

# Ada'a Health Program newsletter

April 2019

Hello everyone! We have heard your needs and have dedicated our April Newsletter to the Emergency Department! Let us see what news and efforts have been happening across Saudi Arabia:

Positive Story

Hospital – Qunfuthah General Hospital

The hospital leadership team celebrated the Ada’a Health program and recognized all the key efforts done by the hospital staff to improve hospital performance and delivery of care.



Hospital – MCH Alyamamah

The Maternity Emergency department in AlYamamah hospital has done a great job on providing stronger patient education and communication in their Triaging process by showing the patient their level and expected treatment time. The hospital also collaborated with 937 to provide its patients with a list of all the PHCs and their operating hours as an option for all their non-urgent cases to seek faster treatment.



## Success Story

### Effort

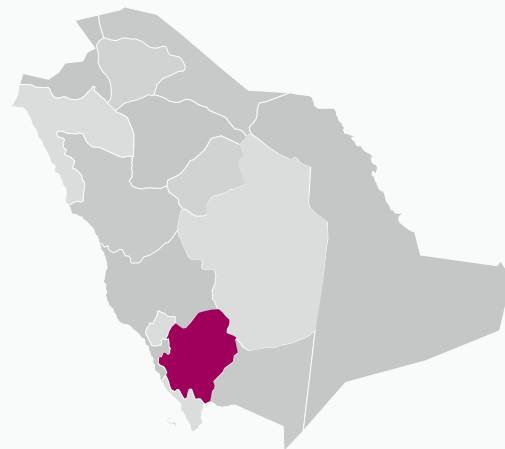
#### Asir Central Hospital Southern Region

#### Focus Improvement

Enforce ED safety Admission policy and collect data on number of safety admission per specialty

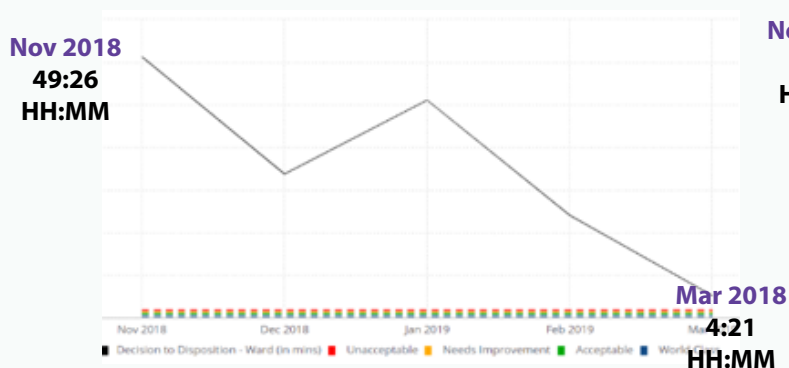
#### Key Actions Implemented

- ✓ Decreased the time for safety admission from 8 hours to 4 hours

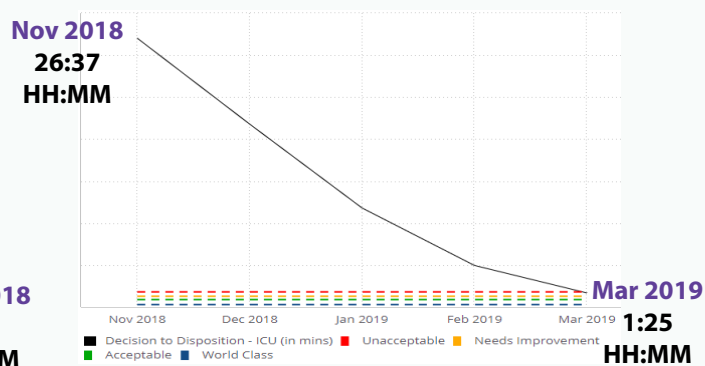


### Impact

#### Decision to Disposition WARD



#### Decision to Disposition ICU



## Success Story

### Pediatric Emergency Department Across Saudi Arabia % of Non-Urgent Patients

Region	Hospital	Month	Change %	Urgent Children Accessibility Per Month/
Northern	Arar Pediatric	Oct 2018   Mar 2019 %56.2   %29.7	61.67%	~172
Western	Medina Pediatric	Oct 2018   Mar 2019 %64.8   %38	52.14%	~174
Central	AlKharj Pediatric	Oct 2018   Mar 2019 %70.2   %42.5	49.15%	~180
Southern	Khamis Mushyt Pediatric	Oct 2018   Mar 2019 %62   %44.8	32.2%	~111
Western	Taif Pediatric	Oct 2018   Mar 2019 %58.9   %50	16.35%	~57



وزارة الصحة  
Ministry of Health

## Ada'a Health Champions

We reached out to some Emergency Department Ada'a Health team members that have been part of the program from its beginning to hear their thoughts:



### Zainab Mohammad

Data Collector  
Prince Mohammad Bin Nasser  
Hospital  
Jazan

Success and excellence are two things that any person seeks to achieve happiness, he strives to be successful in both his personal and professional life too. Through this he will find that his life is completely different and becomes more ambitious everyday.



### Dr. Mohamed Elnaggar

Domain Lead – Emergency  
Department  
Prince Mohammed bin Abdulaziz  
Riyadh

It is a great pleasure for me to be a member working in the Ada'a Health program that aims to improve patient care. Many thanks to all my colleagues in prince Mohamed bin Abdulaziz hospital for the solid effort they are doing to serve and care for patients and the all the hard work and effort in making this medical institute operate and provide the highest level of service for the patient.

## Global inspiration

“Always go with the choice that scares you the most, because that's the one that is going to require the most from you.”

Caroline Myss



## Central News

In Central News; we have had 2 Performance Improvement Officers join the central Ministry team, lets meet them:



**Atiah Hussain Khubrani**

Atiah holds a bachelors degree in diagnostic imaging from King Khalid university in Abha. Prior to joining the Ada'a Health program; Atiah worked for 6 years in diagnostic imaging. Since the beginning of 2018 he was transferred to the Jazan directorate as PIO (Hospital lead) full time for the Ada'a Health program. Then Atiah had the opportunity to work as a PIO supervisor where he participated in launching the Performance Improvement Unit in the Jazan directorate when it was a part of the directorate initiative. Today he has been hand picked by the Ada'a Health leadership team to work as part of Central PIO and one of Delivery Unit members. He is excited to take on this new role and be part of transforming the quality of care in the Kingdom.



**Khalid Ayed AlHarthi**

Khalid holds a bachelor degree in healthcare and hospitals management from King Abdulaziz University, Jeddah. Khalid has 23 years of experience working in MOH and Taif health affairs directorate, with the majority of it being as a Critical Care and Emergency Nurse which he is very proud of. Following that role, Khalid got the opportunity of being assigned to many other leading positions in quality patient safety (MOH) , Education, research and IT information centre at King Faisal medical complex in Taif. Khalid believes that his true ambition was fulfilled upon joining Ada'a Health in 2017- 2016, since then; many things have changed for him on a professional and personal level, and he shared that he is grateful to have grown enough to be nominated to be part of the Central PIO team.

## Central News

The first masterclass session of the Change Management training program was completed last week in Riyadh for 42 PIOs ,with the objective of providing the participants with ability to understand how to manage a change initiative and take it from its initial ideas to a successful implementation.

The Master class is just the beginning of the Change Management training journey which will continue throughout the year and lead to a final exam for the PIOs to be certified in change management concepts and methodologies



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 presenters below for taking the time to teach your successes to help other leaders improve the quality of care delivery to the patient!

## ED Department



### Maternity and Children Hospital-Mecca

Presenter:  
Dr. Samah AlFahmi

#### Key Takeaway:

- ✓ Improve Emergency Triage System to Improve Patient Distribution
- ✓ Improving Emergency Departments flow through optimized ED and inpatient beds utilization
- ✓ Improve on Patient Education and Communication
- ✓ Collaborate with Primary Healthcare Centers



### King Khaled Hospital-Najran

Presenter:  
Mr Ibrahim AlMahamidhi

#### Key Takeaway:

- ✓ Automatic dashboard to monitor patients experience from registration until decision to disposition
- ✓ Using the dashboard to prioritize the “red cases” to expedite the patient needs
- ✓ Continuous visibility of each Emergency indicator for every patient
- ✓ New roles created: ER In Charge who helps support monitoring the patients waiting and making sure no patient stays too long without receiving care

