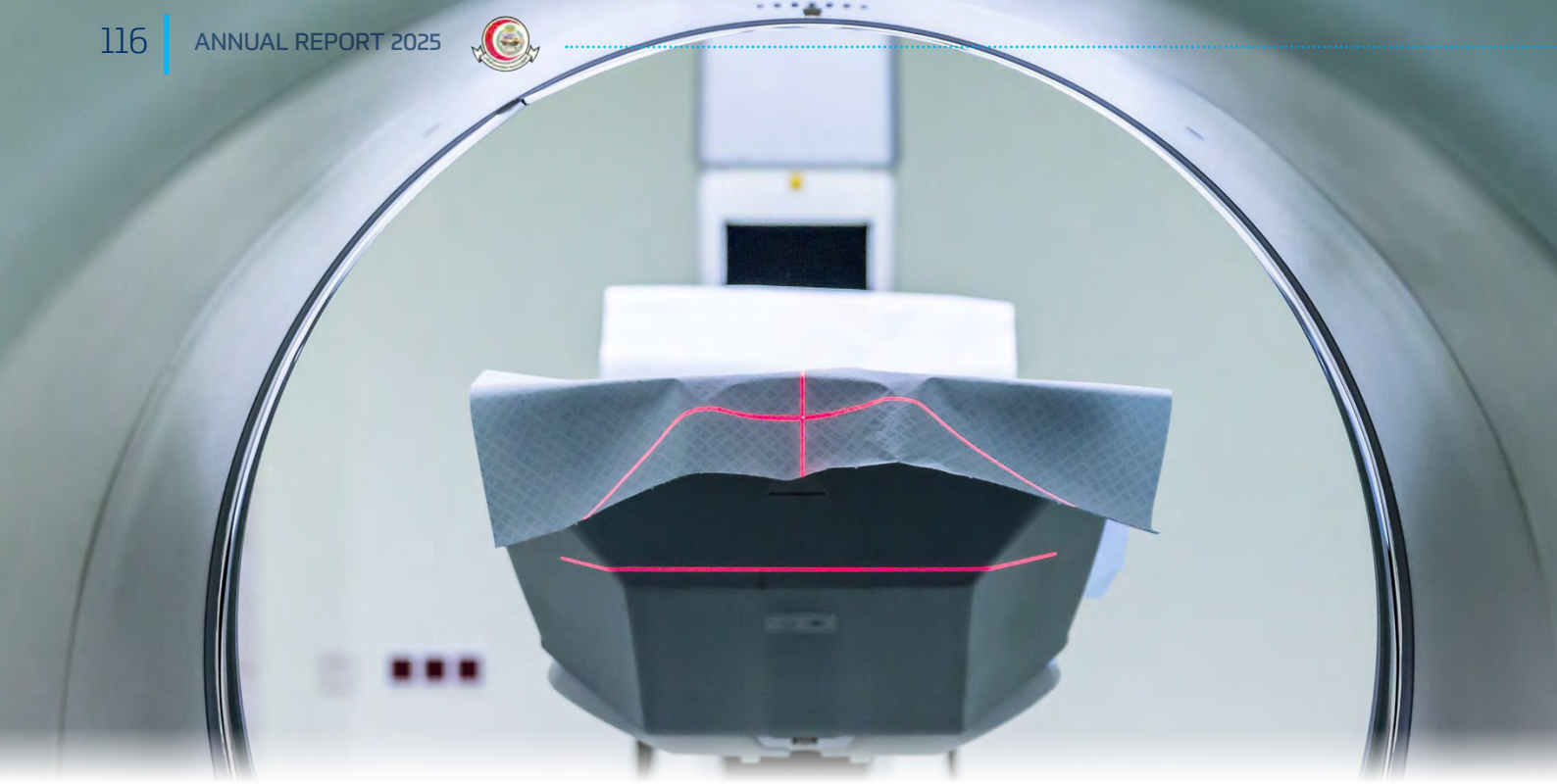
Accreditation

- Best Educational Booth Award – Intensive Care Department.

Statistical Information

KAMC	2024	2025
ICU Admissions	1,446	1,507
ICU Discharges	1,209	1,273
ICU Mortality	228	223
ICU Readmission within 48 hours	4%	2.51%

NICU & KACSH					
Total Admission			**412 patients**		
Neonatal Death & Survival Rate of VLBW (≤1500 kg) & ELBW (≤1000 kg)					
Perinatal Mortality Rate per 1000 Birth's	**6.6**	Early Neonatal Mortality Rate per 1000 Live Birth's	**0.7**	Neonatal Mortality Rate per 1000 Live Birth's	**1.9**
Survival Rate of VLBW	**88%**	Survival Rate of & ELBW	**67%**		



Medical Imaging

Awareness and Prevention

- International Day of Radiology for community and pediatricians' awareness.
- Started Breast Cancer Screening program in PHC.

New Services & Innovations

- Functional MRI.
- Intraoperative MRI.
- Launched Prostate-Specific Membrane Antigen services for the diagnosis of Metastatic Castration-Resistant Prostate Cancer.
- Contrast Enhanced Mammo Biopsy.
- Thyroid Nodule ablation.

Excellence in Experience & Process Improvements

- Introduced Myocardial Mapping Technology, which is an advanced technology for diagnosing and monitoring of treatment response for a wide variety of Cardiomyopathies, Myocarditis, and Cardio Toxicity.
- Introduced Vascular Multidisciplinary Meetings with the Vascular team.
- Introduced Vascular and Interventional Radiology Clinic Services & day case admission.
- Restructured the Musculoskeletal Radiology Services with introduction of diagnostic Musculoskeletal Ultrasound and Musculoskeletal Interventional Radiology by the Musculoskeletal Radiologists.

Education and Training Programs

- Started Pediatric Imaging Fellowship program.
- Increased Residents seats.
- Increased seats for MSK Fellows, Body Fellows, and Neuroradiology Fellows.

Digital Health

- Introduced system modules to improve the workflow and ensure quality, for critical findings reporting, technologist quality issues notification, protocolling and vetting of the radiology requests.
- Implemented the new Picture Archiving and Communication System.

Statistical Information

KAMC	
Modality	Performed Procedures
CT	47,878
MRI	19,811
US	42,838
X-RAY	134,032
NUCLEAR MEDICINE	7,989
ANGIO IR	8,007
MAMMO + BREAST	6,184
PET	1,923
Total Volume	269,618

KASCH	MR	CT	US	NM	XA	DX	TOTAL
Q1	448	675	1,201	131	71	5,202	7,728
Q2	567	590	1,336	129	81	4,999	7,702
Q3	647	633	1,556	149	65	5,547	8,597
Q4	777	753	1,785	161	89	7,332	10,897

Medicine

Awareness and Prevention

- Conducted institutional and regional educational sessions on chronic kidney disease complications, peritoneal dialysis safety, and transplant follow-up care as part of hospital quality and nursing education initiatives.
- Organized the Immunization Week.
- Facilitated the "Mastering Renal Replacement Therapy" Workshop.
- Hosted Tuberculosis Awareness Day.
- Recognized Hepatitis International Awareness Day.
- Promoted Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome and Sexually Transmitted Diseases Awareness Day.
- Launched Tracheostomy Awareness Day.
- Led The Atopic March Awareness Campaign.
- Managed the Sleep-disordered Breathing Awareness Campaign.
- Directed the Athar Campaigns to increase community awareness about dermatological diseases that cause skin pigmentation.
- Commemorated Epidermolysis Bullosa Awareness Day.
- Coordinated the Diabetes in Ramadan campaign.
- Executed the Osteoporosis Awareness Campaign.
- Presented the Maternal and Newborn Health exhibition.
- Implemented Fall Prevention and Management Awareness.
- Observed Inflammatory Bowel Disease Awareness Day.
- Supported the Autism Awareness Day.
- Celebrated Child Mental Health Day.
- Initiated the Back-to-school Awareness Day.
- Held the Pain Management Awareness Day.
- Delivered the "Relaxation Techniques" workshop for the employees of Primary Health Centers in Jeddah.
- Organized the Rare Disease Day Event: "Building Resilience in Families Facing Rare Disease Challenges."

New Services & Innovations

- Neuropsychiatry Clinic.
- Lung transplantation outreach from Riyadh.
- Interstitial lung disease (ILD) with connective tissue diseases.
- Launched a severe asthma support program to track control scores and systematic treatment monitoring.
- Glomerulonephritis Clinic.
- Peritoneal Dialysis (PD Horizon-100.)
- Home Hemodialysis (Home HD.)
- Perioperative Diabetes Control Clinic.

- Epidermolysis Bullosa (EB) Clinic.
- Pediatric dermatology service.
- Geriatric Care Model.
- Expanded sleep Lab by 75%.
- Increased Endoscopy unit capacity by 40%.
- Endobariatric service.
- Hepatoendoscopy service.
- Motility Service.
- Inflammatory bowel disease service.

Excellence in Experience & Process Improvements

- Pulmonary hypertension.
- Interstitial lung disease (ILD) with connective tissue diseases.
- Kidney Transplant Program Reactivation.
- Antimicrobial Stewardship Program.
- Acute Heart Failure care.
- Outpatient Parenteral Antibiotic Therapy (OPAT)
- PHC Mental health clinic.
- Streamlined oncology and clinical admission pathways by refining Emergency Room referral criteria.
- Standardized internal medicine admission criteria to minimize inappropriate dispositions and improve flow.
- Spearheaded the Medicine Discharge Readiness Team and a real-time communication platform to accelerate safe discharges.
- Integrated two-way referral criteria between Primary Health Care and internal medicine sections within the BestCare system.
- Enhanced kidney transplant and dialysis workflows by digitizing referrals and optimizing Electronic Medical Record templates.
- Utilized multidisciplinary group sessions for diabetes management to increase patient capacity and care quality.
- Expanded virtual services to 42 clinics per month, including a new Marriage and Family Therapy clinic.
- Established a Systemic Lupus Erythematosus support program to reduce wait times and monitor disease activity and side effects.
- Implemented a Pulmonary Hypertension support program to assess patient severity and reduce clinic delays.
- Developed support programs for Atopic Dermatitis, Psoriasis, and Hidradenitis Suppurativa to ensure uninterrupted treatment.
- Published expert recommendations for MiniMed 780G system use in Type 1 Diabetes during Ramadan fasting.
- Created comprehensive Perioperative Diabetes management guidelines.
- Standardized admission and discharge templates for thyroid cancer patients undergoing Radioactive Iodine Ablation.
- Inpatient insulin pump guidelines.

- Improved access to care, with most sections now exceeding the 90% target for 4-week access compared to 2024 performance.
- Increased Inpatient admissions significantly by 12% in 2025 in comparison to 2024

Education and Training Programs

- Expanded Residency intake to 20 residents annually with a 100% success rate.
- Hosted the 2nd Nephrology Board Review and established the Jeddah Nephrology Network.
- Increased Gastroenterology Fellowship capacity to nine fellows and secured Saudi Commission for Health Specialties accreditation through 2027.
- Achieved a 100% Saudi Commission for Health Specialties exam pass rate for Infectious Diseases and Respirology Fellowships.
- Conducted Bronchoscopy simulation and the Pulmonary Board Review.
- Delivered an advanced clinical Preceptorship on Atopic Dermatitis and Prurigo Nodularis for regional healthcare providers.
- Reaccredited the Diabetes and Adult Endocrinology Fellowships with 100% pass rates and expanded seat capacities.
- Tripled Psychiatry Residency capacity and developed new Psychosomatic and Child and Adolescent Psychiatry Fellowships.
- Launched the first Saudi Commission for Health Specialties accredited “Practitioners in Addiction Rehabilitation” program.

Digital Health

- Implemented Artificial Intelligence-assisted algorithms in the Kidney Paired Donation Program to improve donor–recipient compatibility.
- Developed digital databases for dialysis and transplant tracking to enable real-time quality monitoring and outcome reviews.
- Launched the ProVation System for digital endoscopic reporting and statistical tracking of polyp detection rates.
- Utilized Microsoft Excel and Statistical Package for the Social Sciences analytics to monitor heart failure outcomes and antibiotic usage.
- Managed the Insulin Pump Clinic, providing MiniMed 780G therapy to over 150 patients.
- Integrated Continuous Glucose Monitoring systems into standard diabetes management.
- Launched the “Mutmaen Initiative” mental health platform specifically for National Guard soldiers.

Statistical Information

KAMC	2024	2025
OPD bookings	86,001	95,618
Inpatient consultations	12,984	15,364



Neurosurgery

Awareness and Prevention

- Fagar Campaign.
- Head Injury Day campaign.

New Services & Innovations

- Robotic Surgery for brain surgery.
- Established the Cerebrospinal Fluid Shunt Registry.
- Traumatic Brain Injury Project.
- Neuro-Oncology Project.
- Management of Hydrocephalus, marking the first initiative of its kind in the region.
- Utilized the Magnetic Resonance Imaging Brain Laboratory to enhance surgical precision during Brain Tumor Resections.
- Adopted advanced medical technology, including Indocyanine Green dye, to improve visualization and accuracy in vascular and tumor surgeries.

Excellence in Experience & Process Improvements

- Reached 100% compliance in managing first-visit clinic appointments, ensuring that all referrals are scheduled within four weeks of the request, effectively preventing delays.
- Average E.R consultation response<1.32 (Green Zone.)
- Operation Room sessions expansion from 2 > 5 days per week.
- 100% Improvment in discharge Orders before 2 PM.
- Expansion in OPD clinics to > 25.
- Significant reduction of Re-Admission number to only 8 patients in 2025 compared to 29 patients in 2024.

Education and Training Programs

- Spine Fellow-Ship program.
- Fellows Abroad.
- 100% Pass rate in the Residents Promotion Examinations.
- Collaboration with Houston Methodist Hospital: Spine, Robotic and Functional Neurosurgery.

Statistical Information

KAMC	2024	2025
Average TAT Consultation to reply	5.7	4.6
compliance with TAT consultation to reply within 24H	98.4%	97.4%
Average Time from Discharge order to actual Discharge	8.4 Hours	6.4 Hours

KAMC					
2024			2025		
Inpatient Consultation by Visit Type			Inpatient Consultation by Visit Type		
Inpatient	ER Patient	Outpatient	Inpatient	ER Patient	Outpatient
558	503	11	760	607	21
52.1%	46.9%	1%	54.8%	43.7%	1.5%

KAMC	2024			2025		
	Clinic Visit	Walk In	No Show Rate	Clinic Visit	Walk In	No Show Rate
Total Count \ AVG	13,043	2,223	24.83%	16,975	3,298	23.70%



Neurology Department

Awareness and Prevention

- Parkinson Disease.
- Neurological Emergencies.
- Carpal Tunnel Syndrome.

New Services & Innovations

- Epilepsy Monitoring Unit (EMU.)
- Multiple Sclerosis Bone Marrow Transplantation Program.
- Acute Stroke Unit.

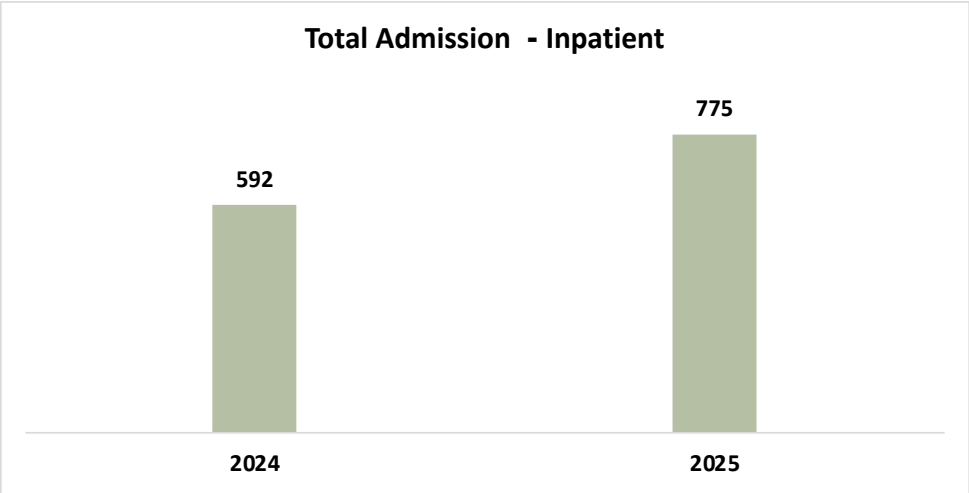
Excellence in Experience & Process Improvements

- Epilepsy program.
- Multiple Sclerosis and Neuroimmunology program.
- Movement Disorders and Neuromodulation program.
- Maintained an average Neurology consultation response time to the Emergency Department of under two hours through the Discipline-Based Emergency Medicine approach.
- Achieved and sustained a wait time of four weeks or less for initial Neurology clinic appointments across all subspecialties.
- Improvement in average ER boarding time from 5.6 hours in 2024 to 4.6 hours in 2025.
- Improved access to first-visit neurology clinics, with achievement of a zero-waiting list and compliance with the ≤4-week access target.

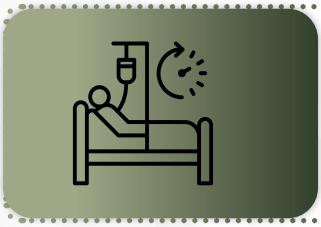
Education and Training Programs

- Achieved a 100% pass rate in:
  - √ The written Neurology Board Examination.
  - √ The Neurology Part 1 Examination.
- Recorded a 100% pass rate in the Final Neurology Board Examination.
- Achieved a 100% matching rate in the 2025 Neurology Residency Program.
- Significant contribution to undergraduate education at the College of Medicine – Jeddah, King Saud bin Abdulaziz University for Health Sciences (KSAU-HS), with several department members teaching a total of 225.5 contact hours during the 2024–2025 academic year.
- The Neurology Department hadearning two of six total awards at the 1st MNGHA-WR Research Day, including 2nd Place Oral and 2nd Place Poster presentations. Statistical Information

Statistical Information



Outpatient	2024	2025
Total Appointment	9,108	11,256
Total Walk-In	2,451	2,812



Reduced inpatient length of stay by 3.75% to 7.7 days.



Oncology Department

Awareness and Prevention

- **Revive It:** Launched a community blood donation campaign.
- **Ignite It:** Conducted a community awareness campaign for stem cell donation.
- **Back to School:** Provided hospital-based education for families and children.
- Children Cancer Day.
- Initiated a departmental program for psycho-social support for parents of children with cancer.
- Developed over 25 educational resources featuring child-friendly characters.
- **Aroma:** Hosted a community awareness day for blood disorders.
- Participated in the King Abdullah Specialized Children's Hospital-wide pediatric pain awareness initiative.
- Executed a comprehensive awareness month campaign.
- Implemented reduced intensity and haploidentical allogeneic blood and marrow transplantation programs.
- Expanded the Chimeric Antigen Receptor T-Cell program to include Acute Lymphoblastic Leukemia and Multiple Myeloma.
- Established allogeneic bone marrow transplant services for patients with Sickle Cell Disease.
- Launched a gene therapy program for the treatment of inherited hemoglobinopathies.

New Services & Innovations

- Immunodeficiency Bone Marrow Transplant
- Participated in development Immune Dysregulation Syndrome Multidiscipline Program
- Participated in Child-kind Hospital-wide initiative to have a pain-free hospital
- Establishment of outpatient blinatumomab and dinutuximab infusion.

- Started allogenic stem transplant for sickle cell anemia program.
- Started stem cell transplant for matched unrelated donor.
- Started gene therapy for hemoglobinopathy.
- Started CAR T cell for relapse of acute lymphoblastic leukemia program.
- Rapidarc dynamic therapy: clinical implementation commenced.

Excellence in Experience & Process Improvements

- Launched CAR T-Cell Program successfully completed the first patient collection and transfusion.
- Initiated Gene Therapy processed the first patient and enrolled four additional candidates.
- Established a chemotherapy-free stem cell transplant program for Sickle Cell Anemia.
- Developed a specialized clinical program for Bone Marrow Failure Syndrome.
- Implemented germline and somatic genomic testing to guide personalized diagnosis and treatment.
- Developed Clinical Decision-Making pathways to simplify access to practice guidelines.
- Enabled walk-in access for radiological investigations to expedite care.
- Established a unit for rapid red blood cell exchange, stem cell harvest, and photopheresis.
- Coordinated a seamless transfer process between King Abdullah Specialized Children's Hospital and Princess Noorah Oncology Center.
- Integrated Four-Dimensional Computed Tomography simulation and adaptive replanning to improve thoracic and abdominal treatment accuracy.
- Started an Artificial Intelligence webinar series for Hematology and Bone Marrow Transplant specialties.
- Completed the integration of all chemotherapy plans into the BestCare Oncology Module.
- Expanded the Blinatumomab Outpatient Department pump program.
- Standardized Machine Performance Checks across all TrueBeam units to ensure consistent safety.
- Integrated Care Path Advanced Radiation Oncology Information System to streamline planning and reduce manual errors.

Education and Training Programs

- Achieved 100% success rate in promotion and final year exam for pediatric hematology oncology fellows.
- Development of self-paced educational material for common hematology and oncology emergencies.
- Lymphoma-Myeloma Fellowship Program.
- Crash Course for Medical Oncology fellows to prepare for their examinations.
- Multiple International Professor visits to enhance continuous learning of medical education.
- SCFHS visit for Re-accreditation of Palliative Care fellowship training program.
- Oncology Fellowship training program.
- Adult Hematology Fellowship Program.
- Conducted comprehensive, multidisciplinary training for radiation oncologists, medical physicists, and radiation therapists on newly introduced planning and delivery methods.

Digital Health

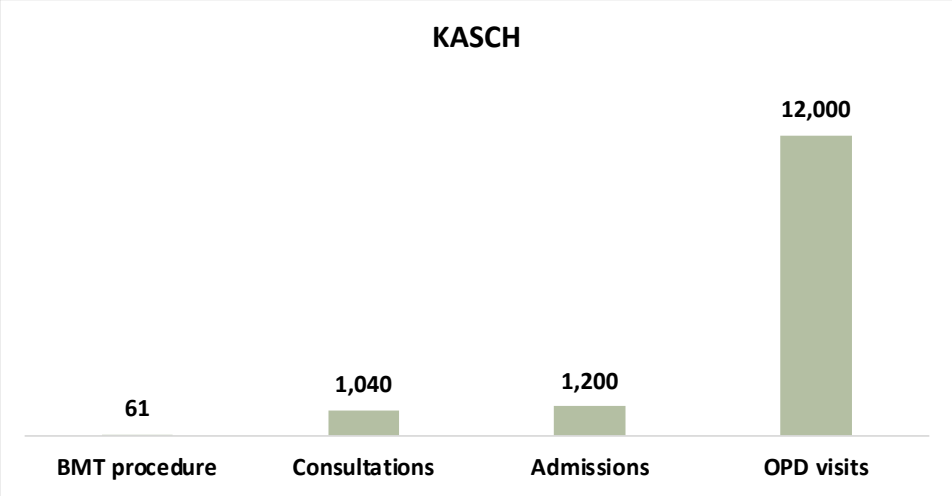
- Supported the development of a comprehensive chemotherapy module featuring automated protocols, cycle timelines, clinical decision tools, and family educational materials.
- Achieved full integration with Varian Eclipse and Varian Velocity, enabling data-driven treatment planning and advanced clinical decision support.
- Implemented Machine Performance Check automation and Varian My Quality Assurance daily integration to streamline Quality Assurance logging and reporting.
- Developed interactive dashboards to monitor treatment volumes, machine utilization, and Quality Assurance compliance metrics for real-time departmental review.

Accreditation

- The TrueBeam commissioning and RapidArc Dynamic implementation were recognized by Varian Medical Systems MENA Region for excellence in the early clinical adoption of advanced beam-delivery technology.

Statistical Information

KAMC			
INPATIENT		OUTPATIENT	
Admission	4,292	Patient Seen	52,682
New Consultations	8,133	Newly Oncology-registered patients	2,882
Average Length of Stay	12.5		
Morbidity Rate	0.16%	Procedures Done by Type	29,918
Mortality	8%	Chemotherapy Procedures	25,579
Gyne Oncology OR Procedures	183		





Achieved 91% five-year survival rate for pediatric oncology patients.



Operating Room Services

Awareness and Prevention

- Achieved 100% completion rate for the Right Care, Right Now program in collaboration with the Infection Control Department, aimed at reducing surgical site infections.

New Services & Innovations

- Upgraded surgical equipment to support advanced and complex procedures.
- Intraoperative MRI (iMRI) for real-time neurosurgical navigation.
- Intraoperative CT scanner for complex cranial and spinal cases.
- Brain Lab robotic navigation system for precision in neurosurgery.
- Seven surgical microscopes with advanced 3D visualization.
- Two C-arm X-ray systems with angiographic and 3D navigation features.
- Da Vinci robotic system for minimally invasive general, urologic, and gynecologic surgeries.
- Orthopedic knee robotic system for computer-assisted joint replacement.

Excellence in Experience & Process Improvements

- Enhanced scheduling processes, leading to reduced waiting times and increased monthly throughput exceeding 2336 cases by year-end
- Implemented a monthly performance monitoring system to track and improve OR efficiency across all specialties.
- Established an independent endovascular surgery program, operating within a dedicated angiography suite.
- Increased daily productivity from 25 to 50 cases.

- Transitioned numerous items from unplanned to planned inventory.
- Completed more than 150 robotic-assisted surgeries across general surgery, urology, gynecology, and thoracic surgery.
- Reduced surgical cancellation rate from 9% to below 5%, meeting and sustaining institutional KPIs.
- Improved first-case-on-time start rate from 56% to 87%.
- Increased preoperative anesthesia and PCC slots from 30 to 50 per day.

Education and Training Programs

- Conducted continuous training for newly joined nurses and physicians on OR safety protocols and workflow standards.
- Supported fellowship and residency training programs across multiple surgical specialties.
- Multidisciplinary workshops on OR infection control and surgical safety.
- International training opportunities with Houston Methodist partnership.
- Conducted multiple workshops for coordinators and nurses on barcode and Oracle system usage.

Digital Health

- Implemented digital OR voice recognition systems to enhance efficiency and documentation.
- Fully integrated Oracle digital inventory and barcode management system.
- Development of data-driven dashboards for real-time performance monitoring.

Statistical Information

KAMC	
performed cases	11,180
same day cancellation	6%
1st case starting time	79.29%
Turnover	25 min
short stay cases	74%

KASCH	2024	2025
Average Operating Room utilization rate	70%	to 89%
Total surgical cases	71	to 416
The First Case On-Time Start rate	82%	93%
The cancellation rate	12.30%	8.78%
Number of patients on the surgical waiting list	to 944	748
Interventional cases	126	209



Home Health Care

Awareness and Prevention

- Flu campaign, Parkinson day, Respiratory Day, OT Day.
- TB Day 10th antimicrobial resistance and awareness week.

New Services & Innovations

- Standardized Total Parenteral Nutrition protocols for complex patient care.
- Implemented the Outpatient Parenteral Antibiotic Therapy easy pump system with a capacity of 400 milliliters per 4 hours.
- Expanded the Intravenous Antibiotic program to include King Abdullah Specialized Children's Hospital.
- Implemented the Elastomeric Pump (Easy Pump) to facilitate home-based Intravenous antibiotics for patients requiring long infusion times or multiple daily doses.

Excellence in Experience & Process Improvements

- Implemented International Normalized Ratio Point-of-Care Testing.
- Launched Total Parenteral Nutrition (TPN) program has treated two patients.
- Increased Home Health Care Capacity to scaled patient volume to 16,783 by 2025 through geographical distribution teams that reduced travel time and maximized daily visits.

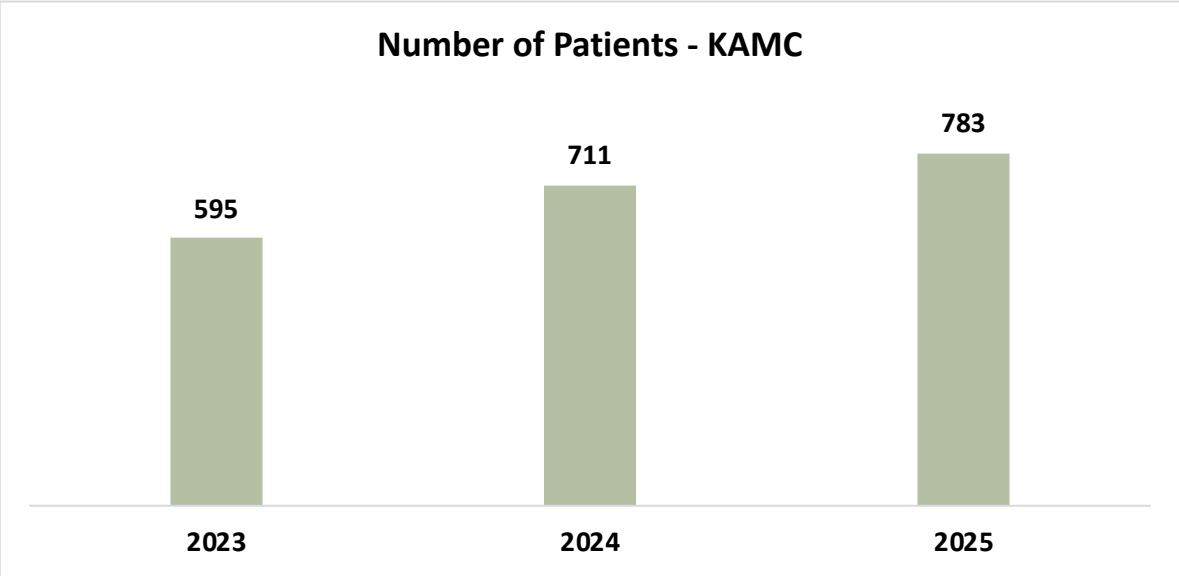
Education and Training Programs

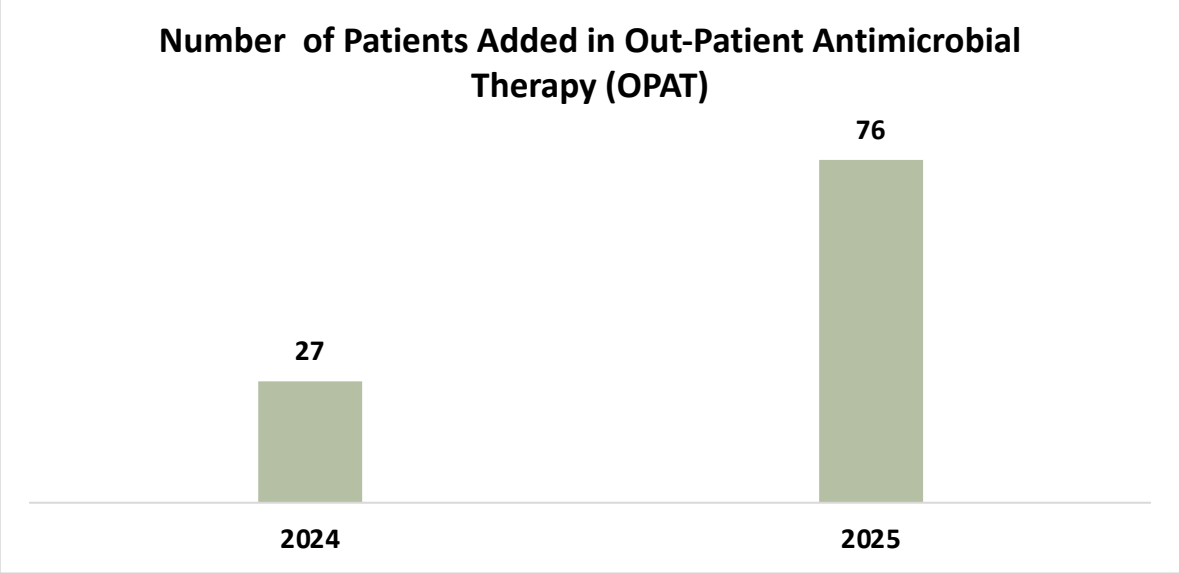
- Nursing Students.
- Family medicine Palliative Rotation for Residents.
- RT Intern Training.
- Palliative Fellow Rotation.

Digital Health

- Activation of Portal through MALAFI app.
- TPN Machine (Micrel-Mini rhythmic.)
- Initiated a virtual clinic reaching 603 patients, achieving 52% of the initial target.

Statistical Information





Indicator	Compliance
Percentage of Missed or delayed Visit	0.60%
Percentage of Patient assessed for fall assessment	100%
Percentage of patients assessed for pain	100%
Percentage of patients who have had their initial home assessment with 5 working days	100%
Percentage of compliance with patient's identification	100%
Percentage of HHC patients referred to ER by HHC physician	<5%
Percentage of compliance with hand hygiene	100%



Orthopedics Department

Awareness and Prevention

- Sports' Injuries Awareness.
- Osteoarthritis Awareness Campaign.

New Services & Innovations

- Upper extremity Orthopedic surgery is the latest specialty service in the Department of Orthopedics.
- Acumed elbow and clavicle set (trauma.)
- Zimmer total hip system already in circulation.
- Shoulder and knee arthroplasty surgery simulation in the department of Orthopedics.

Excellence in Experience & Process Improvements

- Launched the latest industrial robot technology (MAKO) in the field of joint replacement surgery at the Orthopedic Surgery Department of King Abdulaziz City in the Western Sector.
- Introduced procedure of performing bone tumor resections using external radiation therapy (Extra corporeal Radiation) in collaboration with the Radiation Therapy Department at King Abdulaziz Medical City in the Western Region.
- FV waiting list has reduced to zero in the third quarter.
- Average inpatient consultation response within 24 hrs. is 99.9% compliant.

Education and Training Programs

- Residency Training Program.
- Orthopedic introductory boot camp for new joiner residents.
- Second NGHA Spine Day.
- First Trauma EBM hands on workshop.
- Second Trauma EBM and hands on workshop.
- Resident Wellbeing workshop (Burnout and stress management).
- Trauma Workshop for junior residents.
- Fellowship Program.
- 100% Pass rate in the Residents Promotion Examinations.
- Surgery Block at King Saud Bin Abdulaziz University for Health Sciences.

Digital Health

- Orthoview application.
- Voice Recognition Device.

Statistical Information

Department of Orthopedics	Total
Total Booked Pts	20,787
Walk-in Pts	9,386
No Show	5,429
Total Pts Seen	24,744
Total Performed Surgeries	1,594

Outpatient Department

Awareness and Prevention

- Actively Participated in Autism Awareness Day
- Pediatric Psychiatry Awareness Day.
- Saudi Founding Day.
- Saudi National Day.
- Fall Awareness Day.
- Pain Awareness Day.
- Seasonal Influenza Campaign.
- Adolescent Immunization Initiative.
- Elderly Immunization Initiative.
- Hajj Vaccine Campaign.
- Tracheostomy Awareness Day.

New Services & Innovations

- Established the Medical Eligibility Section.
- Integrated additional FV Neurology and Orthopedic clinics to eliminate waiting lists.
- Cardiothoracic transplant clinic.
- Heart failure Iron infusion clinic.
- New ENT and Ophthalmology units.

Excellence in Experience & Process Improvements

- Established new code criteria and a medical eligibility framework aligned with Sunrise standards.
- Reduced eligibility processing times using a real-time tracking dashboard and daily departmental follow-ups.
- Opened 37 new clinics, ensuring over 90% of outpatients receive appointments within four weeks.
- Enrolled in the National Database of Nursing Quality Indicators to track and evaluate nursing-sensitive outcomes.
- Improved BestCare nursing assessments and achieved 97% compliance in pain assessment documentation.
- Implemented daily 15-minute staff huddles and the Situation, Background, Assessment, Recommendation protocol for care transitions.
- Introduced specialized queues for post-operative patients and urgent medical eligibility requests.
- Deployed Hemoglobin A1c, International Normalized Ratio, and urinalysis testing within clinics to reduce patient wait times.
- Launched continuous surveys in the Ambulatory Care Center to monitor and improve satisfaction.
- RCRN Hand Hygiene Compliance: Achieved 100% compliance across all OPD units.
- Developed a digital eligibility Process Sharing and Tracking System.
- Implemented the new OPD model to allied health clinics (Dietitian, Speech pathology and audiology).

- Implemented the self-booking system for some clinics like GIM, Adult Dietitian, OB/GYN and Social Services.
- Walk-in improvements program project to reduce walk-in rate to < 10 % in OBS/GYN and Cardiology.

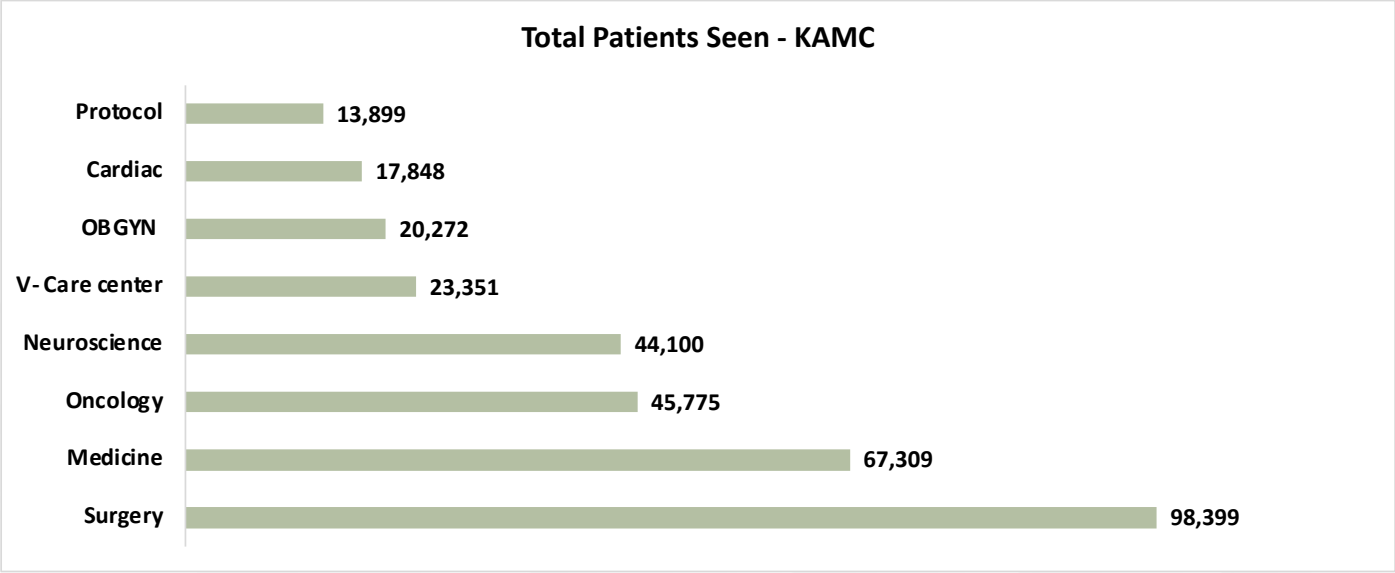
Education and Training Programs

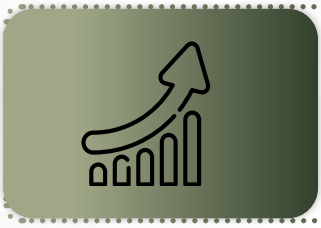
- Trained the team on a comprehensive patient follow-up system to ensure seamless care transitions.
- Completed nursing education and training on the new Electrocardiogram MAC VU 360 technology.
- Validated training bookings for In-Service sessions, National Database of Nursing Quality Indicators education, and competency renewals.
- Facilitated Armed Forces Health Services learning sessions and collaborative interdisciplinary education.
- Conducted training assessments utilizing staff competency data, incident reports, and patient feedback.
- Maintained high clinical standards through annual competency evaluations and regular in-service lectures.
- Conducted comprehensive preparedness training, including fire safety, mock codes, and “Right Care Right Now” protocols.
- Implemented leadership and professional development programs to prepare future clinical leaders.

Digital Health

- Established new Self check-in system in Neuroscience Trauma Center.
- Established New Queuing system in Neuroscience Trauma Center.
- Improved E-Consultations in Best Care.
- Deployed self-check-in kiosks for outpatient registration.

Statistical Information





Physical Visit’s Growth : 58%

Virtual Visit’s Growth : 372%



Pathology and Laboratory Medicine

Awareness and Prevention

- The 2025 HAJJ mission.
- Prevention & Control Week 2025 and the Military Campaign "جاهز للواجب".
- 20th Western Region Genetic Symposium.
- Blood Donation Campaigns.
- Hepatitis Awareness Day.

New Services & Innovations

- Completed the full commissioning and operational launch of the Biochemical Metabolic Laboratory section within the King Abdullah Specialized Children's Hospital Laboratory.
- Finalized the commissioning and official "go-live" for the Molecular Genetic Laboratory section at the King Abdullah Specialized Children's Hospital Laboratory.
- Completed the commissioning and implementation of Endotoxin Testing for water quality at the Toxicology Center.
- Implemented GeneXpert Xpress Point-of-Care Testing for the respiratory panel—including Influenza A, Influenza B, Respiratory Syncytial Virus, and Coronavirus Disease 2019—in both the Neuroscience Emergency Department and the King Abdullah Specialized Children's Hospital Emergency Department.

Excellence in Experience & Process Improvements

- Completed the first gene therapy stem cell collection, achieving a cell dose five times higher than standard transplant requirements.
- Achieved a 94% "Excellent" rating for laboratory services, with only 1% rating services as "Fair."
- Expanded Diagnostic Reach: Extended Point-of-Care Testing services to the Specialized Polyclinic, Bahra, Shareea, and the Makkah Dialysis Center.
- Launched a priority service for elderly and disabled patients, reducing wait times to under 10 minutes.
- Introduced digital education displays and barcode systems to minimize sample rejections and enhance patient engagement.
- Critical Value successful reporting for ER and Inpatients (more than 98%.)
- ER Tests Turn Around Time Monitoring (more than 98%)
- Transfusion Reactions (Less than 1%)
- Blood Culture Contamination (less than 3%)
- Patient Identification without Errors (100%)

Digital Health

- Completed the upgrade and implementation of the CytoVision imaging and analysis platform to windows 10 with zero interruption to patient services.

Accreditation

- Accredited lab by the College of American Pathologist (CAP.)
- Accredited lab by the American Association of Blood Bank (AABB.)
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI.)
- Recognition from Riyadh Bank and Saudi Geological Survey for collaborative blood donation efforts.
- Joint Commission (JCI.)



Pediatrics Department

Awareness and Prevention

- Executed programs for World Autism Awareness Day, including a specialized Autism Screening Program, alongside Pediatric Epilepsy Awareness initiatives.
- Campaigns for Inflammatory Bowel Disease (IBD), Epidermolysis Bullosa (EB), Human Immunodeficiency Virus (HIV), and Rare Disease Day.
- Led institutional observances for Child Mental Health, Pediatric Pain Awareness, World Patient Safety Day, and World Immunization Week to promote holistic child health and safety standards.
- Inpatient Admission Growth: Recorded a significant upward trend in monthly admissions, rising from 92 in 2023 to 174 in 2025 an 89% overall increase. This 51% year-over-year growth in 2024 and subsequent 25% rise in 2025 reflect expanded service capacity and enhanced referral pathways following the transition to KASCH.

New Services & Innovations

- Child and adolescent psychiatry and Developmental Behavior section.
- Pediatric Rheumatology section.
- Established renal Transplant program.
- Initiating a Bone Marrow Transplant Program for Patients with Inborne Errors of Immunity (IEI).
- Found the TREC screening Program for patients with IEI.
- Establish a collaboration with the Boston University for the Immune dysregulation Program.
- Initiate the Subspecialized Chronic Recurrent Multifocal Osteomyelitis clinic.
- Initiate the Subspecialized Juvenile Idiopathic Arthritis clinic.
- Create the multidisciplinary Uveitis clinic.
- Start the Diabetes prevention Program.

- Initiate the Osteogenesis imperfecta MDT clinic.
- Establishing a Liver Transplant program.
- Found the Sleep monitoring program.
- Initiate the Subspecialized Bronchiectasis clinic.
- Commissioning the epilepsy monitoring Unit.
- Launched a specialized integrated Endocrine-Oncology clinic.
- Operationalized the Tropical Medicine Clinic.

Excellence in Experience & Process Improvements

- Achieved an 85.55% inpatient satisfaction score, exceeding the institutional benchmark and ranking among the top MNGHA hospitals.
- Ambulatory Care Clinics, Patient Experience Survey achieved a top-ranking 91.39 score, exceeding institutional targets and leading all MNGHA centers.Established Pediatric Multidisciplinary Outpatient Program for advancing outpatient care.
- Managed Chronic Kidney Disease follow-ups and established dedicated Bone Health clinics.
- Operationalized the Tropical Medicine Clinic.
- Streamlined Pediatric Epilepsy care and Pediatric Milestone follow-up assessments.

Education and Training Programs

- Managed specialty training in Pediatric Nephrology, Pulmonology, Rheumatology, Infectious Disease, Endocrinology, Gastroenterology, and Allergy & Immunology.
- Oversaw core Pediatrics and Pediatric Neurology residency programs, including Advanced General Pediatrics tracks.
- Implemented Advanced Pediatric Simulation and Communication courses, alongside an Advanced Pediatric Research curriculum.
- Hosted the 1st General Pediatrics Update Symposium and intensive review courses for Pediatric Endocrine and Critical Care fellows.

Statistical Information

Services	Total
Inpatient Admissions	2,338
Outpatient visits	37,259



Surgery

Awareness and Prevention

- Childhood Poisoning Prevention Campaign.

New Services & Innovations

- Established new divisions:
  - √ Pediatric Orthopedic Surgery.
  - √ Pediatric General and Thoracic.
  - √ Pediatric Ophthalmology.
  - √ Pediatric Plastic Surgery.
  - √ Pediatric Urology.
- Podiatry Service under vascular surgery.
- Hand service under plastic surgery.
- Hernia Surgery Service.
- Anal Pathology Clinic.

Excellence in Experience & Process Improvements

- Decreased waiting list of Ophthalmology surgeries from 640 to 270.
- Reduced the overall waiting list volume by approximately 18% year-over-year.
- Maintained high operational efficiency, with monthly cases exceeding 360 during peak periods in October and November 2025.

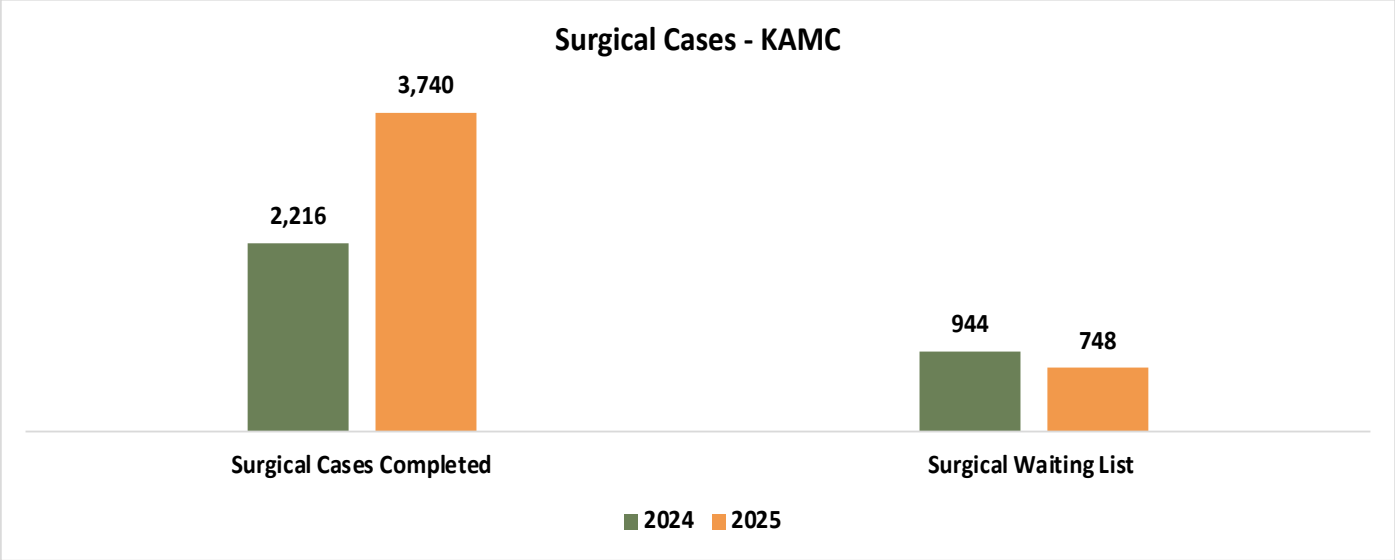
Education and Training Programs

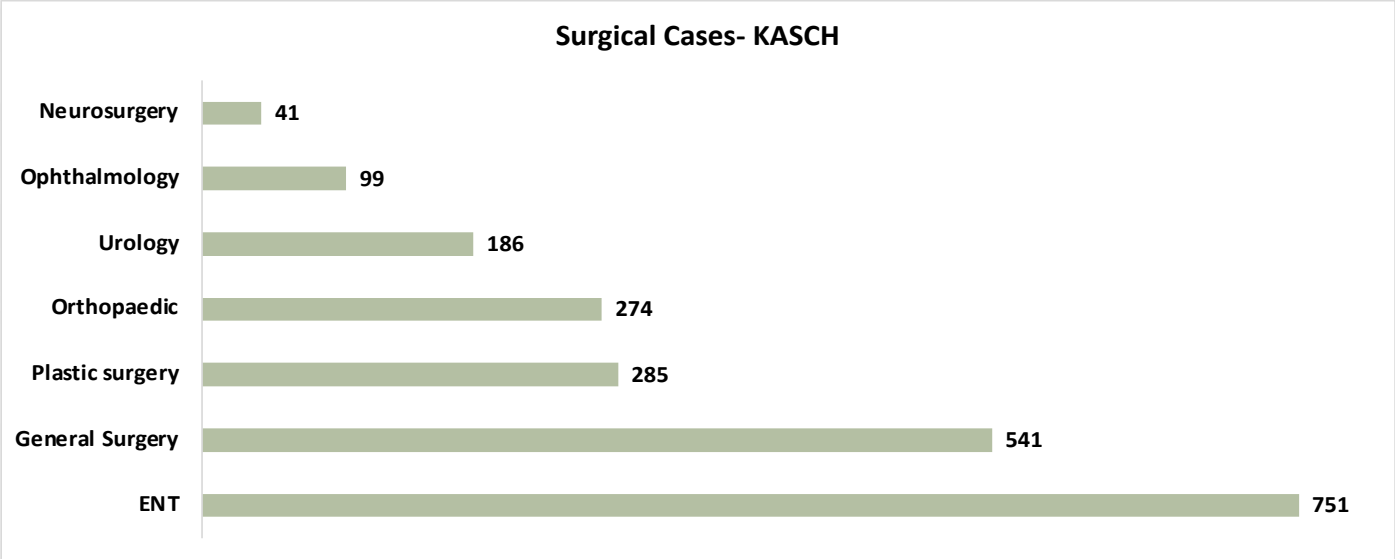
- Launched comprehensive training programs across all sections to cultivate the expertise of emerging pediatric surgeons.
- Established specialized fellowship programs in Pediatric General and Thoracic Surgery and Pediatric Orthopedic Surgery, providing high-level exposure to complex surgical cases and advanced operative techniques.
- Visiting Professor program.
- General Surgery Residency Workshops.
- Start a Colorectal fellowship program.
- Independent Thoracic Surgery fellowship program

Accreditation

- Achieved prestigious “Center of Excellence” status from the Surgical Review Corporation for both Hernia Surgery and Metabolic and Bariatric Surgery.

Statistical Information





Operations

Introduction Page

The Operations Services Division in Jeddah enables effective healthcare delivery by integrating operational and clinical-support services that sustain hospital performance and patient care. The division focuses on operational coordination, workforce support, and resource optimization to ensure efficient and reliable service delivery.

Core services include Nursing Services, Pharmaceutical Care Services, Rehabilitation Services, Respiratory Services, Clinical Nutrition, and Support Services, and others, contributing to a well-coordinated operational environment that supports quality care and organizational efficiency.

- Clinical Nutrition Department
- Nursing Services
- Patient Services
- Pharmaceutical Care Services
- Rehabilitation Services
- Respiratory Services Department
- Release of Information
- Social Services Department
- Support Services



Clinical Nutrition Department

Awareness and Prevention

- Participated in a wide range of public health initiatives, including awareness programs for Human Immunodeficiency Virus (HIV), Diabetes, and Parkinson's Disease, alongside critical safety campaigns for Fall Prevention, Tracheostomy Care, and Pressure Injury Prevention.
- Delivered monthly pressure injury workshop lecture for nursing staff.
- Seasonal Influenza Vaccination Campaign.

New Services & Innovations

- Optimized the "We Care" Service to ensure the proactive and timely delivery of specialized nutritional formulas to patients, enhancing overall clinical support.
- New Telehealth OPD Clinic provided for Home Health care (for 100 patients.)
- Provided specialized dietitians to Gastroenterology service.
- Launched six additional telehealth clinics specializing in Oncology, Endocrinology, and Home Health Care complementing 24 existing physical clinics to further reduce patient wait times.

Excellence in Experience & Process Improvements

- Developed 35 adult and 12 pediatric evidence-based clinical practice guidelines, currently being unified across all regions to standardize care.
- Produced and updated 12 standardized patient education materials to be implemented organization-wide.
- Achieved a 97% patient satisfaction rating for meal quality and dietary delivery services.
- Met Departmental Policy and Procedure (DPP) standards by processing 95% of inpatient and 94% of outpatient referral replies within 24 hours.
- Surpassed performance targets by ensuring 94% of new outpatients received their first visit within four weeks of referral.
- Achieved 100 % access to care for first visit appointment.

Education and Training Programs

- Accredited comprehensive Post Graduate Diploma for the Clinical Nutrition program.
- Scholarship awarded and one staff completed Master in Critical care (from Harvard University USA).
- completed the training and recruitment of three Saudi Career Development Program (SCDP) dietitians, with an additional two currently undergoing specialized training.
- Nine dietetic interns have completed their training.
- 11 Volunteer dietitians have been trained and worked with our department.
- Neuromuscular disorder education specifically for Spinal muscular atrophy (SMA).
- Ketogenic training as a treatment for the epilepsy patients.
- Eight Dietetic Internship.
- Training 8 Dietetic SCDPs.
- Training of 19 Diet technicians.

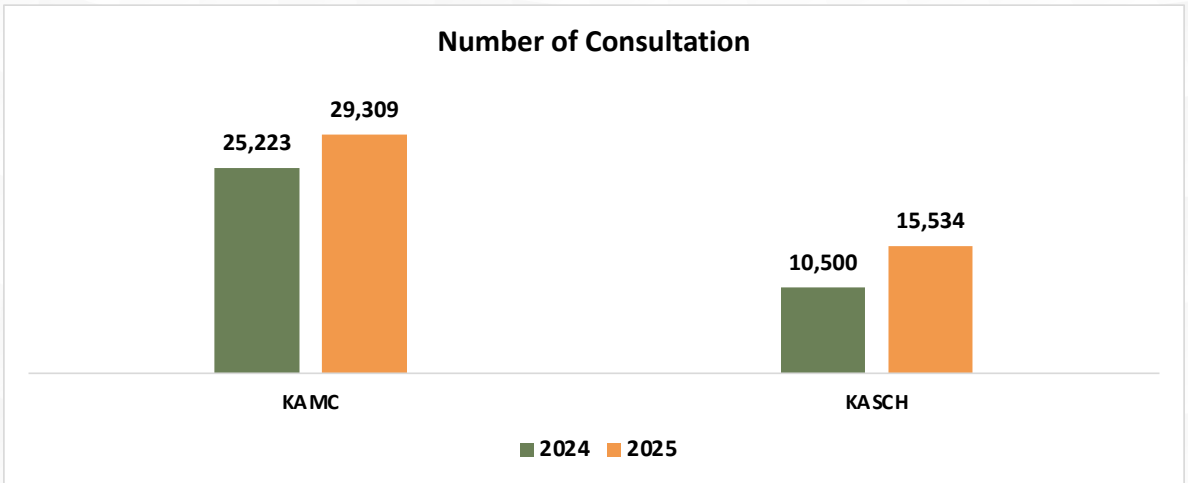
Digital Health

- Digitalized Patient education materials barcodes.
- Digitalized SCDP evaluation form.
- Added the access the formula analysis for adult patients in the Best Care in the Nutrition Module.
- Developed eight menu cycles for patients along with food service and updated in the Oracle system.
- WECare Service.
- Added the access the formula analysis for adult patients in the Best Care in the Nutrition Module.

Accreditation

- Certification awarded by the MONASH University (Australia) Low FODMAP Diet.
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) accreditation.
- Joint Commission International (JCI) accreditation.

Statistical Information





Nursing Services

Awareness and Prevention

- Hosted events for Child Mental Health Day, Epidermolysis Bullosa Day, and Pain Awareness Day.
- Conducted the World Health Organization (WHO) World Patient Safety Day.
- Launched unit-based awareness programs specifically designed for patients, sitters, and their families.
- Celebrated Nursing Quality Day and Central Sterile Supply Department (CSSD) Day.
- Vaccination Campaigns:
- Human Papillomavirus (HPV) Vaccine
- Measles, Mumps, and Rubella (MMR) Vaccine
- Oral Polio Vaccine
- Seasonal Influenza Vaccine

New Services & Innovations

- Universal Crash Cart Implementation Project Description.
- Allergy-Pulmonology Clinic.
- Epidermolysis Bullosa Clinic.
- Integrated Urology-Nephrology Clinic.
- Launched the Staff Forum led by KASCH AED with participation from staff experience.
- The Pediatric Rapid Response Team (PRRT) Orientation Program.

Excellence in Experience & Process Improvements

- Closed Loop Medication Administration (CLMA) task force, has driven a significant recovery in compliance rates through weekly strategic meetings and targeted staff engagement from 65% to 99%.
- Our quarterly pain prevalence surveys consistently demonstrated outstanding performance, achieving an average score of 98.5%—significantly exceeding our 90% target for maintaining pediatric pain levels below 4/10.
- Maintained 100% PEWS compliance since Q2, we have institutionalized the early recognition and escalation of deteriorating pediatric patients through daily high-risk rounds and mandatory nursing orientation.
- To address the 24 fall incidents recorded, we established a Fall Taskforce that implemented mandatory risk assessment education, monthly safety checklists, and family-centered awareness campaigns to reduce occurrences and enhance patient safety.
- Difficult Intravenous Access Team utilized PDSA cycles to train 300 nurses on the AccuVein device and implement a unified interdepartmental policy, aiming to reduce difficult-cannulation harm by 50% by July 2025.
- Increased staff satisfaction rate by 10% increase in Recognitions activity from baseline

Education and Training Programs

- Pediatric Oncology Upskilling Program.
- Learn, Enhance and Develop program (LEAD) for Cancer Patients.
- Extracorporeal Membrane Oxygenation (ECMO) Workshop.

Digital Health

- Discharge Medication Tracking System.

Accreditation

- Child kind International Certificate Award.
- National Database of Nursing Quality indicator (NDNQI.)



Patient Services

New Services & Innovations

- Enabled patients to open new files through Patient Service Application (ملفي)

Excellence in Experience & Process Improvements

- Implemented a departmental tracking system for service requests, significantly reducing turnaround times.
- Launched a unified service platform for Registration and Dental Appointments, allowing patients to update personal information, verify medical file validity, and manage appointments from any front desk within the Patient Services Department.

Education and Training Programs

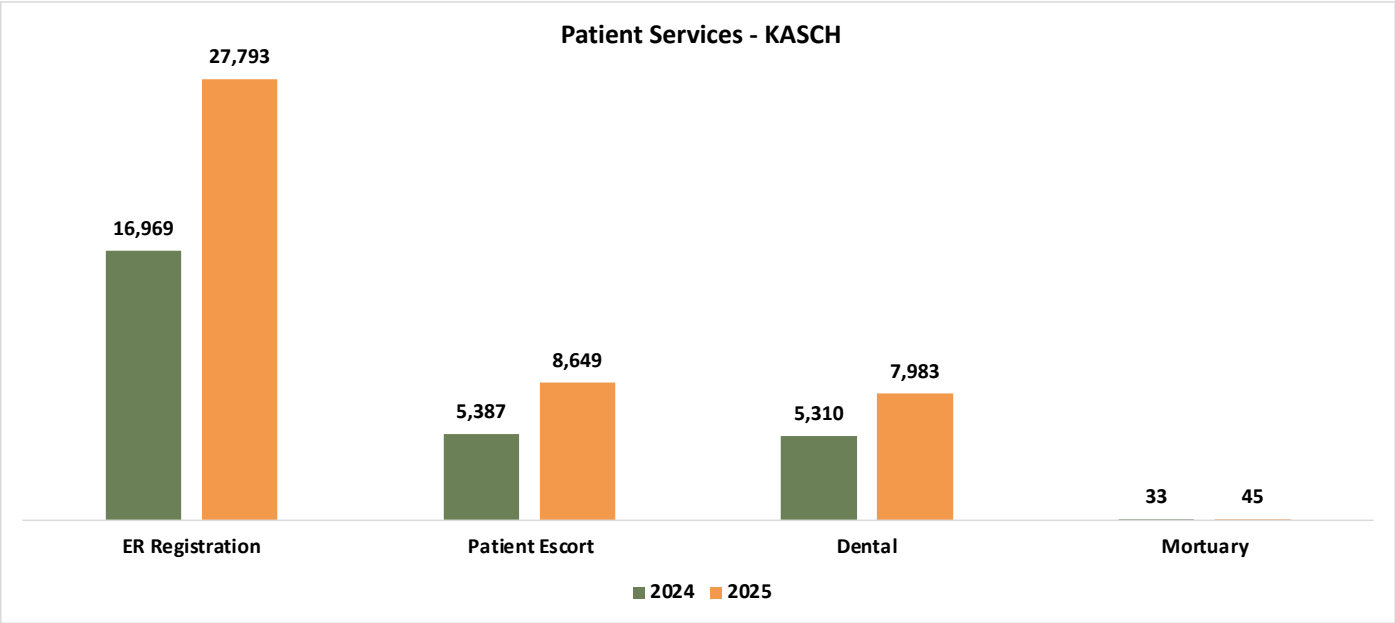
- Facilitated structured internship programs for 31 students, including 17 from the Saudi Commission for Health Specialties, 12 from Umm Al-Qura University, and two from King Abdulaziz University, with specialized rotations in Patient Registration and Emergency Registration.
- Launched a new seasonal volunteer program during the summer months.

Digital Health

- Patient Escort Lending System.
- Launching a new App (ملفي)
- Qmatic system.
- Launched an integrated electronic service (Patient fingerprint authentication for Registration Section).

Statistical Information

KAMC		
Department	**KPI**	**Total**
Dental	Total Patients by Appoint	56,905
	Total Patients Walk In	5,104
	Total Patients Seen	45,016
Patient Escort	Total Number of Patient Escort Requests	80,528
	Number of wheelchairs lent	2,103
Registration	Newly Registered Patients by Eligibility	13,363
	Registered Patients by Specialty	4,963
Mortuary	Total Number per shift and month	846
Ticketing & Expenses	Total Number of ticketing	664
	Number of expenses	138





Pharmaceutical Care Services

Awareness and Prevention

- Led high-impact awareness campaigns for World Health Day, World Heart Day, World Pharmacist Day, and World Patient Safety Day.
- Conducted educational initiatives on Rare Disease Day, Pediatric Inflammatory Bowel Disease, Tuberculosis, Hepatitis, and Parkinson's Disease.
- Enhanced clinical safety protocols through Fall Prevention Awareness and established robust frameworks for Reporting Vaccine Adverse Events and Pain Management Awareness.

New Services & Innovations

- Expanded ambulatory services to include Warfarin (onsite and virtual), Bone Marrow Transplant (BMT), Kidney Transplant, and Inflammatory Bowel Disease (IBD) clinics.
- Launched the Pediatric Home Parenteral Nutrition (Home-PN) and Home Chemo-immunotherapy programs to provide safe, home-based therapy for stable patients.
- Established Investigational Drug Service (IDS) units in collaboration with KAIMRC to finalize protocols for clinical trials.
- Implemented a non-formulary tracking system to monitor drug consumption and identify cost-saving opportunities.
- Deployed a centralized unit-dose packaging system with barcode technology for all dosage forms.
- Designed software for Unit-Dose Labels (UDS) for bulk medications lacking QR codes.
- Implemented a verification tool (similar to CLMA) that matches BestCare labels with medication barcodes.
- Remodeled the NSTC Pharmacy IV admixture area.

Excellence in Experience & Process Improvements

- Developed a Clinical Pharmacist KPI Dashboard to monitor assessments, therapeutic interventions, and fall risk consultations.
- Launched a medication tracking system to streamline the discharge process and expanded Trauma Outpatient Pharmacy services to include Day Surgery, Business clinics, and new inpatient wards.
- Introduced an unclaimed medication follow-up service.
- Reduce patient waiting time for ACC pharmacies 91.5% of patients served in less than 20mins.

Education and Training Programs

- Restructured the Saudi Career Development Program (SCDP) training to align with updated Pharmacist II job requirements, incorporating a robust competency assurance tool.
- Established comprehensive competency frameworks for Chemotherapy and Oncology Pharmacy, Sterile Parenteral Pharmacy, and Pain Management.
- Trained 234 pharmacy residents and launched a Residency Preparatory Internship Program designed to mirror the rigors of formal residency training.
- Delivered 25 Continuing Education (CE) lectures including 10 accredited by the Saudi Commission for Health Specialties (SCFHS) supplemented by weekly academic days and clinical topic discussions.
- Initiated pharmacist integration into multidisciplinary Mock Code Blue simulations and established specialized educational sessions for emergency code management.

Digital Health

- In alignment with the Neuroscience and Trauma Center (NSTC) and King Khalid Hospital (KKH) pharmacy plans, established an advanced tracking system for medication delivery, specifically optimizing discharge prescription workflows.
- Implemented the Qmatic System at the Neuroscience and Trauma Center Outpatient Pharmacy to streamline patient flow and improve service delivery organization.
- Established centralized pharmacy automation and a dedicated Unit-Dose Section within the Neuroscience and Trauma Center Inpatient Pharmacy to enhance dispensing accuracy.
- Deployed comprehensive tracking systems across King Abdullah Specialized Children's Hospital (KASCH), achieving the following success rates:
  - √ Chemotherapy Pharmacy: 99% tracking accuracy.
  - √ Outpatient Medication Inventory: 80% tracking accuracy.
  - √ Discharge Medications: 70% tracking accuracy.

Accreditation

- King Abdullah Specialized Children's Hospital received Child-Kind Accreditation.
- Established the Center of Excellence Pediatric Neurology (MayoCare Center.)
- Partnered with Houston Methodist Global Health and MNGHA to enhance Neuroscience and Trauma Center (NSTC) pharmacy services in Jeddah.
- Residency Accreditations:
  - √ Achieved American Society of Health-System Pharmacists (ASHP) accreditation for the Oncology Pharmacy Residency Program.
  - √ Secured Saudi Commission for Health Specialties (SCFHS) accreditation for three new specialized residency programs: Internal Medicine, Cardiology, and Intensive Care Unit (ICU).

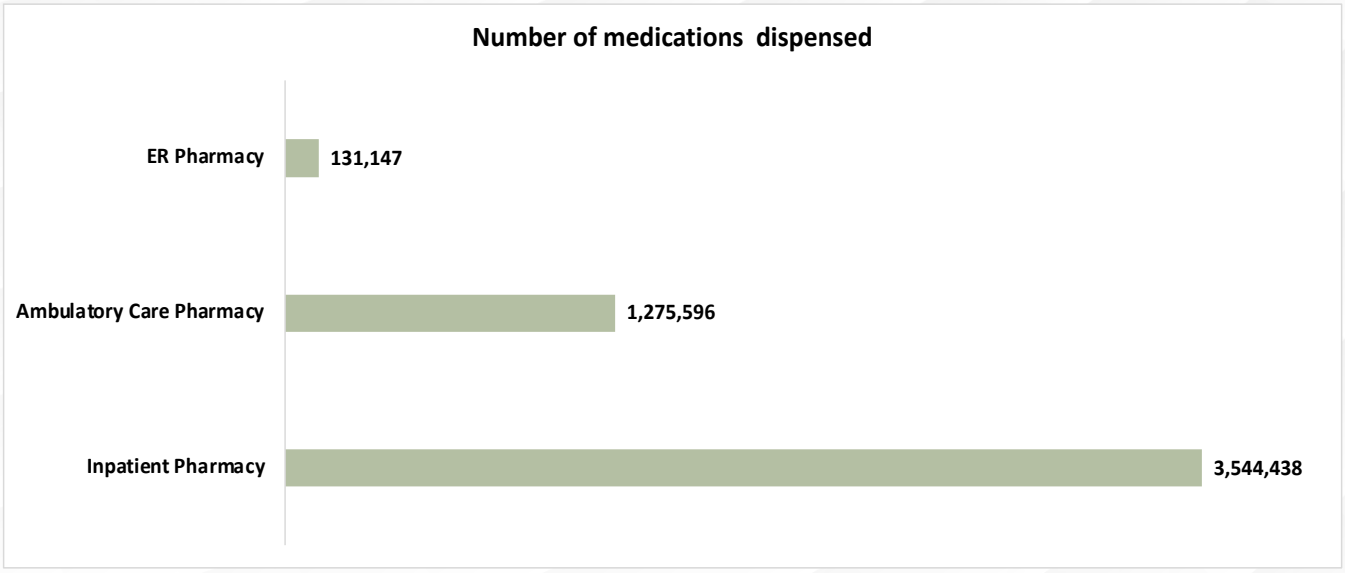
- Our Postgraduate Year 1 (PGY-1) Pharmacy Residents earned distinguished recognition across several national platforms:
  - √ First Place (Infectious Diseases): Pharmacy Residency Research Day.
  - √ Second Place (Clinical Practice Poster): Saudi International Pharmaceutical Sciences Meeting and Workshops (SIPHA) 2025.
  - √ Third Place (Clinical Pearls): Saudi Society of Clinical Pharmacy (SSCP) 2025.
  - √ Excellence in Research: Certificate of Recognition from King Saud bin Abdulaziz University for Health Sciences (KSAU-HS) at the 7th Annual Research Forum.
  - √ Clinical Impact: Awarded the Best Pharmacist Intervention Award for outstanding contributions to patient safety and therapy.

Statistical Information

KAMC and KASCH:

Clinical Pharmacy Services	
Number of patients visited warfarin clinic	4,147
Total Parenteral Nutrition	
Number of TPN preparations	5,540
Pharmacy Automation	
Number of operated ADCs	135

Oncology Chemotherapy Pharmacy	
Number of chemotherapy preparations	32,101
Number of patients for parenteral chemotherapy	25,444



Rehabilitation Services

Awareness and Prevention

- Conducted mandatory Fall-Risk Screenings for all oncology admissions and performed specialized school screenings for handwriting, speech, and accessibility.
- Actively participated in global awareness days for Genetic Disorders, Autism, Mental Health, Rare Diseases, Child Rights, and Fall Prevention.

New Services & Innovations

- Swallowing screening inpatient.
- Burn and plastic clinic.
- Modified Barium Swallow Study (MBSS) which very unique service in pediatric.
- Initiated Neuro Screening for Continuity of Care in outpatient services.
- Rehabilitation multidesplanry clinic for complicated cases
- Child of the Month Program

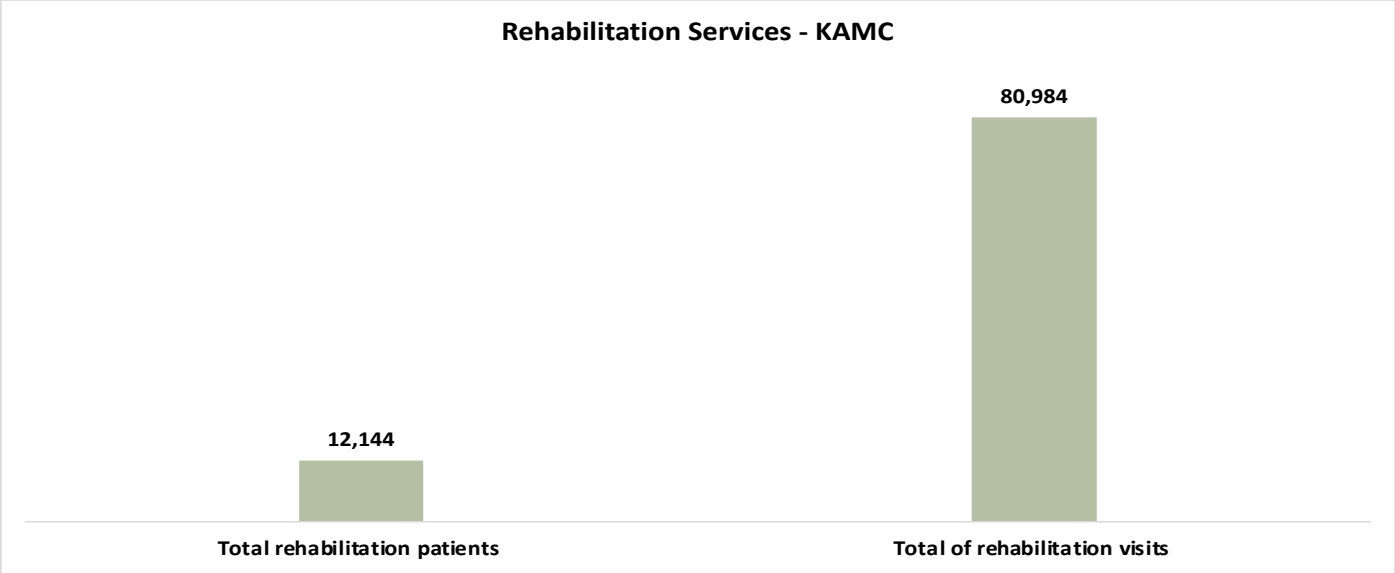
Excellence in Experience & Process Improvements

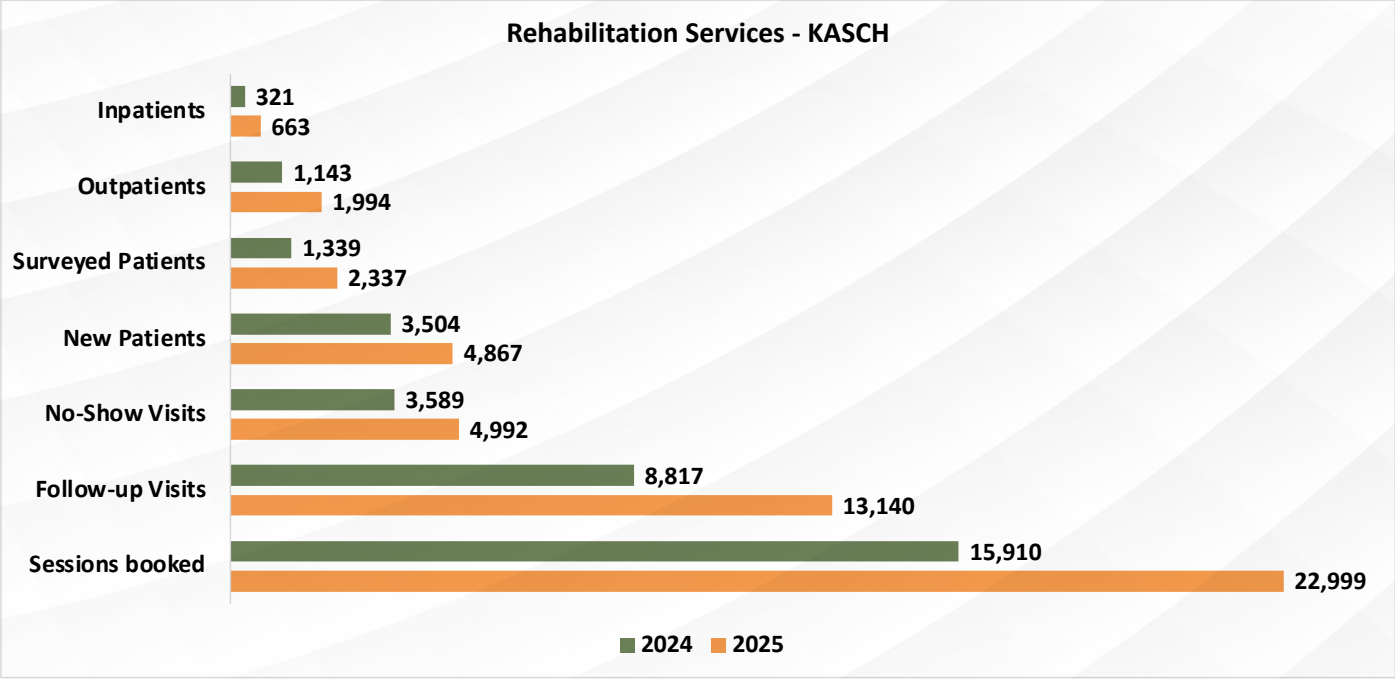
- Timely access by scheduling at least 90% of first rehabilitation visits within 4 weeks from referral date.
- Reduced no-show rates to ≤5% through proactive patient communication and appointment optimization.
- ICU screening coverage increased from 251 patients in 2024 to 295 patients in 2025, facilitating earlier rehabilitation intervention. Additionally, the Early Mobility Program established in 2025 served 296 critically ill patients, successfully reducing length of stay and improving functional outcomes.
- Developed and implemented evidence-based protocols for:
  - √ Scoliosis: Pre-assessment and comprehensive post-operative correction care.
  - √ Developmental Dysplasia of the Hip (DDH): Standardized post-surgical management.
  - √ Oncology & Specialized Therapy: New rehabilitation guidelines for oncology, Hydrotherapy protocols, and safety standards for Electrotherapy.
  - √ Osteogenesis Imperfecta: Dedicated care pathways for infants with fragile bone conditions.
- Launched a Safety Round Key Performance Indicator (KPI) to systematically monitor facility safety, fire and life safety, staff protection, and equipment integrity.
- Introduced two strategic initiatives to reduce “No-Show” rates:
  - √ Patient Outreach Surveys: Contacting patients to identify barriers to attendance and emphasize continuity of care.
- Commitment Disclosure Forms: Reinforcing patient accountability and scheduled session attendance.
- Played a pivotal role in securing ChildKind Accreditation by:
  - √ Establishing a standardized Pediatric Pain Assessment and Management policy.
  - √ Implementing a Pain Management KPI to track improvement in moderate-to-severe pain cases.
  - √ Integrating pain-specific feedback into Patient Satisfaction Surveys.
  - √ Exceeded 70% target for moderate-to-severe pain management, achieving a 78% improvement rate at discharge.

Education and Training Programs

- Developed and finalized standardized training program booklets for Interns, Trainees, and the International Staff Development Program (ISDP).
- Established a framework for Long-Term Personal Development to support the career progression.
- Conducted Monthly In-Service Lectures to keep clinical and administrative staff updated on the latest evidence-based practices and institutional protocols.
- Rehabilitation training program for nurse.
- Published impactful studies on the effects of structured intensive rehabilitation for Pediatric Flat Feet and investigated developmental differences between Right and Left Hemiplegia among Saudi rehabilitation professionals.

Statistical Information







Respiratory Services Department

Awareness and Prevention

- Respiratory Week Event.
- Participate In Paediatric Tracheostomy Awareness Day.
- International Respiratory Week.
- Participation with PICU team bed management and to facilitate early discharge of ventilator dependent patients.

New Services & Innovations

- The Vest Airway Clearance System.
- Cough Assist Device.
- Operation of Surgical NICU.
- Launching of Cardiopulmonary Exercise Test on Pulmonary Function Lab Test.

Excellence in Experience & Process Improvements

- Deployed High-Frequency Chest Wall Oscillation (Vest Device) and Cough Assist technology for neuromuscular patients, significantly improving secretion removal and reducing the Length of Stay (LOS).
- Implemented Mesh Nebulizer technology in the Emergency Room and inpatient units, leading to faster clinical stabilization.
- Optimized scheduling to reduce Pulmonary Function Test (PFT) waiting times to under two weeks.
- 100% Responses to Non-Invasive Ventilation within 2 hours from physicians' order
- 100% Responses to critical ABG results within 30 min
- 0% BiPAP related pressure injures

- 0% Tracheostomy tube blockage
- 100% Compliance to Scheduled Pulmonary function tests to desired appointment date within ±14 days.

Education and Training Programs

- Launched and managed the Saudi Diploma in Critical Respiratory Care and the Respiratory Care Diploma in Critical Care.
- Specialized clinical training for Military Healthcare Practitioners and trained 13 Saudi Career Development Program (SCDP) candidates.
- Advance training for 8 RT on Tracheostomy changes and insertion with ENT Physician.

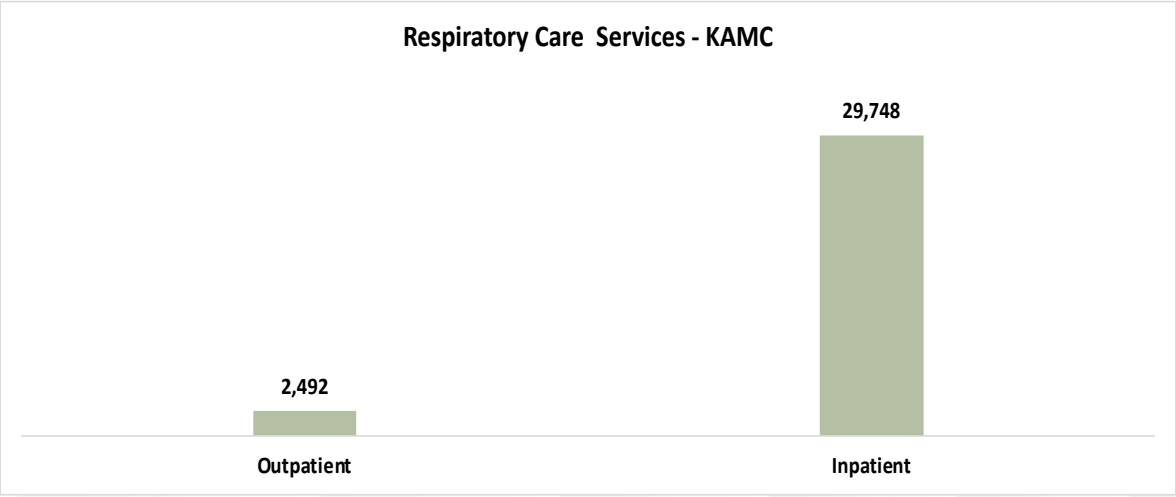
Digital Health

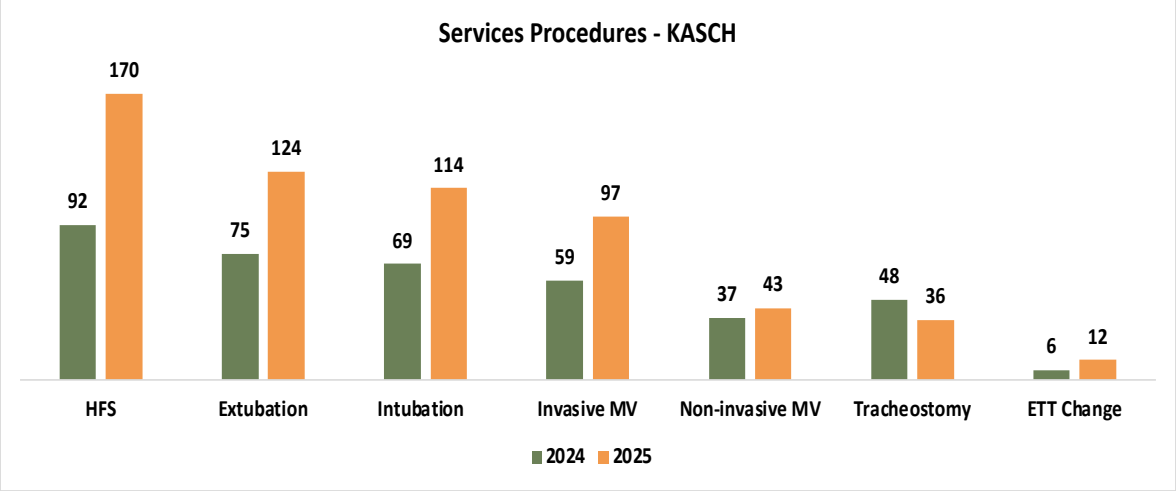
- Established the Departmental Dashboard.

Accreditation

- Approved by the Saudi Commission for Health Specialties (SCFHS) as a certified Training Center for the Saudi Diploma in Critical Respiratory Care Program, solidifying the hospital's role as a regional leader in respiratory education.

Statistical Information

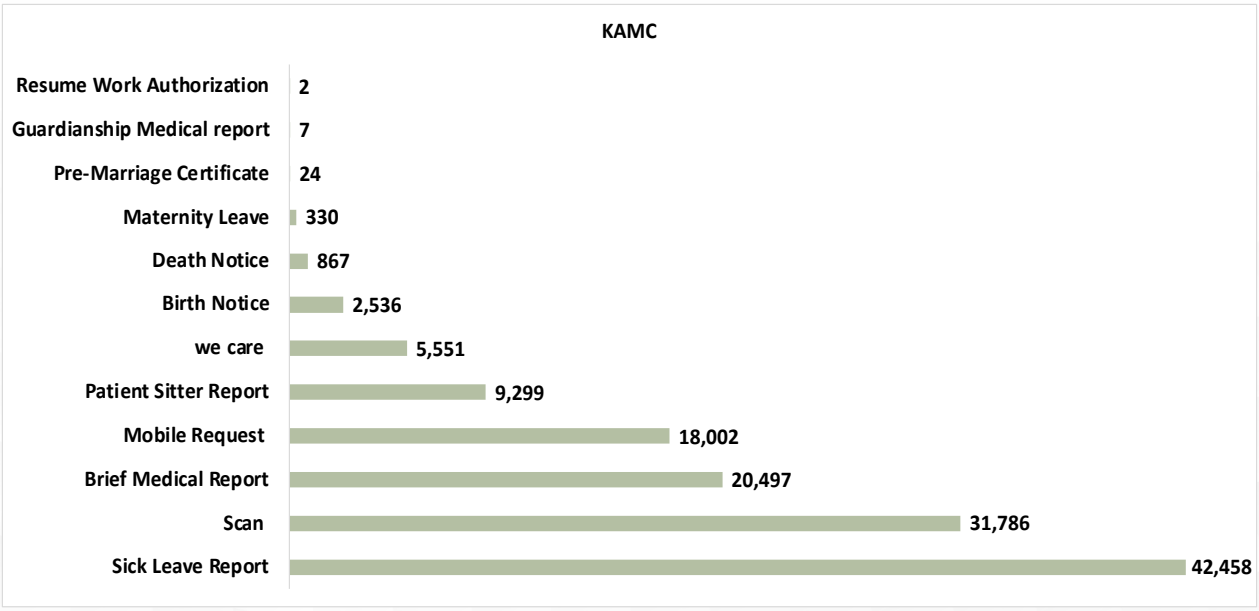


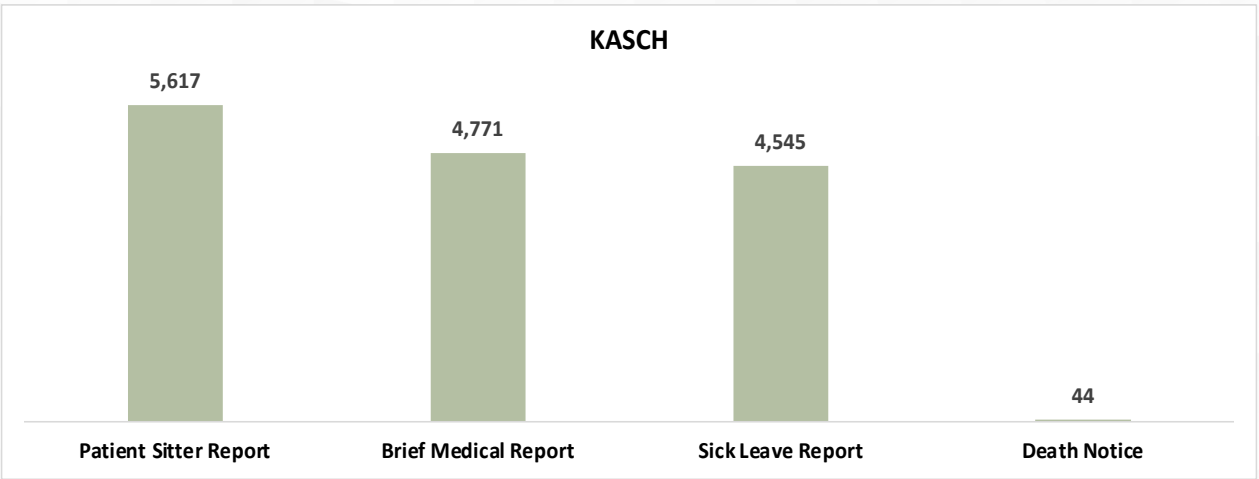




Release of Information

Statistical Information







Social Services Department

Awareness and Prevention

- Awareness campaigns for World Immunization Week, World Pediatric Cancer Day, World Autism Spectrum Disorder Day, World Colon Day for Children, and World Rare Disease Day.
- Led institutional activities for Respiratory Care Week, WHO World Patient Safety Day, Pediatric Pain Awareness Day, and Child Mental Health Awareness Day.
- Participated in the "Ekhtilaj" (إختلاج) neurological campaign, Parkinson's Disease Awareness Day, and served as core members of the Multiple Sclerosis (MS) Support Group, Age-Friendly Clinic, and Older Adult Fracture Clinic.
- Conducted a "Back to School" initiative and the 3rd Tracheostomy Day (speaker and awareness.)
- Launched the "Smart Balance in the Family" remote program and facilitated dedicated support group sessions for oncology patients.

New Services & Innovations

- Launched the Social Counseling Clinic.

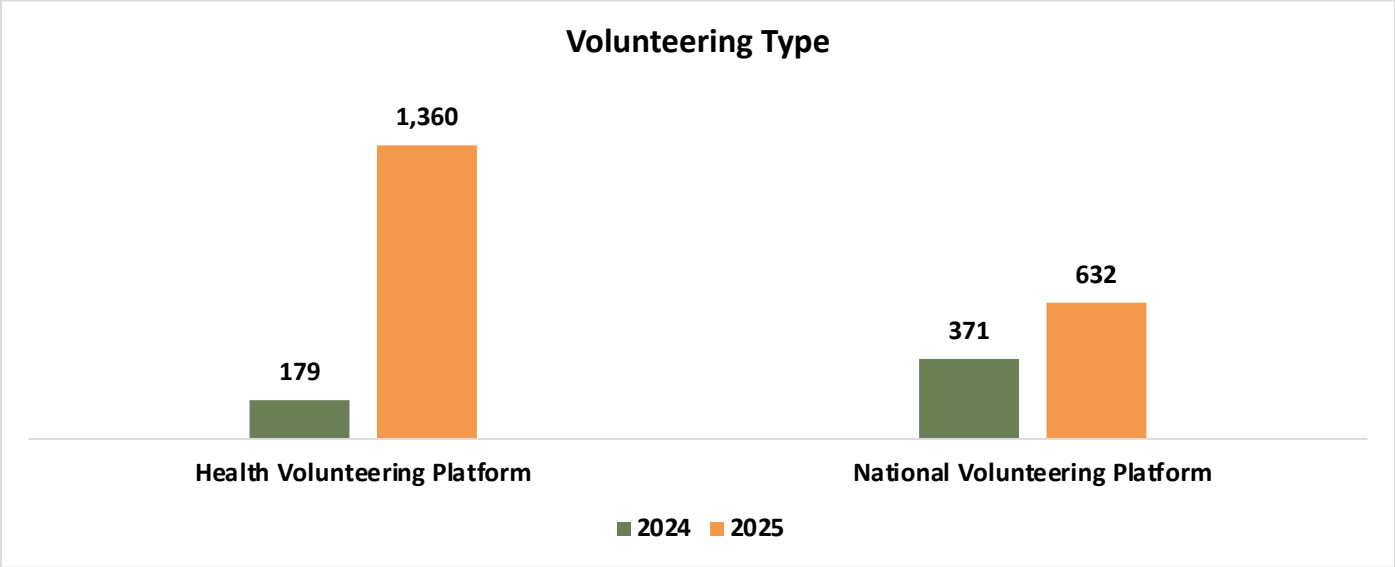
Excellence in Experience & Process Improvements

- Led the upgrade of the Best Care System's Social Services module.
- Implemented access to the Athar platform, enabling to register all organ donation and transplant patient information.

Education and Training Programs

- Four social workers obtained Training of Trainers (TOT) certification.

Statistical Information



Social Services Interventions	Total	Social Services Interventions	Total
CCRT/Code Blue / Condolences / Emotional Support	8,919	AMA / Refusing transfer / Refusing Discharge / Out & Pass	1,919
Social assessment and reassessment	8,796	Gate pass / Transportation	1,188
Social Work up	6,436	Family Meeting / Meetings arrangement/ PT. Absconded	642
Community Referral (Resources/ Partnerships)	4,733	Medical Equipment	481
Accommodation	2,785	Crisis intervention	259
Phone Call / family contact	2,540	Ministry of Soc. Affairs	46
Counselling / Suspected Abuse & Neglect / crisis intervention	1,969	Other Services	2,261
Play Therapy Sessions	1,931		



Support Services

Awareness and Prevention

- Executed comprehensive campaigns focused on Electrical Hazard Awareness, Fall Prevention, and Microwave Safety to mitigate workplace and patient risks.
- Conducted weekly awareness sessions focusing on ergonomic hazards to educate staff on proper workstation setup, posture, and safe work practices. The initiative aimed to reduce musculoskeletal disorders, improve comfort, and promote a strong safety culture within the organization.
- Partnered with the Infection Prevention and Control (IP&C) to develop and distribute educational materials and manage the Occupational Health Program.
- Launched a high-visibility awareness drive by integrating health messages onto logistics-supplied items, such as office tissues.
- Enforced institutional sustainability goals by installing signage to prohibit wildlife feeding on (KA-MC-JD) premises.

New Services & Innovations

- Introduced the use of advanced inspection devices, including tools for measuring thermal stress, light intensity, toxic gases, and noise levels to improve environmental monitoring accuracy.

Excellence in Experience & Process Improvements

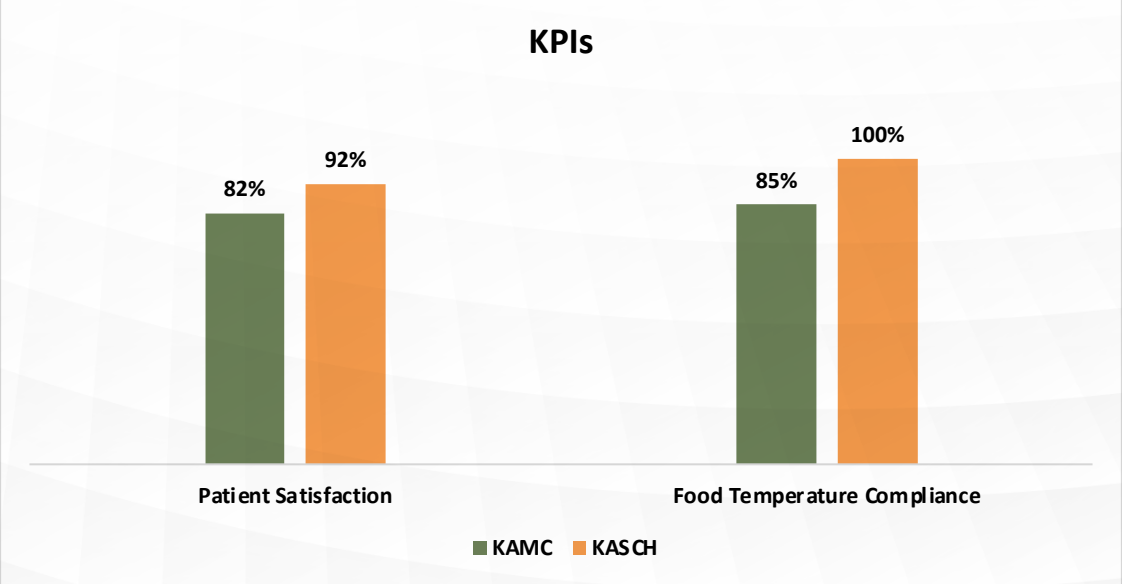
- Implemented workplace ergonomic improvement initiatives to achieve 80% compliance in corrective actions.
- Achieved 100% compliance with the Globally Harmonized System (GHS) for the classification and labeling of chemicals.
- Reduced workplace safety violations and improved compliance by 20% from the baseline.
- Emergency Response Readiness remained strong with an annual average compliance rate above 90%, consistently meeting the ≤4-minute target response time.

Education and Training Programs

- Fire In-Service Training Sessions were provided to (2121) employees & contractor staff.
- Participation in The Importance of the Time Factor in Enhancing Emergency Response Efficiency.
- Implemented structured training programs for contractors' workers to enhance compliance with safety standards.
- Specialized training for all housekeeping staff, conducted in partnership with the Infection Control Department, targeting to train a total of (347) housekeepers.
- Coordinated with BUNNA ALMARFAA to register Environmental Services (ES) employees for relevant training courses covering environmental services and contract operations.
- Employee Annual Fire Safety In-Service Training showed continuous improvement throughout the year, increasing from 7% in January to 67% by December.
- Number of safety Training attendees 138.

Statistical Information

KASCH	Service	Total
Environmental Services	Number of Inspection round	507 rounds
	Number of observation and Penalty resaid	347
	Number of SRS	2



Al Madinah
Prince Mohammed Bin Abdulaziz Hospital (PMBAH)

Prince Mohammed Bin Abdulaziz Hospital (PMBAH) serves as the main medical facility in the holy city of Al Madinah, located in the western region. It delivers high-quality healthcare services to Ministry of National Guard Health Affairs (MNGHA) employees, their families, and eligible visitors arriving in the city for religious purposes.

WORKFORCE	
Physicians, Dentists & Residents	623
Allied Health & Medical Support (includes Pharmacists & Nurses)	1,293
Administration and Support	898

Hospital Outpatient Visits

215,328

Inpatient (Admissions)

14,002

Primary Healthcare

139,995

Operational Beds

372

Medical Services

Introduction Page

The Medical Services Division in Madinah plays a vital role in supporting community health by delivering essential medical services that balance prevention, treatment, and continuity of care. The division emphasizes timely access, clinical training, and specialty support to meet the diverse needs of the population it serves.

Its core services include Emergency Medicine, General Medicine, Anesthesia, Oncology, Outpatient Services, Surgical Services, and others, contributing to improved health outcomes, professional development, and a patient-centered care environment aligned with Vision 2030.

- Anesthesia Department
- Dental Services
- Emergency Medicine
- Family Medicine & PHC
- Obstetrics and Gynecology
- Medical Education
- Medical Imaging
- Medicine
- Neurology
- Oncology
- Outpatient Department
- Surgery



Anesthesia Department

New Services & Innovations

- Green Anesthesia Project.
- Reduced the use of Nitrous Oxide to less than 10%.
- Started Anesthesia services in the unit.

Excellence in Experience & Process Improvements

- Increased number of patients enrolled to the Approved Practice Setting (APS) program to 50%.
- Increased number of patients for Epidural Analgesia for Labor to 50%.
- Increased Epidural Analgesia for primigravida patients to 100%.
- A significant increase in regional anesthesia and peripheral nerve blocks in alignment with the SCFHS accreditation.

Education and Training Programs

- The Anesthesia Residency Training Program has expanded its capacity to admit three (3) new residents each year.
- Moderate Sedation Course.

Digital Heal

- Telehealth Pre-Anesthesia Clinic.

Accreditation

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



Dental Services

Awareness and Prevention

- Participated in National Day for Diabetes.
- Activation of National Day for Dental Care.

Excellence in Experience & Process Improvements

- Clinical precision is enhanced, errors are minimized, and treatment outcomes are significantly improved through the use of advanced tools such as digital radiography, CAD/CAM systems, and AI-powered diagnostics.
- Established new dental facilities, including two (2) clinics and a dental laboratory in PHC Madinah, as well as two (2) additional clinics in PHC Yanbu, which increased patient throughput and optimized documentation.

Education and Training Programs

- Residency Program.
- Weekly academic activities.
- Weekly/ Monthly Scientific Meeting.

Digital Health

- Bitewing analysis using Romex X-ray program and panorama in Dental X-ray room.
- Thermoluminescent Dosimeter (TLD) cards to determine the number of medical staff exposed to radiation.

Emergency Medicine

Awareness and Prevention

- First Aid Campaigns at schools.
- Flu Vaccine Campaign.

Excellence in Experience & Process Improvements

- Started sepsis alert system.
- Implemented Difficult Airway Respond Team (DART) code, Stroke code, STEMI code, Code blue and, Trauma code.
- Improved Door-to-ECG time, A quality project aiming to reach above 90%.
- Improved Emergency Medical Services (EMS) KPIs, included faster transfer times, better management of out of hospital codes, and reduced transfer time to the Madinah Cardiac Centre for STEMI (ST Elevation Myocardial Infarction) cases.
- Participated in Code Yellow drills with the Ministry of Health (MOH).
- Started physician-led triage to decrease length of stay and improve triage.
- Virtual Clinic to improve length of stay, follow up Laboratory & Radiology result and high-risk Discharge Against Medical Advice (DAMA.)

Digital Health

- Implemented automated code system (Emergency Code Client).

2030 Related Achievements

- Increased the number of board-certified Pediatric Emergency Medicine Physicians.
- Increased the number of rotating resident from outside the hospital in Emergency Medicine and Paediatric Emergency Medicine.
- Improved non-emergency long-distance patient transfer service by decreasing the waiting time by more than 60%.
- Significant increase in the number of patients visiting the emergency department by 10.8 % compared to last years.
- Increased the capacity of the Emergency Department Residency Program to a total of fifteen (15) residents.
- Full staff certification for life support courses: BLS, ACLS, ATLS and PALS.
- Weekly Educational Activity.
- Monthly Mock Codes, M&M cases review and Departmental Meeting.
- Emergency Medicine courses and workshops.
- Coverage of PHC for ambulance emergency response.
- Established a system to control and monitor medical items, ensuring proper utilization, effective planning, and reducing costs.
- Opened a channel for direct communication with Red Crescent to enhance mutual aid and cooperation.

Family Medicine & PHC

Awareness and Prevention

- Qintar Waqaya Campaign.
- Use It Right Campaign.
- Awareness initiatives: World Autism Awareness, World Hand Hygiene Day, World Hypertension Day, World Hepatitis Day, World Heart Day, and other International Days.
- Breast Cancer Awareness Month.
- Intensified preventive healthcare campaigns and awareness activities in schools and public events to strengthen disease prevention and promote community health.

New Services & Innovations

- Opened the Dental Services Department.
- Specified a clinic for Southern-Border patients and dependents.
- Collaborated with Pharmacy to initiate Polypharmacy clinic.

Excellence in Experience & Process Improvements

- Created two (2) additional Dental clinics.
- Central Sterile Services Department (CSSD).
- Prevention Clinics.
- Expanded Telehealth clinics.
- Initiated Thirty-four (34) KPIs related to patient care.
- An impressive and consistent score of 91.75% was achieved based on patient and reviewer evaluations across the last three quarterly assessments, reflecting the high quality of services provided.
- Mental Health Screening Program.

Education and Training Programs

- Residency Program.
- Diabetology Fellowship.
- Nursing Internship.
- Regular quarterly scheduled nursing training courses at Nursing Education.
- Saudi Board of Family Medicine (Residents).
- Staff training on all new services (i.e., Age Friendly Hospital, Cancer Prevention Screening Program ...etc.).
- Initiated weekly simulated lab training for common medical and surgical procedures in the Saudi Board of Family Medicine program.

Digital Health

- Medication delivery to patients.
- Virtual telehealth clinics utilization accounts for 60% of total family medicine clinics.
- Integrated telehealth services expanded access to care and strengthened patient follow-up, increasing average daily patient flow to 500 compared to 450 in 2024, and reflecting enhanced operational efficiency and growing community trust in PHC services.
- Added Virtual Clinics for all physicians to facilitate follow-up booking and reduce waiting time.

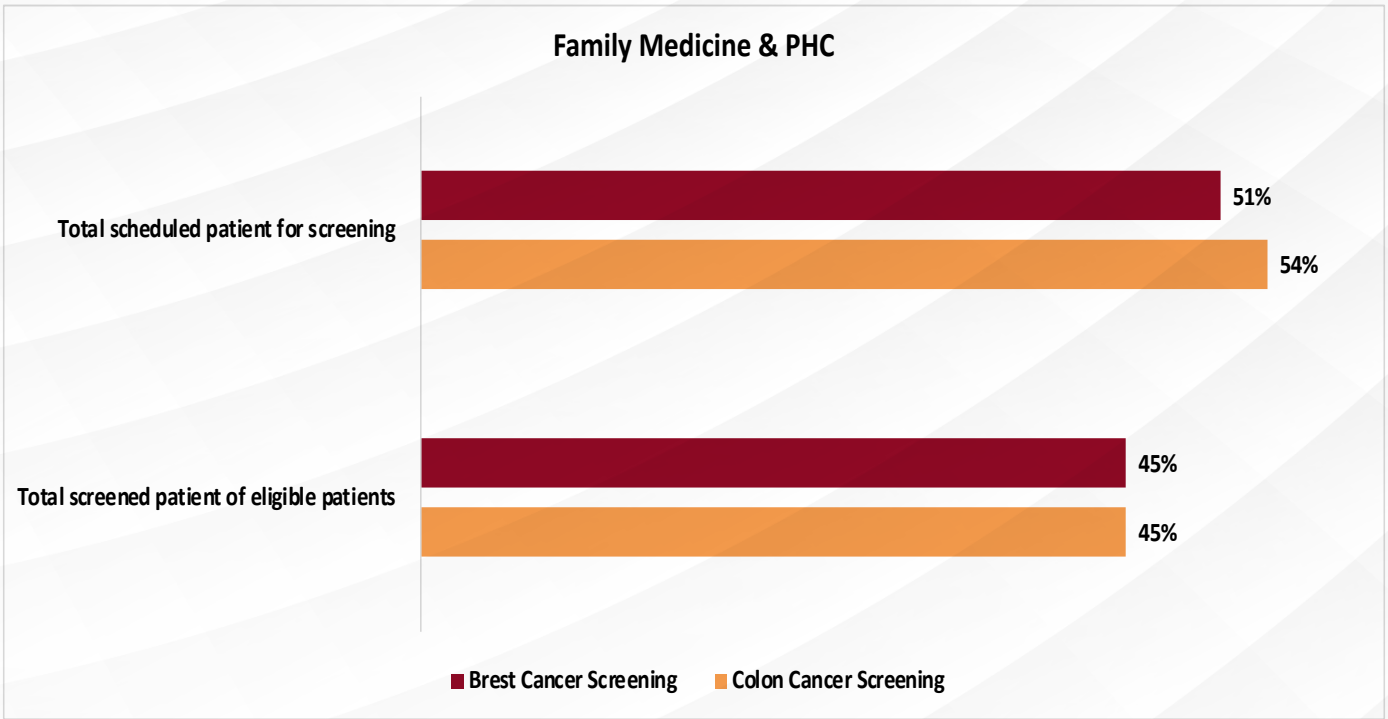
Accreditation

- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) with a score of (98.06).

2030 Related Achievements

- Participated in National Screening Program through collecting data (Age-Friendly Program, Autism Screening Program.)
- Screening females above age of 40 for cancer screening (women empowerment Vision 2030).
- Screening all patients above age of 50 for colon cancer screening.
- Introduced Shingrix vaccination to all patients above age of 50 years (diseases prevention).
- Initiated the Age-Friendly Hospital Program and trained all physicians & nursing staff in all departments.

Statistical Information





Obstetrics and Gynecology

Awareness and Prevention

- Breastfeeding Awareness Day.
- Patients' Safety Awareness Day.

New Services & Innovations

- Launched the High Dependency Unit.

Education and Training Programs

- Launched the Simulation Residency Workshop.
- Launched the Advanced Life Support in Obstetrics (ALSO).
- Madinah Gynecology & Obstetrics Congress (MEDGO) 4th Conference.
- Perineal Trauma Workshop.

Digital Health

- Implemented the new Voice Project.



Medical Education

Education and Training Programs

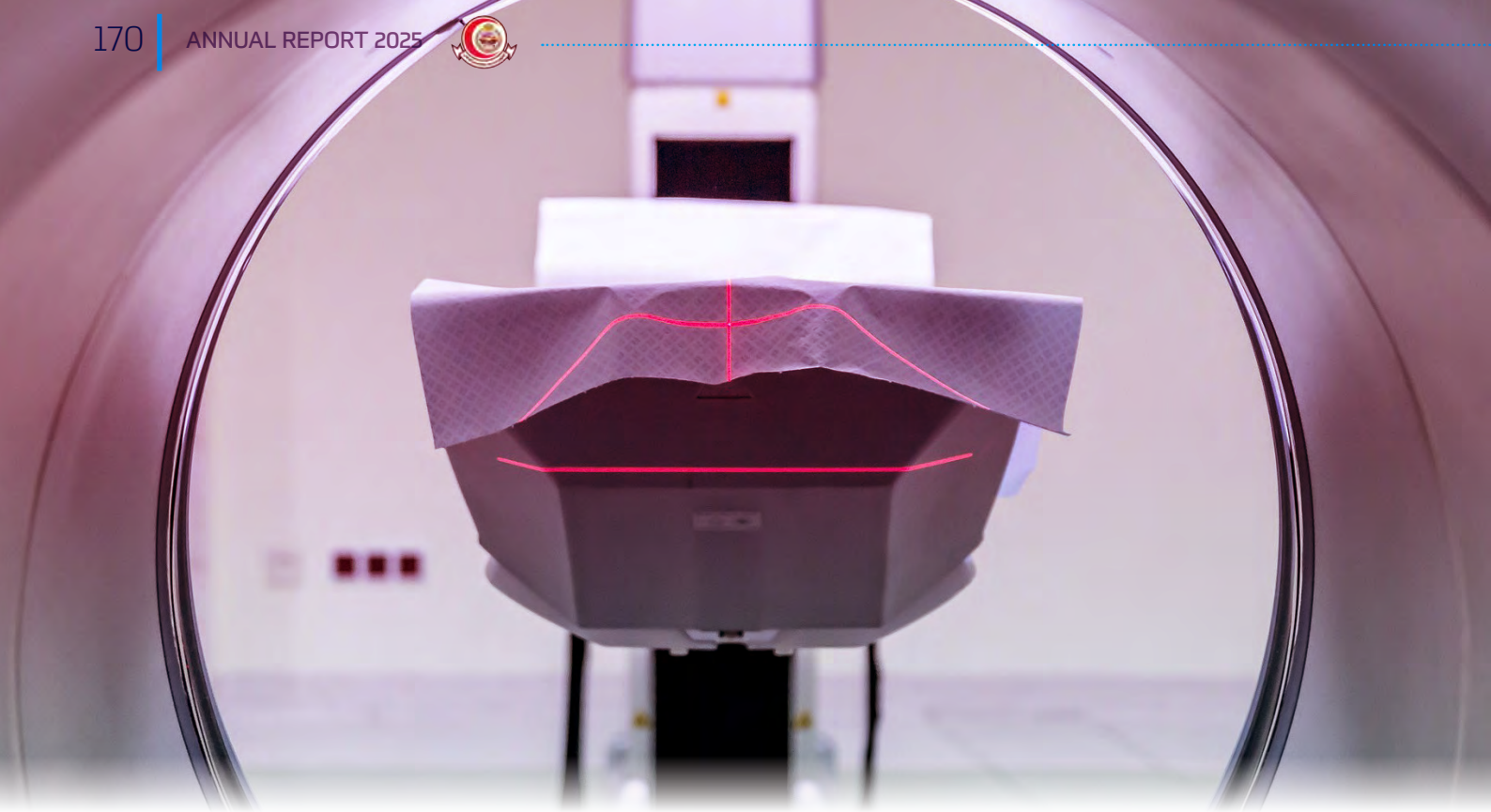
- Simulation Week.
- Airway Management.
- Lifesaving courses such as (BLS, ACLS, PALS, NRP, ALSO), more than 40 courses.
- 4th Diabetes Conference.
- Madinah Gynecology & Obstetrics Congress (MEDGO) Conference.
- Shams Blood Pressure Conference.

Accreditation

- Re-accreditation from the American Heart Association (AHA).
- Renewed Institutional accreditation for residency programs in Emergency Medicine, Family Medicine, Adult Critical Care Medicine, and General Surgery, while expanding their capacity.

2030 Related Achievements

- Maintained an interactive environment with interdisciplinary health databases and resources supporting clinical practice, research, and education, enhancing excellence and patient safety.
- Building the capabilities of the national allied health workforce through residency and internship programs, in addition to on-the-job and re-licensing training.
- Expanded residency and fellowship programs to train more healthcare professionals, meeting the Kingdom's growing demand for skilled practitioners.
- Increased the number of educational activities, the number of candidates, and the number of approved CME (Continuing Medical Education) hours.
- Activated students' involvement as volunteers in our Medical Activities.



Medical Imaging

Awareness and Prevention

- Conducted awareness events such as (Brest Cancer Awareness Month, Participated in Osteoporosis Awareness Day.)

New Services & Innovations

- Launched Angio Suite.

Excellence in Experience & Process Improvements

- Timely access to integrated care by providing 24/7 diagnostic imaging service (RIS) that can be accessed from BESTCare by physicians from anywhere in the hospital.
- Undertaking patient's examination statistics on monthly basis and reviewing them and taking actions in areas that require more improvement.

Education and Training Programs

- Residency Program.
- Weekly academic activities.
- Morning meetings to discuss critical cases.

Medicine

Awareness and Prevention

- Participated in World Mental Health Day.

New Services & Innovations

- Established Sleep Medicine Service.
- Initiated Pulmonary Rehabilitation Program.
- Established two (2) new virtual ATC Anticoagulation Clinic.
- Medicine Shadow Clinic.
- Tuberculosis (TB) Symposium.
- Hepatitis Symposium.
- Peritoneal Dialysis Service and Home Hemodialysis Service.
- Transesophageal Echocardiography (TEE) started for Inpatients, and cardiac Computed Tomography (CT) started for outpatients and inpatients
- Opened two new Diabetes Clinics.
- Established Endocrine Tumor Clinic.
- Opened three (3) new First Visit virtual clinics for endocrinology consultations and referrals.
- Established two (2) dedicated clinics for osteoporosis and calcium metabolic disorders, offering comprehensive evaluation and treatment.
- Expanded Outpatient Department capacity by creating a new first-visit clinic, reducing waiting time for new patients to under one month.
- Introduced a new phototherapy and laser clinic for vitiligo and psoriasis patients.
- Introduced new JAK inhibitor for management of severe Alopecia Universalis patients.
- Introduced Day Care IV Antibiotics for prolonged treatments, enabling early discharge and easing bed management.
- Implemented Peritoneal Dialysis (PD) Service.
- Started Home Hemodialysis Program through NGHA initiative.
- Provided specialized diagnostic and therapeutic services, performing over 1,000 procedures—including gastroscopies, colonoscopies, and ERCPs—alongside more than 50 new PEG tube insertions and 80 exchanges.
- Expanded specialized Mental Health Services.
- Established the Child and Adolescent Psychiatry Service.
- New biological therapy in the field of Systemic Lupus Erythematosus with Anifrolumab, alongside the previously introduced Belimumab.
- Ultrasound and Procedure Clinic.
- Implemented Urinary Tract Infection (UTI) clinical pathway in Primary Health Care (PHC).

Excellence in Experience & Process Improvements

- New medications are available for the treatment of Multiple Sclerosis.
- In 2025, the Gastroenterology Section introduced the SpyGlass™ endoscopy system to improve diagnosis and management of biliary tract conditions, offering precise, minimally invasive care.

Education and Training Programs

- Launched an Endocrinology Fellowship Program, attracting top-tier candidates and fostering advanced clinical training.
- Diabetes Fellowship Program.
- On-site training of nursing staff for Localized Ultraviolet B (UVB) Phototherapy, Excimer Laser machines and full-body phototherapy cabinet.

Digital Health

- Muse ECG system integration.
- Echo AGFA reporting system started working.
- One (1) new Stress System.
- Established four weekly virtual gastroenterology clinics to provide close patient follow-up and ensure continuity of care.
- Expansion of virtual clinics for patient follow-ups to improve accessibility and continuity of care.

Accreditation

- X-Linked Hypophosphatemia Center (one of the top 5 centers in Saudi Arabia, managed by Metabolic Bone Disease Consultants.)



Neurology

New Services & Innovations

- New medications are available for the treatment of Multiple Sclerosis.
- Well-structured Neurology Virtual Clinic.
- Electroencephalography (EEG), Nerve Conduction Studies (NCS), and Electromyography (EMG) services were made available to provide comprehensive neurological evaluation and diagnosis.

Excellence in Experience & Process Improvements

- Established a new policy for Acute Stroke Management.
- Increased the number of patients with acute ischemic stroke who have received intravenous (IV) thrombolytic therapy, resulting in favorable outcomes.

Education and Training Programs

- Well-structured and Neurology Virtual clinic.



Oncology

Awareness and Prevention

- Breast Cancer Awareness Day.

New Services & Innovations

- Implemented the early detection program – I Detect Program – in collaboration with other MNGHA hospitals in other regions.
- Initiation precision oncology testing.
- Opened three (3) new clinics.

Excellence in Experience & Process Improvements

- Increased patient acceptance and numbers.
- Increased the number of patients discussed in Tumor board.
- Increased the number of patients in Day Care Unit.
- Streamlined chemotherapy prescription and approval workflows in BESTCare.

Education and Training Programs

- Participated in educational and training activities in Medicine Department – Residents, Interns and Medical Students.

Digital Health

- Enhanced digital transformation through full integration of the BESTCare oncology module and e-chemotherapy plans.

Outpatient Department

Awareness and Prevention

- Screening Programs implemented under the National Database of Nursing Quality Indicators (NDNQI)
- Geriatric Screening Age Related Care Program.
- Implemented patient education and awareness initiatives through the Respiratory Care Education Clinics for both adult and pediatric patients.
- Participated in the Geriatric Screening Project.
- Participated in the Vaccination Awareness Day.
- Participated in the International Day of Older Persons.
- Osteoporosis Awareness Day participation recognition.

New Services & Innovations

- Established an Injection Clinic with Medical and Home Health Care for biologic therapies.
- Launched a Respiratory Care Education Clinic dedicated to patient counseling and disease management education.
- Activated Ehala System for Ministry of Health (MOH) outpatient referrals (Receiving only) under the responsibility of Medical Eligibility.
- Activated Tawakkalna new eligibility requests for non-members of the National Guard who are not inpatients.

Excellence in Experience & Process Improvements

- Improvement in Consultant Arrival Time within 30 minutes.
- Patient Satisfaction Scores.
- Integrated virtual services and multidisciplinary collaboration for surveillance clinics.
- Implemented an electronic eligibility system in the Business Center, streamlining clearance and reducing hospital walk-ins.

Education and Training Programs

- Implemented Non-Smoking Status documentation in flowsheet
- Conducted training for Daavlin Neolux Laser.
- Conducted training on the disinfection process for Ear, Nose, and Throat (ENT) instruments.
- Medical Eligibility Department contributed to the training of 10 students from local educational institutions.

2030 Related Achievements

- Achieved more than 95% access rate across all outpatient clinics and services, ensuring timely appointments and reduced waiting times.
- Strengthened integration with Home Health Care, enabling continuity of treatment at home, including biologic injection programs and follow-up services.

- Supported screening and prevention initiatives, including BMI, hypertension, geriatric, and cancer screening under the NDNQI programs.
- Supported the national healthcare transformation objectives by reducing hospital dependence through expanded outpatient and home-based care models.
- Implemented specialized nurse assignments per clinic, ensuring higher infection control standards and individualized patient support.
- Established the Respiratory Care Education Clinic to increase patient awareness and disease management education for adults and pediatrics.
- Expanded virtual clinics across multiple specialties (Psychiatry, Dietitian, Surveillance Clinics), supporting digital access and continuity of care.
- Implemented structured booking and flow systems to optimize clinic utilization and resource management.
- Recognized as part of the hospital's successful Central Board for Accreditation of Healthcare Institutions (CBAHI) accreditation.



Surgery

Awareness and Prevention

- Breast Cancer Campaign.
- Contributed to the annual Madinah Diabetes Conference.
- Contributed to the Basic Operative Surgical Skills (BOSS) Course.

New Services & Innovations

- Introduced Advanced Laparoscopic instruments and enhanced operating room technology to improve surgical precision and patient outcomes.
- Established a fully functioning Urology Investigation Clinic and procedures unit, including extracorporeal shockwave lithotripsy suite.
- Spine Surgery Service.

Excellence in Experience & Process Improvements

- Achieved excellence in ENT surgery training under the ORL-HNS program, aligned with international standards.
- Implemented standardized clinical pathways for hiatal hernia repair, inguinal hernia and thyroid surgery.
- Established Allergic and Immunology MD team with Pulmonology and Immunology Service and rhinology from ENT.

Education and Training Programs

- Re-accreditation of the General Surgery Residency Program.
- Re-accreditation of the Orthopedic Surgery Residency Program.
- Accreditation of the ENT Surgery Residency Program.
- Accreditation of the Urology Surgery Residency Program.
- Accreditation of the Ophthalmology Surgery Residency Program.

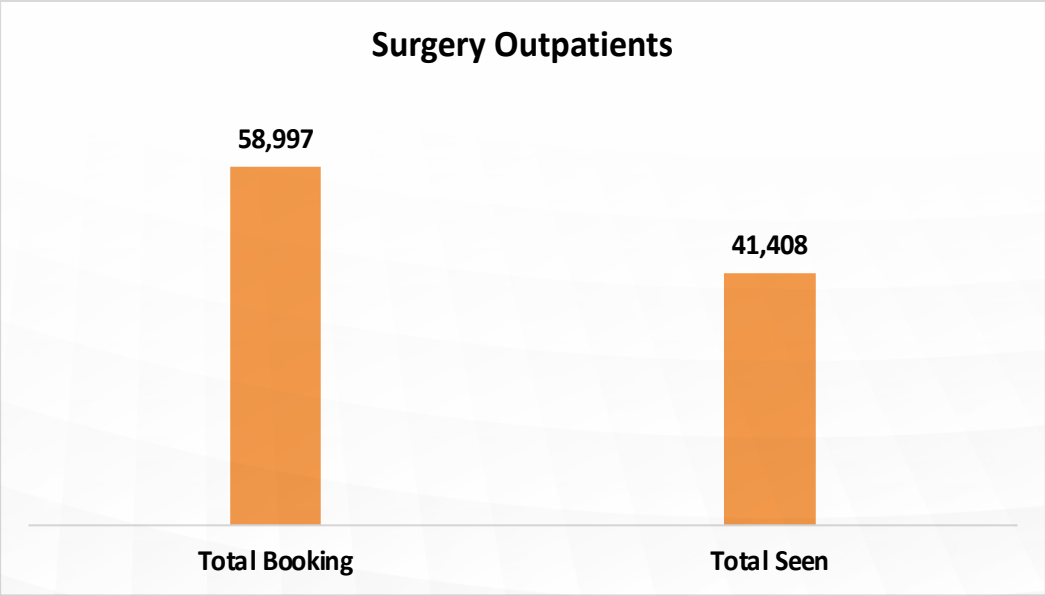
Digital Health

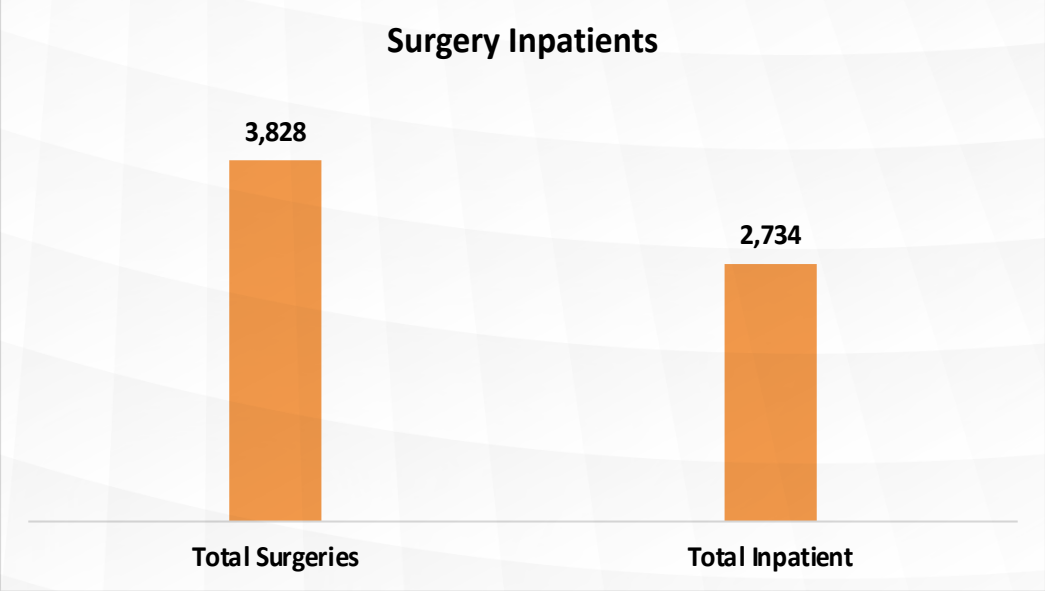
- Use of electronic records and voice recognition for surgical notes dictation.

Accreditation

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

Statistical Information





Operations

Introduction Page

The Operations Services Division in Madinah functions as a key enabler of healthcare delivery by ensuring that clinical services are supported through reliable operations, skilled workforce coordination, and effective service integration.

The division oversees Nursing Services, Health Technology Management, Pharmaceutical Services, Patient Care, Support Services, and Logistics, and others, ensuring a safe, organized, and responsive operational environment that sustains quality care and institutional readiness

- Health Technology Management
- Nursing Services
- Patient Services
- Pharmaceutical Care Services
- Rehabilitation Services
- Respiratory Services Department
- Social Services Department
- Support Services
- Utilities and Maintenance



Health Technology Management

New Services & Innovations

- Angiography.
- Automated Semen Analyzer CASA.
- Narrow Band UVB Cabinet.
- PHC-Madinah Dental Lab equipment.
- SICU patient monitors and central station (Qty. 7)
- ENT surgery microscope.
- Ultra-High-Power Holmium YAG Laser.
- Urology Ultrasound-MRI Fusion.
- ADC (OPD Pharmacy & Radiology).

Digital Health

- ECG Integration.
- Patient monitors and vital sign monitor integration.

Statistical Information

Name of Indicator	Jan	Feb	Mar & Apr	May & Jun	Jul	Aug	Sep	Oct	Nov	Dec
% Completed preventive maintenance (pm) – total	98.11%	95.48%	96.55%	91.81%	98.2%	98.2%	97.2%	100%	85.5%	77.8%
% Completed corrective maintenance (cm)-total	90.67%	92.85%	91.83%	84.28%	97.3%	94.7%	94.62%	80.9%	71.4%	47.47%



Nursing Services

Awareness and Prevention

- Participation in Autism Awareness Campaign and Medication Administration Error Campaign.
- Participation in World Immunization Week.
- Participation in World Patient Safety Day and World Hepatitis Day.

New Services & Innovations

- Graduation of the first Cohort Patient Technician Program.
- Commissioned Surgical ICU.
- Medical Day Care Unit (MDCU) started IV antibiotic services and included Urology services.
- Post-discharge follow-up included inpatient discharges.

Education and Training Programs

- Magnet Nursing Professional Governance Workshop.

Digital Health

- Installed Best-board screens in all nursing units.
- Installed a new Infant Protection System.

Accreditation

- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) for the 3rd time.

2030 Related Achievements

- Increased employment rates by providing job opportunities for all.
- Improved the readiness of young people to enter the labor market through internships (42 participants) and Nursing or Allied Health Saudi Career Development Program (NASCDP) completions (58 in 2025).
- Increased women's participation in the labor market.

Statistical Information

Nursing Services	Total
Inpatient Service Days	56,725
Average Daily census	161
Bed Occupancy	71.70%
ER Visits	105,174
Total Deliveries	2,552
NSVD	1,558
CS	994
Admission	11,565
Discharges	10,974
Surgical Procedures	6,322
HD Sessions	5,404
Medical Day Care Unit	3,620



Patient Services

Awareness and Prevention

- Participated in World Immunization Week.
- Coordinated and participated in national campaigns such as: World Immunization Week, World Hepatitis Day, International Nursing Day, and implemented the Older Persons National Day to foster public health awareness.

New Services & Innovations

- Digital Screen Deployment (43" HD) for patient communication and navigation.

Excellence in Experience & Process Improvements

- Monthly awards for outstanding staff performance.
- Rotation Training Plan in Registration Section, with monthly staff rotation across sections to improve flexibility and efficiency.
- Transition to Etimad Platform for ticket requests eliminates manual forms and streamlines approvals.

Education and Training Programs

- Certified Strategic Planning Professional (CSPP).
- Digital Healthcare Course.
- Business English Course.
- Sign Language & Emergency Coding Training.
- Volunteer Training for Health Programs.
- RCRN-N95 Safety Training for All Staff.
- Strategic training courses about: Operational Excellence, KPIs, Digital Healthcare, and Healthcare Management, Strengthening leadership and technical capacity.

Digital Health

- BESTCare enhancements include patient contact history access, fingerprint verification integration, mapping eligibility types to coverage, e-referral modifications, and dashboard analytics access for leadership.
- Etimad Platform Integration Used for ticketing, travel orders, and procurement.
- Malafi App Deployment, Patient Services mobile app for streamlined access.
- System automation for Compensation & Eligibility Includes LOE coverage codes and MRN merging for newborns.

2030 Related Achievement

- Deployment of Healthcare Volunteers Encourages community participation and supports national volunteering targets.

Statistical Information

Yearly Registered Patients	
Registered Patients	58,716
Dependents Patients	36,620
Yearly Dependents Patients	
Children 5 Years and under	9,437
Children between 5 Years & 15 Years	10,867
Patients more than 65 Years	7,344

Pharmaceutical Care Services

Awareness and Prevention

- Participated in World Pharmacist Day, World Tuberculosis Day, and World Hepatitis Day events in 2025.
- Initiated Paediatric Critical Care Response Team (PCCRT).
- Developed a hazardous medication exposure monitoring program to mitigate occupational risks in chemotherapy compounding.

New Services & Innovations

- Introduced the Oral Liquid Unit dose packaging to facilitate the Closed Loop Medicines Administration (CLMA) process.
- Expanded Home Healthcare services to include IV injectable medications.

Excellence in Experience & Process Improvements

- Achieved the target override of less than 2% at PMBAH, exceeding the international standards.
- Enhanced sterile technique and USP <797> compliance.
- Redesigned IV room workflow, reducing turnaround time and contamination risk.
- Maintained 87% compliance with USP <797> standards, reinforcing best practices in non-hazardous sterile compounding.
- Sustained 80% compliance with USP <800> guidelines, ensuring safe handling of hazardous and chemotherapy preparations.
- Achieved cost savings in chemotherapy compounding through workflow optimization and real-time stock expiry date monitoring.
- Adopted "Jira®" software to enhance medication queuing and tracking for the Medical Day Care and Hemodialysis units' orders.
- Activated the "Safety Stock" feature in the Central Pharmacy Carousel through barcode scanning during medication restocking.
- Increased the total barcoded unit dose medications to 86%.
- Achieved the target override percentage of less than 5%.
- Reduced average preparation time for Medical Day Care and Hemodialysis orders to 29 minutes in 2025.
- Established pre-verification protocols for chemotherapy orders, accelerating turnaround and reducing pharmacist intervention delays.

Education and Training Programs

- Participated in the Moderate Sedation Training & Certification Program, the "Basic Medication Safety" training program, and the "General Nursing Orientation" program.
- Participated in the "Pain Management" nursing workshop.
- Completed training of eight (8) new staff and twenty-one (21) interns.
- Sponsored staff to complete the ASHP Sterile Compounding and Aseptic Techniques Course, supporting workforce development and compliance.
- Sponsored staff to complete HOPA Chemotherapy and Hazardous Drug Handling Course.

Digital Health

- Activated the profiling mode in the Emergency Room (ER) ADCs by integration with the BESTCare.
- Percentage of compliance with Closed Loop Medication Administration project reached 95%.
- Implemented Override Dashboard that enables effective monitoring and tracking of medication-order override practices.

Accreditation

- Received a Certificate of Appreciation as Preceptor from the Ministry of Education, Taibah University, Al Madinah Al Munawwarah, Saudi Arabia.

2030 Related Achievements

- Launched medication's home delivery program for patients located inside and outside Al Madinah region.
- Launched a drive-thru pharmacy with barcode medication administration (BCMA), electronic medical record systems (EMR), computerized physician order entry (CPOE), and automated dispensing solutions.
- Conducted a 12-months structured training program for forty-two (42) pharmacy students, equipping Saudi graduates with essential skills.

Rehabilitation Services

Awareness and Prevention

- Participated in the International Elderly Day and Osteoporosis Awareness Day.

New Services & Innovations

- Established Women Health Rehabilitation clinic.

Excellence in Experience & Process Improvements

- Implemented and aligned ten KPIs with the hospital dashboard.
- Introduced Clinical Outcome for Pain as a new measure.
- Monitored falls as a key KPI, with only one (1) event reported in 2025, reflecting improved safety in rehabilitation.
- Implemented an intradialytic exercise program for dialysis patients to improve function, quality of life, and outcomes.
- Conducted continuous sessions (Jan–Jul 2025) on KPIs and JCI accreditation to enhance performance and safety.
- Promoted excellence through case report writing, with submissions planned by the end of 2025 and one under review.

Education and Training Programs

- Rehabilitation staff delivered nurse education in the GNO program through 9 sessions.
- Program covered admission, orientation, rotations, evaluations, and lectures in physiotherapy/rehabilitation.
- Training two (2) SCDP and seven (7) interns.

Digital Health

- Initiated barcode-linked exercise prescriptions, enabling digital delivery, tracking, and on-demand educational content.

Statistical Information

Rehabilitation Services			
Resources	**2024**	**2025**	**Remarks**
New Patient	4,024	4,573	The year 2025 increased by 14%
Screened Referrals	2,053	2,755	The year 2025 increased by 13%
Seen Patients	10,461	14,214	The year 2025 increased by 36%

Respiratory Services Department

New Services & Innovations

- Established a Pulmonary Rehabilitation Clinic to help patients with chronic lung conditions achieve healthier, more active lives.

Education and Training Programs

- Trained students from the Respiratory care Program at Taibah University.
- Trained six (6) Respiratory Therapy interns from various universities.
- Provided specialized training to multiple medical residents on mechanical ventilation management.
- Hired eight staff through the (NASCDP) program and prepared them for practice in all critical care units and wards.
- Trained a dedicated team of Respiratory Therapists (RTs) to cover specialized care in the Neonatal Intensive Care Unit (NICU) and Pediatric Intensive Care Unit (PICU).

Digital Health

- Implemented the usage of new medical technology and the BESTCare system to ensure the greatest degree of integrated patient care.
- All major departmental equipment is now integrated with the BESTCare system to streamline data management and clinical workflow.

Accreditation

- Saudi Central Board for Accreditation of Healthcare Institutions (CIBAHI).

2030 Related Achievements

- Saudi national workforce exceeded 88%.
- Investing in Saudi staff through continuing education and specialized NICU/PICU training to support advancement to senior roles.

Statistical Information

Measure	2024 Annual Volume	2025 Annual Volume	Growth (%)	Comment
Inpatient Patients Treated	20,112	26,230	30.4%	Significant expansion of critical care support scope.
Total Services Provided	87,323	149,624	71.3%	Substantial rise in departmental workload and intensity.
PFT Patients Received	974	1,167	19.8%	Successful utilization of new PFT machine.
Total PFT Tests Performed	1,889	2,102	11.3%	Maximized throughput and efficiency with new equipment.
Pulmonary Rehab Sessions	0	488	N/A	Successful launch of a key strategic service (Vision 2030).

Social Services Department

Awareness and Prevention

- Provided Counselling and education for patients regarding Child, Women and Elderly patients protection against any kind of neglecting and/or abuse.
- Participated in the "Al Madinah is Autism Friendly" Initiative.
- Productive Families Bazaar.
- Taibah Society for Adult Mobility Disability visit.
- Breast Cancer Awareness Day and White Cane Awareness Day.

New Services & Innovations

- Social Services Staff Productivity Program.
- Volunteer Services Platform.
- Community Partnership Project.
- Attended the Suspected Child Abuse & Neglect (SCAN) Clinic with Paediatrics and the SCAN Chairman for follow-up of the SCAN cases.

Excellence in Experience & Process Improvements

- Discharge Against Medical Advice (DAMA) Task Force to decrease DAMA cases.
- Provide protection and support for abuse and neglecting patients.
- Employee of the Month as part of Social Services Staff Productivity Program.

Education and Training Programs

- Attended the Leadership Agility for Organizational Excellence Course.
- Delivered educational sessions on the Social Services role in Palliative Care within the Comprehensive Nursing Management Program.

Statistical Information

Service Type	No. of Cases	Service Type	No. of Cases
Emotional Support	6,516	**Gate Pass**	65
Counseling	5,969	**Ministry of Social Affairs Follow-up**	59
Social Assessment	2,218	**Patient Absconded**	27
AMA	1,568	**Reason for Discharge Referral**	23
Phone call	644	**Social workup**	15
Community Resource Referral	217	**Crisis intervention**	10
Ministry of Social Affairs	201	**Housing arrangement**	9
Medical Equipment	161	**Out in Pass**	4
Reason for Social Meeting	100	**Others**	261

Support Services

Awareness and Prevention

- Online Fire Safety training for PMBAH Staff.
- Enhanced food safety through proper storage, preparation, handling, and serving practices.
- Conducted 30 multidisciplinary environmental rounds.
- Conducted 11 risk Assessments.
- Attended 30 LOX refills.
- Participated in and prepared six (6) Incident Investigation Reports.
- Training on emphasized food handling techniques, personal hygiene, and the critical use of PPE.
- Annual Diabetes Conference and Breastfeeding Awareness Day event by Clinical Nutrition.
- Participated and lectured about the Importance of Carb.

New Services & Innovations

- Nutrition Shadow Clinic.

Excellence in Experience & Process Improvements

- Enhanced patient meal menus by diversifying main courses across the full cycle of breakfast, lunch, and dinner.
- Achieved International Standardization Accreditation to elevate service quality.

Education and Training Programs

- Fire drill, fire in-service, and orientation for new staff.
- Provided training for trainees to support them in obtaining the Saudi Commission for Health Specialties license.
- Conducted 10 General Orientation programs.
- Supported by staff training programs such as HAZMAT and Right Care Right Now. Training emphasized food handling techniques, personal hygiene, and the critical use of PPE.

Digital Health

- Used the BESTCare System to manage patient nutrition orders.
- Implemented the E-Incidents Portal to reduce paperwork and streamline incident tracking.
- Developed an E-Patient Satisfaction Form to improve efficiency in handling feedback and observations.

Accreditation

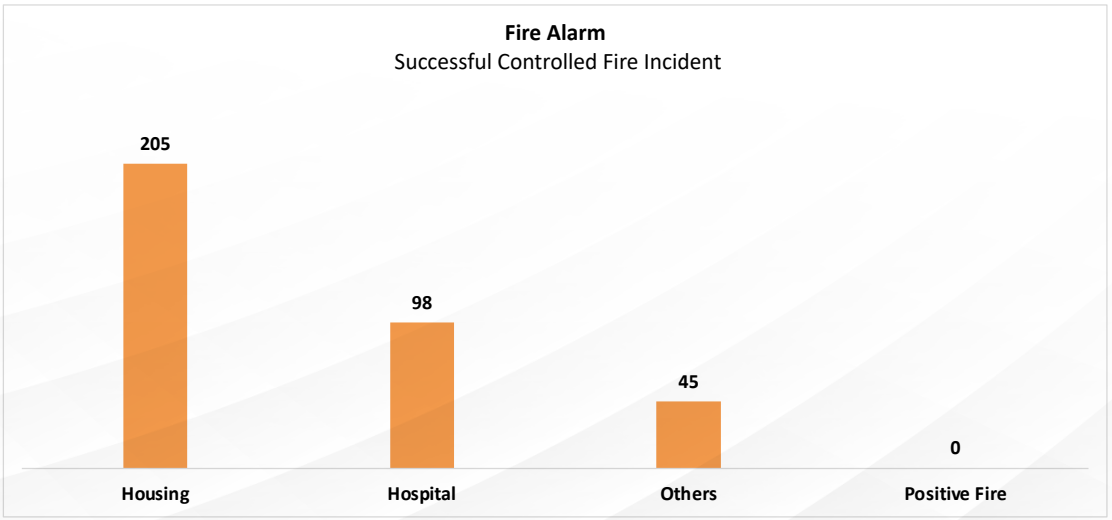
- Wining the 2nd place of Environmental Award in Madinah.
- Joint Commission International (JCI).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).

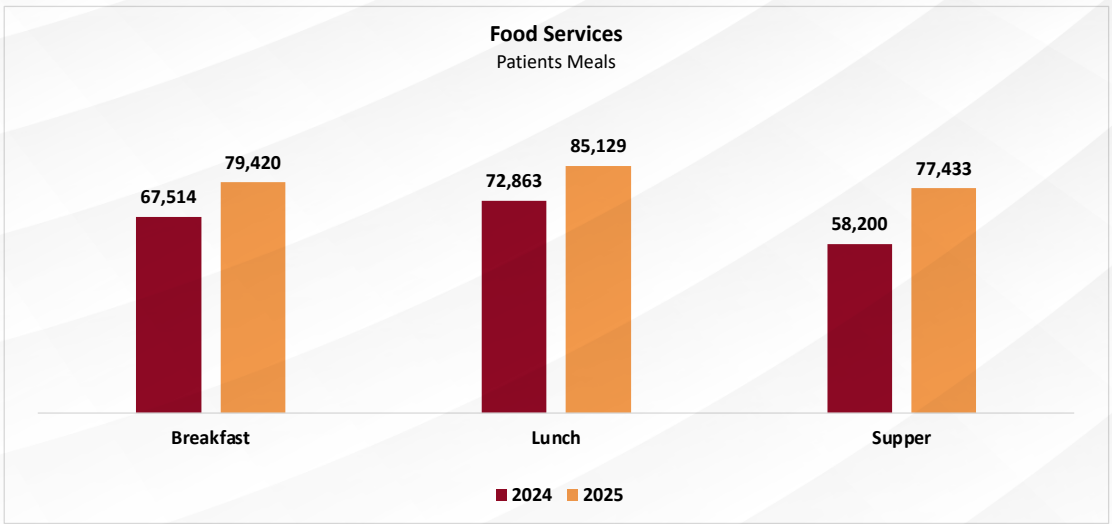
2030 Related Achievements

- Planted 253,420 seasonal flowers, shrubs, and trees and provided 81 indoor plants, with 201 decorative pots, enhancing the hospital's environment and visual appeal.
- Implemented Saudization requirements in coordination with the HRGS contractor, in full compliance with the Scope of Work (SOW) and national labor policies.
- Achieved the required localization rate.

Statistical Information

Building Service			
Category	**2024**	**2025**	**Change**
Received	3,052	3,085	+33 (+1%)
Completed	2,529	2,631	+102 (+4%)
Pending	523	454	-69 (-13.2%)
Completion Rate	82.90%	85.30%	2.40%







Utilities and Maintenance

Awareness and Prevention

- Achieved safe work environment in all areas of responsibility with zero injuries.

New Services & Innovations

- New Telehealth building.
- New Business Center Office.

Excellence in Experience & Process Improvements

- Delivered treated water to CSSD & dental clinics with high efficiency.
- Chemical analysis conducted quarterly for potable & hemodialysis water.
- Achieved the repair of STP tanks (batch & product tanks) externally and internally to ensure a long-term Uninterrupted service and without safety incidents.

Education and Training Programs

- Fire safety in service training program conducted for Water Treatment Section staff.

2030 Related Achievements

Zero facility failure /down time, cost-effective practices, reliance on existing resources, and zero injuries are out key objectives.

Al Ahsa
King Abdulaziz Hospital

King Abdulaziz Hospital (KAH) in Al Ahsa is one of the Eastern Region's most significant healthcare developments. Initiated in early 1995 and fully opened in June 2002, the hospital is named in honor of King Abdulaziz, symbolizing the unification of the Arabian Peninsula. KAH upholds the highest international healthcare standards and provides comprehensive primary, secondary, and tertiary services to Ministry of National Guard Health Affairs (MNGHA) employees and their dependents.

WORKFORCE	
Physicians, Dentists & Residents	**644**
Allied Health & Medical Support (includes Pharmacists & Nurses)	**1,075**
Administration and Support	**851**

Hospital Outpatient Visits

222,871

Inpatient (Admissions)

11,363

Primary Healthcare

162,439

Operational Beds

333

Medical Services

Introduction Page

The Medical Services Division at King Abdulaziz Hospital, Al Ahsa, is the primary provider of in-patient and outpatient clinical care. The division delivers, patient-centered, and evidence-based services aligned with Vision 2030 healthcare transformation objectives, focusing on quality, efficiency, and improved health outcomes.

It oversees a broad range of clinical specialties, including but not limited to Emergency Medicine, Home Health Care, General Medicine, Outpatient Services, Pediatrics, and Surgical Services, which play a key role in advancing clinical excellence, medical education, and community health.

- Anesthesia Department
- Emergency Medicine
- Home Health Care
- Medical Imaging
- Medicine
- Outpatient Department
- Obstetrics and Gynecology
- Pathology and Laboratory Medicine
- Paediatrics Department
- Primary Health Care Center & Family Medicine
- Surgery



Anesthesia Department

Excellence in Experience & Process Improvements

- Optimized Pre- Anesthesia workflow with 98% - clearance and preparation within two weeks.

Education and Training Programs

- Fully accredited Anesthesia Residency Training Program.

Statistical Information

Anesthesia Department	2024	2025
Total Number of Anesthesia Procedures Done by Locations:		
Operating Rooms	5,988	6,079
Labor Analgesia	655	600
Outside OR (Endoscopy, MRI including inpatient consultation)	1,518	1,682
Pain procedures	198	237
Total Number of Patients Seen in OPD Clinic:		
Chronic Pain Clinic	1,128	1,123
Pre – Anesthesia Clinic	3,429	3,461



Emergency Medicine

Excellence in Experience & Process Improvements

- Enhanced ER Patients' access to unavailable services through establishing official agreements with the local hospitals in Al Ahsa as a part of the ER GREATS projects.

Education and Training Programs

- Emergency Medical Services: CPDP and EMS staff development program.

2030 Related Achievements

Reached 100 % Saudization in Emergency Medical Services.

Home Health Care

Awareness and Prevention

- Healthcare education to all HHC patients to prevent infection, falls, wound development, etc.
- Participated in the international Home Health Care Day to increase awareness.
- In-service training for Medical and Nursing staff about HHC services.

New Services & Innovations

- Change of all tracheostomy tubes at home.
- Provided post-partum care service at home.
- Collaborated with Paediatrics Department to provide Total Serum Bilirubin testing at home.
- Provided tracheostomy service and continuous support.

Excellence in Experience & Process Improvements

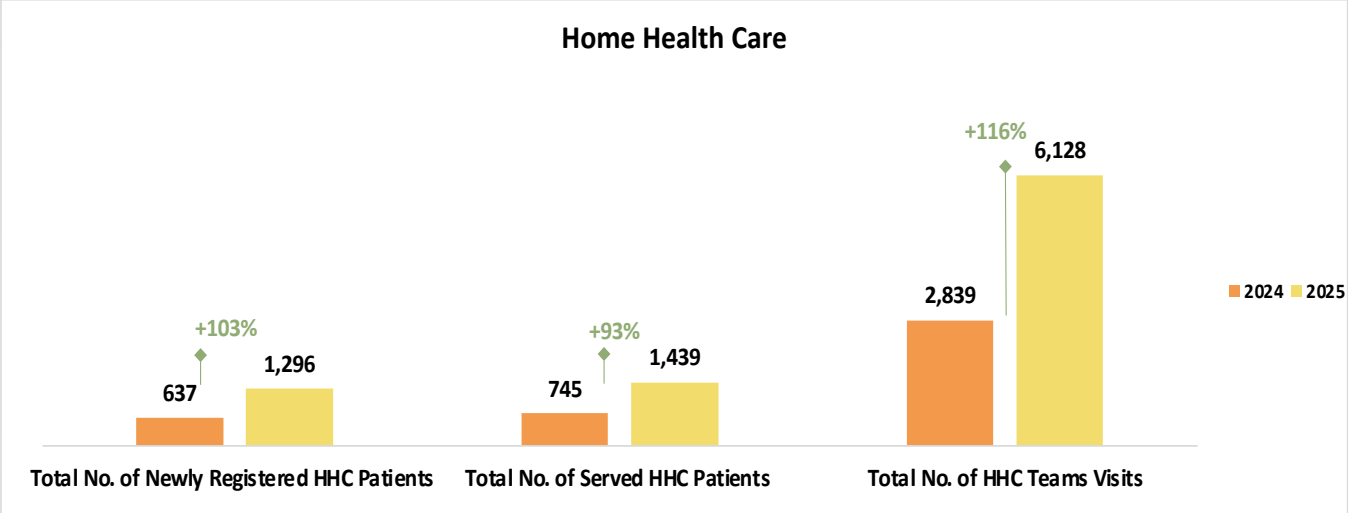
- Assess referral patient within 24 hours.
- Reduced the average response time for new referral to 3 working days.

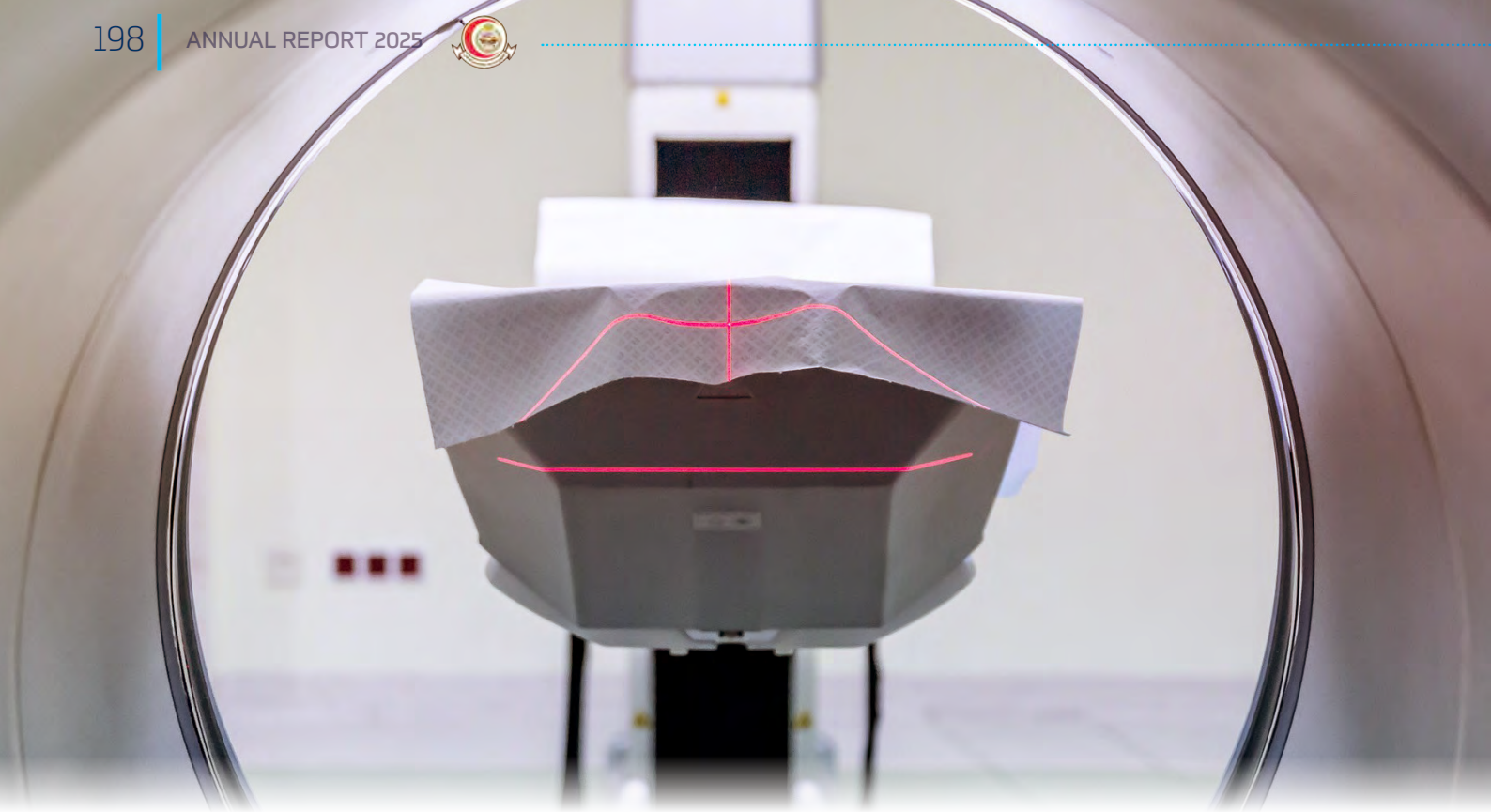
Digital Health

- Participated in the Magnet Recognition Press Ganey survey (National Database of Nursing Quality Indicators, NDNQI).

Statistical Information

Home Health Care	2024	2025	Improvement
HHC Staff	16	18	13%
How many teams	4	6	Two teams added to provide new service: OBGYN & TSB





Medical Imaging

New Services & Innovations

- Implemented a well-structured pediatric outpatient walk-in pathway for non-contrast/non-sedated Medical Imaging procedures.

Excellence in Experience & Process Improvements

- Implemented Point of Care Testing to provide quicker service and shorter examination times for patients.

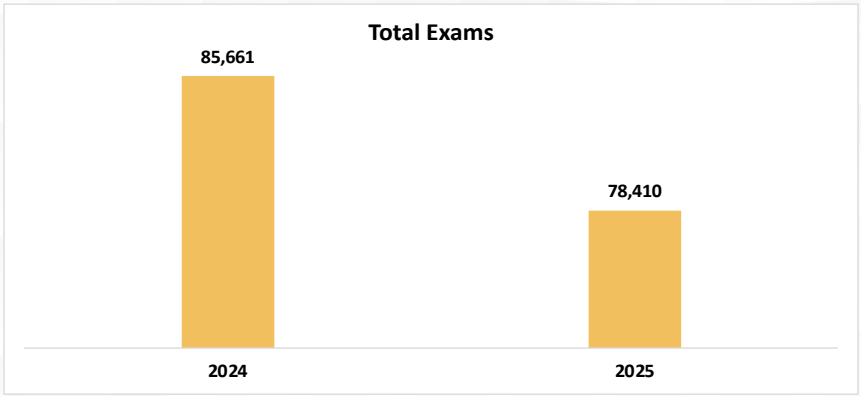
Education and Training Programs

- Trained (09) Saudi Radiology Resident and (08) Saudi Technical Intern from KSAU.

Digital Health

- Launched "iCode" System for reporting critical radiological findings. And "iCode" Tech QC communication system for Radiologist and Technologist.

Statistical Information



Medicine

Awareness and Prevention

- Conducted multiple hospital-based awareness campaigns promoting preventive health practices and early screening for chronic diseases.
- Activation of Response Team, Pulmonary Embolism Response team, and Inpatient Stroke Code.
- STEMI Activation in ER and Virtual Stroke Program in ER.

New Services & Innovations

- Launched Insulin Pump Clinic, Gyne Endo Clinic and Organ Transplant Outreach Clinic.

Excellence in Experience & Process Improvements

- Turnover Time in Endoscopy Unit: from previous patient leaving the room to arriving patient less than 20 minutes.
- No Show in Clinic target < 10%.
- Virtual Clinic >25% compliance.
- Virtual Clinic Utilization >70%.

Statistical Information

Inpatient	Total
Ward 2	780
Ward 2 SD	657
Ward 3	868
Ward 3 LT	22
MEDICAL	1,054
Oncology/Hematology	429
Ward 6	384
Ward 7 (CCU)	630
ICU	373

>25%
Virtual Clinic Compliance.

>70%
Virtual Clinic Utilization.



Outpatient Department

New Services & Innovations

- Established 111 new First Visit (FV) clinics to ensure compliance with the 4-week access window and maintain FV access above 90% throughout 2025.
- Outpatients' Department achieved 100% same-day completion of urgent radiology diagnostics (X-ray, CT, U/S) through the Radiology Transformation Program.
- Reduced No-Show rates from 28% in Q1 2024 to 20% in Q3 2025 through automated reminders and virtual conversions.
- Launched the Virtual Clinics Center, including self-booking in selected specialties and a Medication Counseling Virtual Clinic in collaboration with Pharmacy and SAMSA to support patient safety and adherence.

Excellence in Experience & Process Improvements

- Improved employee access to care by initiating Employee Health Clinic (EHC) portal self-booking clinics.
- Achieved >90% clinic utilization and equitable workload distribution for MRPs.

2030 Related Achievements

- Expanded the virtual Clinics to cover 21% of total OPD visits.
- Sustained First Visit (FV) access to care above 90% across all specialties.
- Achieved a 98% reduction in the follow-up waiting list, decreasing from 7,068 patients in May 2023 to just 150 by September 2025.



Obstetrics and Gynecology

New Services & Innovations

- Shortened hospital stay by admitting elective surgery patients' same-day admission.
- Early discharge for D2 C-Section and NSVD within 24 hours.

Excellence in Experience & Process Improvements

- No waiting list in OR and Outpatient Clinics.

Education and Training Programs

- OB/Gyn Residency Training Program (RTP): (111) Intern, (2) Summer Trainee and Rotating, and (11) Residents.
- Scholar Abroad - One (1) Maternal-Fetal Medicine (MFM).

Pathology and Laboratory Medicine

Awareness and Prevention

- Conducted 10 Blood donations and education campaigns.

New Services & Innovations

- Implemented Specimen Acceptability Criteria for Clostridioides difficile PCR testing to improve diagnostic and antimicrobial stewardship, and enhance patient safety and quality of care.

Excellence in Experience & Process Improvements

- Greater than or Equal to 95% of STAT samples, to turn-around within 1 hour Not more than 5% of STAT samples should have TAT of more than 1 hour.

Statistical Information

Pathology and Laboratory Medicine	
Section	**Number of Tests**
Pathology And Laboratory Medicine Test	
Hematology	887,630
Chemistry	1,982,241
Receiving	430,383
Histology	29,412
Cytology	3,224
Microbiology	83,733
Sero/Immuno	175,412
Pocs	139,379
Toxicology	71,336
Blood Bank	272,008
Total	4,074,758
Patient Blood Collections and Blood Donation & Transfusion	
Patient Blood Collections	79,375 Patients
Registered Donor:	4,547 Donors
Donor Donated:	3,408 Units
Blood/Blood Product Transfused:	3,552 units



Paediatrics Department

New Services & Innovations

- Implemented the Virtual Total Serum Bilirubin Monitoring Program.
- Launched the Virtual Breastfeeding Clinic at discharge, with self-booking to support follow-up and raise awareness among mothers.

Statistical Information

INPATIENT CENSUS 2025												
UNIT	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**JUN**	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**
ICN	174	170	229	227	268	161	119	237	269	327	314	266
NICU	146	133	140	100	154	116	129	194	262	253	228	166
W4 - Peds	925	655	563	673	659	468	626	620	678	770	745	740
W4 - Peds SD	172	111	87	117	91	54	131	90	112	108	109	143
W4 - PICU	143	87	61	82	96	78	92	71	63	46	73	108

Primary Health Care Center & Family Medicine

Awareness and Prevention

- Implemented comprehensive school health screening, educational campaigns, first aid training and military flu vaccination.
- Executed diverse population health initiatives including:
  - √ Access to care of frequent attenders and no-show patients.
  - √ Autism screening.
  - √ Breastfeeding and diabetic education.
  - √ Volunteering, and smoking cessation.

New Services & Innovations

- Implementation of 15 “Choose Wisely” initiatives in Saudi Arabia, tailored to primary health care.
- Full activation of National Vaccination Registry (NVR) and electronic vaccination card.
- Opened the Breastfeeding Clinic.

Excellence in Experience & Process Improvements

- Achieved >95% of improved access to family medicine portal care.
- Enhanced virtual care to 28% in Sep. 2025 with >90% utilization slots rate.
- Maintained slots capacity utilization rate >90%.
- Completed ROI requests within 3 working days.
- Decreased referral to pharmacy KAH by 50% compared to the 1st quarter 2025.

Digital Health

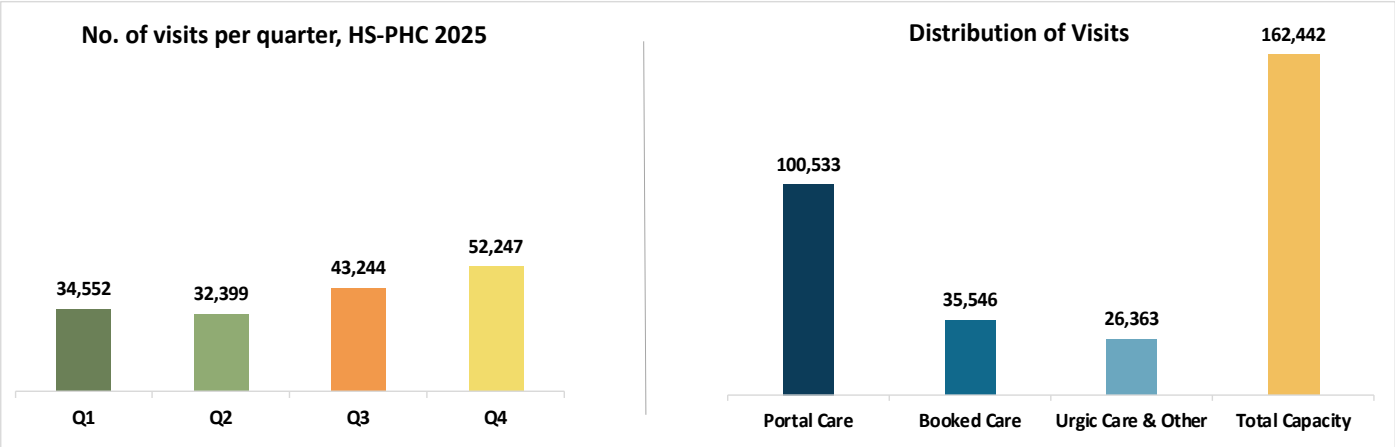
- Activation of Corporate PHC dashboard.

2030 Related Achievements

- Accomplished 100% access to portal care with an average of 7 days to nearest appointments.
- Accomplished >90% slots utilization rate.
- Decreased no-Show to <10%.
- Increased virtual care to 50% with >90% slots utilization.
- Implemented the Primary Care Physician / Team practice.

Statistical Information

Item	2024	2025
Space capacity	25	30
Total visits (capacity)	126,616	162,442
Allocated slots	101,427	132,805
Booked slots	87,758	117,685



>95% Family Medicine Access.

>90% Slot Capacity Utilization.

Surgery

Awareness and Prevention

- Conducted surgical awareness and skills programs alongside breast and prostate cancer awareness campaigns.

New Services & Innovations

- Established the Colon Cancer Screening Program.
- Implemented neonatal, diabetic retinopathy, and breast cancer screening programs.
- Accomplished less than 4 weeks access to care.
- Performed minimally invasive procedures, robotic surgeries and HIPEC procedures.

Accreditation

- American College of Surgeons Quality Accreditation.

Statistical Information

Service	Total
New Ref	13,213
Walk in	3,791
Outpatient seen	45,290
Business center	8,134
Admission	3,115
OR	2,592
DSU	1,493
Others	651
L & D	387
Circumcision	390

Operations

Introduction Page

The Operation Services Division at King Abdulaziz Hospital, Al Ahsa, ensures operational excellence and sustainability by enabling efficient, and integrated service delivery in alignment with Vision 2030.

The division oversees core operational and clinical-support service, including Nursing, Pharmaceutical Care, Respiratory Services, and Support Services, and others, which focus on resource optimization, digital enablement, and operational efficiency to enhance patient experience and organizational performance.

- Nursing Services
- Pharmaceutical Care Services
- Projects Task Force
- Respiratory Services Department
- Social Services Department
- Support Services



Nursing Services

Awareness and Prevention

- Integration of Health Educators under Nursing.

New Services & Innovations

- Revamped a Nurse-Led Pre-Dialysis Clinic to provide comprehensive, patient-centered education and individualized care planning for individuals with chronic kidney disease, empowering patients and improving long-term disease management outcomes.
- One face-to-face Nurse-led clinic in operation.
- Established the Acuity Tool to ensure that patients are appropriately assigned to nurses based on their acuity level. This optimization has significantly enhanced the patient's quality of care and safety.
- In alignment with Magnet® principles successfully launched Unit-Based Councils (UBCs) across all inpatient and specialty units in 2025. This initiative empowers bedside nurses to actively participate in decision-making, clinical improvement, and professional governance.
- Home Health Care (HHC) TSB service was established, and nurses were provided to cover the service. As of Q3 of 2025, 77% of discharged neonates are followed up in HHC by nurses.
- Four (4) nurse-led virtual clinics are in operation: antenatal education pre-procedural endoscopy pre-operative Surgical Site Infection (SSI) engagement (achieving a 90% reduction success rate), and a reactivated breastfeeding support clinic.

Excellence in Experience & Process Improvements

- Established six (6) overflow step-down beds to manage surge capacity, ensuring seamless patient flow across critical-care areas. Criteria for bed utilization was devised.
- Improved Endoscopy Appointment workflow.

Education and Training Programs

- Developed and implemented a new competency for all nurses on the Closed-loop Medication Administration (CLMA) process to strengthen medication safety and ensure full compliance with electronic verification protocols.
- Advanced Principles and Practice of Perioperative Nursing.
- Neonatal Neurological Assessment.

Digital Health

- Implemented fingerprint verification system for the discharges of: Pediatric ward, Ward 1, Neonatal Intensive Care Unit (NICU) & Intermediate Care Nursery (ICN), which is a pioneering patient-safety initiative ensuring accurate legal guardian identification.
- Developed and deployed an online 360-degree peer review survey for staff nurses, conducted over six months before final evaluation, with results attached to staff evaluations for compliance monitoring.
- Digital Integration of newborn Footprint Identification.
- Initiated the BESTCare-Link system to digitally store newborn footprints, eliminating the need for hardcopy submissions to the Health Information Management (HIM) department and enhancing a paperless process.
- Removed the auto-generated order for the BCG vaccine at birth in alignment with the updated Immunization Schedule.
- Addressed a critical documentation gap where the BCG order status was left blank, now updated to reflect administration at 6 months instead of at birth.

2030 Related Achievements

Launched the Nursing Succession Planning Program for new Nurse Managers, ensuring a sustainable leadership pipeline.

Pharmaceutical Care Services

Awareness and Prevention

- Participated in global health awareness events (WHO Patient Safety, World Chronic Diseases, Pharmacy, Tuberculosis, AIDS), national campaigns (Diabetic Medication in Ramadan, Pilgrimage and Diabetes), and specialty awareness days (Kidney, Osteoporosis).

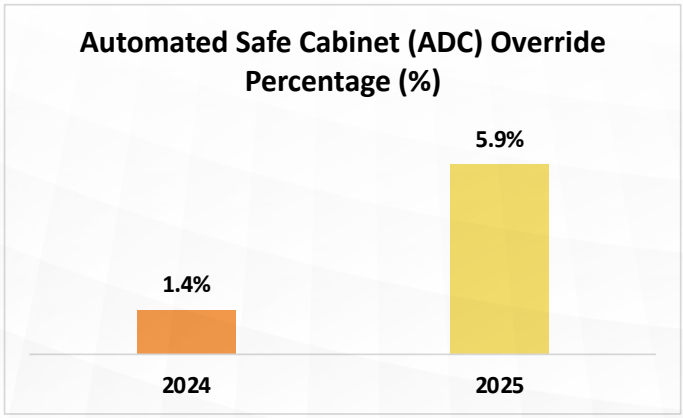
New Services & Innovations

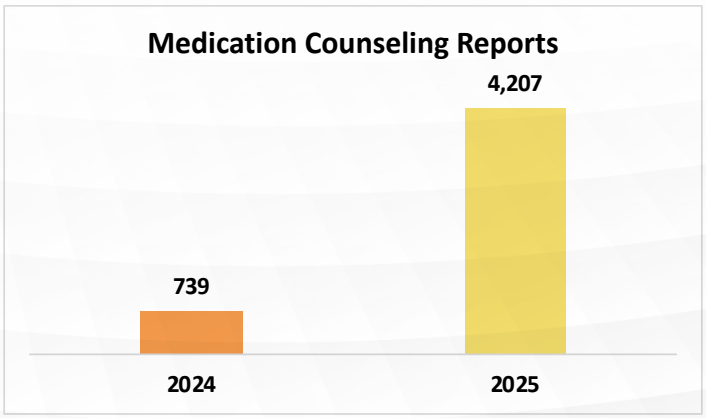
- Implemented Virtual Pharmacy Clinics to promote telehealth medicine, enabling pharmacists to provide education, counseling and answering patient medication related inquiries.

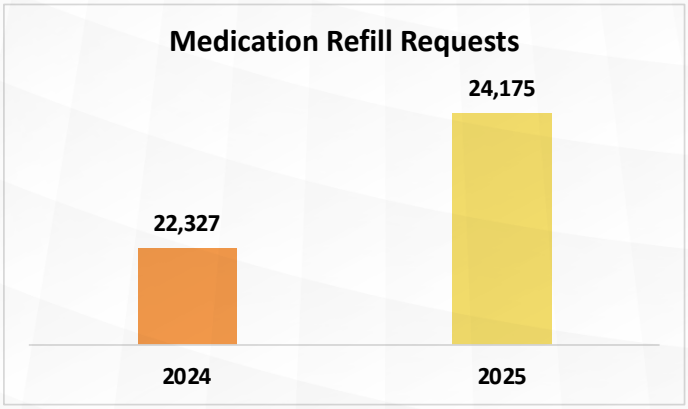
Digital Health

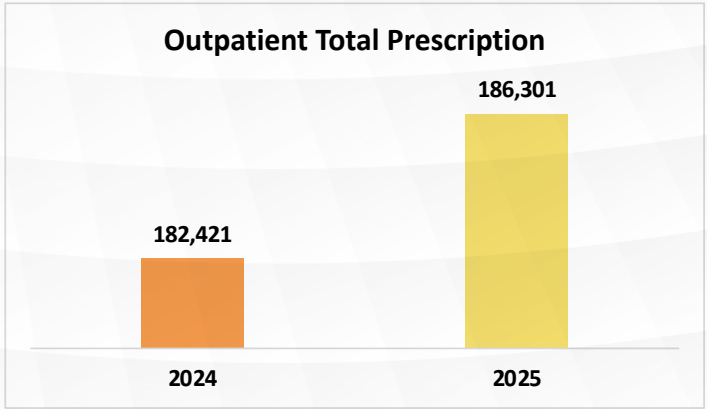
- Implemented Medication Delivery Tracking through BESTCare System.
- Implemented BESTCare Oncology Module in Pharmacy.
- Implemented discharge medication tracking system.

Statistical Information











Projects Task Force

Excellence in Experience & Process Improvements

- Renovated the GR36 in Admin building 2 to establish a Virtual Clinic in KAH.
- Modification of HR and Finance offices in building 108.

2030 Related Achievements

Vibrant Society: Redesigned and installed a state-of-the-art, innovative, patient-friendly, welcoming triage reception desk in ER.





Respiratory Services Department

Awareness and Prevention

- Maintained the highest result of Hand Hygiene compliance and protocol.

New Services & Innovations

- Introduced daily ventilator rounds with a multidisciplinary team, improving patient outcomes and reducing ventilator days.
- Usage of Neopuff instead of an Ambu bag for the newborn during resuscitation.

Education and Training Programs

- Supported intern training programs for Respiratory Therapy students in collaboration with academic institutions.
- Mechanical Ventilation in Adult Critical Care workshop for Nursing Department.
- Mechanical ventilation in Neonate and Pediatric Critical Care for Nursing Department.
- Safe handling and Storage of medical gas training.

2030 Related Achievements

Compliance with the Saudi government's decision regarding to Saudization. RSD covered 77%, And 2 new Saudi RT III joined the department.

Statistical Information

Procedures by Unit	
Unit	**Number of Procedures**
NICU	60,590
PICU	43,046
AICU	90,913
Wards	94,771
ER/L&D	7,779
Total	**297,099**



Social Services Department

Awareness and Prevention

- Activated awareness corners during, Patient Safety Day, International Kidney Day and National Day, with engaging staff, patients and families.
- Celebrated World Social Work Day with participation from various government entities and charitable organizations. The event highlighted the role of social workers and strengthened partnerships supporting patient care.
- Conducted a brief awareness session for mothers on World Mental Health Day by the Play Therapist, focusing on child emotional well-being and distributing gifts to pediatric patients.

New Services & Innovations

- Achieved full compliance in referral assessment on BESTCare within 24 hours, ensuring high-quality and timely social work interventions.
- Collaborated with the Ministry of Education to implement an educational support program for long-term pediatric inpatients, enabling children to continue formal learning during hospitalization.

Excellence in Experience & Process Improvements

- Established a community partnership with Tarabot Association to provide accommodation for patients from outside Al Ahsa including transportation and medical equipment support within the region.

Education and Training Programs

- Continued to train and supervise trainees from SCFHS to ensure professional competency development in all aspects of the social work field.
- Trained and supervised trainees from King Faisal University, providing hands-on experience and field exposure in hospital social services.

2030 Related Achievements

Enhanced psychosocial care, expanding volunteer participation, and supporting family and child-centered services.

Statistical Information

Reasons For Intervention	2024	2025
Social Assessment	8,821	8,549
Gate Pass	37	41
Refusing Treatment	39	400
Against Medical Advice/convinced	249	739
Sitter Authorization	24	37
Social Re- Assessment	75	114
Crisis Intervention	5	8
Other	430	583



Full 24-hour BESTCare compliance for social work interventions.

Support Services

Awareness and Prevention

- Intensive housekeeping infection prevention courses were conducted for the housekeepers.
- More than 150 trees were planted around the KAH and increasing the vegetation.
- Provided meals for external blood bank campaigns, serving approximately 350 blood donors in support of community health initiatives.
- Supplied 150 meals to additional blood donors through ongoing support to external health campaigns.
- File Purging and Shredding (FPS) initiative for the disposal of outdated files and boxes across departments to enhance safety and housekeeping standards totaling 1,424 boxes (7.43 tons).

New Services & Innovations

- Introduced nourishment services for Outpatient Department (OPD) patients to enhance overall experience and nutritional support, with specialized meal services initiated in the Cardiac Sciences Department to ensure tailored nutrition care.
- Collaborated with the Nursing Department by providing a detailed schedule of Food Services Department (FSD) operations, minimizing meal order errors and improving service accuracy.
- Modified tray line procedures to ensure correct food temperature, enhancing patient meal quality and satisfaction.
- Received forty-four (44) new vehicles (Camry, Pick-up and Dyna truck) and two (2) heavy Equipment: one (1) forklift 5 tones under the custody of U&M Department and one (1) electric forklift under custody of Bulk warehouse Logistics, and four (4) Ambulances (note: 2 ambulances from Jeddah and 2 ambulances from KAMC Riyadh).
- Started using a separate area for checking and receiving patients' food items to improve food safety and handling procedures.

Excellence in Experience & Process Improvements

- Processed on time the insurance of KAH vehicles for safety of end users to avoid traffic violations, and created a file for vehicles, implemented monthly PPM of all KAH vehicles, and conducted daily checks for all ambulances to avoid delays in their operations, while monitoring monthly KAH vehicles usage.
- Scanned old patient meal files, saved them in a shared digital folder, and securely shredded paper copies to improve documentation efficiency and reduce paper use.
- Initiated digital scanning of patient meal account documents, saving time and streamlining record management.
- Updated all Evacuation plans inside the hospital area and its affiliated facilities in accordance with NFPA, JCIA and CBAHI requirements.

Education and Training Programs

- Utilized virtual reality (VR) simulations, training simulators, and PowerPoint presentations to enhance learning, engagement, and emergency response readiness across all departments.

Digital Health

- Implemented scanning and digital archiving of patient meal documents, reducing manual record-keeping and improving accessibility.
- The card reader software has been fully installed and transferred under the Fire Department's management, with a complete backup system in the Fire Control Room, ensuring full access and operational responsibility.

Accreditation

- Joint Commission International (JCI).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).

2030 Related Achievements

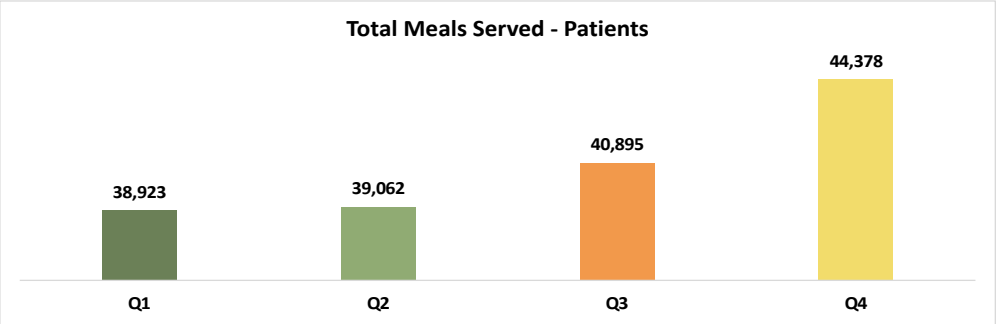
- Filled all vacant positions for Saudi nationals to meet the aim of Vision 2030.
- Received more new heavy equipment for Project Task Force, U&M and Logistics.
- Automated work procedures and reduced paper use inside the department as part of Department Strategic Goals.
- Conducted practical training for patient care areas inside the hospital building using Virtual Reality Simulation, in addition to theoretical training, as part of the Department's Strategic Goals.
- Minimized fire risk at KAH by raising the number of discrepancy reports submitted by Fire Inspectors as part of Department Strategic Goals.

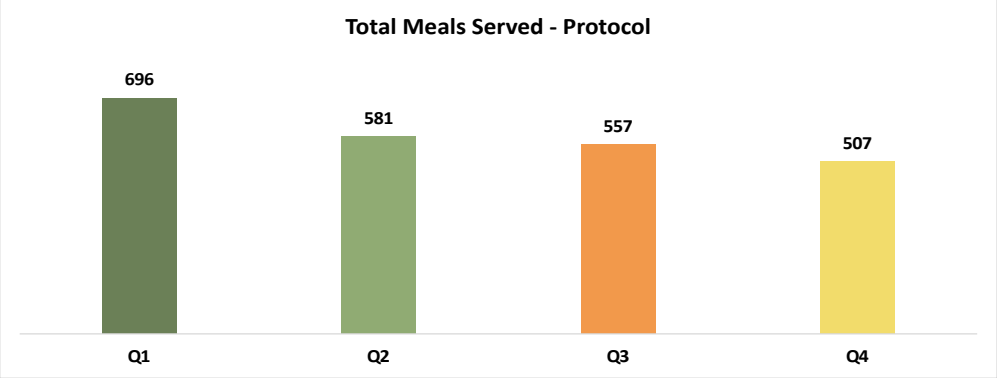
Statistical Information

- **Environmental Services**

Environmental Services	2024	2025
Scheduled/Planned Inspection Rounds	997	1,077
Random Inspection Rounds	113	158

- **Food Services**





- **Safety & Risk Management**

- Total of 7048 (2025) Safety Inspections: Were conducted Inside / Outside Hospital, Housing SWP / ERH and PMO Construction sites, were visited in the safety inspections the detailed break up is as follows:

S.No	Indicator Description	2024	2025	Percentage
1	Inside Hospital Areas Inspection Rounds	2,145	2,949	37.48% ↑
2	Outside Hospital Areas Inspection Rounds	1,096	1,848	68.61% ↑
3	Housing Areas Safety Inspection Rounds	386	66	484% ↓
4	Chemical Storage Areas Safety Inspected	579	607	0.48% ↑
5	Construction Sites & Daily Inspection Rounds	197	545	176.6% ↑
6	Emergency Eyewash Stations & Showers Inspected	690	515	25.36% ↓
7	Safe Work Permits & Erh /Reviewed & Sites Visited	184	332	80.43 ↑
8	Minor Risk Assessment Completed	106	152	43.39 ↑
9	Project Commissioning Sites Visited Reviewed	34	34	0% ↑↓
10	Observations Noted	1,714	1,575	8.11% ↓
11	Observations Rectified	687	1,355	97.23% ↑

Dammam

Imam Abdulrahman Bin Faisal Hospital

Imam Abdulrahman Bin Faisal Hospital (IABFH), launched as a construction project in 1995 and opened in October 2002 to become one of the largest hospitals in the Eastern Province. Dedicated to delivering comprehensive healthcare, it serves the acute and chronic medical needs of eligible soldiers, civilians, and dependents of the Ministry of National Guard Health Affairs (MNGHA).

The hospital offers primary and secondary care to all eligible personnel and their families, and provides 24/7 emergency services to all patients requiring urgent or critical care, regardless of eligibility.

WORKFORCE	
Physicians, Dentists & Residents	**286**
Allied Health & Medical Support (includes Pharmacists & Nurses)	**648**
Administration and Support	**560**

Hospital Outpatient Visits

121,935

Inpatient (Admissions)

9,226

Primary Healthcare

131,137

Operational Beds

176

Medical Services

Introduction Page

The Medical Services Division in Dammam focuses on ensuring smooth patient flow and timely access to care across the continuum of services. The division supports, outpatient and home-based care models to enhance efficiency, coordination, and service responsiveness.

Key services include Emergency Medicine, Bed Management, General Medicine, Home Health Care, Outpatient Services, Pediatrics, and others, supporting continuity of care and optimizing service delivery in alignment with Vision 2030 transformation goals.

- Anesthesia Department
- Bed Management
- Dental Services
- Emergency Medicine
- Family Medicine & PHC
- Home Health Care
- Medical Imaging
- Medicine
- Obstetrics and Gynecology
- Outpatient Department
- Pathology and Laboratory Medicine
- Pediatrics Department
- Surgery



Anesthesia Department

Education and Training Programs

- Started Anesthesia Residency Program.

Digital Health

- Integration of BESTCare with the anesthesia machine through Centricity Program.

2030 Related Achievements

Proceeded with hiring Saudi candidates in the Anesthesia Department to fill vacant positions at the levels of Consultant, Assistant Consultant, and Staff Physician, while also creating additional posts to ensure the delivery of optimal patient care.

Bed Management

Awareness and Prevention

- Awareness rounds were carried out for patients and families to increase their understanding of the transfer and discharge process, ensuring safe and well-coordinated patient flow.

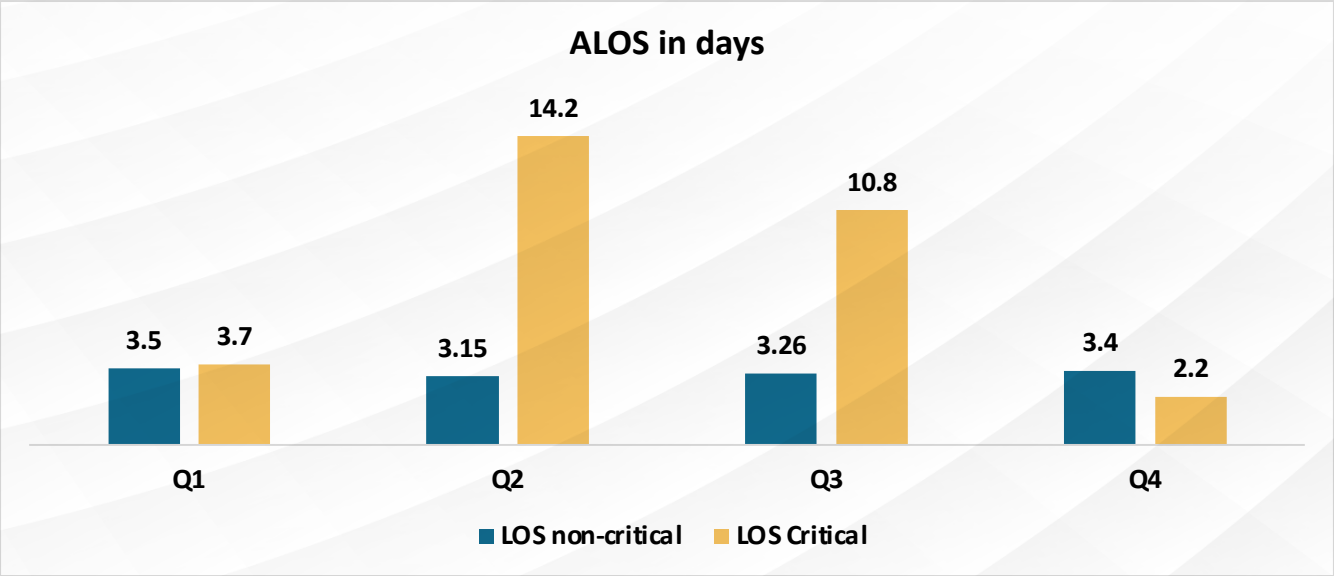
Excellence in Experience & Process Improvements

- The Medical Coordination team efficiently managed and optimized over 400 patient transfer in/out cases, maintaining an exceptional 99% completion rate, demonstrating operational excellence, strategic alignment, and high reliability in inter-facility coordination.
- The Average Length of Stay (LOS) in Critical Care areas improved by 11% in 2025 compared to the same period in 2024, reflecting continuous enhancement in patient flow and discharge efficiency.
- The Admission Office established a daily pre-admission list process to align new admissions with available bed capacity and optimize patient flow.
- Case Management further strengthened its daily morning rounds to actively support patient flow, expedite discharges, and enhance coordination between clinical teams.

Education and Training Programs

- Co-op university trainees were trained across all services through a structured program designed to enhance their professional development and positively reflect on their future career paths.

Statistical Information



99% success rate for 400+ transfers.

Critical Care LOS improved **by 11%.**



Dental Services

New Services & Innovations

- Started OR for Oral & Maxillofacial specialties.

Excellence in Experience & Process Improvements

- Increased OR sessions led to decrease waiting list.
- Increased clinic sessions and patient slots.

2030 Related Achievements

- Conducted educational programs and community outreach to raise awareness about oral hygiene.
- Collaborated with schools and organizations to promote preventive care.
- Implemented evidence-based practices and stayed updated with advancements in dental medicine.
- Adopted digital record-keeping and diagnostic tools for better service delivery.



Emergency Medicine

Awareness and Prevention

- Participated in the National Blood Donation Campaign.
- Provided medical coverage for MNGHA Sports Championship.
- Provided medical coverage for Horses Race.

Excellence in Experience & Process Improvements

- Conducted year-round intradepartmental and extradepartmental drills.

Education and Training Programs

- Started Emergency Medicine Residency Program.
- Provided hand-on training for School Health Care supervisors.
- Conducted monthly lectures.

Family Medicine & PHC

Awareness and Prevention

- Created campaigns for (Flu Vaccine, Breast Cancer Awareness, Hypertension Campaign, Diabetic Day, HIV Educational Booth at PHC.)

Excellence in Experience & Process Improvements

- The access to care has been improved by providing an extended clinic.

Education and Training Programs

- CME lecture every Tuesday.
- Residency program.

Digital Health

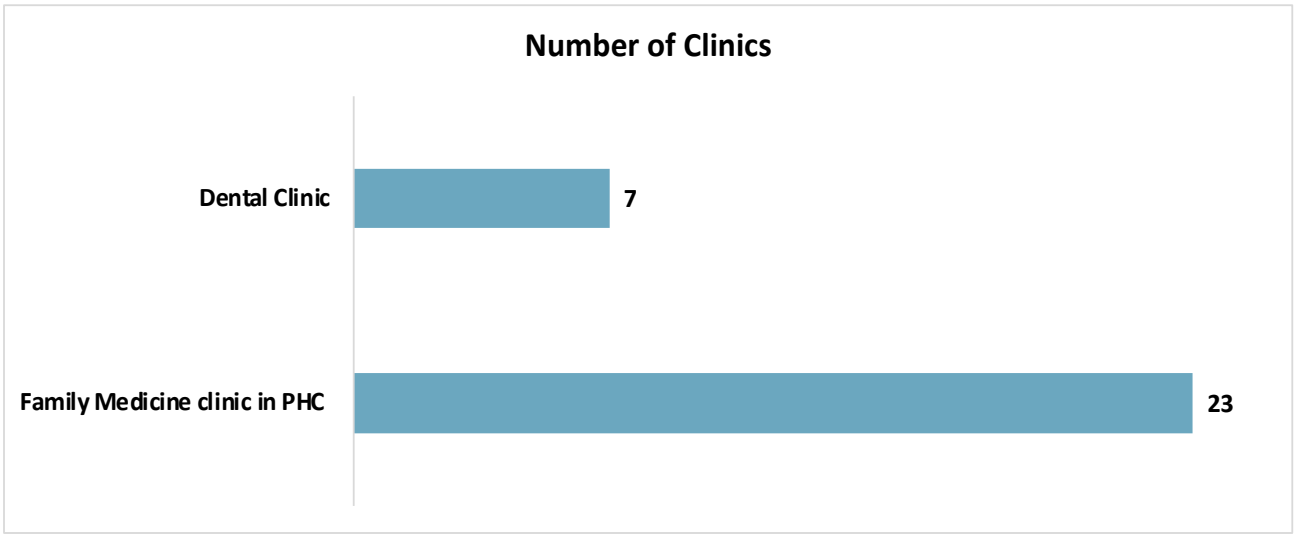
- Implemented "Patient Portal" system which allows patients to (book, cancel, reschedule the appointments, medical report medication refill, review the lab and imaging result).

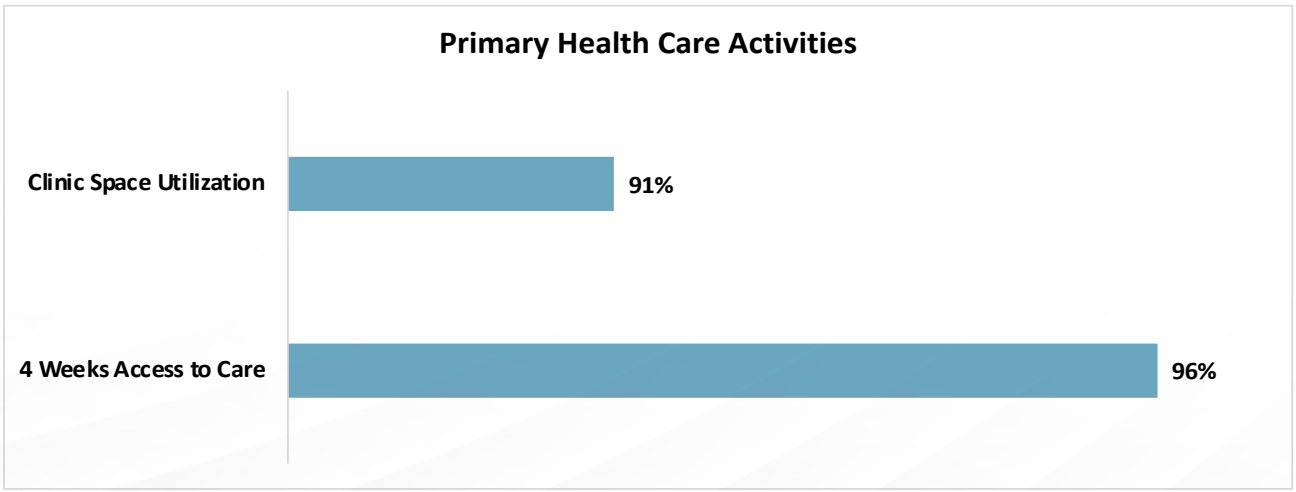
2030 Related Achievements

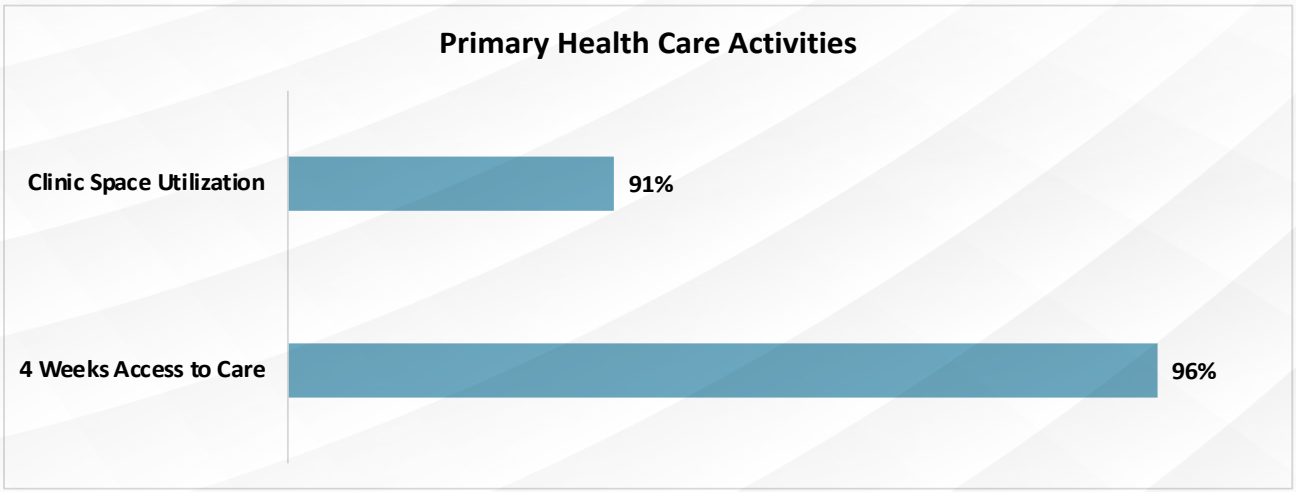
- Rearranged EHC to improve recruitment and walk-ins.
- Established Tele-Health visits through "Patient Portal" for cases that does not need to visit the hospital for continuity of care.
- Established dental services with urgent walk-in AM/PM clinic with five (5) working clinics.
- Enhanced Physician Documentation Progress Note Project.
- Diabetic Improvement Outcomes Project.

Statistical Information

Statistical Summary for 2025	
Patients seen physically in Primary Health Care	89,511
Patients who received Care through Virtual Clinic	10,967


Number of Clinics
Dental Clinic
7
Family Medicine clinic in PHC
23


Primary Health Care Activities
Clinic Space Utilization
91%
4 Weeks Access to Care
96%


Primary Health Care Activities
Clinic Space Utilization
91%
4 Weeks Access to Care
96%

Home Health Care

Awareness and Prevention

- Participated in Flu Vaccine Campaign of winter 2025.
- Initiative to offer shingles vaccine to all HHC patients.
- Continuous health education to patients, caregivers and entire families.
- Participated in Geriatric Awareness Day.

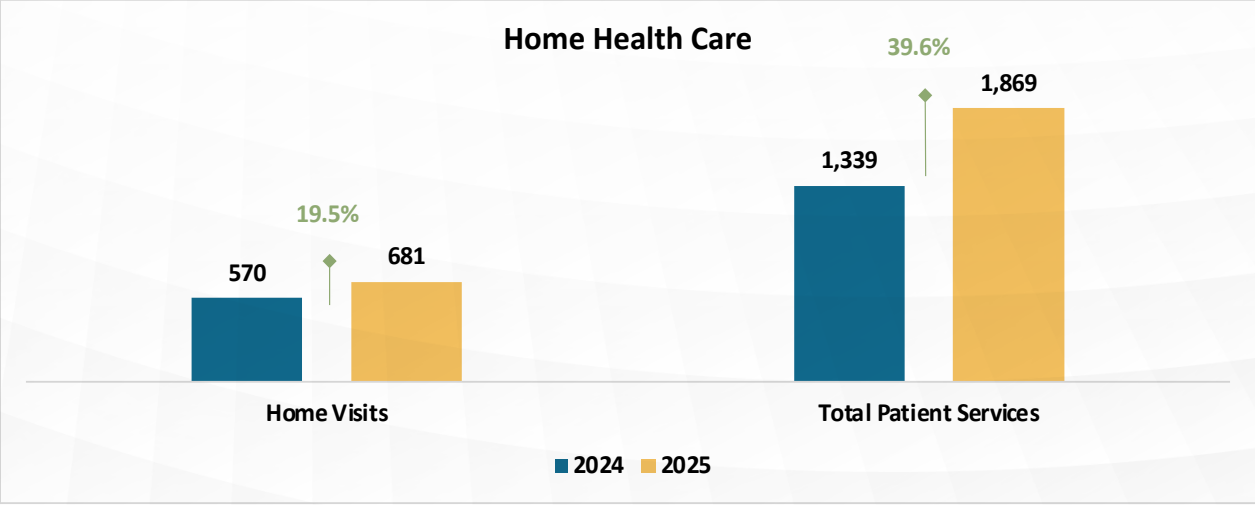
New Services & Innovations

- PEG tube change using safe and aseptic technique at home.
- Home physical consultations for patients in need.

Excellence in Experience & Process Improvements

- Increased rate of home visits for patient care and follow-up by up to 300% especially for wound care patients.
- Very low patient's need to be reviewed at ER up to 40 % decrease for some of our patients.
- Significant decrease in patient's needs for admission, with up to 55% reduction for some patients.

Statistical Information



Boosted wound care home visits by **up to 300%.**

Achieved **up to 55%** reduction in hospital admission requirements.

Medical Imaging

New Services & Innovations

- Implemented advanced 3D window in the PACS/RIS imaging tools.
- Deployment of "ICode"system in the department.

Excellence in Experience & Process Improvements

- Maintained high compliance with infection control and radiation safety standards as per CBAHI/JCIA guidelines.

2030 Related Achievements

- Implemented the Saudization program to increase employment opportunities for locals.
- Reduced average patient waiting time in Ultrasound and MRI by working overtime after hours.
- Implemented standardized reporting, critical result notification, and PACS/RIS optimization for better communication and traceability.
- Reduced Turnaround Time (TAT) for imaging results and enhanced coordination with clinical departments for faster diagnosis and treatment.

Statistical Information

Medical Imaging	2025
X-ray	35,391
Fluoroscopy/OR	641
Mammogram	341
Lithotripsy	0
DEXA (BMD)	445
CT Scan	4,610
Ultrasound	10,092
MRI	3,624
Special Procedures	50
Total Examinations	**55,194**

Medicine

Awareness and Prevention

- Conducted CPR Awareness Campaign.

New Services & Innovations

- Relaunched a dedicated “Preoperative Clinic” under Internal Medicine.
- Upgraded Endoscopy services with new equipment.

Excellence in Experience & Process Improvements

- Implemented a standardized Acute Stroke management protocol (Stroke Code) With the aim of improving care for such patients.
- Streamlined the OPD referral process, reducing the average waiting time for a subspecialty appointment.

Education and Training Programs

- Our Internal Medicine Residency Program continues to be a center of excellence, with weekly academic activities, training, bedside teaching, and journal clubs.
- Participated in Continuing Medical Education (CME) sessions for departmental and hospital-wide physicians.

Digital Health

- Excellent performance from the department in the digital alert notification for Sepsis, with the dashboard data demonstrating benchmark compliance in the majority of cases.

2030 Related Achievements

Implementation of access to care models in our OPD clinics, enhancing accessibility and patient satisfaction.



Obstetrics and Gynecology

Awareness and Prevention

- Conducted the 3rd International Conference of the Saudi Society of Maternal-Fetal Medicine.
- Participated in Human Papillomavirus (HPV) Day.
- Participated in World Diabetes Day campaigns.
- Participated in Patients Safety Forum.
- Conducted Breastfeeding Awareness.

New Services & Innovations

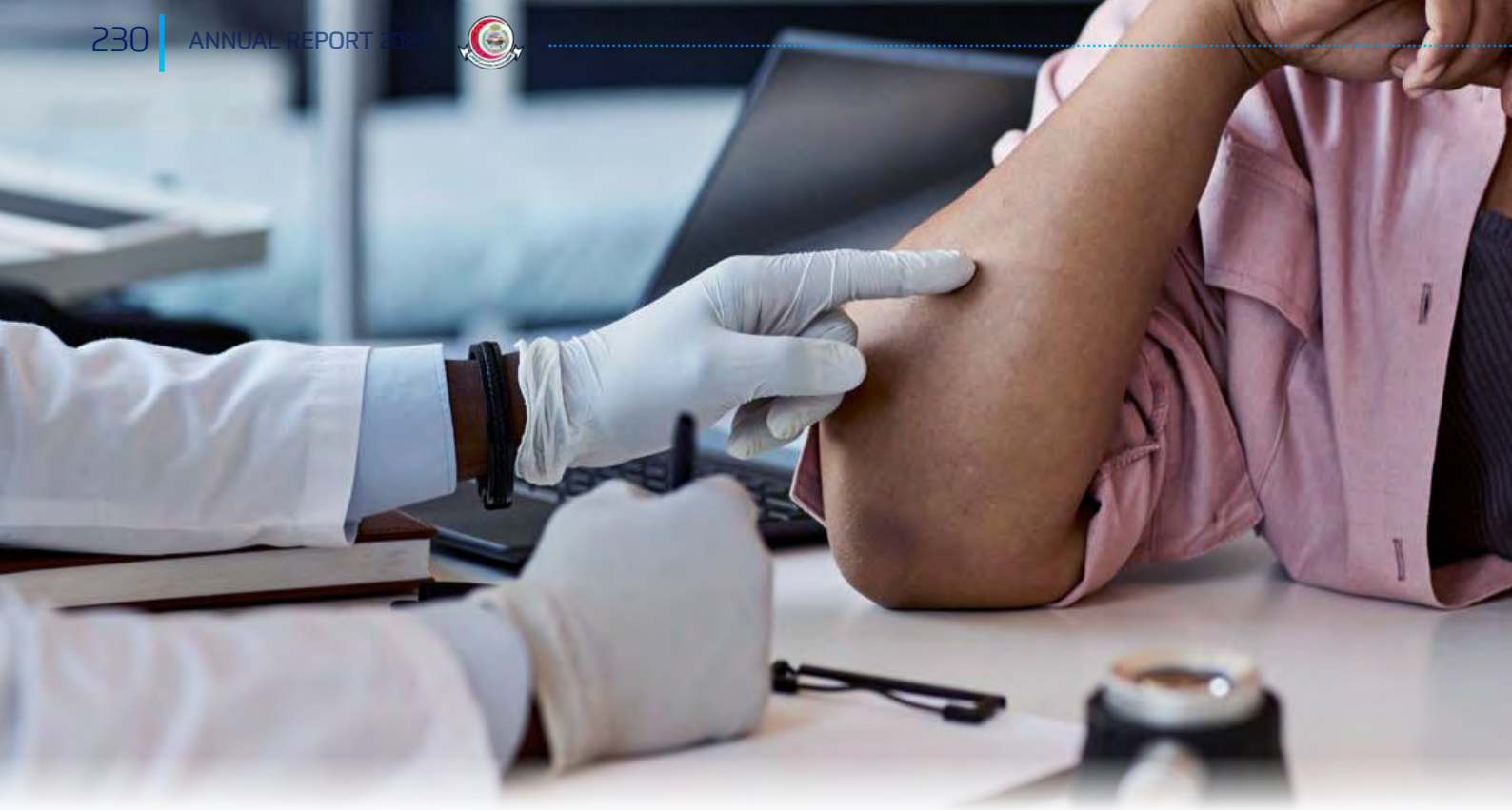
- Activated a virtual clinic in which, once investigations are ordered, patients are being called for urgent results, medication will be dispensed, and further plan of care is instituted.

Education and Training Programs

- Daily Morning training session for all department staff, residents and medical Interns.
- Monthly education activity.
- Weekly resident education evidence-based presentation.

2030 Related Achievements

- Residency Program aligned with Vision 2030.
- Weekly online National Residency Training Program.



Outpatient Department

Awareness and Prevention

- Initiated the education calendar for the whole year

New Services & Innovations

- Started Pain Management Clinic.
- Started Pediatric Respirology Clinic.
- Respiratory Syncytial Virus (RSV) Clinic.
- Psychology Clinic.
- Launched Ophthalmology Laser and Procedure Services to improve patient outcomes.
- Endoscopic diagnostic System for ENT and Speech therapy.
- Non-invasive Diagnostic Device for Dermatology Clinic (Wood's lamp).

Excellence in Experience & Process Improvements

- Telehealth and virtual consultation.
- Infection Control Link Program.
- 4 Weeks Access to Care reached 95%, exceeding the KPI target of 90%.
- Clinic Space Utilization achieved 99.2%, reflecting optimal use of outpatient capacity.
- Walk-in rate maintained at 2%, below the KPI target of 10%, indicating effective appointment control.
- No-show rate recorded at 26%, with active improvement plans including IVR reminder system implementation.

Education and Training Programs

- Implemented National Database of Nursing Quality Indicators (NDNQI) to improve patient safety and enhance quality of care.
- Implemented Unit-based Governance Council under the Nursing Magnet Framework to empower nurses.
- Child Abuse workshop.
- HIV Workshop.
- Conflict Management Workshop.
- Mental Health Symposium.

Digital Health

- Self-booking through "Patient Portal" (new digital health implementation service.)

Statistical Information

- Percentage of MRP's with Exclusive FV Clinic within the target 100% (achievement completion of MRP's first visit is accurate diagnosis, effective treatment, regulatory compliance and positive patient experience).

Department	No. of MRP's	Total Patients	4 Weeks Access to care
Pediatric	8	133	98%
Medicine	19	667	95%
Surgery	13	2,176	96%
OB Gyn	5	44	99%



Pathology and Laboratory Medicine

Awareness and Prevention

- Participated in the Kingdom-wide Blood Donation Campaign.

New Services & Innovations

- Introduced new Microbiology & Toxicology tests including Pregabalin, Gabapentin, Tramadol, Barbiturates, Benzodiazepines, PH, Specific Gravity, and Xpress CoV2/Flu/RSV Plus.

Excellence in Experience & Process Improvements

- Improved the process of releasing patient results by re-opening the Toxicology Section of the Laboratory Department; thus, Toxicology samples are no longer forwarded to Al Ahsa Laboratory, allowing Dammam Laboratory to release the results earlier.

Digital Health

- Implemented Green Lab Project, which is the digitization of personnel files and other departmental documents (e.g., DPP's - Departmental Policies and Procedures, Staff Competencies, and other mandatory staff documents) via a shared folder accessible only to senior Lab staff.



Pediatrics Department

Awareness and Prevention

- Collaborated with ACC in World Patient Safety Day, emphasizing Child Safety.

New Services & Innovations

- New Pediatric Respirology Service.

Education and Training Programs

- Excellent pediatric residency training program with 100% success rate.
- Weekly lecture in the morning meeting attended by all Pediatric Staff.

Digital Health

- Excellent tele-health pediatric clinic operated by all pediatric services.

Accreditation

- Joint Commission International (JCI).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).

Surgery

New Services & Innovations

- New cases with high technical demands were performed (laparoscopic pancreatectomies).
- Started operational treatment of ophthalmic cases.

Digital Health

- Completed paperless with full integration of all services in BESTCare and digital transfer of patients.
- Implemented Shadow Clinic appointments and virtual clinics.
- Implemented an exclusive First-Visit Clinic for better and faster service.

2030 Related Achievements

- Embedded the latest technology in surgical practice by introducing the COBI Robotic-Assisted Total Knee Replacement (TKR) arthroscopy. This achievement positioned the hospital as the first in the Kingdom of Saudi Arabia and the fifth center worldwide to adopt this advanced method for Total Knee Replacement. The approach has now become the standard of care across all Ministry of National Guard Health Affairs (MNG-HA) hospitals.
- Embedded the latest technology in surgical practice by applying laser technology (LASER SMART) in the treatment of hemorrhoids, anal fistula, and pilonidal sinus.
- Embedded full bariatric surgery, including revision surgeries.
- Fully laparoscopic pancreatic resection procedures.
- Endoscopic bariatric procedures (ESG).
- Endoscopic fundoplication.
- Established Thoracic service.

Statistical Information

Surgeries	
TKR	69 cases
Laparoscopic Whipple	6 cases
Endoscopic Sleeve Gastroplasty	34 cases
Endoscopic Fundoplication	8 cases

Operations

Introduction Page

The Operations Services Division in Dammam supports organizational performance by coordinating operational services that directly impact patient experience and service continuity. The division focuses on efficient resource utilization, service coordination, and administrative enablement.

It encompasses Nursing Services, Clinical Nutrition, Rehabilitation Services, Patient Care, Social Services, and Information Release, and others, ensuring integrated operational support that enhances accessibility, efficiency, and patient satisfaction.

- Clinical Nutrition Department
- Facilities Management
- Nursing Services
- Patient Services
- Pharmaceutical Care Services
- Release of Information Department
- Respiratory Services Department
- Rehabilitations Services
- Social Services Department
- Support Services

Clinical Nutrition Department

Awareness and Prevention

- Participated in World Diabetes Day, World Patient Safety Day, Geriatric (Age Friendly Awareness Day), World Mental Health Day activities, and Saudi National Day.
- Participated in International Home Health Care Awareness.
- Participated in Safety & Risk Awareness Campaign.

New Services & Innovations

- Updated menu cycle as part of a team with other regions.
- New Pediatric Nutrition Clinic.
- Nutrition Formula Supply Clinic (daily AM and PM clinics for nutrition supplies).

Excellence in Experience & Process Improvements

- Participated in updating Clinical Practice Guidelines.
- Conducted regular audits to ensure accuracy in nutrition risk screening, outpatient referrals and diet orders.
- Decreased waiting for refill orders by opening a daily Nutrition Supply Clinic.

Education and Training Programs

- Trained nine (9) interns.
- Participated in Graduate Nutrition Organization (GNO) on monthly basis.
- In-service sessions to pediatric team/nursing team.
- In-service sessions to PHC physicians.
- Completed RISE Peer Responder Training Program (one (1) team member).

Digital Health

- Member of Digitalizing Educational Materials Project with the Central Region.

Statistical Information

Service	2024	2025
Booked physical patient	2,724	2,734
Booked Virtual patient	531	1,019
Nutrition Assessment	3,221	2,888
Consultation request	23	75



Facilities Management

Excellence in Experience & Process Improvements

- Enhanced hospital resilience and patient safety by ensuring uninterrupted power and network infrastructure across critical healthcare areas.
- Streamlined project execution workflows, resulting in improved response times for service requests and critical system upgrades.
- Improved documentation for infrastructure modifications and updated as-built records to support compliance and future expansion plans.
- The workflow has significantly improved from last year. Each month, more than 500 CM/PPM work orders were addressed and resolved in short time.

Education and Training Programs

- Conducted on-site guidance sessions for users regarding safe device connection and reporting of electrical hazards.



Nursing Services

Awareness and Prevention

- Participated in Medication Safety Day, Pain Management Awareness Day, Sepsis Awareness Day, World Patient Safety Day, and Fall Awareness Day.
- Age- Friendly Hospital Initiative.
- Quiet Night Initiative.

New Services & Innovations

- Established Pediatric Stepdown Unit with four (4) beds.
- Commissioned Hemodialysis.
- Commissioned Procedure Room.
- Expanded Endoscopy to three (3) beds.
- Emotional Health Program.
- Mental Health Program.
- Geriatric Patient Programs.

Excellence in Experience & Process Improvements

- Adopted protocols and systems to minimize preventable harm and medical errors. The Institute of Medicine (now the National Academy of Medicine) highlighted patient safety problems in its report, To Err Is Human.
- The enforcement of using drug library in Smart Infusion Pump. Maintaining above 98% (target 95%.)
- Used Evidence-Based Practices (EBPs) to improve patient outcomes. National Diabetes Prevention Program (NDPP) was created based on established MNGHA APP and other references such as JCI, CBAHI, books and journals.

- Reduced waiting time and delay for patients to receive care in all the patient care areas (e.g., Boarding time in ER; average 0.9hours).
- Clinical Practice Improvement (CPI) is an iterative, systematic approach that uses methods like Plan-Do-Study-Act (PDSA) cycles, Lean, and Six Sigma to solve clinical problems, reduce waste, and optimize patient care.
- Patient experience encompasses all interactions with the healthcare system and is enhanced through digital tools like the Patient Journey Screen, improved communication and engagement, such as Arabic classes in nursing orientation, and feedback-driven initiatives like the Quiet Night Project.
- Triage Within 10 Minutes: The Emergency Department maintained an average door-to-triage time of 2 minutes across all three quarters.
- ECG Within 10 Minutes.
- Early recognition of sepsis indicators.
- Streamlined escalation protocols.
- Enhanced documentation practices.
- Implemented rapid triage protocols and real-time bed tracking, enabling faster patient streaming and reduced bottlenecks.

Digital Health

- Created Virtual Clinics.
- Leveraged technology, such as electronic health records (EHRs) – BESTCare, Smart Infusion Pump, and Closed Loop Medication Administration/Blood Administration scanner to streamline workflows, improve communication, and better management of patient data, ultimately supporting clinical outcomes and the patient experience.

2030 Related Achievements

- Patients and families have easy access to timely care at IABFH-MNGHA, increased Outpatient clinic services from 50 to 55 clinics.
- 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.
- Internship program for nurses with a focus on implementing the Nursing Residency Program with an emphasis on acute/critical areas, in collaboration with the Clinical Affairs College of Nursing Al Ahsa, and King Saud bin Abdulaziz University for Health sciences.



Patient Services

Excellence in Experience & Process Improvements

- New team was appointed to speed up the approval process of patients' referrals and compensation requests.
- Implemented SMS services for updating patients with the status of Medical Committee approval for their referrals.
- Accountable for final approval of patient tickets via the Etimad platform.

Education and Training Programs

- Conducted training programs for Saudi personnel, encompassing trainees and volunteers.

Statistical Information

Services	Total
OPD	9,969
ER	81,850
Morgue	57

Pharmaceutical Care Services

Awareness and Prevention

- Organized and participated in awareness activities (e.g., World Diabetes Day, Medication Safety Day, Geriatric Care Awareness, Fall Risk Prevention, and Safe Medication Administration).

New Services & Innovations

- Virtual Pharmacy Clinic.
- Outpatient Pharmacy Queue System.
- Pneumatic Tube System.
- New Pharmacy Store location.

Excellence in Experience & Process Improvements

- Established the Virtual Pharmacy Clinic, which provides remote medication counseling for patients by phone. Through this service, prescriptions are processed efficiently and medications are delivered directly to patients' homes via SMSA.

Education and Training Programs

- Conducted quarterly training sessions for physicians on Therapeutic Intervention Documentation (TID) to enhance clinical documentation and medication safety.
- Delivered internship and professional development training for over 20 pharmacy students and internship pharmacists, in addition to coordinating volunteer training for more than 30 participants, supporting skill development and workforce readiness.

Digital Health

- Implemented medication inventory system to improve stock monitoring, reduce shortages, and optimize supply management.
- Launched medication tracking system for inpatient units to ensure timely delivery and accurate documentation of medication administration.
- Launched medication tracking process for discharge prescriptions to improve workflow efficiency and support safe patient transitions.

Accreditation

- Secured HIMSS stage 7 accreditations by ensuring that more than 95% of medications are barcoded, supporting safe and efficient closed-loop medication administration.

Release of Information Department

Excellence in Experience & Process Improvements

- All medical report requests are submitted by the patients electronically though “Patient Portal”, updated daily, and can be tracked by patients via the mobile app.
- Reduced the average Turnaround Time (TAT) for medical reports translation from 3 days to 1 day.
- Increased the automation rate for sick leave certificates after resolving the technical issues in collaboration with the IT Department.

Education and Training Programs

- Attended a training session for National Death Registration Platform.
- Attended courses in “Stress Management”.
- Attended courses in “Team Work & Team Building”.

Digital Health

- Implemented full integration with National Digital Platforms (Seha, Birth, and Death Notifications Platforms).
- Implemented the “Patient Portal” for electronic submission and tracking of medical report requests.
- Utilized internal tracking dashboards to monitor daily workload and TAT.

2030 Related Achievements

- All patients’ sick leave certificates are automated to “Seha Platform”.
- All birth notifications are registered directly through the “MOH Birth Notification Platform”.
- All death notifications are registered in the “MOH Death Notification Platform” within the mandated (three-hour timeframe) in full compliance with national standards.

Statistical Information

Statistical Summary for 2025					
Service Type	**Total**	**Automation Rate**	**MOH compliance Rate**	**Official Letters TAT (5 days)**	**Translation TAT (3 days)**
Sick Leaves	18,704	85%	N/A	N/A	N/A
Mortality	18	N/A	95%	N/A	N/A
Official Letters	185	N/A	N/A	96%	N/A
Brief Medical Reports	3,991	N/A	N/A	N/A	100%

Respiratory Services Department

Awareness and Prevention

- Participated in the annual Safety Awareness Day and CPR awareness Campaign.

New Services & Innovations

- Installed new software for SIRO System for bedside pulmonary function spirometry.

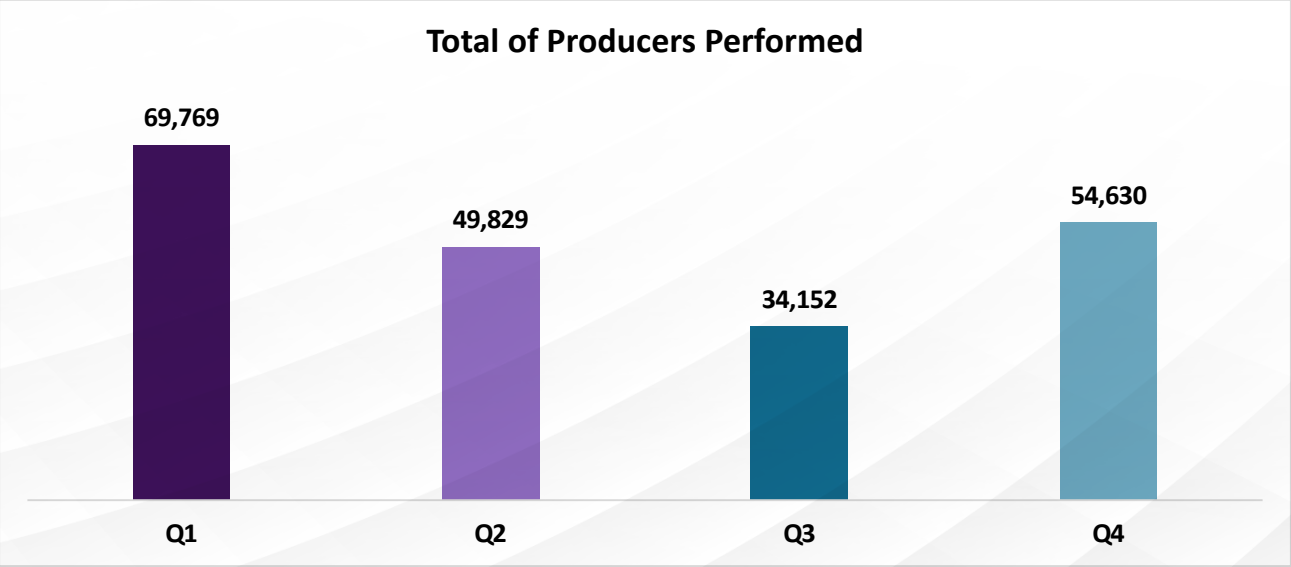
Education and Training Programs

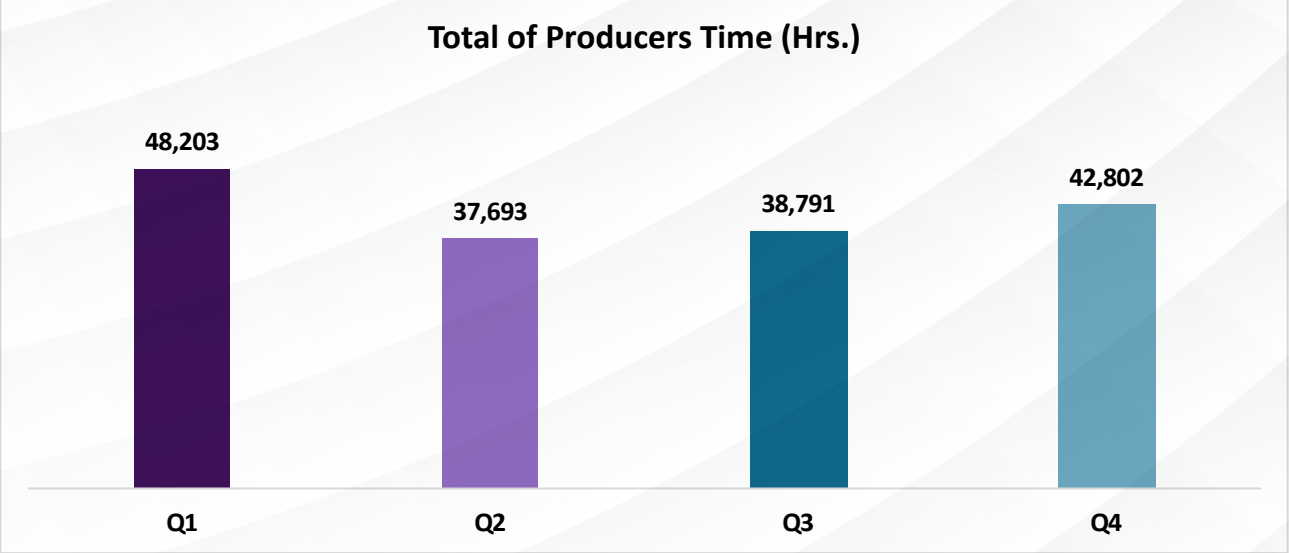
- General Nursing Orientation (GNO) provides comprehensive training for new staff, focusing on ventilator management and respiratory care.

Digital Health

- Initiated virtual pulmonary education clinic.

Statistical Information





Rehabilitations Services

Awareness and Prevention

- Safety & Risk Awareness Campaign.
- Geriatric Awareness Day.
- Pain Management Awareness Day.

New Services & Innovations

- Implemented screening and assessment clinic, which helped to reduce the patients' waiting list.

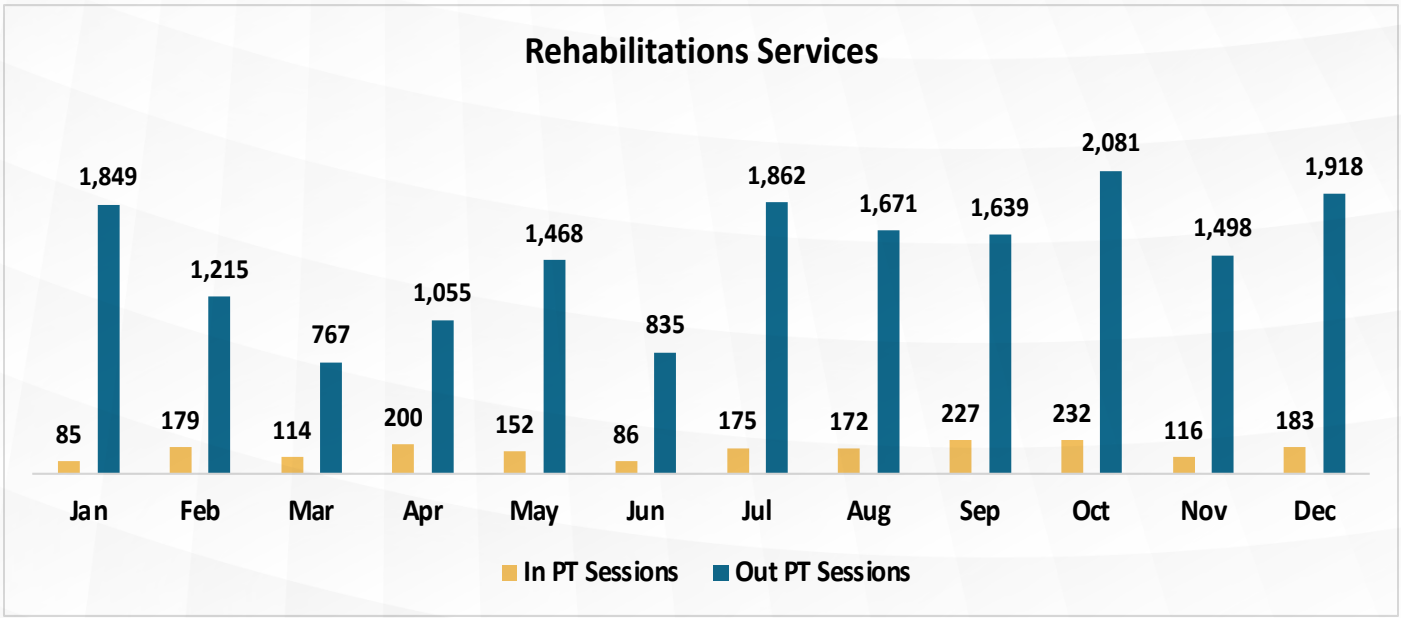
Excellence in Experience & Process Improvements

- Successfully implemented an automated integration system to streamline visit notifications through the SEHA Platform, enhancing data accuracy, efficiency, and communication between departments. This initiative reflects a significant step toward digital transformation and continuous improvement in clinical practice and patient experience.
- Participated in Multidisciplinary Chart Review Audit (2025).
- Contributed to the institutional quality improvement process by providing updated data for KPIs .
- Participated in the multidisciplinary chart review audit to ensure compliance and enhance patient care standards.

Digital Health

- Implemented a system to identify and notify units eligible for replacement. Departments were instructed to promptly raise SPRs for new units, ensuring improved tracking, coordination, and timely equipment renewal. This initiative enhances service quality and advances digital transformation objectives.

Statistical Information





Social Services Department

Awareness and Prevention

- Participated in World Diabetic Day.
- Participated in Safety Day.
- Participated in Geriatric Awareness Day, promoting awareness and support for elderly care.
- Educational and awareness pamphlets were distributed to patients in the OB/GYN ward.

Excellence in Experience & Process Improvements

- Conducted field visits to inpatient wards and personally distributed priority cards to eligible patients, instead of waiting for them to visit the department. This initiative aimed to improve efficiency, streamline the process, and ensure timely support for those in need.
- Expanded psychosocial assessment coverage to include weekends through social workers providing overtime service, ensuring assessments are completed within 24 hours of referral.

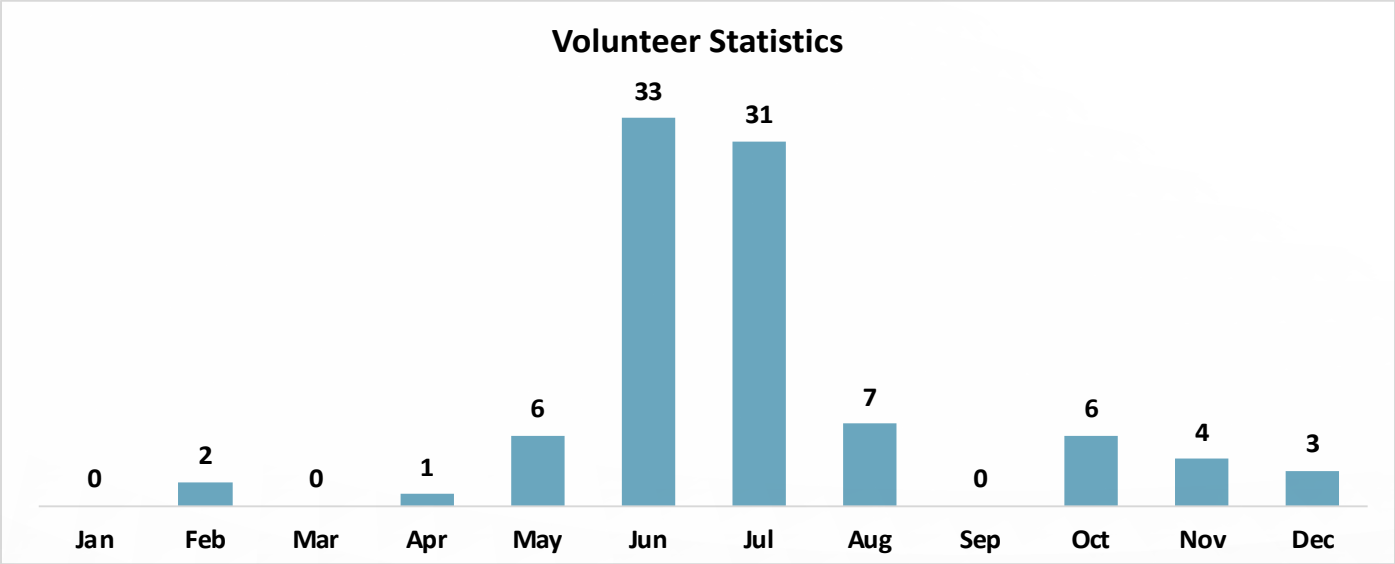
Education and Training Programs

- Attended the Leadership Masterclass.
- Attended Conflict Management Workshop.
- Attended Restoring the Heart of Care: Well-Being and Resilience in Healthcare.
- Attended a training course entitled “Criminal Procedures in Child Protection from Abuse”.
- Attended a workshop on Techniques for managing Psychological Trauma in Children.
- Completed the Mental Health Ally training course as a peer responder to enhance awareness and support for mental health in the workplace, and to better support colleagues experiencing mental health challenges.

2030 Related Achievements

Launched the Health Volunteering Program to strengthen community partnership and embed a culture of volunteerism within the hospital, contributing to the goals of Saudi Vision 2030 – Vibrant Society.

Statistical Information



Services	Total	Services	Total
Out in Pass	8	Meeting arrangement for social reason.	208
Community Resource Referral.	9	Social Re assessment	479
Pt refusing discharge for social reason.	28	Phone call	908
Crisis intervention.	29	Social Workup	1,089
PT Absconded.	32	Social Assessment	6,395
Medical Equipment	41	Counseling	11,843
Gate pass	83	Emotional Support.	11,876
Play assessment therapy	110	Others	1,044
AMA	206		

Support Services

Awareness and Prevention

- Electrical Hazard Campaign.
- Risk Assessment in Zone 2 & ER Psychiatric Room.
- Continued implementation of all service protocols with sustained high compliance to MNGHA, JCIA, and CBAHI standards.
- Integrated digital reporting and monitoring tools to enhance accountability and operational efficiency.
- Electrical Hazards Awareness Campaign - Civil Defense Awareness.

New Services & Innovations

- Implemented FMS RAD in Safety Reporting.

Excellence in Experience & Process Improvements

- Joined Primary Health Care Center rounds regarding ceiling condition after a falling incident / Risk assessment completed.
- Installed new Pneumatic Tube System (PTS).
- Renovated new Pharmacy Store.
- Improved tracking and documentation of medical waste collection and disposal in full collaboration with Infection Control.
- Attained high satisfaction levels among patients, visitors, and staff based on feedback and inspection results.
- Implemented a departmental monthly KPI dashboard for terminal cleaning TAT and ensured ≤95% compliance.
- Provided emergency response support during heavy rain and sandstorms to ensure safe access to hospital facilities.
- Upgraded landscaping and irrigation, covering approximately 3,000 m² of hospital grounds.

Education and Training Programs

- Conducted regular lectures for MNGHA new Employees.
- Attended Facility Management and Safety (FMS) examination enhancement.

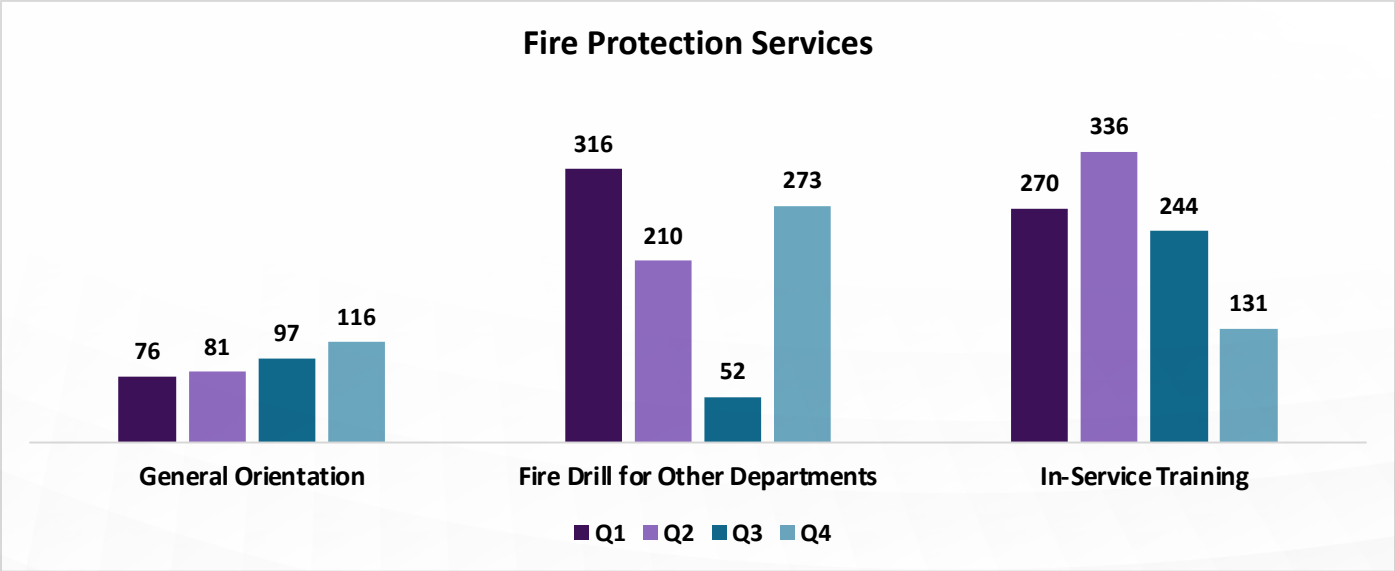
Accreditation

- Joint Commission International (JCI).
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI).

2030 Related Achievements

- Supported sustainability initiatives in line with Vision 2030 by minimizing chemical use, optimizing water consumption, and introducing energy-efficient cleaning equipment.
- Upgraded program facilities to the most current technology in the fields of fire detection, alarm and Signaling systems, suppression systems and affiliated devices.
- Automated Housing Department Application (Enterprise Service Management platform).

Statistical Information



Taif
King Salman Specialist Hospital

King Salman Specialist Hospital in Taif is a modern medical facility operated by the Ministry of National Guard Health Affairs. The hospital began official operations on February 1, 2025. It provides comprehensive and specialized healthcare through a 24 hour emergency department, outpatient clinics, intensive care units, and advanced operating rooms, supported by integrated residential and service facilities.

Its 12 story main building houses specialized clinics, emergency services, operating theaters, a dialysis unit, and a helicopter landing pad. Additional amenities include staff housing, a mosque, a recreational and commercial center, and a childcare nursery.

Designed to meet the highest standards, the hospital delivers advanced diagnostic and therapeutic services across multiple specialties.

WORKFORCE	
Physicians, Dentists & Residents	**199**
Allied Health & Medical Support (includes Pharmacists & Nurses)	**1,063**
Administration and Support	**433**

Hospital Outpatient Visits

49,038

Inpatient (Admissions)

4,220

Primary Healthcare

93,023

Operational Beds

213

Medical Services

Introduction Page

The Medical Services Division in Taif focuses on strengthening healthcare capacity and expanding service capabilities to meet the evolving needs of the community. The division supports integrated care delivery through prevention, treatment, and continuity of care, with an emphasis on timely access, clinical development, and service readiness, aligned with Vision 2030.

Key services include Emergency Medicine, Internal Medicine, Obstetrics and Gynecology, Cardiology, Medical Imaging, Anesthesia, and others, contributing to improved health outcomes and a resilient, patient-centered care system.

- Anesthesia Department
- Bed Management
- Cardiology
- Emergency Medicine
- General Obstetrics and Gynecology
- Medical Imaging
- Medicine
- Outpatient Department
- Pathology and Laboratory Medicine
- Pediatrics Department



Anesthesia Department

Awareness and Prevention

- Anesthesia Day orientation and education.

New Services & Innovations

- Commissioned 4 operating rooms.
- Epidural services in Delivery Room and Chronic Pain Clinic.
- Commissioned of anesthesia /OR services in:
  - ✓ Endoscopy
  - ✓ Radiology interventional suite
  - ✓ MRI
  - ✓ CT SCAN
- Commissioned of Day Surgery Unit with 8 beds.

Education and Training Programs

- Conducted 2 courses of conscious sedation for medical staff.
- OR staff education sessions with collaboration with nursing department.



Bed Management

Awareness and Prevention

- Supported hospital-wide campaigns on patient safety and efficient discharge planning.
- Participated in National Stroke Day coordination to ensure timely bed availability for acute cases.
- Awareness sessions on patient flow and hospital capacity management.

Excellence in Experience & Process Improvements

- Improved coordination with nursing and clinical teams to reduce delays in admission process.
- Reduced inpatient boarding time to less than 1 hour.
- Rapid Integrated Framework for Accelerated Discharge and Active Aftercare (RIFADAA) Initiative, including structured pathways for elderly patient's discharge.
- Reduced long stay admissions for geriatric patients.
- Reduced ER waiting time to less than 2 hours.
- Golden Weekend Initiative as a coordinated hospital-wide effort to increase bed availability before weekends by:
  - ✓ Minimizing discharge delays
  - ✓ Strengthening multidisciplinary teamwork
  - ✓ Ensuring seamless continuity of care that enhances patient satisfaction.

Cardiology

Awareness and Prevention

- National Stroke Day with hospital-wide education and CCU-led awareness activities.
- Education campaigns on hypertension, smoking cessation, and cholesterol control.

New Services & Innovations

- Installed wireless telemetry units to improve patient mobility and monitoring fidelity.
- Completed activation of the STEMI pathway.
- Post-MI Heart Failure Program – 100% of patients enrolled in guideline-directed medical therapy (GDMT) on discharge.
- Initiated Valve Replacement Program in coordination with Riyadh MNGHA Heart Center.
- Full operational activation of the CCU under NGHA standards within the first 60 days of service transition.

Excellence in Experience & Process Improvements

- Integrated Coronary Care Unit (CCU) patient data into the Saudi Cardiac Registry.
- A radial-first approach was fully achieved, with six (6) procedures performed via radial access and zero femoral cases, resulting in 100% radial utilization.
- Average door-to-balloon time was 58–65 minutes across three (3) completed STEMI activations, remaining well within the international benchmark of under 90 minutes.
- Streamlined CCU to ward and CCU to rehab handover processes.

Education and Training Programs

- Monthly simulation based cardiac arrest drills and quarterly multidisciplinary scenario training.
- Hemodynamic lectures delivered by the cardiac team as part of general orientation.
- E-Learning modules on cardiac pharmacology, device management, and post MI care integrated into staff training records.
- Onboarding and orientation program for new clinical staff covering CCU workflows, EHR order sets, safety protocols, and escalation pathways.
- Initiated accreditation pathway for SCFHS Cardiac Critical Care Training Program, in collaboration with King Abdulaziz Medical City in Riyadh

Digital Health

- Integrated CCU KPIs into hospital performance dashboard for realtime monitoring.
- Pilot of AI assisted rhythm detection software for arrhythmia management.
- Remote cardiac monitoring pilot for high risk postdis charge patients.

Accreditation

- Commissioned of the Cardiac Catheterization Laboratory (Cath Lab.)

Emergency Medicine

New Services & Innovations

- Operational Control of:
  - ✓ Protocol alignment
  - ✓ Readiness checks
  - ✓ competency planning to support safe response and handover.

Excellence in Experience & Process Improvements

- Completed a full ED Disaster Plan to guide preparedness and response.
- Developed a comprehensive Surge Plan with escalation triggers, staffing expansion logic, and operational actions.
- Developed 13 Departmental Policies & Procedures (DPPs).
- Developed 10 Clinical Pathway Guidelines (CPGs).
- Installed all required clinical and non-clinical equipment for ED operations.
- Completed the Emergency Department Manual to unify operations, roles, escalation pathways, and accountability.
- Prepared the ED Command Center structure to support incident coordination, surge escalation, tracking, and cross-department resource mobilization.

Education and Training Programs

- Acquired approval for dedicated life support courses for KSSH staff.
- Set the strategic objective to develop KSSH as a training center for life support courses.

Digital Health

- EMS Establishment and Integration.

Statistical Information

Indicator	Total
Total ED visits	34,136
(ED Length of Stay (LOS	3 hrs. (165 min)
Time to First Physician Assessment	2 hrs. (159 min)

General Obstetrics and Gynecology

Awareness and Prevention

- Antenatal education sessions rolled out for expectant mothers.
- Community outreach campaigns on safe motherhood and breastfeeding.

Excellence in Experience & Process Improvements

- Launched High Risk Pregnancy Tracking Dashboard.
- Implemented 24/7 obstetric consultant coverage.
- Vaginal Birth After Cesarean (VBAC) success rate 78.6%.
- Patient satisfaction score 80.7%.
- Participated in national maternal mortality reduction initiative.
- Recognized for VBAC protocol compliance and safe delivery audits.

Statistical Information

Service	Total
Assessment Patients	1,568
L&D Admissions	472
Discharge	1,006

Delivery Type	Total
Vaginal Birth	
(Vaginal Birth After Cesarean (VBAC	14
(Normal Spontaneous Vaginal Delivery (NSVD	379
(Caesarean section (C/S	
Emergency C/S	145
Elective C/S	111
Primary C/S	51
Total Deliveries	666

Medical Imaging

Awareness and Prevention

- Organized Breast Cancer Awareness and Early Detection campaigns.
- Participated in the World Radiography Day event.
- Promoted radiation safety awareness for patients and staff.
- Early Screening campaigns for Osteoporosis.

New Services & Innovations

- Introduced Interventional Radiology for minimally invasive procedures.
- Provide Cardiac CT model.
- Started DEXA Services.

Excellence in Experience & Process Improvements

- Reduced average patient waiting time.
- Enhanced report quality through double reading and peer review processes.
- Reduced report turnaround time.
- Assigned a dedicated coordination team working 24/7 through direct hotlines.

Education and Training Programs

- Organized workshops on Radiation Safety.
- Implemented a continuous professional development plan for department staff.
- Monthly teaching sessions for the Technologists.
- Participated in General Nursing Orientation.
- Provided training for our Technologists by the Operating Companies for Radiological Machines in KSSH.

Digital Health

- Developed KPI dashboards for real-time monitoring.
- Full integration with BestCare and PACS systems.

Medicine

Awareness and Prevention

- Participated in hospital-wide health awareness campaigns, including Mental Health Awareness, and Stroke Awareness Day in collaboration with Nursing and Patient Education teams.

New Services & Innovations

- Established the Dialysis Unit serving up to 12 patients daily.

Excellence in Experience & Process Improvements

- Implemented structured consultation DPP's across all subspecialties to improve response times, ensure comprehensive documentation, and enhance coordination between ER, ICU, and inpatient services.
- Sepsis Improvement Project- Current performance nurses- 17 minutes (Target 15 minutes) and physicians 1 hour 15 minutes (target 30 minutes).
- Expanded tele-internal medicine for follow-up and remote care-virtual clinic, home health care with remote monitoring.
- Central Board for Accreditation of Healthcare Institutions – Essential Safety Requirements achieved at 100% compliance.

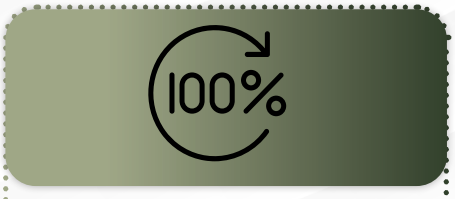
Education and Training Programs

- Clinical teaching and case discussions led by consultants across all Medicine subspecialties.
- CME participation, CBAHI readiness, and multidisciplinary mortality reviews to promote continuous learning and quality improvement.

Digital Health

- Expanded utilization of BestCare, Oracle, and RISE systems for:
  - ✓ Digital documentation.
  - ✓ Manpower tracking.
  - ✓ Clinical workflow management.
  - ✓ Enhancing performance monitoring.

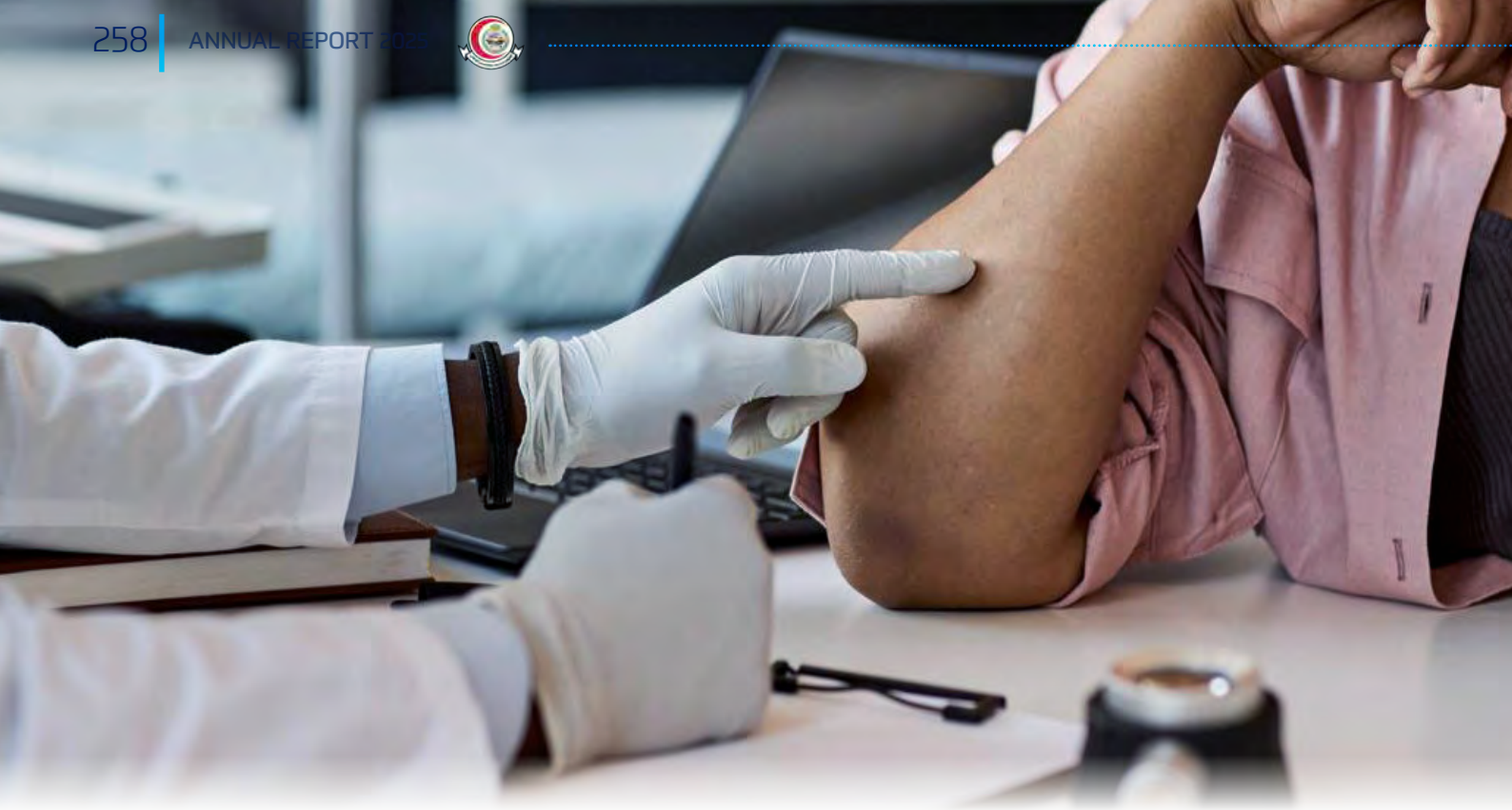
Statistical Information



4 weeks access to care



Average LOS is **7 days.**



Outpatient Department

Awareness and Prevention

- Coordinated with the PHC to organize and activate the World Diabetes Day awareness.
- Educated patients during consultations and encouraging regular follow up for chronic conditions.

New Services & Innovations

- Expanded of outpatient services, reaching a total of 27 specialized clinics, in addition to 10 nursing clinics.
- Activated virtual clinics.

Excellence in Experience & Process Improvements

- Patient satisfaction rate during the 2nd quarter reached 90.65%.
- Appointment accessibility was enhanced through multiple and convenient booking channels, with assurance of 100% utilization of available clinic slots and appointments to optimize operational efficiency.
- Approval and implementation of a referral pathway between Outpatient Clinics, Emergency Department, and Primary Health Care Center, ensuring smooth coordination and timely management of patient cases.
- Opened additional screening clinics to support patient flow and minimize waiting periods.
- Increased the number of assistant physicians supporting consultants to ensure timely patient care and reduce waiting time.
- Increased ACC clinic visits by at least 15% through improved referral processes, optimized clinic scheduling and continuous monitoring of visit volumes.

Education and Training Programs

- Conducted workshops for the medical and nursing staff on the operation and management of virtual clinics.
- Organized training sessions on the BestCare system to enhance staff competency in documentation
- and electronic workflows.
- Implemented continuous infection control training for all employees to ensure compliance with safety standards.
- Delivered a series of specialized training programs, including:

  ✓ Hand Hygiene Training.
  ✓ Ultrasound Machine Training.
  ✓ ESG Machine Training.
  ✓ CTG Machine Training.
  ✓ PLS Program Training.
  ✓ Infusion Pump Training.
  ✓ Wound Care Training.
  ✓ Oxygen Administration Training.

Digital Health

- Q-Matic devices are utilized in the patient waiting area to organize patient flow and enhance service efficiency.
- Implemented IVR (Interactive Voice Response) technology for automated appointment reminders.
- Activated the Taakeed Program, which enables prompt communication with physicians in outpatient clinics in the event of critical laboratory or diagnostic results.

Statistical Information

Total outpatient's clinic appointments **41,639**



Reduced patient no-show rate by **10%**

Maintained **90% or more** on-time appointment availability



Pathology and Laboratory Medicine

Awareness and Prevention

- Quality & safety campaigns participation.
- Blood Donation campaigns.
- Public health and IC awareness activities.

Excellence in Experience & Process Improvements

- POCT governance enhancement (QC, competency, utilization).
- Blood utilization optimization (wastage reduction, C/T ratio).
- LIS workflow and digital upgrades.
- Biosafety & environmental monitoring improvements.
- Improved TAT for critical and routine tests.
- Reduced sample rejection rates.
- 98% critical value reporting compliance.
- High POCT compliance.
- Blood bank inventory optimization.
- Microbiology workflow enhancement.
- Phlebotomy & ER collaboration to prevent haemolysing blood samples

Education and Training Programs

- Annual staff competency & biosafety training.
- Workflow improvement workshops.

Pediatrics Department

Awareness and Prevention

- Started the RSV prophylaxis with the new immunization (Nirsevimab.)
- Asthma Awareness Day.
- Diabetes Awareness Day.
- Departmental child world day.

New Services & Innovations

- NICU Opened 4 different clinics (Short-term, Long-Term, Virtual and RSV Prophylaxis Clinics).
- Complex care services initiative.
- Sleep study equipment's with collaboration with Respiratory therapist team.
- Development clinic initiative.

Excellence in Experience & Process Improvements

- No waiting lists.
- 98% access to care in average.
- PICU Have established standardized shift note and handover documentation.
- Audit project to assess quality of documentations within general pediatrics section.
- Achieved zero CLABSI in PICU & NICU.

Education and Training Programs

- PICU Insitu simulation–based team training conducted regularly.
- NICU Twice weekly nursing training sessions delivered by physicians.
- Structural weekly departmental teaching program includes quality indicators/KPI and QI presentations, consultant led teaching, ground round and Mortality and morbidly presentation.

Digital Health

- Established a remote reporting service for pediatric echocardiograms in collaboration with Jeddah cardiology, in the absence of a pediatric cardiology service at King Salman Hospital.
- Virtual General pediatric clinic for follow up to reduce No show percentage.

Operations

Introduction Page

The Operations Services Division in Taif supports service expansion and operational readiness by providing structured, reliable, and responsive operational support. The division plays a key role in enabling clinical performance through workforce coordination and service integration.

Core services include Nursing Services, Respiratory Services, Rehabilitation Services, Patient Care, Support Services, Logistics, and others, ensuring a stable operational environment that sustains quality care and supports continuous growth.

- Nursing Services
- Respiratory Services Department
- Rehabilitation Services Department



Nursing Services

Awareness and Prevention

- Asthma Day.
- Wound Care Day.
- Drug Abuse Awareness Day.
- Sepsis Awareness Day.
- Breast Cancer Awareness Day.
- Stroke Awareness Day.

New Services & Innovations

- Activated the Hemodialysis Unit.
- Opened the 33 beds in Emergency Department.
- Commissioned of the Cardiac Catheterization Laboratory (Cath Lab).
- Initiated the Standards of Care Department, beginning with four specialty areas Wound Care, Pain Management, Code Blue, and Medication Safety, to promote standardized, evidence-based nursing practice.
- Established Medical Infusion Unit that provide services to all patients who are requiring infusion of medications without being candidate for admission as inpatient.

Excellence in Experience & Process Improvements

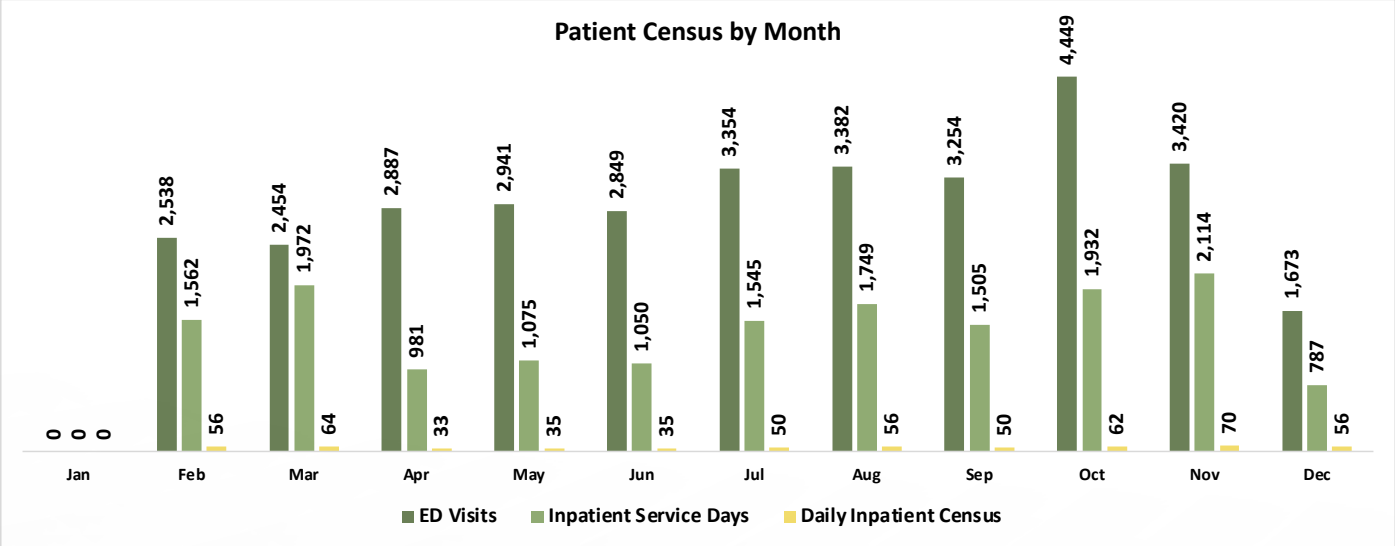
- Developed and implemented 80 departmental policies and procedures.
- Introduced Daily Leadership Rounds by Nursing Managers and Shift Supervisors to assess patient satisfaction and address concerns in real time.
- Introduced Daily Leadership huddle by AED, DCNS and NMs to ensure swift response to issues related to patient care, logistics and operations, as well as to ensure efficient utilization of nursing staff to deliver high standard care.
- Implemented the Closed Loop Medication Administration (CLMA) system throughout the commissioned units achieving an 86% compliance rate by quarter 3.
- Achieved 0% VAP and 0% CLABSI in the ICU through consistent compliance with infection prevention protocols and bundle care practices.
- Established multidisciplinary Difficult IV Access team (DIVA.)
- Collaborated with Medical Services to Establish Stroke Code Activation, STEMI Pathway, Trauma Code activation as well as Sepsis Program in all operational clinical units.

Education and Training Programs

- Training of nursing staff on Triage (CTAS), Management of Cyto-toxic Medications and Stroke Competency including TPA administration to ensure staff are competent to deliver safe care for Trauma, Oncology and Stroke patients.
- Established a fully functional General Nursing Orientation (GNO) program to ensure standardized onboarding, competency validation, and integration of new nurses into the hospital's clinical practice environment- 100% competency validation achieved.
- Conducted Clinical Resource Nurse (CRN) and Link CRN workshops. These sessions aimed to enhance the CRNs' role in promoting evidence-based practice, quality improvement, and unit-level clinical support.
- Conducted Nurse Manager Workshops focusing on clinical excellence, decision-making, staff engagement, and quality improvement.
- Launched and successfully completed a structured cross-training and upskilling program across commissioned units to equip nurses with multi-unit competencies, broaden clinical expertise, and improve staffing flexibility during operational expansion - 20% bedside nurses cross trained.
- Launched onsite training and certification for Life Support courses, including BLS, ACLS and PALS.
- Staffing for all commissioned beds was fully activated through targeted recruitment, structured onboarding, and continuous training. Readiness was strengthened through a standardized orientation program, buddy system, and competency assessments, alongside new leadership development programs for Nurse Managers, CRNs, Shift Supervisors, and Link Nurses.
- Launched the Nursing Saudi Career Development Program (NSCDP.)
- Training and education courses and number of staff attended:
  - ✓ 247 GNO
  - ✓ 477 Life support courses
  - ✓ 43 Preceptorship program
  - ✓ 12 Chemo course
  - ✓ 32 Hemodynamic monitoring and assessment
  - ✓ 11 QIP training for NMs
  - ✓ 45 Leadership and management training for NM.
  - ✓ 651 other coursers.

Digital Health

- Implemented Mindray patient monitoring systems in Critical Care areas, enabling real-time data integration and improved patient safety.
- Implemented the CLMA system across commissioned units, integrating barcode scanning for medication, patient, and nurse identification.
- Implemented Omnicell systems for safe, efficient, and traceable medication storage and dispensing.
- Introduced QR-coded educational materials at the bedside allowing patients and families to access health information.



In-House & Inservice Training Statistics FEB-DEC 2025			
Service	**Total**	**Service**	**Total**
VF	63	**CTG**	20
SY. PUMP	62	**DISNFECT**	17
NN-FDAR	58	**RAPID INFUS**	14
ECG VU360	57	**P. LIFTER**	14
PHLE	56	**FUNDAMENTAL**	14
Fluid Warmer	50	**IPSG**	14
ISBAR	47	**OMNICELL**	13
NCP	44	**MINDRAY**	12
MASIMO	38	**OSTOMY**	11
BMS	34	**VENT. DRAGER**	5
P. BLANKET	29	**CLABSI**	3
B. CARE	26	**PW**	2



Respiratory Services Department

Awareness and Prevention

- Asthma Awareness Day.
- Conducted International Respiratory Care Week.
- Contributed to promoting awareness and education on the prevention of skin injuries.
- Participated In community awareness withing KSSH and in public.
- Participated with Ministry of Health Initiative to Enhance Readiness for Hajj Season.
- Participated with bed management to minimize bed blocker patient by transporting them to their Home.

New Services & Innovations

- Use of Vest device for chest physiotherapy.

Excellence in Experience & Process Improvements

- Participated in Researches and evidence-base practices with recognize associations (AARC and ERS).
- Initiated the Pulmonary Rehabilitation Program to support patients with chronic lung conditions through exercise, education, and breathing techniques.

Education and Training Programs

- Trained 31 new staff under SCDP.
- Recruit 100% Saudi staff.

Rehabilitation Services Department

Awareness and Prevention

- World Physiotherapy Day.
- Breast Cancer Awareness.
- Breast Cancer Community Outreach.
- World Occupational Therapy Day.
- World Stroke Day.

Excellence in Experience & Process Improvements

- Post-Op Total Knee Replacement (TKR) Cases.
- Work-related musculoskeletal disorder (WRMD) Project.
- Introduced Rapid Clinic Model to streamline patient flow upon admission. This process significantly reduced waiting times from 2-3 weeks for initial assessment session to walk-in assessments at the day of referral.

Education and Training Programs

- Weekly educational sessions.
- General Nursing Orientation.

Digital Health

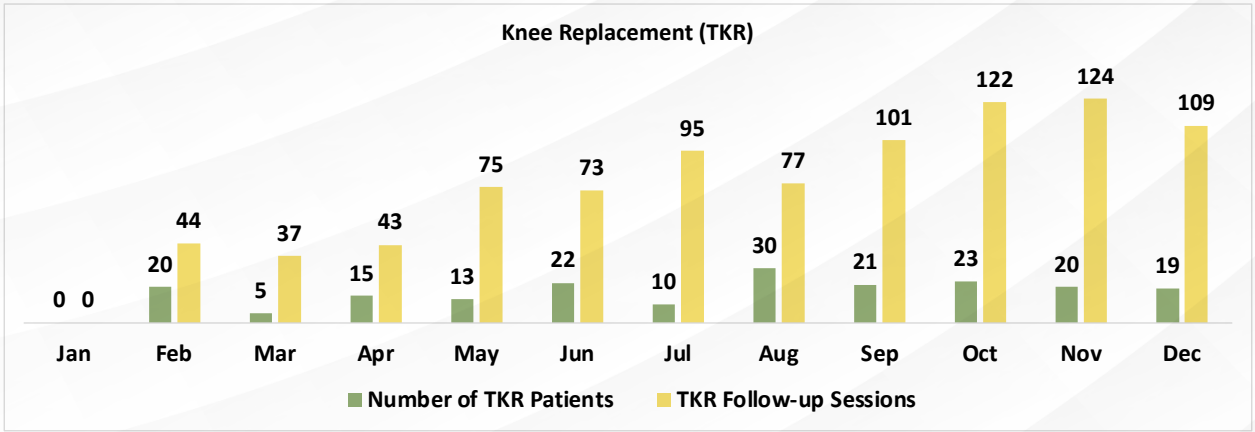
- Activation of Virtual Clinics.

2030 Related Achievements

Develop advanced specialty units led by highly trained professionals, including:

- ✓ Stroke, Spinal Cord Injury.
- ✓ Women's Health.
- ✓ Sensory Integration.
- ✓ Vestibular.
- ✓ Lymphedema.
- ✓ Amputation Management.

Statistical Information



Corporates

Introduction Page

Corporate departments are the backbone of any organization, each playing a specialized role in ensuring efficiency, growth, and sustainability. Together, they create a cohesive system that aligns with strategic goals and supports both internal operations and external stakeholders. At the Ministry of National Guard Health Affairs (MNGHA), this is exemplified through diverse departments such as Corporate Communications, Employee Social Club, Legal Affairs, Manpower Services and Human Resources, Planning and Regulatory Affairs, Public Relations and Media Affairs, Financial Affairs, Healthcare Technology Management, Infection Prevention & Control Program, and the Information Technology Department. In addition to specialized centers, and academic entities including King Abdullah International Medical Research Center (KAIMRC), the National Antivenom and Vaccine Production Center, and King Saud bin Abdulaziz University for Health Sciences further strengthen our role in advancing healthcare, research, education, and innovation. Together, these departments and centers form an integrated ecosystem that drives operational excellence and supports national priorities.



Business Center

New Services & Innovations

- Operation of Taif Branch as of February 2025.
- Registration on the Furas Platform to announce opportunity and on Ejar Platform to manage and document lease contracts

Education and Training Programs

- Conducted Revenue Cycle Management (RCM) training.

Digital Health

- Completed the Revenue Cycle Management (RCM) system.

Accreditation

- Daman Excellence Award, third edition in the category of Digital innovation for general hospitals.

Statistical Information

Facility Name	Number Of Inpatients	Number Of Outpatients
King Abdulaziz Medical City – Riyadh	4,960	39,656
King Abdulaziz Medical City – Jeddah	1,654	13,467
Prince Mohammed Bin AbdulAziz Hospital – Al Madinah	1,007	5,343
King Abdulaziz Hospital - Al Ahsa	1,293	7,153
Imam Abdulrahman Al Faisal Hospital – Dammam	812	4,985

Corporate Communications

Awareness and Prevention

- Collaborations on awareness messages through Interactive Voice Response (IVR) waiting time.
- A booth has been set up in the hospital lobby to educate employees about the new code system and address their inquiries.

New Services & Innovations

- Implemented the E-Directory in MNGHA Portal to provide best practices of facilitating communication methods between all MNGHA Staff.

Excellence in Experience & Process Improvements

- Designed an upgraded roadmap for the telephony systems serving dialysis clinics and Umm Al-Hamam clinic.
- Restructured Imam Abdulrahman bin Faisal Hospital (IABFH) Call Tree to enhance accessibility, optimize the patient journey, and improve the efficiency of the We Care Call workflow

Education and Training Programs

- Three (3) ATSCDP Participants finished their ATSCDP Training and transferred to their permanent positions as Communications Technician II
- One (1) Trainee from King Faisal University had been trained for six months

2030 Related Achievements

- Established Emergency Medical Services (EMS) contact center for internal and external calls.
- Implemented on-call scheduling system within Emergency Coding System.
- Integrated Computer-Aided Dispatch (CAD) system with Telephony System for Emergency Medical Services (EMS).
- Automated the process of retrieving staff, departments and service contact numbers through an integrated online e-Directory, optimizing communication flow across the organization.
- Automated the online communication assets management system, streamlining daily operations and improving efficiency across all sections.
- Invested in manpower resources to achieve Cisco Certified Network Professional (CCNP) certification, supporting staff development in communication department.

Statistical Information

Calls Type - MNGHA	Total
Business Access Calls	790,671
Local Calls	125,767
International Calls	10,612
National Calls	24,799
Pager Calls	4,466,257
Internal Calls	32,618,103

Corporate Employee Social Club

Awareness and Prevention

- Organized and celebrated Saudi Founding Day, Flag Day, Eid Al Fitr and Saudi National Day.
- Organized numerous sports tournaments, recreational events, and wellness programs that encouraged active employee participation.
- Introduced supportive activities that enhanced guests' emotional well-being and sense of community.

Excellence in Experience & Process Improvements

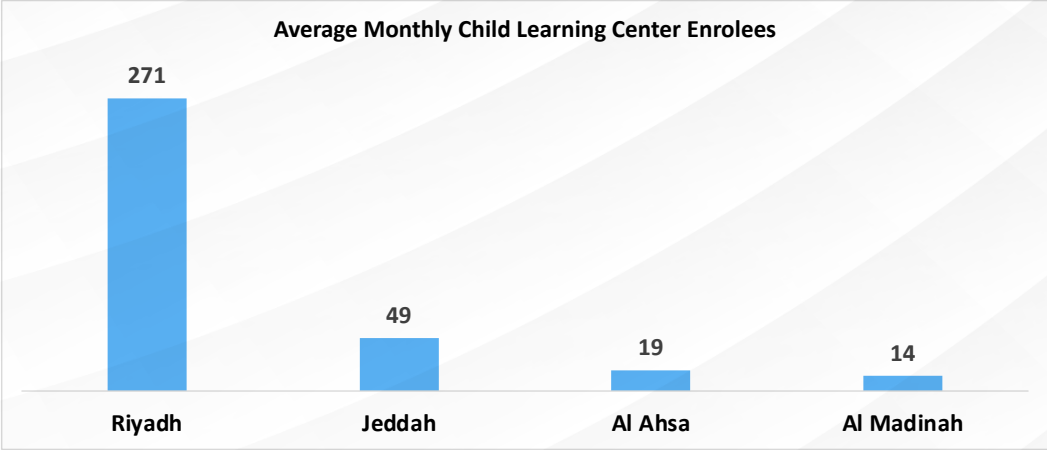
- Successfully developed and implemented new Administrative Policies and Procedures (APP) to enhance the management and regulation of ESC membership.

Education and Training Programs

- Implemented the full academic and childcare program from Nursery to KG3 in accordance with the Ministry of Education curriculum.
- Conducted professional development programs for teaching staff to maintain educational excellence.
- Promoted holistic child development through activities focusing on academic, emotional, and physical growth.

Statistical Information

Service	Total
ESC Membership	8,940 Active Members
ESC Loan	1,693 Processed Loans
Recreation Facility Users	69,052 Facility Users
Sports Facility Booking	7,407 Bookings
Equipment Booking	1,154 Bookings
Recreational Monthly Lessons	306 Participants
Guest House Referrals	2,103 Referrals





Corporate Legal Affairs

Awareness and Prevention

- Participated in "International Law Day" by highlighting personal data protection in healthcare and related rights and obligations.
- Promoted legal knowledge on key topics such as job responsibilities and Saudi Labor Law Articles.
- The Certified Legal Assistant (CLA) conducts quarterly reviews of final court resolutions to identify improper practices and implement corrective measures, ensuring full compliance and accountability.

New Services & Innovations

- Automatic License Plate Recognition (LPR) Technology.
- MASAR platform by Ministry of Human Resources and Social Development (MHRSD), which offers a range of electronic services for SANG employees, including receiving and processing grievances following thorough review and assessment.

Education and Training Programs

- Training and developing the facility's human capital through the Case Management Certificate Program approved by the Saudi Commission for Health Specialties (SCHS), including preparing content, delivering lectures, and covering topics such as legal concepts, health systems, medical practices, patient rights, medical authorization, guardianship, confidentiality, responsibility, and complaints.
- Training law students in various Saudi universities by introducing them to the tasks of legal administration and training them on legal work in general.

Digital Health

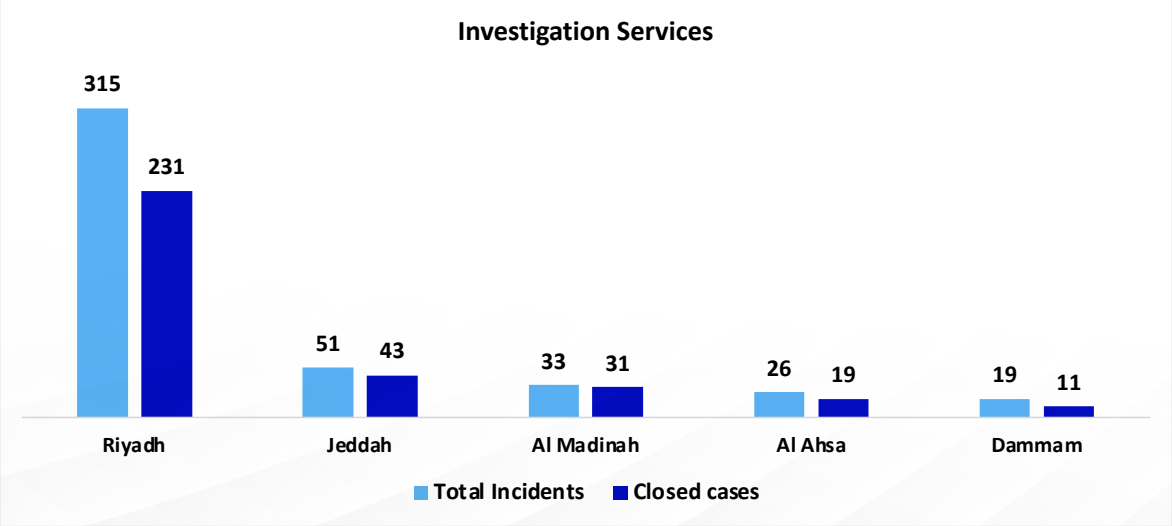
- License plate recognition integration with the Video Management system.
- Incorporation of Artificial Intelligence (AI) to analyze the work-flow in all health departments.

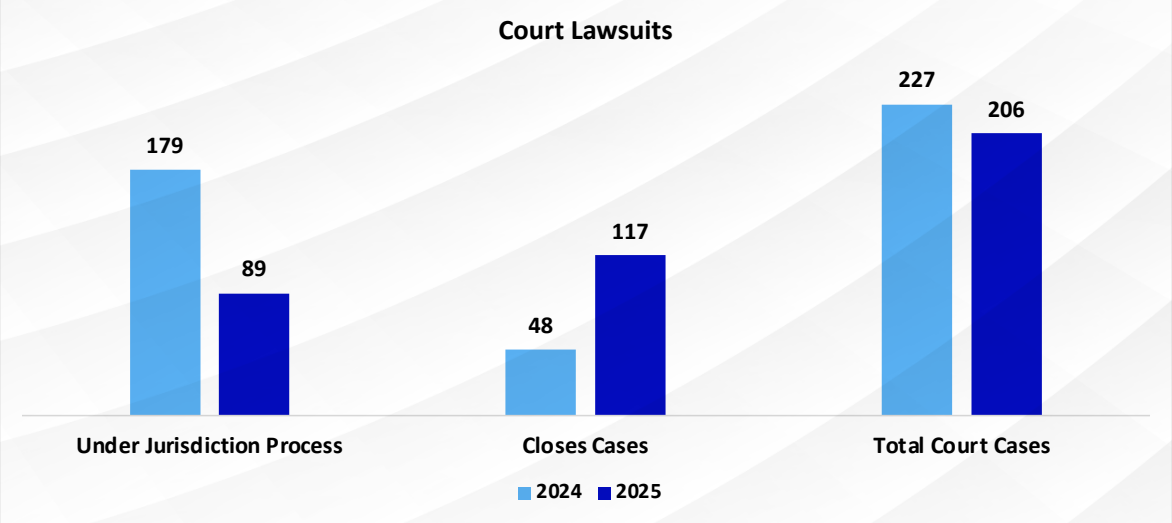
2030 Related Achievements

- The adoption of intelligent CCTV technologies powered by AI, analytics, and IoT enhances monitoring and management, supporting Vision 2030's objective of creating smart, sustainable campuses and advancing digital governance.

Statistical Information

Corporate Legal Affairs 2025	Total Incidents	Closed Cases	Under Process
Inquires Cases	2,307	2,240	67
Agreements & Contract	95	91	4
Complaints & Grievances Cases	172	161	11
Guardianship Cases	101	62	39
Investigation Cases	491	381	96
Liaison	121	80	41
Investigation Judicial Review	47	46	1





Total RASEL Correspondences **451**



Corporate Manpower Services and Human Resources

Awareness and Prevention

- Conducted the Career Counselling Initiative 2025 – "Come & Grow with Us."
- Learning Compass 2025 Initiative.
- Implemented the "Bonding Beyond Work" initiative to foster collaboration and team synergy.
- Organized the "Employee Compass Campaign" in collaboration with Corporate Human Capital Competencies Development (CHCPM.)
- Leadership Empowerment and Career Growth Initiatives for Nursing Staff.
- Implemented a feedback survey specifically designed for the newly arrived international and expatriate staff at Imam Abdulrahman bin Faisal Hospital (IABFH).
- Career Day 2025, King Abdulaziz Hospital Al Ahsa.

New Services & Innovations

- Implemented (RISE) System for the Internship Program. As part of this initiative:
  - ✓ Training and Development (T&D) Department conducted workshops for Technical and Vocational Training Corporation (TVTC) faculty members along with instructional videos that clearly explain how to apply for the training programs.

Excellence in Experience & Process Improvements

- A new inspection rounds mechanism has been launched through phone call instead of physical rounds.
- 2025 Training Experience Survey showed 97% satisfaction, reflecting strong trainee engagement and program effectiveness.
- Enterprise Resource Planning (ERP) solutions were implemented to streamline Human Resources processes, reduce errors, and improve employee services.

- Human Resources Department at King Abdulaziz Hospital – Al Ahsa enhanced accessibility, efficiency, and transparency through Human Resources Helpdesk Platform, managing 5,340 employee requests
- Reduced processing time for attendance adjustments and system access requests.
- Established a unified and accurate reporting structure for management review.
- the Knowledge Transfer Hub project to unify HR understanding across all regions. The initiative features workshops on HR applications, development policies, and government regulations to ensure consistent compliance.
- Human Resources Training and Development Department has increased employee enrollment in English courses, achieving 100 participants a 17% growth compared to previous figures.
- CHCCD drafted and reviewed Competency profile for all MNGHA positions' title for all job families, where:
  - ✓ 690 out of 2,000 competency profiles have been drafted and reviewed.
  - ✓ 193 competency profiles have been approved by CJCC.
- CHCCD drafted and reviewed S.M.A.R.T. objectives with department in order to reflect the strategic competency.
- Unify the Evaluation form for all employees and integrating the Competency Profile to provide a customized performance appraisal tailored to specific job descriptions.

Education and Training Programs

- Throughout the year, a range of courses were offered to support employee development across departments. Which were selected based on operational needs and covered several topics Computer skills courses provided to newly hired nurses.
- Technical development sessions designed to enhance staff experience.
- Launched the "Basic Arabic Language Proficiency Training Program (BALPRO)" for non-Arabic speaking staff to enhance communication and service delivery.
- Health Information Management Association of Australia (HIMAA) Certified Courses including Clinical Costing, Saudi Organization for Certified Public Accountants (SOCPA) Cost Accounting Training Course, and Tableau Training Course.
- Specialized Training Programs for Evaluation Committees.
- Administrative Development Series at King Salman Specialized Hospital in Taif.
- Pre-Opening King Abdullah Specialist Hospital (KASH) Qassim Leadership Training.
- Language Training Programs.
- Cooperative Training Program.
- Workshop titled "Visions and Plans for a Promising Career Future in collaboration with Al-Ahsa Technical College."
- Healthcare Training Courses including Advanced Cardiovascular Life Support – Instructor (ACLS-I), Neonatal Resuscitation Program Advanced Provider (NRP), and Basic Life Support – Provider (BLS-P), among others.
- King Abdulaziz Hospital Al-Ahsa has successfully commenced training for 151 trainees across healthcare and administrative specialties.
- Conducted an Employee Document Management (EDM) Awareness Workshop.
- Conducted multiple sessions of the Medical Terminology (Online) Course.
- Implemented the Arabic Language Communication Course for OB/GYN Nurses (One-on-One.)

- Conducted Boost Your Workforce Strategy HR Staffing Plan Guidance Session.
- Verification License and Certificate Allied Practitioners and Engineers.
- Launched the Competency Up-skilling Program as an individual development initiative to enhance the technical, leadership, and interpersonal skills of CHR staff members
- (ATSCDP) provides one year of intensive training in departmental disciplines, after which successful trainees are employed in the department.
- Certified upskilling pathway for healthcare professionals that raises clinical competence, improves patient outcomes, and strengthens workforce readiness.
- CHCCD team has conducted more than 20 virtual and in-person workshops and meetings for MNGHA department leaders, to explain competency profile and S.M.R.T. Objectives.

Digital Health

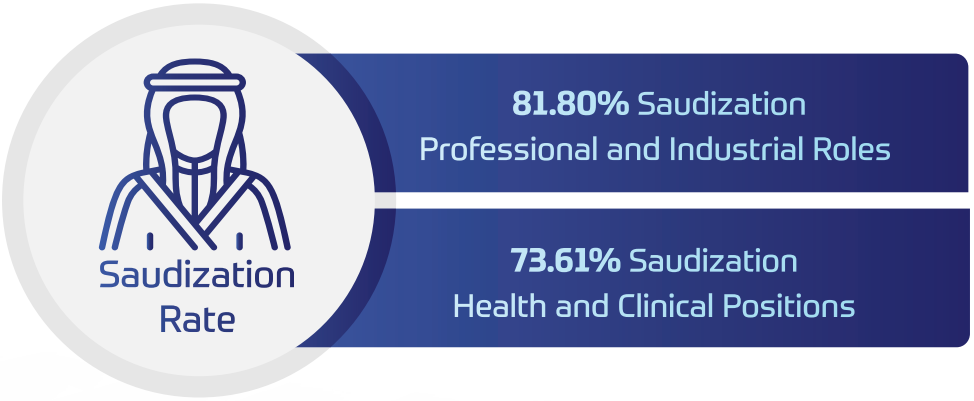
- Launched RISE System for Internal Advertisement.
- Launched Government Relations Tracking System.
- Automate Government Relations Tasks.
- Launched the "After Hire" System.
- MASAR platform (Ministry of HRSD).
- MUQEEM platform (Ministry of MOI).
- MOFA platform (Ministry of Foreign Affairs).
- Office Services automation applications.
- Integrated the Competency Profile into the Performance Evaluation form to meet JCI and CBAHI requirements.
- Implemented the Evalufy platform for assessing candidates' competencies, including psychometric, technical, IQ, and leadership skills, to enhance the quality of hiring.
- HR digital library to share knowledge and improve overall work efficiency.
- Conducted Digital Attendance Review and monthly performance attendance review report.
- Government Relations Department is gradually automating core tasks in alignment with national platforms and Oracle Cloud integration, paving the way for full automation of the Release Letter process by 2026.
- Drives operational efficiency and strengthens stakeholder engagement by providing secure digital access to registration, records, communications, and retrieval of reports.
- Developed a complementary application to provide services from the Government Relations Department, enabling employees outside the Kingdom to access the application and request the services they require.

Accreditation

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

2030 Related Achievements

- Medical staff sustained a 64.40% Saudization rate, marking continued progress in physician and clinical specialist localization.
- Actively participated in career fairs to attract and engage highly skilled candidates.
- Developed a comprehensive recruitment data bank to streamline talent sourcing.
- Enhanced the security clearance process by enabling candidates' data entry to automatically generated PDF and Excel files with management's stamp for recruitment team access.
- Completed Nursing Services and Medical Services dashboards.
- A total of 25 Hired critical Senior Nursing & Allied Health Clinical positions KAMC, KASCH, NEURO.



Statistical Information

Training and Development in Riyadh			
Program	Number of Attendees	Program	Number of Attendees
healthcare cadre project	492	General English - Intermediate	104
Arabic language Course	274	English Conversation Skills	99
Internal management courses	205	STEP Preparation	91
Internal technical courses	197	ATSCDP-Transferred	82
Certified external management courses	137	Certified external technical courses	72
ATSCDP	131	Business English	60
Medical Terminology	130	behavioral courses	57
General English - Elementary	105	General English - Advanced	13

Training and Development in Jeddah	
Subject	Total
Administrative/Technical Saudi Career Development Program (ATSCDP)	71 participants
Cooperative Trainees	167 trainees
English Language Courses	7 Courses
Technical Courses	3 Courses
Management Courses	6 Courses
Allied Health Courses	10 Courses



Corporate Planning and Regulatory Affairs

Awareness and Prevention

- APPs awareness project.
- CPRA participation in the weekly Educational Sessions with the Staff Experience Dept. for the new joiners.
- Initiatived session raising awareness and explaining the procedure of the MNGHA Annual Report.
- A new initiative has been launched to design and produce multimedia formats that highlight the yearly quarterly achievements of the MNGHA.
- Celebrated Saudi Founding Day, Saudi National Day and Eid Al Fitr.
- Celebrated key staff milestones, including farewells, new arrivals, retirements, and promotions.
- Implemented 12 staff-led educational sessions within the department.

New Services & Innovations

- Activation of CMS system.
- DPPs Bank.
- BestCare access support
- CPRA Rewards, Recognitions and Celebrations System.
- Committee Management System Go-live Project.
- Orgnazional Charts E-Portal.

Excellence in Experience & Process Improvements

- All departmental procedures have been reduced, and it's now faster by 20%.
- Enhanced the procedure of collecting and producing MNGHA Annual report.
- Booklet and Video of the 1st half of 2025 MNGHA achievements.
- Published 2024 MNGHA Annual report.
- Published 2024 Significant Health Indicators report.
- 2024 Ministry of Health report.
- 2024 Arabic Report of Health affairs.

Digital Health

- Optimized and streamlined departmental workflow by leveraging the Channel Tool in MT to enhance coordination, communication, and task management.

Accreditation

- Joint commission international (JCI) accreditation.
- Saudi Central Board for Accreditation of Healthcare Institution (CBAHI) accreditation.
- Innovation Hackathon 2025, Participation Project

2030 Related Achievements

- QIYAS Digital Transformation for 2025 recognition.

Statistical Information

Service	Status	Q1	Q2	Q3	Q4
Automating & Updating ALL MNGHA Forms	Approved forms	30	60	118	89
Finalizing all pending APPs, overdue APPs, and due for review	Approved APPs	10	19	23	28
Utilizing vacant positions & training new joiners	New occupied positions	3	1	1	1
Organizational Charts	Approved O.C.	27	21	18	18
Committee Formation Order	Approved CFO	44	30	24	45

Statistics and Achievment Report Department

Internal Requests Growth: **154%**

External Requests Growth: **13%**

Corporate Public Relations and Media Affairs

Awareness and Prevention

- Organized multiple awareness campaigns in collaboration with hospital departments, including national and international health days (e.g., World Diabetes Day, Breast Cancer Awareness, and Flu Vaccination Campaigns.)

Excellence in Experience & Process Improvements

- Implemented digital archiving for media and event coverage to facilitate accessibility and continuity across hospital departments.

Education and Training Programs

- Conducted professional photography and videography training sessions for new Public Relations staff to enhance media coverage quality and ensure consistent visual standards across hospital events and campaigns.

Digital Health

- Digital Screen Project, integrating display systems across all hospital departments and buildings to broadcast awareness messages, safety alerts, and internal announcements in real time.

Statistical Information

Traditional Media:

11		3
Local TV Coverage		Internal Health Affairs TV Coverage

Digital Media:

@MNGHAnews		@MNGHAcares	
132,039 ↑ 3% Total Followers	138 Total Posts	4,800 ↑ 15% Total Followers	863 Total Posts

LinkedIn			
189,600 ↑ 30% Total Followers	256,700 Profile Visits	126 Total Posts	

YouTube			
6,700 ↑ 8% Total Followers	99,000 Total Engagements	7 Total Video/Posts	



External Communications

Awareness and Prevention

- Conducted awareness sessions for internal departments on documentation requirements and proper submission processes for oversight authorities.
- Distributed Management Notifications and guidance to ensure compliance and uniformity.

New Services & Innovations

- Introduced new structured workflow procedures for handling external correspondences.

Excellence in Experience & Process Improvements

- Developed a centralized tracking matrix for all external correspondence to ensure full traceability and accountability.

Education and Training Programs

- Conducted internal training to strengthen departmental readiness in preparing official responses, covering documentation standards, evidence submission requirements, and protocols for deadline adherence and escalation.

Digital Health

- Electronic archiving of all correspondence and supporting documentation, ensuring accessibility, confidentiality, and audit-readiness.

2030 Related Achievements

- Supported digital transformation by adopting and expanding electronic correspondence systems (Shamel, Rasel, E-CTS).

Financial Affairs

Education and Training Programs

- Management Accounting and Accrual Basis.
- Cost Accounting Course.
- Training Updates on SARF Platform conducted by the Ministry of Finance.
- Financial Specialist.
- Financial Data Management.
- Accounting Principles.
- Financial Manager Preparation Programs.

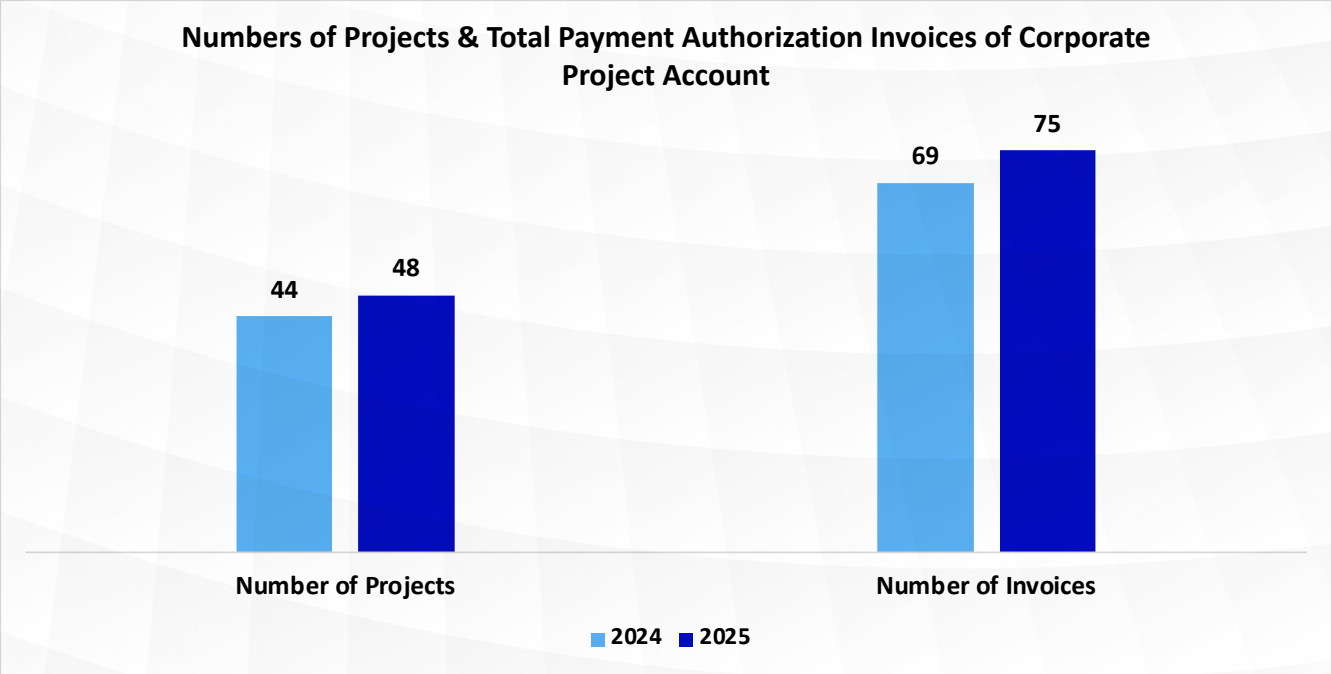
Digital Health

- Participated in the successful implementation of the employees' Housing and Transportation Allowance request process through Oracle Self Service system; automating access provision for employees and processing efficiency.
- Involved in the implementation of the system update for the new overtime rate, ensuring alignment with the updated policy guidelines and accurate payroll processing.

2030 Related Achievements

- Updated the Ministry of Finance (MOF) transactions in both the SANG Financial System and the Oracle Financial System.
- Updated numerous General Ledger accounts by clearing old balances.
- Simplified and optimized the approval workflow for Social Club Loan payments within the B2B payment system.

Statistical Information



Healthcare Technology Management

Awareness and Prevention

- Arranged End-User training for the newest medical devices.
- Training agreement with MED SURG SOLUTIONS company for MNGHA intern engineers on their Continuous Renal Replacement machine (CRRT).
- Implemented a new platform to monitor the warranty expiration earlier.
- Participated in MNGHA Campaign at the Shura Council by providing medical equipment and technical support as part of a national initiative led by MNGHA and KSAU to promote healthcare awareness.
- Participated in Diabetes Awareness Campaign by providing medical equipment and technical support to enhance screening and educational activities during the campaign, contributing to national efforts in diabetes prevention and public health awareness.

New Services & Innovations

- Supported the Ministry of National Guard Health Affairs (MNGHA) projects in commissioning and accepting new equipment across multiple facilities, including:
  - ✓ King Abdullah Specialized Children's Hospital (KASCH) in Jeddah.
  - ✓ Neurosciences and Trauma Care Center (NSTC) in Jeddah.
  - ✓ King Salman Specialized Hospital (KSSH) in Al-Taif.
- Initiated the strategic program for the Implementation of in-house spare parts using the 3D Printing Lab to enhance self-sufficiency and reduce maintenance costs.
- Developed and shared a structured installation guide for the Abacus system at the KASCH in Riyadh, including QR code access and calendar integration to streamline setup and coordination among assigned staff.
- Introduced 154 Masimo iSirona units, a bedside connectivity hub that integrates up to 6 medical devices and transfers patient data directly to the BestCare system.
- Introduced Optical Coherence Tomography (OCT), a non-invasive, high-resolution imaging technique that uses light to produce cross-sectional images of biological tissues.
- Introduced Electroretinography (ERG), an advanced retinal diagnostic tool that measures the retina's electrical response to light. This non-invasive technology enables early detection of retinal disorders and provides precise insights into photoreceptor and inner retinal function before structural changes occur.
- Introduced a Body Composition Mobile Unit, a bedside diagnostic innovation that uses portable bioimpedance technology to provide accurate assessments for immobile patients.
- Launched Fluorescence in Situ Hybridization (FISH) service in cytogenetics at King Abdulaziz Medical City (KAMC) main laboratory in September 2025.
- Launched the National Neurosciences and Trauma Center (NSTC) Business Center W50 in November 2025.
- Introduced advanced imaging systems including the Medtronic O-Arm and Carestream X-ray.

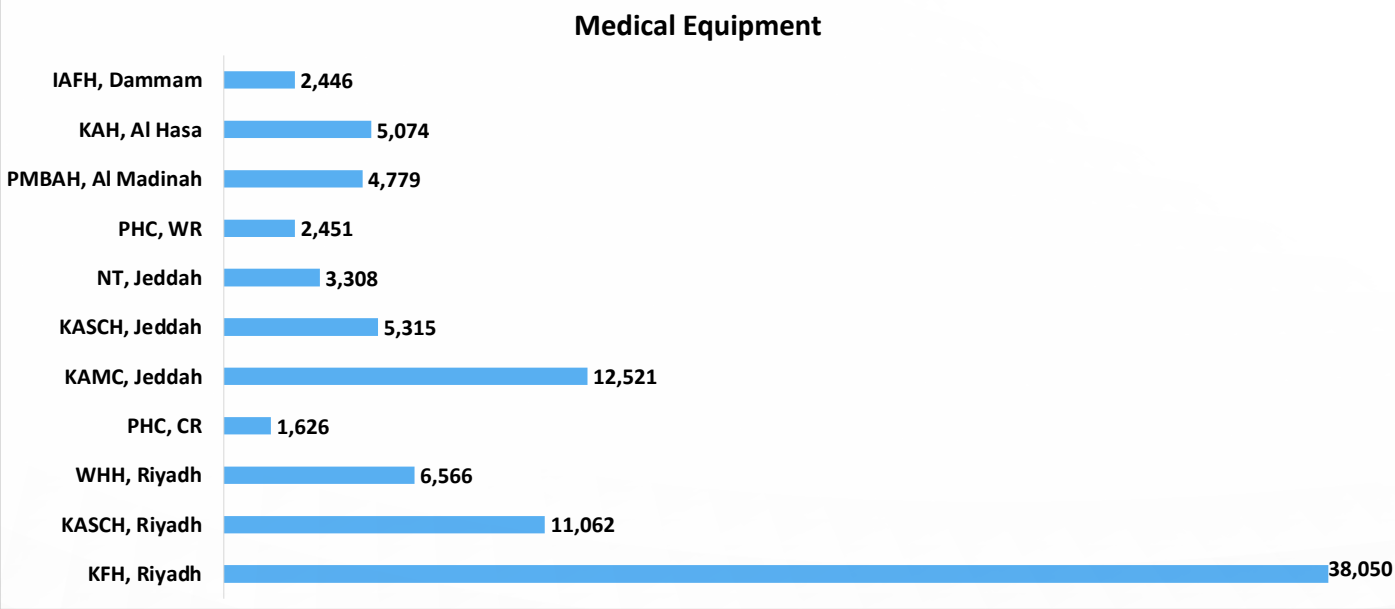
Education and Training Programs

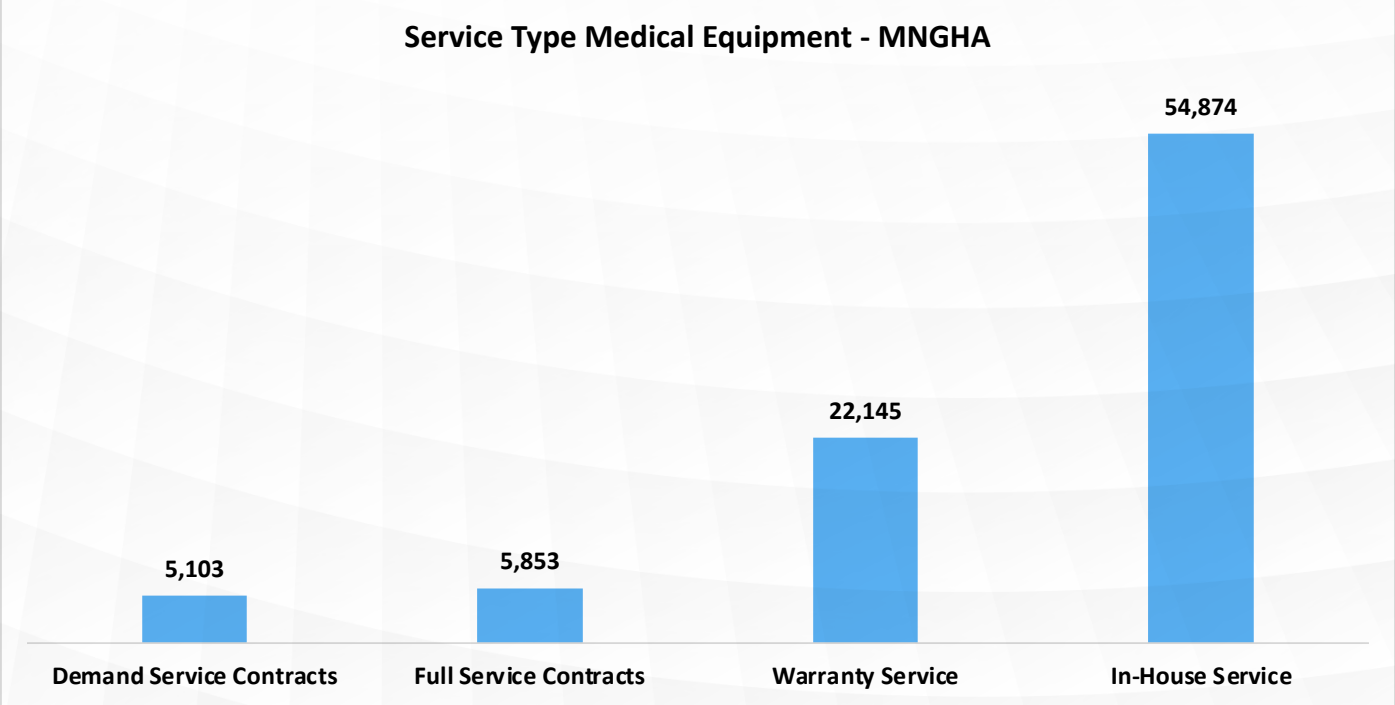
- Global Health Exhibition 2025 Riyadh.
- Arab Health Exhibition 2025 Dubai
- MEDICA Exhibition 2025 Germany.
- International Clinical Engineering and Health Technology Management Congress (ICEHTMC) 2025 China.
- Advanced Business Continuity and Risk Management Certification, MNGHA, 2025 Riyadh.

Accreditation

- Emergency Care Research Institute (ECRI) Annual Award.
- Outpatient Department (OPD) recognition for Health Technology Management (HTM.)
- International Arab Biomedical Federation (IABF) College of Engineering appreciation for outstanding participation in the University Career Day.
- Certificates of appreciation from NICU department and Operations, WHH.

Statistical Information





Infection Prevention & Control Program

Awareness and Prevention

- Contributed to various activities with the Saudi Public Health Authority (Weqaya).
- Contributed to multiple initiatives with the Ministry of Health, Al-Ahsa Branch.
- Collaborated with Al-Ahsa Social Services Authority in selected activities.
- Participated in Influenza Awareness and Prevention Campaign.
- Supported World Tuberculosis Day initiatives.
- Engaged in World Immunization Week activities.
- Promoted International Hand Hygiene Day awareness.
- Highlighted the role of nurses in emergency vaccination campaigns.
- Contributed in the Ministry of Health campaigns.
- Supported the "Purple Awareness for Sustainable Health" initiative with the Saudi Public Health Authority (Weqaya) in Al-Ahsa.
- Participated in Patient Safety Day activities.
- Conducted periodic health screening for healthcare workers.
- Organized Healthy Aging Campaign to promote wellness and preventive care.

New Services & Innovations

- Implemented the Multidrug-Resistant Organism (MDRO) Project in both Adult Intensive Care Units (ICU) and Non-ICU areas, including Isolation and Medical Units.
- Introduced the "Five Moments of Patient Hand Hygiene" educational model in the Isolation Unit as a pilot study.
- Combated Central Line-Associated Bloodstream Infections (CLABSI) using the Comprehensive Unit-Based Safety Program approach.
- Conducted Catheter-Associated Urinary Tract Infection (CAUTI) surveillance in medical units.
- Launched the Outpatient Parenteral Antimicrobial Therapy (OPAT) program.
- Monitored healthcare workers (HCWs) exposed to radiation to ensure occupational safety.

Excellence in Experience & Process Improvements

- Achieved zero Central Line-Associated Bloodstream Infections (CLABSI) in PICU & NICU and zero Catheter-Associated Urinary Tract Infections (CAUTI) in PICU from October 2024 to September 2025.
- Recorded zero deep surgical site infections in Cesarean surgeries and knee prosthesis surgeries from October 2024 to September 2025.
- Improved clinical practice by enhancing antimicrobial appropriateness in 2025.
- Hepatitis Prevention Project.

Education and Training Programs

- Educational in-service training to all units in a regular basis.
- Right Care, Right Now Program to all staff.
- Right Care, Right Now: Surgical Module for all staff in Perioperative areas.
- N95 Fit Test training for all staff.
- Skills Competency Training for all Housekeeping staff on routine and terminal cleaning procedures.

Information Technology Department

Awareness and Prevention

- Conducted the Digital Transformation Awareness Measurement Program to evaluate organizational readiness and adoption.
- Delivered the Digital Services Awareness Program to enhance employee knowledge of available digital solutions.
- Actively participated in the Innovation Track Hackathon 2025, contributing to creative problem-solving and digital innovation.
- Implemented Emergency Medical Services (EMS) system integration with BESTCare, enabling seamless transfer of EMS progress notes to improve documentation accuracy and efficiency.
- Launched the Digital Awareness Campaign through the Information Technology (IT) Helpdesk. These campaigns empowered end-users, reduced common support queries, and promoted self-service efficiency across the (MNGHA).

New Services & Innovations

- Implemented the Digital Pathology Viewer in BESTCare Laboratory Information System (LIS), transitioning from traditional glass slides to high-resolution whole slide imaging. Integration with scanners and image management software improved accessibility, accuracy, workflow efficiency, education, and research.
- Co-sign function enhancements enabled seamless collaboration among pathologists across all (MNGHA) hospitals.
- Launched the new Aruba Wi-Fi Guest Service Set Identifier (SSID) at Prince Mohammed Bin Abdulaziz Hospital (PMBAH) in Al-Madinah, providing secure and user-friendly connectivity for visitors and guests.
- Established the Ibn Sina Satellite Clinic in Dirab to expand outpatient and primary care access, reduce waiting times, and strengthen integration with existing healthcare systems.
- Developed and implemented the Pharmacy Inventory Module in Jeddah to improve medication tracking and ensure availability.

Excellence in Experience & Process Improvements

- Integrated electronic dispensing, radiology, and laboratory orders with the National Platform for Health and Insurance Exchange Services (NPHIES).
- BESTCare Therapeutic Intervention Documentation (TID) process was enhanced and automated, allowing pharmacists to request physician approval for medication adjustments. This streamlined workflow improves communication and documentation, reducing errors and increasing patient safety.
- Improved the Clinical Documentation Improvement (CDI) process by integrating Encompass 360 with BESTCare, allowing direct physician responses within the same platform, and ensuring synchronized documentation review.
- Completed the Facility Management Safety and Risk Assessment Database (FMSRAD) at King Salman Specialized Hospital (KSSCH) in Taif.
- Introduced new self-service kiosks across primary healthcare centers in Dammam and Riyadh hospitals, automating registration, appointment check-in, and billing to reduce waiting times and improve patient experience.

- Implemented the Open Medical File feature in BESTCare, allowing users to create medical files directly through the system using official sources such as Nafath SANG and the National Information Center (NIC), reducing waiting times and improving documentation accuracy.
- Applied Patient Journey Project Phase 3, automating bed requests from the nursing module side.
- Enhanced integration between the Interactive Voice Response (IVR) system and BESTCare, allowing patients in Riyadh and Dammam to cancel appointments automatically up to seven days or one day before the visit.
- Integrated non-physician forms in BESTCare with Encompass 360 to cover more patient cases.
- Enhanced the Take-Home Supply workflow with additional features to improve efficiency.
- Integrated cardiac documentation forms in BESTCare with Encompass 360.
- Implemented clinical and operational dashboards to track corporate KPIs across healthcare, logistics, HR, and IT. This automated monitoring for chronic diseases, patient authentication, and departmental performance, enhancing data-driven decision-making.
- Reduced administrative bottlenecks through digital kiosks and mobile platforms, enabling healthcare teams to focus more on patient care.
- Enhanced the "Suggestions and Complaints" service to allow patients to submit technical issues and specify problem types, improving application services.
- Introduced the "My Health" feature, enabling patients to record vital signs manually or via wearable devices such as blood pressure monitors and heart rate trackers.
- Activated the patient referral process from Prince Mohammed bin Abdulaziz Hospital (PMBAH) in Al-Madinah to King Abdulaziz Medical City (KAMC) in Riyadh through BESTCare.
- Implemented a comprehensive Revenue Cycle Management (RCM) system for MNGHA, integrating registration, claims, invoicing, and compliance with interoperability across BESTCare, TAHSEEL, NPHIES, and ZATCA, optimizing revenue collection and compliance.
- Automated housing and transportation processes through the Self-Service Human Resources (SSHR) system, reducing manual effort and improving accuracy.
- Completed the design and installation of modern Oracle database servers to host critical health data systems, expanding capacity to support existing and new hospitals with improved performance and continuity.

Education and Training Programs

- Provided training programs under memoranda of collaboration with KSAU-HS and King Khalid University (KKU), including orientation on AI, digital twins, business intelligence, data privacy, generative AI, and data analysis for decision-making.
- IT helpdesk System online Training.

Digital Health

- Integrated 3M AI-powered Medical Coding with BESTCare to automate coding via electronic record analysis. This improved documentation quality, accuracy, and operational efficiency while ensuring international compliance.
- AI technologies such as Natural Language Processing (NLP), machine learning, and intelligent automation were also applied to patient experience surveys to identify satisfaction drivers and improvement opportunities.
- Installed, implemented, and went live with the Dental Picture Archiving and Communication System (PACS) at King Abdullah Specialized Children's Hospital (KASCH) in Jeddah.

- Published the Hajj Lite source code on the Digital Government Authority (DGA) platform as an open-source contribution, supporting the national strategy for transparent digital collaboration in Jeddah.
- Upgraded the Malafi Patient Portal with a redesigned interface, enabling patients to access health records, manage appointments, and communicate with providers more efficiently.
- Implemented the Comprehensive Employee digital twin system, delivering hospital services electronically without human intervention to improve efficiency and patient experience.
- Introduced the Emergency Medical Services (EMS) Computer-Aided Dispatch solution to enhance response times, operational efficiency, and patient outcomes.
- Implemented the Sepsis Alert system in the Emergency Department at Prince Mohammed Bin Abdulaziz Hospital (PMBAH) in Al-Madinah, enabling automated alerts based on clinical indicators for early recognition and intervention.
- Developed the New Eligibility System to replace the old platform, improving performance, reliability, and integration with other systems.
- Launched Taif's new intranet portal and provided training for Taif administrators to manage regional content.
- Introduced the new MNGHA website chatbot, offering live chat support to improve accessibility and provide immediate answers to patient and visitor inquiries.
- Launched the Hemodialysis Inpatient (IP) module in BESTCare in Dammam, supporting patient information management, scheduling, and procedure tracking.
- Implemented Electrocardiogram (ECG) integration with the MUSE system for seamless data exchange in Dammam.
- Sucessfuly Launched in Dammam:
  - ✓ New Dental PACS
  - ✓ Cardiac PACS in Cardiology Department.
- Developed an automated data extraction process in Dammam for Primary Health Care (PHC) Ministry of Health (MOH) Key Performance Indicators (KPIs), ensuring accurate health indicators for quality improvement.
- Implemented a digital Security Permit System for the Military Police Department across all regions, streamlining submission and approval of employee, visitor, and contractor permits.
- Launched the new General Electric (GE) Medical Imaging PACS system in Riyadh, Jeddah, Dammam, and Al-Ahsa, enabling medical image archiving, post-processing, and AI-driven optimization.
- Launched the new Endoscopy system at Imam Abdulrahman bin Faisal Hospital (IABFH) in Dammam, supporting image and video archiving with advanced post-processing tools.
- Launched the Obstetrics, Gynecology, and In Vitro Fertilization (OB/GYN & IVF) PACS system in Riyadh, Jeddah, Dammam, Al-Ahsa, and Al-Madinah, enabling advanced imaging, measurements, and post-processing capabilities.

Accreditation

- Participated in LEAP 2025, showcasing MNGHA's digital health innovations.
- Achieved Stage 7 in the Healthcare Information and Management Systems Society (HIMSS) Analytics Maturity Assessment Model (AMAM), becoming the first organization worldwide to reach this level.
- Recognized by Newsweek magazine as one of the world's best smart hospitals for 2026, marking the fifth consecutive listing (2022–2026).
- MNGHA project nominated for the final phase of the World Summit on the Information Society (WSIS).

- Integrated charitable dialysis services into the BestCare electronic medical system, linking directly with the hemodialysis system.
- Earned ISO 56002:2019 and ISO 56008:2024 certifications, recognizing excellence in innovation management.
- Implemented the Unified Design Code by the Digital Government Authority (DGA) in the NFSP Portal, Maak application, Baynahum application, and Malafi application (expected December 2025).
- Awarded the Council of Health Insurance Excellence Award (third edition) under the category of Digital Innovation for Public Hospitals.
- "Medical Eligibility" service named Best Service of June 2025 on the Tawakkalna platform.
- MNGHA "Home Healthcare" nominated for the Digital Government Authority (DGA) Award (Top Five) under Best Digital Inclusion Initiative, shortlisted for final judging.
- Recognized by the DGA open-source repository for excellence in software development.
- Conducted three workshops with healthcare government entities to present MNGHA source codes and encourage reuse through the DGA code bank.

2030 Related Achievements

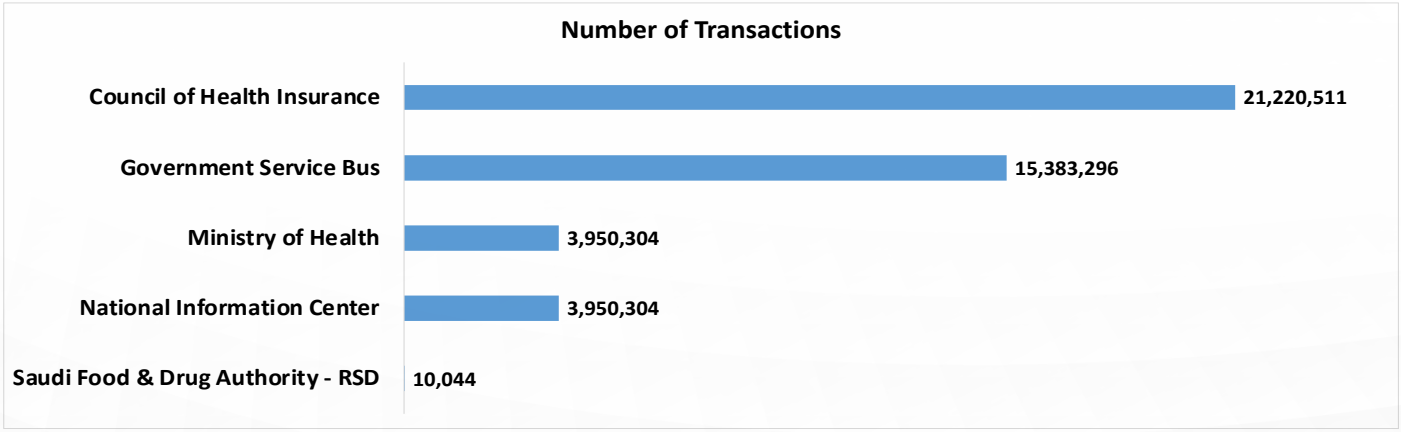
- MNGHA achieved 24th place out of 250 government websites across all sectors in the Website and Digital Content Efficiency Index, reaching an "Advanced" level, and secured the first place among websites of health sector entities.
- Launched 39+ of MNGHA services in Tawakkalna application.
- Integrated BESTCare with the Ministry of Health's Nphies service, enabling radiology, laboratory, and e-prescription orders to appear in Sehatty application. The integration included migrating historical patient data to Nphies, ensuring consistency and integrity, and enhancing accessibility through unified health records.
- Integrated BestCare with the Ministry of Finance's XNphies Financial Service and TAHSEEL system, enabling real-time transmission of self-pay patient service details and invoices—streamlining payment workflows, improving accuracy, and enhancing user experience.
- Deployed a resilient storage and server system across two Riyadh data centers to protect against full-site failures. This infrastructure supports the Unified Monitoring and Control Center at King Abdulaziz Medical City, ensuring the continuity and efficiency of critical MNGHA health and emergency systems.
- Developed the BESTCare electronic medical system for the Oncology Department across all MNGHA Project.
- Implemented a comprehensive cybersecurity program across MNGHA medical cities and hospitals, including domain and DNS protection, next-generation Network Access Control (NAC), and advanced vulnerability scanning. At King Abdulaziz Medical City in Riyadh, encryption systems, file protection, asset management, and data loss prevention were deployed.
- Launched King Salman Specialized Hospital in Taif "KSSH ".
- Launched the King Salman Specialized Hospital (KSSHT) Patient Portal.
- Established data transmission with the Saudi Food and Drug Authority (SFDA) to build the National Database of Pharmacoepidemiology and Drug Safety across the Kingdom.

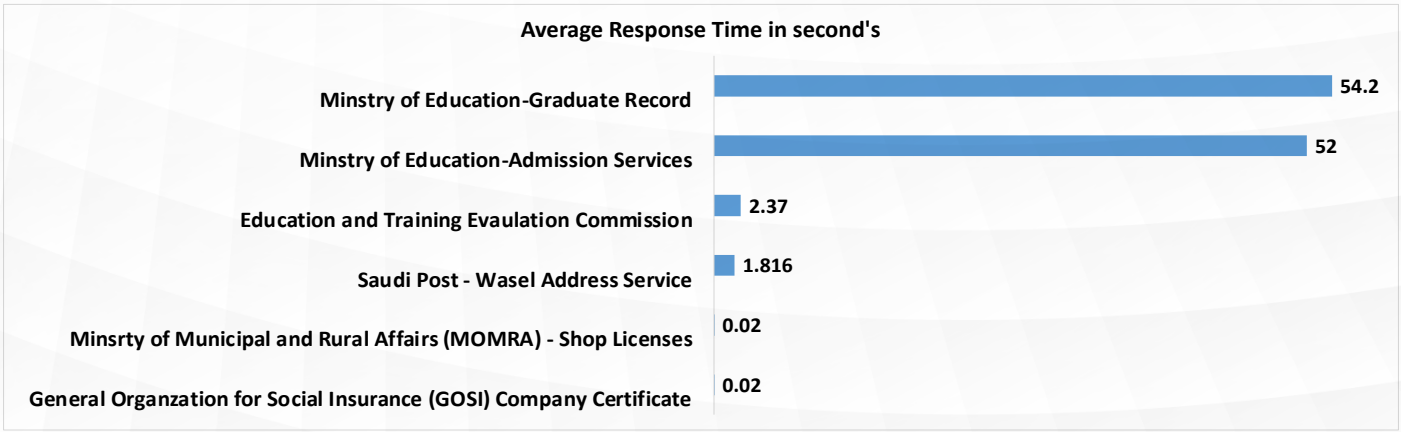
Statistical Information

هيئة الحكومة الرقمية
Digital Government Authority

Qiyas Digital Transformation Program 2025 MNGHA scored **(94.31%)** ranking **1st** in health sector and 2nd among all government entities in all sectors.

Website and Digital Content Efficiency Index 2025 MNGHA achieved **(84.37%)**, as the top score of in health sector





Over all User's Satisfaction Survey

Quality of the Service Provided has recorded **over 56%** Extremely Satisfied

Design and Ease of Access has recorded **over 58%** Extremely Satisfied

Portal Electronic Services Provided have recorded **over 55%** Extremely Satisfied

Useful information Provided has recorded **over 55%** Extremely Satisfied



King Abdullah International Medical Research Center (KAIMRC)

Awareness and Prevention

- Global Health Exhibition.
- 1st Disability Research Forum in collaboration with King Salman Center for Disability Research.
- Life Sciences Innovation Forum 2025 in collaboration with J.P. Morgan.
- The Saudi Stem Cell Donor Registry has run 53 campaigns.

New Services & Innovations

- Alfadhel syndrome (AFDL.)
- Umair-Alfadhel Neurodevelopmental Disorder (NEDUA).
- Received a research grant from the Saudi National Institute of Health (SNIH).
- Conducted artificial intelligence empowered discovery of new antibiotics targeting methicillin-resistant Staphylococcus aureus (MRSA).
- Launched the Geno-Biome project to investigate the burden of periodontitis through genetic analysis and oral microbiome studies in Saudi Arabia.

- Evaluated the impact of antimicrobial therapy for urinary tract infections (UTIs) on maternal immunity and cardiac electrophysiology during pregnancy.
- Developed innovative computational approaches to design potent SARS-CoV inhibitors based on the CIM-834 complex.
- Built a flexible virus-like particle vaccine platform to enable rapid response to emerging viral threats in the Kingdom of Saudi Arabia.
- Established a comprehensive bioengineering program to advance medical research and healthcare innovation.

Education and Training Programs

- KAIMRC Educational Activity in 2025 is around 39 activities and 2,072 participations.
- KAIMRC Educational Activity (central & eastern regions) in 2025 is around 44 activities and 2,169 participations.
- Total No. of Staff Development Training Courses in 2025 is 14 Courses and 1,209 attendees.

2030 Related Achievements

- Implemented the national initiative (Developing and accrediting drug testing laboratories and bio-equivalence.)
- Partnerships & collaborations: (Pfizer, AstraZeneca, Alaat, Shanghau Abelzeta Ltd., Charles River Labs, Spimaco, Larrasa Labs, Biogen, KFUPM, IARC, Lifera, Brown University, WADA and more.)
- Total No. of publications (KAIMRC, KSAU-HS, MNGHA) until October 2025 is around 959.

Statistical Information

Indicator	Total
Total No. of approved research projects	1,742 Projects
Total No. of approved external research projects	10 Projects
Total No. of approved Clinical trials projects	108 projects
Total No. of publications (KAIMRC, KSAU-HS, MNGHA)	1,550 publications
Total No. of the patents registered	9 patents



Logistics and Contracts Management

Awareness and Prevention

- Participated in the National Drug Waste Reduction Campaign, supporting rational use of medications and promoting cost-effective prescribing practices

New Services & Innovations

- Established strategic measures to supervise Qassim Planning, including operational reviews, KPI scorecard, and executive escalation protocols.
- Led the pilot phase of the Unit Costing Project at MNGHA, establishing a framework for real-time costing integrated within the EHR system.
- Initiated collaboration with the Center for National Health Insurance (CNHI) to advance the second phase of the Unit Costing Project, with implementation for Q1 2026.

Excellence in Experience & Process Improvements

- Multiple Medication Use Evaluations (MUEs) for high-cost therapies to ensure adherence to formulary restrictions and clinical effectiveness
- Expanded Take Home Supply patient coverage underscoring our commitment to accessibility, patient support, and logistical efficiency with 88.6% Take Home Supply Coverage with 84.3% Home Delivery Rate.
- Automate all Direct Delivery.
- Items are being delivered directly to end-users and patients, subsequently accepted and recorded in the system by receiving staff based on signed forms from the end-user.
- Logistics Department promptly addressed shipment delays and vendor issues to maintain supply chain continuity. This proactive approach improved efficiency, reduced delays, and ensured uninterrupted services with consistent material availability.

- Over 95% of purchase orders were created for assigned requests using the PR-without-PO dashboard.
- In 2025, purchase orders processed through NUPCO grew steadily, with approved orders up 8% and line items up to 11% compared to the previous year. This reflected improved cost efficiency as larger volumes were secured with optimized spending. Compared to 2024.
- Regular quarterly inventories, monthly inspections, and proper storage practices achieved 100% accuracy in three consecutive cyclic counts.
- Dashboards were introduced to monitor stock levels daily, enabling planners to act on expiry dates through loans, donations, or vendor exchanges.
- Streamlined workflows and strengthened coordination among Planning, Purchasing, and Receiving teams ensured continuous material availability, improved efficiency, and enhanced enduser satisfaction.

Education and Training Programs

- Accommodated more than 25 trainees in Contracts Management
- Hiring and training of manpower for King Abdullah Specialized Hospital - Qassim in Property Management Riyadh
- Conducted workshop on PO Tracking Screen in Oracle
- Internal Audit Training according to ISO 19011:2018
- ISO 9001:2015 Quality Management System Awareness Training
- Attended specialized training courses, including:
  - ✓ Heidelberg Health Economics Summer School 2025
  - ✓ Basics of CEA for HTA, September 2025.
- How to Build an HTA Dossier course, YHEC, 2025.
- Attended Evidence Generation and Synthesis Methods in Health Technology Assessment (HTA) Workshop

Digital Health

- Implemented a new electronic tracking system in collaboration with the IT Department (oracle) for monitoring tender progress.

2030 Related Achievements

- Provided essential medical equipment and services to support the readiness and operations of King Salman Specialized Hospital (KSSH) in Taif.
- Pioneered electronic contracting with NUPCO, driving digital transformation and procurement innovation.
- Automated contract issuance through the Etimad platform.
- Implemented electronic signatures via the STC Sayen platform.
- Increased local content by prioritizing Saudi suppliers and manufacturing partnerships, optimizing inventory management, and recovering value from expired stock. Adopted KPIdriven governance with dashboards and incentive alignment to Vision 2030, enabling the development of a regional medical hub and advancing datadriven strategies.
- Led the Local Content Development initiative, preparing submissions for the national Local Content Award on behalf of MNGHA.

Medical Protocol

Awareness and Prevention

- Hand Hygiene Campaign- Involvement to raise public awareness on hand hygiene.
- Promoted staff health awareness through seasonal vaccination campaigns and preventive education.
- Sepsis Awareness Day- Acknowledgment of sepsis alert less than 15 minutes.

Excellence in Experience & Process Improvements

- Overall PEX satisfaction Survey results 92%.
- Zero complaints for nursing services.
- The direct communication initiative offers protocol patients immediate access to services, such as appointment scheduling and medication requests.
- Increased appointment slots in Family Medicine clinics from 15 to 18 patients per session, enhancing access to timely care for more patients.
- Expanded the Family Medicine clinics to cover all days of the Week and provided both male and female physicians to offer more options for patients.
- 100% compliance response rate in NDNQI staff satisfaction survey.

Education and Training Programs

- Clinical Skills competencies achieved 100%.
- 'White Gloves' Training for new staff on customer service excellence for VIP and Royal Clients.

2030 Related Achievements

- Achieved 100% Saudization of MPD positions, supporting national workforce development goals.

Statistical Information

Service	Total
Vaccination	
Vaccination (adult and pediatric)	2,246
Flu Vaccine campaign	1,299
Hajj Vaccination campaign	41
Visits	
Palace visit – swabbing	182
Protocol Short Stay Visits	131

National Antivenom and Vaccine Production Center

Awareness and Prevention

- Collaborated with King Abdullah International Medical Research Center (KAIMRC) on a proteomic and toxicological study to characterize medically important snake and scorpion venom in Saudi Arabia and the Middle East, aiming to improve antivenom effectiveness, ensure regional relevance, and strengthen quality control.

Excellence in Experience & Process Improvements

- Enhanced production capacity to over 900,000 ampoules annually with new tanks, expanded plasma collection, and stronger manufacturing systems, ensuring readiness to scale for national public health needs.
- Achieved higher plasma purity using the AKTA Prime Plus FPLC fractionation system, improving antivenom potency and quality.

Education and Training Programs

- Selected staff attended comprehensive pharmaceutical trainings delivered by a reputable external provider on:
  - ✓ Contamination Control Strategy (CCS)
  - ✓ Validation Master Plan (VMP/QMP)
  - ✓ Aseptic practices and fundamental microbiology.

Digital Health

- NAVPC factory is utilizing an advanced Hydrogen Peroxide vapor bio-decontamination system which is considered part of the development plan to enhance, improve, and ensure thorough decontamination capabilities of the facility.

Statistical Information

Indicator	Scorpion	Snake
Total No. of Antivenom produced in ampoules	318,914	87,080
Total No. of Antivenom sold in ampoules	217,430	97,090
Export Quantity	5,700	11,730
Total No. of Catching Trips	57	5
Total No. of Collections	4,252	184

National Family Safety Program (NFSP)

Awareness and Prevention

- Expanded partnership with the WHO Regional Office by attending a WHO-Weqaya workshop and completing the Annual Report for the WHO Collaborating Center for Child Abuse. Key efforts included:
  - ✓ Reviewing national policies on violence against children
  - ✓ Contributing to joint research,
  - ✓ Reinforcing a commitment to child safety through international cooperation.
- Conducted awareness campaigns for women's and children's helplines and marked International Family and National days.
- NFSP Newsletter which is a quarterly publication highlighting the program's key news and achievements. It is distributed via social media, email, and internal channels to keep staff, members, and partners updated on quarterly developments.
- NFSP Calendar which is a monthly calendar highlighting national, social, and psychological events. It promotes the program's role in family protection and community well-being.
- Scientific Club Building on decades of academic tradition, this initiative fosters scientific activities that drive societal progress, with a specific focus on advancing the field of family protection.
- Raised Awareness for "Amal Story" developing engaging social media content, including posters and videos, to promote "Amal Story." By using impactful visuals and storytelling.
- Developed a Domestic Violence Trainer Database of high-profile experts and speakers to enhance our professional training programs. By leveraging this resource to integrate best practices and expert insights.
- Enhanced Target Selection with a Trainee Database, developed a trainee database to accurately identify participants and assess their specific needs. This data-driven approach allows us to tailor our outreach and improve program effectiveness.
- A permanent booth was established at both the Specialized Women's Health Hospital and King Abdullah Specialized Children's Hospital to promote awareness of the Women's help Line and the Child helpline Line.

New Services & Innovations

- Volunteering Aligned with Vision 2030, the NFSP established a volunteer framework following the standards of the National Platform for Volunteer Work. This framework integrates volunteer policies and procedures directly into the program's operational structure.
- Child Rehabilitation Program In collaboration with the Mental Health Department at King Abdullah Children's Hospital, the program is for abused children. The initiative provides emotional, psychological, and developmental support to help victims recover.

Education and Training Programs

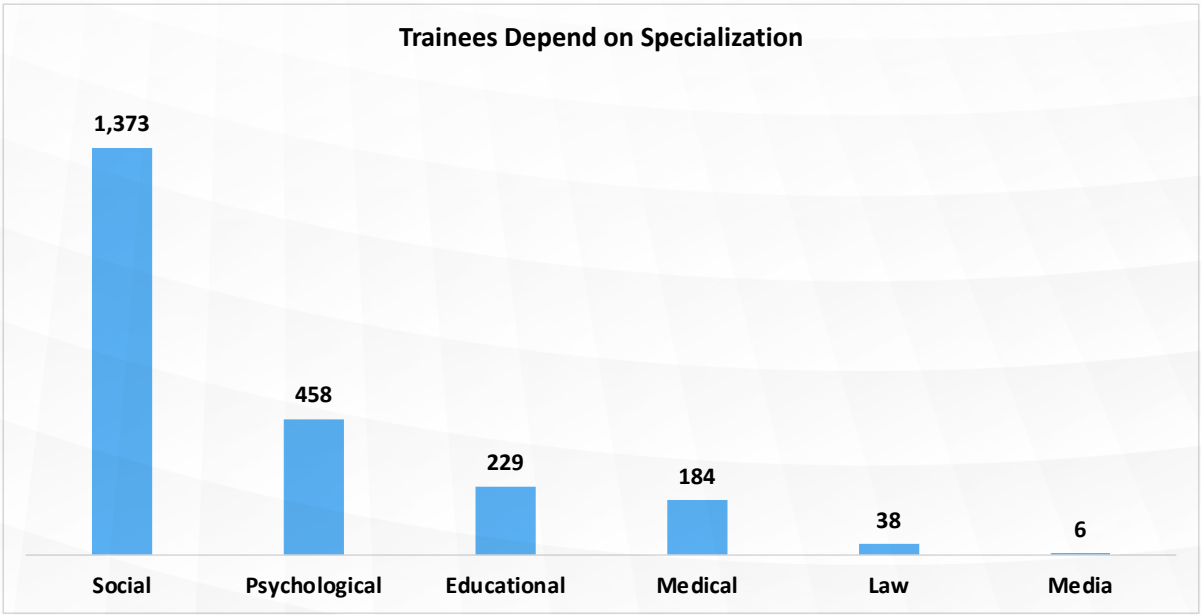
- Developed seven (7) comprehensive manuals for professionals addressing family and child abuse. Covering social, psychological, legal, educational, medical, media, and multidisciplinary perspectives, these resources empower experts with the tools and knowledge necessary to effectively support victims and promote safer environments.

- CMEs for Professional Training To enhance program quality and credibility, pursuing Saudi Commission for Health Specialties accreditation.
- Created detailed trainee and trainer guides for the "Amal Story" program. These manuals provide structured content, teaching strategies, and essential resources, ensuring a cohesive approach that empowers both facilitators and participants to successfully navigate the program's challenges.
- Conducted "Amal Story" TOT courses, blending theoretical knowledge with practical training. The curriculum covers self-development, legal awareness, medical insights, and financial literacy, equipping trainers to create safe, non-judgmental spaces and effectively support women in distress.
- Guardians of the Nation Program A free training initiative by the NFSP and the Ministry of National Guard as part of the "Social Solidarity Project." It provides psychological and social empowerment to the families of border soldiers through specialized workshops and training sessions.

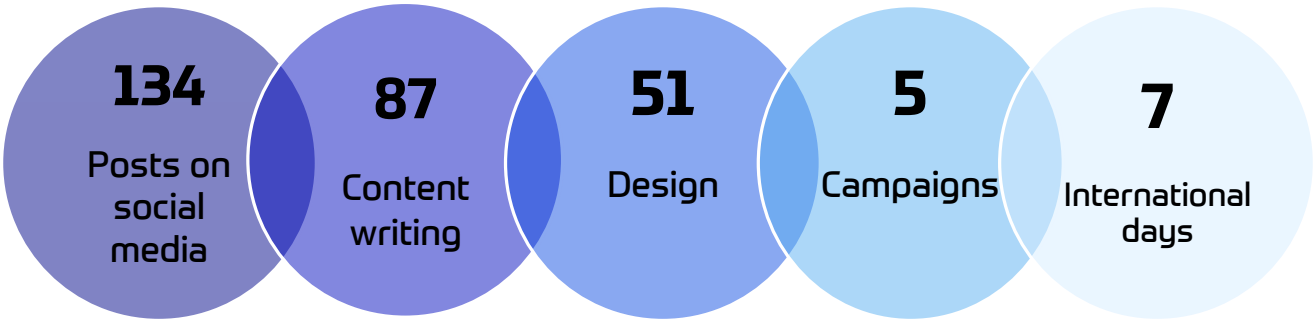
Digital Health

- Digitized the entire training lifecycle, including online registration, automated pre/post-course evaluations, instant certificate issuance, and streamlined data management.
- Developed a real-time interactive dashboard for NFSI, providing senior management with immediate access to KPIs and project status. This centralized platform enhances transparency and data-driven decision-making, allowing leadership to monitor progress and intervene effectively.
- Implemented an internal electronic request system including forms. This digital transition ensures a smoother, more organized, and more efficient workflow.
- Dedicated three (3) QR Codes to provide instant access to the Child Help Line, Women's Help Line, and the National Family Safety Institute. These codes offer a convenient, mobile-friendly way for users to reach essential resources.

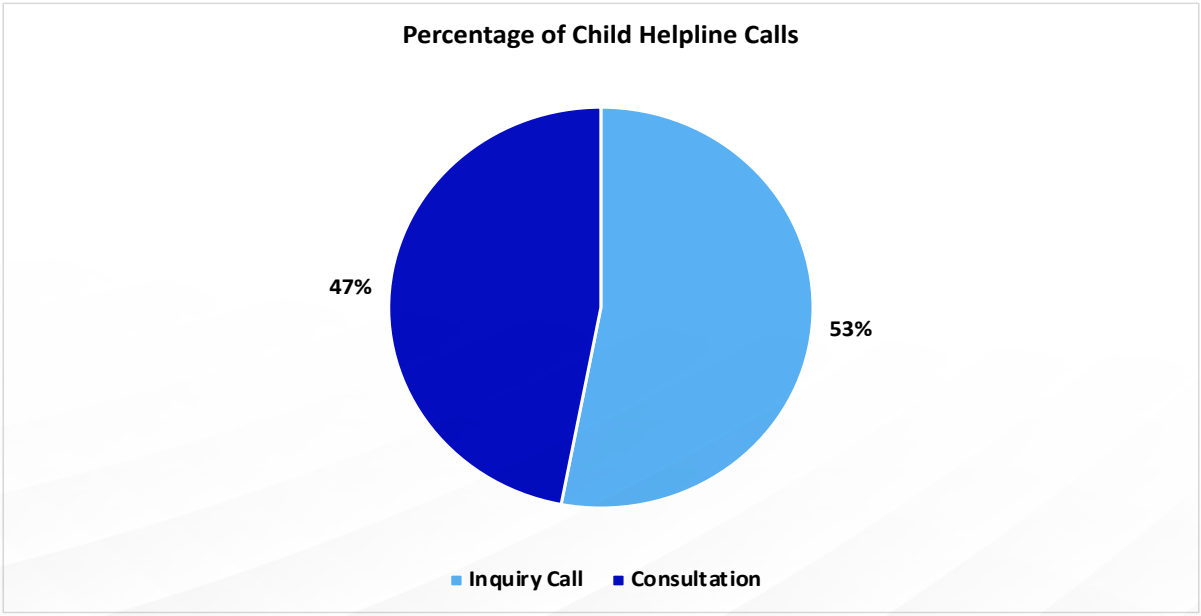
Statistical Information

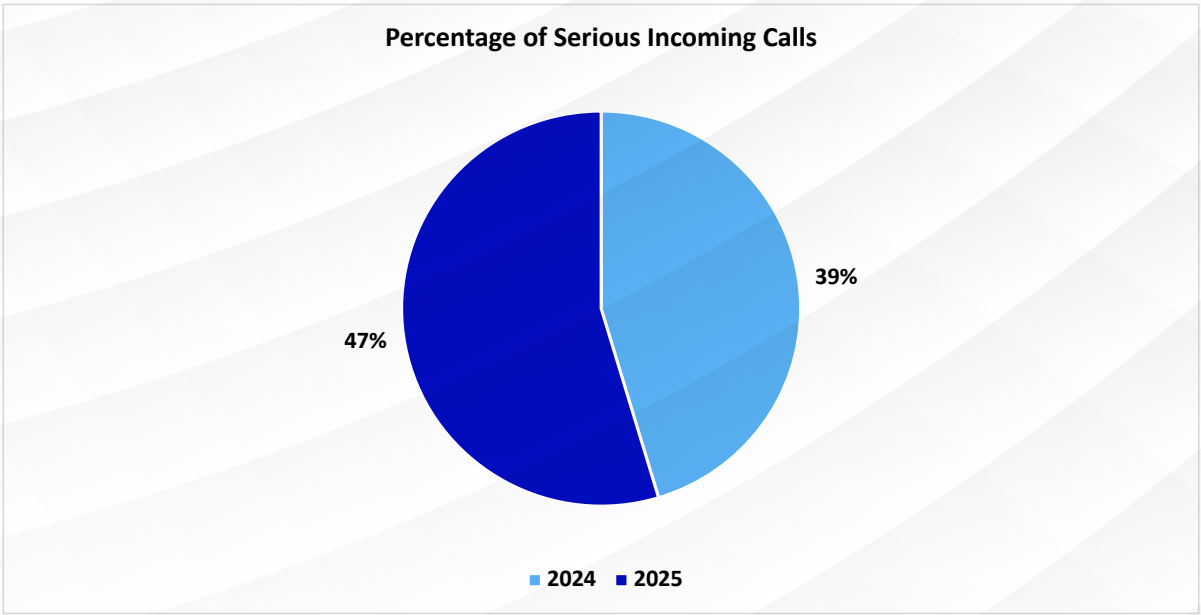


Social Media Statistics

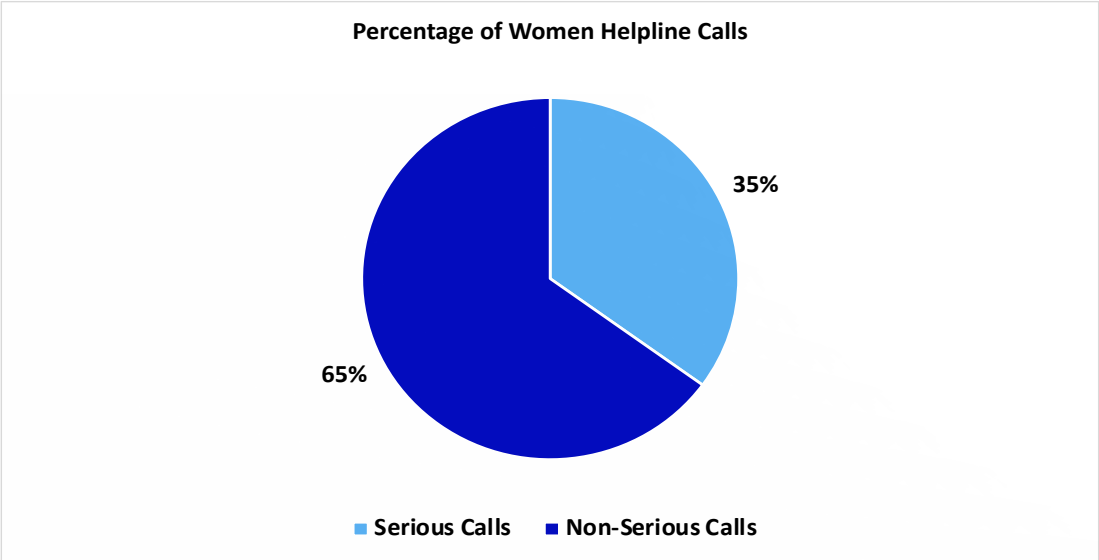


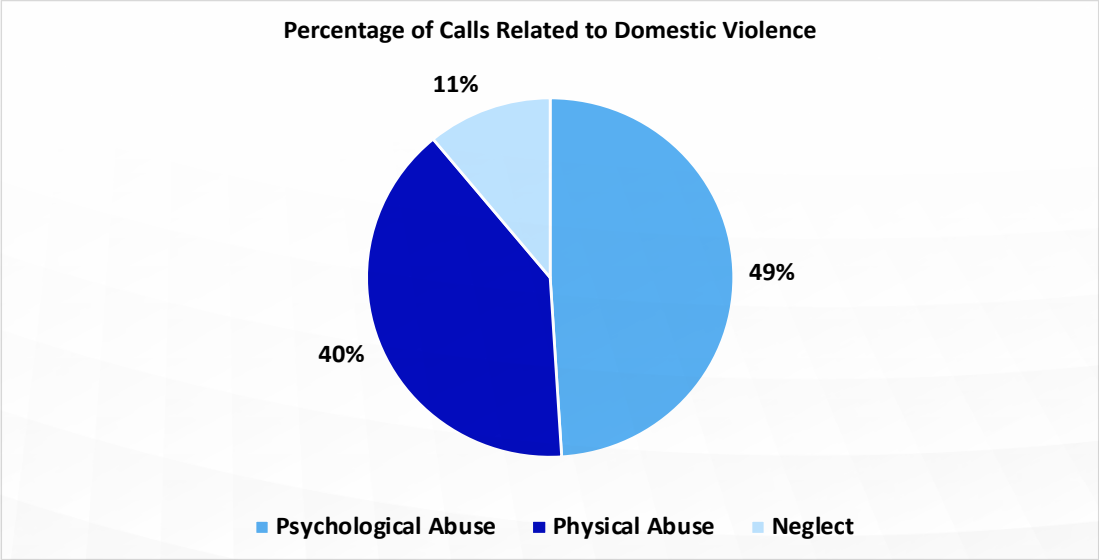
Child Helpline Statistics

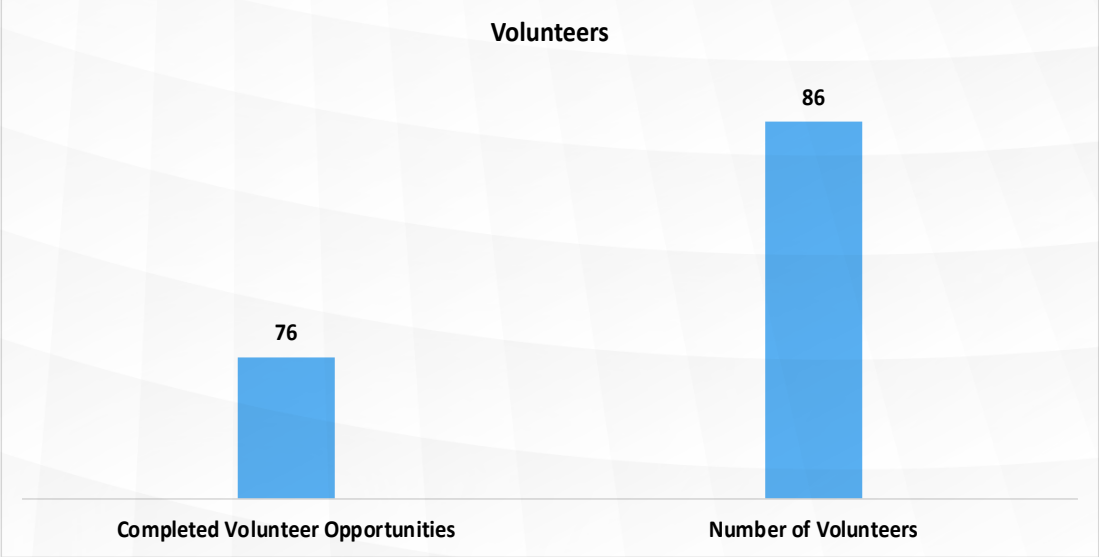




Women Helpline Statistics







King Saud bin Abdulaziz University for Health Sciences

Awareness and Prevention

- Conducted multiple volunteer initiatives, including Little Paramedic, Multiple Sclerosis Campaign, Sports Time, Art Journey, Guide Me, Learn More, Plant a Smile, Pulse of Hope, Fun Day, Guests of Happiness, and Alzheimer's Awareness.

Education and Training Programs

- Organized diverse academic, professional, and personal development activities, ranging from research and study skills to leadership, innovation, healthcare, technology, and community engagement.
- Expanded and diversified academic offerings across Riyadh, Jeddah, and Al-Ahsa campuses, delivering 22 distinguished programs that include 12 Bachelor's degrees, 6 Master's programs, 2 Doctoral programs, and 2 Higher Diplomas. These cover critical fields such as Emergency Medical Services, Clinical Nutrition
- This following portfolio of Education Programs reflects a comprehensive commitment to advancing healthcare education, and strengthening national capacity through:
  - ✓ Bachelor of Emergency Medicine, Clinical Nutrition, Occupational Therapy, Nursing, Respiratory Therapy, Radiological Sciences, Clinical Laboratory Sciences, Medicine and Surgery, Anesthesia Technology and Echocardiography, Cardiac Catheterization and Health Informatics and Information Systems.
  - ✓ Higher Diploma in Executive Health Leadership and in Family Safety.
  - ✓ Doctor of Dental Medicine Program and in Pharmacy (Pharm.D.)
  - ✓ Master of Medical Education, Public Health, Health Informatics and in Midwifery.

Digital Health

- Student Information System (SIS).
- Academia Platform.
- Academic Data and Assessment Application (ADAA).
- Blackboard Learning Management System.
- Maximo Asset Management System.
- Building Management System (BMS).
- Supervisory Control and Data Acquisition (SCADA).
- Enterprise Resource Planning (ERP) System.
- KSAU Service Management System.
- KSAU Official Website.
- E-Gate Portal.
- Clinical Trials and Research Management System (CMark).
- Recruitment Portal.
- Internal Transfer and Promotions Portal.
- Internal Correspondence System.
- Nafath Application Programming Interface (API).
- Tanfith Execution Platform.

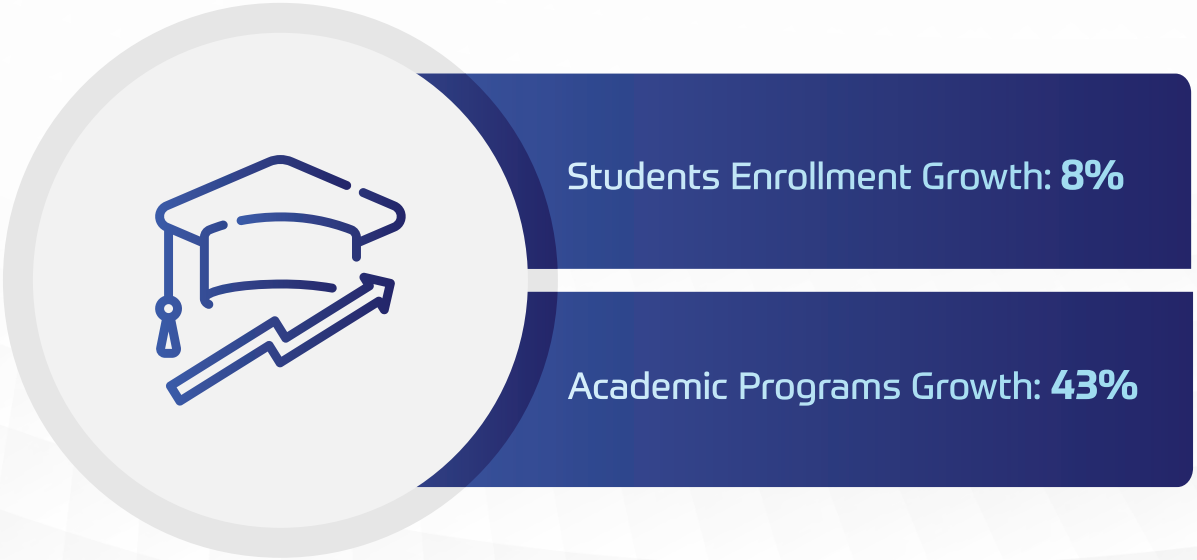
Accreditation

- Alfadhel Syndrome (AFDL).
- Prince Faisal bin Bandar Award for Excellence and Creativity for Outstanding University Students.
- Umair-Alfadhel Neurodevelopmental Disorder (NEDUA).

2030 Related Achievements

- Nine (9) Postgraduate Academic Programs.
- More than 170 researches in Biotechnology.
- Increased research quality to 21% of researches on the 1st quarter of 2025.
- More than 900 hours registered in the national platform for volunteer work.
- Alumni unit conducted 4000 educational activities within KSAU.

Statistical Information







Project Management Office

New Services & Innovations

- Accomplished and commissioned new Healthcare Facility King Abdullah bin Abdulaziz Specialized Hospital in Qassim.
- Opened the King Salman bin Abdulaziz hospital in Al Taif.

Digital Health

- Installed a Project Management software as part of the digital transformation.
- Requesting digital transformation in all technical submittal (Oracle Aconex system) to expedite and ease the Technical Submittal Tracking and approval.

Accreditation

- Lead Certificate for New Hospital (King Abdullah Bin Abdulaziz Specialized Hospital in Al Qassim.)
- Lead Certificate for New Hospital (King Salman Bin Abdulaziz in Al Taif.)

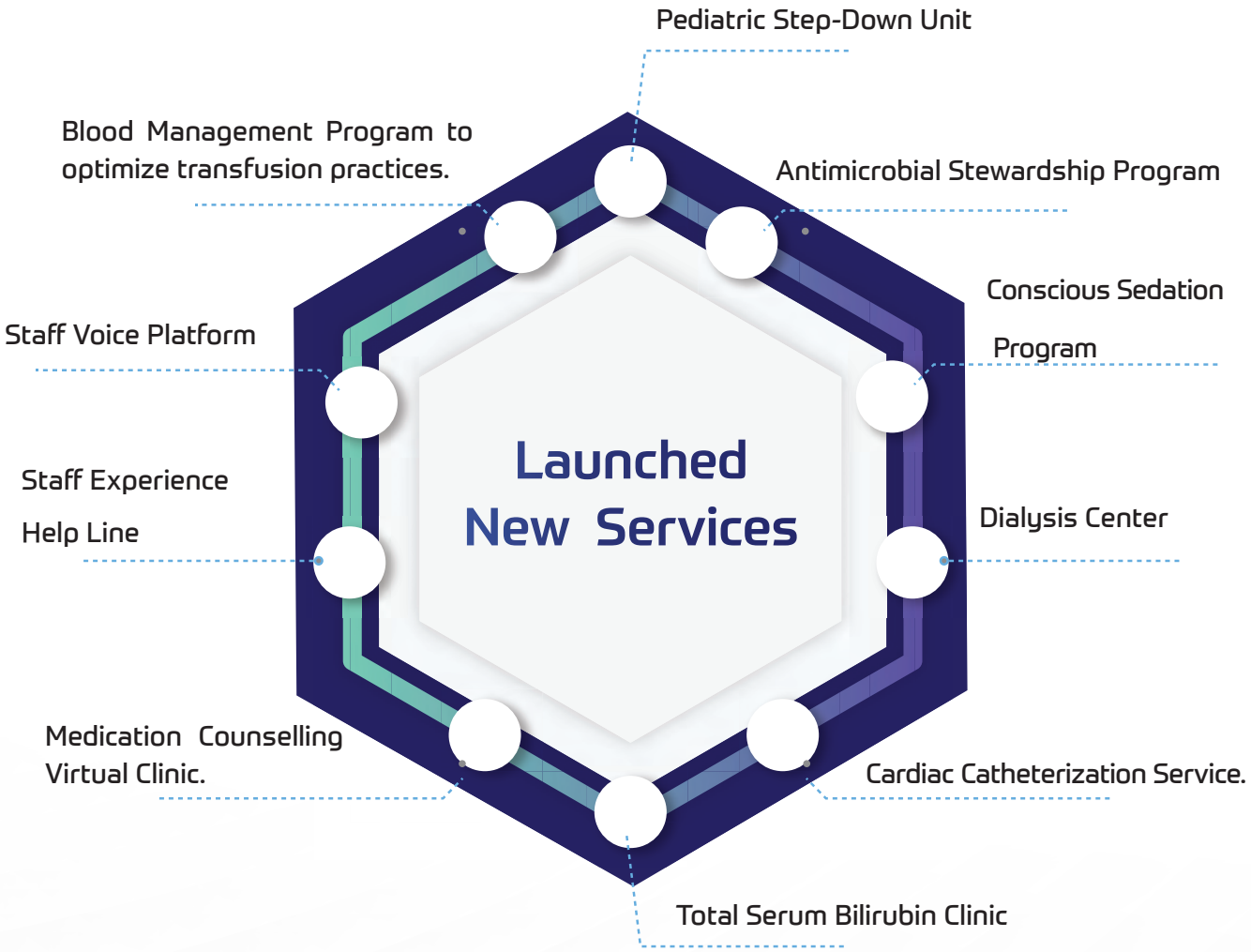
Quality and Patient Safety

Awareness and Prevention

- World Patient Safety Day, World Pharmacy Day, Occupational Health Awareness Day, and conducted campaigns for Autism and Sepsis awareness.
- Participated in Patient Safety Week, Patient Experience Week, Medication Safety Awareness Week, and Pain Management Week.
- Introduced the Prenatal Risk Red Flag system, established the Suicidal Risk/Self-Harm screening tool, and implemented the Second Victim Program and "Rise" resiliency module.
- Conducted physician training on accurate clinical documentation and death summary forms, and initiated regular communication and feedback sessions.
- Initiated the Geriatric Surgical Site Infection (SSI) prevention program, managed system-wide SSI improvement projects, and enhanced Infection Control compliance in the ICU.
- Established the Patient Experience Support Group, formed the Patient & Family Advisory Council (PFAC), and conducted surveys for Radiology, KASCH Outpatient waiting areas, and Pain Management.
- Launched the Seasonal Flu vaccine campaign, the Zero Medication Administration Error campaign, and the Aman Medication Safety initiative.
- Conducted monthly Patient Safety Rounds across inpatient areas and site visits to PHCs and dialysis centers to support quality improvement.
- Implemented the Emergency Practice Review QPS Engagement Model and distributed regular newsletters to all employees.

New Services & Innovations

- Implemented Sitter Seats through the provision of sofa beds for patient companions.
- Conducted comprehensive concurrent review analyses aligned with international best practices and standards.
- Established the Brain Suite at the Neuroscience Trauma Center with a 3 Tesla intraoperative MRI, the first of its kind in MNGHA and the western region of Saudi Arabia.
- Implemented ER RADAR, a digital application designed to track and monitor the emergency department patient journey across all involved departments.
- Implemented new emergency response codes including the Pulmonary Embolism Response Team, Stroke Code, and STEMI Code.
- Launched the Stroke Code in the Emergency Department with continuous quality performance monitoring.
- Commissioned the Safety Reporting System to digitally capture, analyze, and track incidents and near miss events.
- Developed a Corporate Quality and Patient Safety Dashboard to visualize incident trends, key performance indicators, and departmental compliance in real time.
- Implemented Emergency Room and Inpatient Sepsis Alert systems, including full go live activation.
- Commissioned the Surgical Intensive Care Unit assessment.
- Launched the Peritoneal Dialysis Service.
- Conducted Life Saving Codes Assessment and Implementation.



Excellence in Experience & Process Improvements

- Zero Harm initiatives designed to eliminate preventable diagnostic errors and enhance patient safety across all care settings, including structured triage protocols, abnormal laboratory alerts, standardized radiology procedures, cognitive debiasing strategies, and interdisciplinary patient and family education.
- GO GRACE program to formalize and document patient compliments for distinguished employees.
- Implemented Priority for Elderly and Patients with Disabilities initiatives.
- Implemented the Priority for Them initiative.
- APEX Aftercare Patient Experience program conducting post discharge follow up calls to evaluate patient experience across inpatient, outpatient, and emergency services.
- Reduced delinquency rate to 10% by enhancing the in-house Electronic Physicians Deficiency system for monitoring medical staff deficiencies.
- Delivered high quality 3M and VR health records systems to improve documentation availability and efficiency.
- Approved the Governance and Management Framework for Quality and Patient Safety Streams.
- Zero Tolerance initiatives to reinforce accountability and safety culture.
- Achieved outstanding performance in the American College of Surgeons NSQIP program.
- Improved emergency room patient flow and urgent care clinic operations.
- Standardized the Difficult Intravenous Access (DIVA) escalation process.
- Expanded Stroke Code coverage across emergency and inpatient areas.

- Implemented the Obstetrics Emergency Code (OB Code).
- Established a referral agreement with the Ministry of Health for Cytoreductive Surgery and Hyperthermic Intraperitoneal Chemotherapy (CRS/HIPEC).
- Established the Surgical High Dependency Unit.
- Achieved improvement in emergency department door to analgesia timing.
- Achieved significant reduction in patient follow up waiting lists.
- Established a urinary catheter care bundle to improve documentation and compliance.
- Improved access to care for thyroidectomy patients.
- Initiated the Preoperative Cardiac Clearance Pathway.
- Enhanced the experience of patients undergoing same day laparoscopic cholecystectomy.
- Established a nutrition compensation project in the ICU for nil per oral patients.
- Redesigned outpatient department (OPD) patient flow.
- Implemented the No Show Improvement Project and the Walk in Improvement.
- Implemented a medication tracking system to ensure timely delivery of medications.
- Improved ST Elevation Myocardial Infarction (STEMI) case review and transfer processes.
- Improved compliance with surgical antibiotic prophylaxis.
- Implemented the iCode system.
- Maintained surgical case cancellation rates below 5% for three consecutive quarters, with most cancellations due to patient related factors.
- Implemented the MedBridge Project and the Bedridden Patients Project.
- Implemented the Stroke Pathway for emergency and inpatient care.
- Developed the Hospital Associated Deep Vein Thrombosis (DVT) Dashboard.
- Implemented electronic tracking of morbidity and mortality recommendations through the DCIQ system.
- Implemented patient journey screens in WHH operating rooms.
- Implemented SMS operating room process links to keep families informed in real time.
- Launched comprehensive Mental Health in the Workplace initiatives, including stress relief workshops and psychological safety sessions.
- Introduced Simulation Based Clinical Systems Testing (SbCST) for commissioning readiness.
- Implemented Red Rules escalation processes.
- Reduced report review turnaround time by optimizing QPS tracking tools and assigning departmental ownership.
- Reduced blood sample rejection rates in the emergency room.
- Enhanced patient flow in emergency and operating rooms.
- Implemented the Difficult Intravenous Access (DIVA) improvement initiative.
- Maintained high complaint closure performance (96–100%) with an average resolution time of 2.6–3 days.
- Implemented structured conflict resolution and evaluation awareness interventions.

- Streamlined documentation workflows, reducing backlog from over 1,500 to fewer than 50 reports and improving turnaround time by more than 50%.
- Implemented Nursing Quality Indicators (NDNQI).
- Started Value Based Care for Head and Neck Cancer.
- Implemented Early Recovery After Surgery (ERAS) for colorectal and total knee replacement surgeries.
- Established the Difficult Airway Response Team policy and procedures.
- Established the Obstetrics and Gynecology Emergency Code policy and procedures.
- Implemented GREATS initiatives across multiple departments.
- Established the Perioperative Care Clinic and the Breast Cancer Entry Clinic.
- Expanded oncology outpatient services.
- Improved door to balloon time for STEMI patients.
- Implemented Medication Reconciliation improvements



Achieved **zero cases** of hospital-acquired pressure injuries.

85% of patients received surgical care within **six weeks**

90.5% of ER visits **completed** within **4 hours.**

Education and Training Programs

- Launched the Clinical Coding Learning Hub and a general Learning Hub to support continuous professional development and ongoing professional growth.
- Enrolled coders in the HIMAA certification program, delivered training on the new 360 (3M) system, and implemented a Leadership Training Program for Health Information Management staff.
- Delivered in-person and online CDI lectures and onboarding for staff, residents, and specialists; conducted Virtual Reality (VR) training sessions for physicians with continuous quality monitoring.
- Implemented a Leadership Onboarding Program, provided Succession Planning focused on psychologically safe leadership, and delivered sessions on Staff Experience Standards (SEG 1–6) for department heads.
- Provided education on central line insertion and utilization bundles for ICU staff.
- Implemented the GREATS Program (KASCH ED, Nursing, and Patient Experience Officers), conducted the MNGHA Masterclass and ITGANEE workshops, and rolled out the Saudi Courtesy Program for nursing staff.
- Developed a comprehensive onboarding program for new staff and delivered training on the Safety Reporting System and Morbidity and Mortality processes across the Central Region and PHCs.
- Conducted sessions on medication reconciliation, safe prescribing, urinary catheter maintenance, and mortality coding to ensure accuracy and standardization.
- Delivered training on Conflict Management, Emotional Intelligence, and Artificial Intelligence in healthcare; supported staff in obtaining CIPD qualifications in people management.
- Delivered Quality and Patient Safety (QPS) orientation and accreditation readiness sessions; launched a Health Volunteer Program for medical translation and coding.

Digital Health

- Implemented the DCIQ system for automated tracking and follow up of Morbidity and Mortality (M&M) recommendations.
- Developed the Hospital Associated Deep Vein Thrombosis (DVT) Dashboard for real time digital monitoring and intervention.
- Successfully implemented across all regions the 3M 360 Encompass:
  - ✓ AI Assisted Clinical coding system .
  - ✓ Clinical Documentation Improvement (CDI) System.
- Implemented AI powered voice recognition technology to enhance documentation accuracy and workflow efficiency.
- Developed and activated the We Care digital platform to receive, track, and manage patient feedback, complaints, and service requests across multiple channels.
- Implemented post discharge digital surveys to assess patient satisfaction in inpatient, outpatient, and emergency services.
- Initiated robotic surgery in orthopedic services to enhance precision and surgical outcomes.
- Launched the Medication Counselling Virtual Clinic to improve patient education and medication adherence.
- Implemented a new AI driven clinical coding solution to support decision making and improve coding accuracy, data quality, and reporting.
- Enhanced the medication refill service within the Malafi Application, enabling patients to update delivery addresses and receive medication refills at their current location.

- Integrated Staff Experience indicators into the corporate Power BI performance dashboards to improve visibility and data driven decision making.
- Created QR codes linking staff to the Staff Voice System and mental health support resources, improving accessibility and engagement.
- Implemented the My Clinic Parking Project to improve patient and staff access and overall experience.

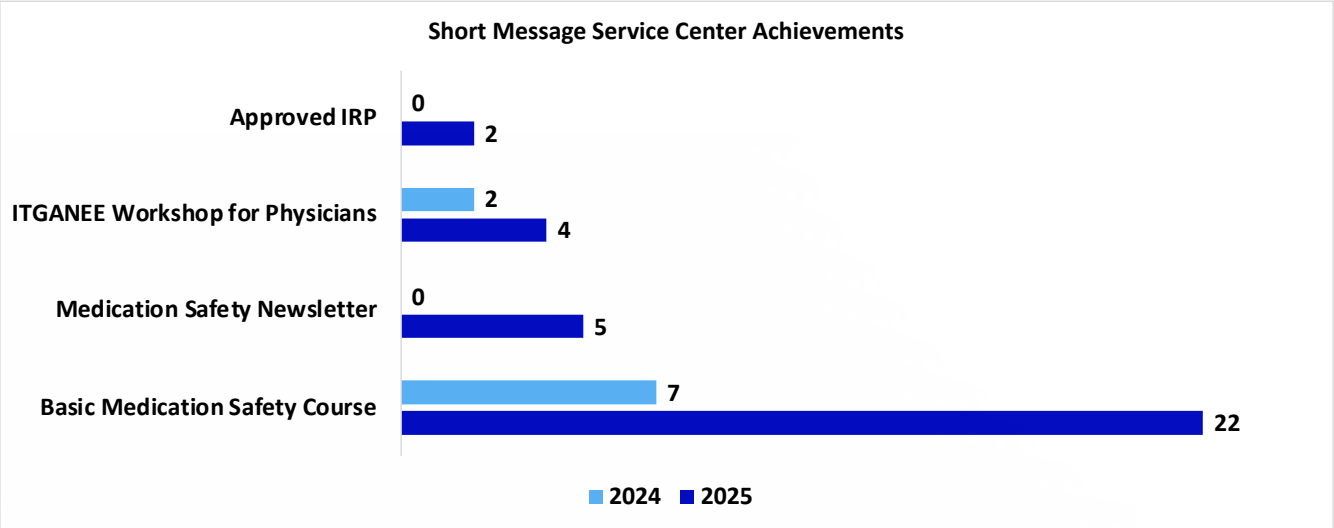
Accreditation

- Annual Patient Safety Day & Award.
- Recognized for contributions to patient safety under the theme: "Safe Care for Every Newborn and Every Child."
- Plaque of Recognition from MOH 937 for receiving greats satisfaction rates and high performance of not exceeding timeframes.
- The Adaa Award from Ministry of Heath.
- Joint commission international (JCI) – Reaccreditation.
- Saudi Central Board for Accreditation of Healthcare Institution (CBAHI) – Reaccreditation.
- Participating 7th Cycle Patient Safety Culture Survey with Saudi Patient Safety Canter (SPSC).
- CARF (Commission on Accreditation of Rehabilitation Facilities) – Accreditation.
- Achieved recognition in the American College of Surgeons National Quality Improvement Program (NSQIP).
- Achieved American Nurses Credentialing Center (ANCC) Magnet Recognition Program milestones.
- Achieved Center of Excellence designation in Hernia Surgery and Metabolic Bariatric Surgery.

2030 Related Achievements

- Digitalizing and integrating the complaint management system to enhance responsiveness and service quality.
- Conducted Value Based Care staff training in alignment with ICHOM standards.
- Implemented the Clinical Documentation Improvement Audit Tool to strengthen monitoring, identify documentation gaps, and support continuous improvement in physician documentation practices.
- Enhanced the discharge processing workflow to ensure timely completion and validation of patient records through improved coordination, turnaround monitoring, and compliance reinforcement.
- Established a referral service agreement with the Ministry of Health for Cytoreductive Surgery and Hyperthermic Intraperitoneal Chemotherapy (CRS/HIPEC).
- Initiated the geriatrics surgical site infection prevention program.
- Implemented Maternal and Baby Health Security patient education initiatives.
- Implemented Pediatric Health Security patient education initiatives.
- Enhanced employee wellbeing and organizational culture through evidence-based wellness interventions, expanded leadership development, and integrated digital engagement tools—resulting in a 12% increase in employee satisfaction and a 19% improvement in Staff Voice System response efficiency.
- Improved access to care by implementing the Outpatient Department Change Model with full virtual capacity.
- Achieved full engagement with Saudi Patient Safety Center modalities as part of Vision 2030 Health Sector Transformation.

Statistical Information



Resolved WeCare tickets in **48 hours**, down from **72 working days.**

Slashed patient complaints by **92%** through proactive communication.



الشؤون الصحية - وزارة الحرس الوطني

Ministry of National Guard Health Affairs

MNGHA