Ada'a Health Program
Newsletter

ISSUE 3 (2019)

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Ada'a
HEALTH

DID YOU KNOW ...

MAY IS MENTAL AWARENESS MONTH

Mental Health Awareness Week
Monday 13th to Sunday 19th May 2019

Hello Ada'a Health team!

Mental health awareness month is globally observed in the month of May. As part of this initiative the mental health Key Performance Indicators (KPIs) in Ada'a health were reviewed and updated by a panel of mental health experts all across the KSA.

The initial 108 KPIs that has been collected for the past 2 years were reviewed, modified and consolidated down to a final list of 30 KPIs for Ada'a Health version 2. These 30 KPIs will cover 7 domains including emergency department, outpatient department, inpatient department, laboratory, patient safety, staff and community care.

Also joining in Ada'a Health version 2 is the "Nomou» centers and clinics of the National Program for Growth and Behavior Disorders with 8 centers and 17 specialized clinics.

The new mental health KPIs will be launched and implemented in hospitals very soon. These updated KPIs will help showcase a clear picture of the mental health environment in the KSA, visibility on the patient experience in the hospitals which will be used to drive improvement across hospitals nationwide

MENTAL HEALTH+

Hi, a lot of things happened since the last time we met; let us give you a brief:

Ada'a Health Visit Brazil

In alignment with the mandate to share its experiences, transfer its expertise and gain knowledge of best international health practices, the Ada'a Health program went to Brazil to visit multiple emergency departments throughout the country to learn of their experiences and to benchmark how the Brazilian Healthcare providers had achieved improvements in emergency care, The delegation consisted of a leader from the emergency department, performance improvement officers from different regions and leaders from the Ministry.

The visit included a review of the experience of a number of public hospitals (Santa Casa De Misericordia and Rio Prefeitura) in improving procedures and managing the flow without spending additional resources by applying lean methods of improvement. Whereas in the private hospital visited (Sirio-Libanes) used other optimization approaches by applying six sigma.

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These visits concluded by a series of meetings and presentations by the delegation and the hospital staff to showcase the similarities of experiments that have been implemented in the emergency department. The Brazilian staff were applauded by the impact of Ada'a Health program and the levels of improvement achieved through it.

The Ministry of Health participated in the Hospitalar, the largest healthcare conference in south America; which was held in the Brazilian city of Sao Paulo, to showcase the experience of the Ministry of Health and to share knowledge and figures achieved in its improvement programs.

Look out for further details of the experience, methodology, future cooperation opportunities and the latest developments on this in the upcoming news!

Balance Scored Card

The first national balance scorecard was piloted and released in May, assessing the 63 general health hospitals in Ada'a health. This included 20 KPI's from 5 different areas across the health care sector, including quality and patient safety, HR and people, finance, patient experience and access to care services. Each hospital was assigned a class from A-E based on their overall score.

In addition, the second version will soon be released with the supervisory role of the Wazen team.

KSA Avg: 73% (n=63)
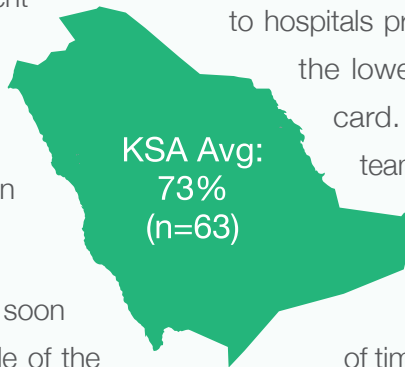
The Wazen team is formed under the General Directorate of Hospital Affairs with the support of His Excellency the Minister.

They are responsible to conduct effective visits to hospitals prioritizing those who have achieved the lowest grades in the balanced score card. Based on their visit, the Wazen team provides guidance and support to ensure that the performance of a balanced performance card is improved over a specified period of time by reaching targeted goals

Class	Balance Scorecard Range	Number of Hospitals per Class
A	90%-100%	1
B	70%-89%	37
C	60%-69%	21
D	50%-59%	3
E	49% or less	1

Change Manager Practitioners Program

In alignment with the Ministry of Healths' long term goals in investing in training its teams and ; this month was the launch of the Change Managers Practitioners Program where some of Ada'a Health program members attended a training held at the Ministry to build their Change Management capabilities to become the leaders of change of the Ada'a Health program. This training will be rolled out to all PIOs throughout the coming year so keep an eye out for the upcoming invites to the training.

Positive Stories

The Hail General Director of Health hosted a huge celebration for the Ada'a Health program. During the event the teams had the opportunity to summarize the Ada'a Health program, approach and recognize all of the efforts done by the teams on the ground for the past 2 years.

The Hail Ada'a Health team completed the implementation of almost 50 Focused Improvement projects that have directly impacted and improved the hospitals performance.

With some of the Central team in attendance; the General Director recognized: 40 data collectors, 9 Change agents and 15 domain leaders for their hard work and dedication.

Hail Summary – Key Ada'a Achievement

King Khalid Hospital
- General Hospital with specialized Trauma department
- 283 Beds
- Built in 1982

80% of Ada'a KPIs improved or sustained in comparison to **Sep & Oct 2017**

17 Improvement Projects

PIO sustained since **Mar 2018**

Maternity & Children Hospital
- 135 Beds
- Built in 2003

76% of Ada'a KPIs improved or sustained in comparison to **Sep & Oct 2017**

16 Improvement Projects

PIO sustained since **Oct 2018**

Hail General Hospital
- General Hospital
- 211 Beds
- Built in 1960

71% of Ada'a KPIs improved or sustained in comparison to **Sep & Oct 2017**

15 Improvement Projects

PIO sustained since **Oct 2018**

Ada'a Champions

our champions express their feelings , thoughts and aspirations:

Ali Jodiba

Change Agent– Mental Health

AlAmal Hospital

Jizan

With each morning we have a goal we are working to achieve in mental health hospital.

We strive to improve the level of therapeutic service for the best in all departments by measuring daily Ada'a Health indicators. I thank all the hospital staff for their efforts

Naif AlHarbi

Change Agent– Mental Health

AlAmal Hospital

Our journey with Ada'a health has encountered many difficulties and challenges, especially at the beginning of the implementation of the program, where the culture of performance indicators and measurement did not play an influential role in the consideration of the performance of the organization. Today we can say that most of the improvement projects implemented in our hospital depend on indicators of Ada'a health

Dr. Riyadh AlNamlah

Change Agent– Mental Health

AlAmal Hospital

The Ada'a health program, thanks to Allah, has succeeded in advancing the concept of service delivery from a simple duty to innovation in facilitating access to health services and even having fun doing

Global inspiration

"Work therapy is the latest means to eliminate mental illness and overcome the problems that face the people of this generation".

Sheikh Zayed bin Sultan Al Nahyan

Mental Health Hospital

Domain Huddles are opportunities for key domain leaders from all over the country to share their knowledge and learnings through a virtual lecture which ends in a question & answer session!
Thank you to the presenter

H44 - Al Amal Hospital Dammam
Presenter: Dr. Ahmed Sallam

Key Takeaway:

- Surveyed over 540 people on the reasons for No-Show to the appointments.

- Findings highlighted that %50 of patients were coming to the OPD for medication refills.

- Reorganization of the process routing patients to a Follow-up Clinic as well as activation of call reminders.

- Implementation of the "No-Show" policy.

- Trained staff on communicating with the patient.

- Created a screening process to prioritize referrals into those being seen within 10 days and others seen within 4 weeks.

8	8	Eastern	▶
Attendance	**FI Completed**	**Region**	**Link**

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We encourage you to communicate with us to share your suggestions and ideas for the development of this newsletter and we welcome creative ideas outside the box through the below

Email: ADAA-Health-comms@moh.gov.sa