Ada'a Health Awards **2021** Guidelines

About the Organizer

Ada'a Health was launched in **2017** by the Saudi Ministry of Health (MOH). It is a program for performance management of healthcare services that paves the way for achieving the health goals of the Saudi Vision 2030.
It was mandated to raise the levels of productivity, efficiency and quality of performance in healthcare services through:

➤ Monitoring performance of healthcare facilities in operations and services provision, and reporting it transparently
➤ Driving operational focused improvements and change management within healthcare facilities
➤ Developing skills and instilling a culture of continuous improvement

The program emerged in **2017** from the Patient Centered Program (PCP), building on its many early successes, and In **2019** it significantly expanded its geographical and monitoring coverage across the kingdom of Saudi Arabia.

In **2021**, Ada'a Health is further expanding, and actively engaging stakeholders through its strategic transformation. To date, the program has successfully completed various milestones of scale, and has achieved positive outcomes in driving excellence in healthcare facilities.

Ada'a Health has received national recognition for its role supporting facilities in the COVID-19 Recovery Plan and Hajj season. It has also received international recognition winning the MCA award in 2018 and being highly commended for performance improvement in the public sector. The program was also highly commended for theCQI award of Quality Team of the Year 2019.

Recognizing and Celebrating Improvement in Healthcare!

Ada'a Health Awards program aims to create an environment for a united, spirited and healthy competition to showcase improvement projects in healthcare sector. The Ada'a Health Awards has attracted massive interest over the years...

2018

Over 170 entries were shortlisted at hospital and regional level down to 20 case studies, from which a mixed panel of national and international judges selected the top five nominations for Ada'a Winner 2018

2020

In 2020, despite the disruption caused by the pandemic, Ada'a Health judges considered nearly 700 case studies, and announcement of the winners was conducted in a huge virtual ceremony that is sponsored by His Excellency the Minister of Health of Saudi Arabia

2021

This year we want to recognize those who have helped both in the response to Covid-19 and in the recovery of health services, to the extent that this has been possible to date

What We Want This Year?

There are no individual awards this year because it has truly been a team effort to combat the virus, and to continue delivering care to those who are the most vulnerable in our society.

➤ **We want to thank** all of our colleagues in healthcare and those who have supported them in the last 18 months. **You are all heroes.**

➤ **We want to accelerate** the improvement of healthcare in the Kingdom and recognize the additional contribution of Non-MOH governmental healthcare and private sectors.

➤ **We want to learn** from international best practice and have invited organizations from many countries to submit case studies that will enrich the learning of our own clinicians and scientists.

➤ **We want to recognize** the innovation adoption of new services such as Telemedicine, the Virtual Hospital and Virtual Clinics.

➤ **We want to provide the opportunity** to our colleagues in hospitals and Primary Healthcare facilities who have been under pressure this year to share success stories through the Ada'a performance improvement program.

➤ **We want to provide a mechanism** for teams to share their experiences and celebrate any "quick wins" that will benefit colleagues across the health continuum selected from three National Initiatives.

➤ **We are excited to learn from health colleagues from around the world** about how they responded to the pandemic, and what other innovative ideas they are working on to improve healthcare delivery, particularly in research and integrated care.

What Are the Categories?

List of Categories

The following Awards are open to all applicable health providers, including **Non-MOH Governmental Care Providers and the Private Sector.** There are no separate awards by sector this year:

COVID-19 Response	COVID-19 Recovery	Adoption of New Services	Ada'a Health	National Initiatives	International
1	2	3	4	5	6

1. COVID Response

Since March 2020, the world has suffered the consequences of the COVID-19 global pandemic. In the Kingdom, we took early action to close borders and initiate mass testing and many colleagues and partners contributed to the success of that program. We began the vaccination program in December 2020 and have since introduced mass testing in mega centers, hospitals, Primary Health Care Centers and non-MOH sites. This has been an overall success story and in this award category, we want to hear your story on what you did at your location that truly enhanced patient and user experience and satisfaction. **We are looking for the innovative approaches** you took to welcome, process and care for your visitors.

There are 4 awards in this category:
➢ Hospitals
➢ PHCs
➢ Mega Centers
➢ Non-MOH

Applications should describe within **500-1000 words:**
✓ Name of organization
✓ Name of author
✓ Description of your innovative approach
✓ Charts showing, over a minimum of any 12 consecutive weeks between January and August 2021:
  ▪ Number of vaccinations
  ▪ Response in end-of day report
  ▪ Backlogs in National Vaccination Register (NVR) entry
  ▪ Patient satisfaction
✓ Photographs of your facility
✓ A patient testimonial
✓ Staff member testimonial - wellbeing / how we looked after our staff

2. COVID Recovery

Because of the pandemic, many health systems have had to divert their staff to support the care of citizens to either prevent contracting the virus, through vaccination programs or being cared for through the symptoms of the virus either as In-patients, Critical Care patients or indeed with milder conditions through PHCs and home care. This has led to cancellations of elective care activities such as Outpatient appointments and Surgical procedures. This inevitably has created a backlog in the system and increased waiting times.

This Award category seeks to give recognition to organizations or partners who have worked together to design and implement a recovery roadmap. In particular, we are looking for innovative approaches that have led to rapid reduction of waiting lists that have delivered alternative treatment plans, or optimized the use of available resources to recover performance in the following 3 areas:

➢ Operating Rooms (OR)
➢ Outpatient Departments (OPD)
➢ Critical Care (CC)

There is one award in this category.

Applications should describe within **500-1000 words:**
✓ Name of organization(s)
✓ Name of author(s)
✓ The innovative approaches adopted and how they were developed, including collaboration with other health providers such as the private sector or PHCs, or adapting the skillsets of clinical professionals
✓ The engagement with clinicians and patients, carers and their families
✓ The baseline numbers e.g. waiting times or number of patients on the waiting list
✓ The reduction in waiting times and the number of patients on the waiting list
✓ This information should be presented in a single chart with dates, targets and actual trends over a **4-month** period
✓ How this information has been shared with other hospitals

3. Adoption of New Services

The pandemic has accelerated the need to adopt new technology in interactions with patients. The use of Virtual Care and Telemedicine is transformational in the future delivery of health care. This Award category wants to capture the very best examples of the adoption of new services that have exploited new technology and digital solutions.

There are two awards in this category:

1. Telemedicine, including the activation of virtual clinics
2. Adoption of Mawid (applicable to MOH facilities only)

1. **Telemedicine – within 500-1000 words include:**
   ✓ Name of organization
   ✓ Name of author
   ✓ The innovative approaches to the adoption of the services and how they were developed, including collaboration with other health providers such as the private sector
   ✓ How clinicians were engaged in the design and implementation of the solution
   ✓ How technology and connectivity issues were overcome so that access to the service was as broad as possible
   ✓ Operational excellence demonstrated through charts showing trends for a minimum of 3 consecutive months from November 2020 to July 2021. If you have more than 3 months data please include this. The mandatory information required is
      ▪ Number of appointments booked
      ▪ Number of completed appointments
      ▪ Patient satisfaction
      ▪ Physician satisfaction
   ✓ How you have shared this information with other providers as best practice

3. Adoption of New Services

2. **Mawid – within 500-1000 words include:**
- ✓ Name of organization
- ✓ Name of author
- ✓ The innovative approaches used to adopt Mawid to your list of services
- ✓ **PHC Application** - Range of OPD PHC optimizer - creating slots (booked and available) - (the PHC must have vaccination and family medical services)
- ✓ **PHC Application** - Demonstrate the effective use of Mawid system by staff to check in patients, and good take up of the scheduled appointments by patients (Low number of no-shows)
- ✓ **Hospitals Application** - The proportion of OPD services within your Hospital facility that are using Mawid (A minimum of 10 specialties must be included that are using the Mawid system
- ✓ The number of booked and completed appointments over a minimum of any 6 consecutive months between July 2020 and July 2021 (The minimum number of booked appointments must be greater than or equal to 1000)
- ✓ The number of and your response times to tickets raised by the NHCC related to Mawid **(Hospitals & and PHCs)**

4. Ada'a Health - Most Improved Services

The core of the Ada'a Awards process is the continual success of the Ada'a Health program which has four objectives:
➢ Improve operational efficiency and productivity
➢ Performance reporting transparency through the use of electronic dashboards
➢ Performance improvement development and culture change
➢ Hospital team improvement and skills capability

There are three awards in this category:
1. Hospitals
2. PHCs
3. Specialized Services

4. Ada'a Health - Most Improved Services

1. **Hospitals**

Hospitals are complex operational sites with multiple services and care delivery that includes trauma, emergency care, diagnostics, elective appointments and operating rooms, as well as in-patient care and critical care. As such excellence in only one domain does not demonstrate a high performing hospital

In this Award category, we are seeking hospitals that have throughout 2020 achieved sustained levels of performance. Because of the COVID pandemic, some hospitals may have had to discontinue service to focus on the treatment of very ill patients. Because of this, hospitals have only one mandatory requirement which is to submit an ED case study that focuses on ED % of patients who have a disposition in less than 4 hours. However, all applicants are required to include 2 further case studies from any 2 of the following areas:

➢ Labs
➢ In-patient
➢ Outpatient
➢ Radiology

2. **PHCs**

Primary Healthcare Centers continually operate to serve the needs of their local community by developing more personalized services, that provide care closer to the patients and reduce the burden on neighboring hospitals for avoidable visits to the Emergency Department. This award is for the most improved service that have demonstrated a more personalized service to patients, and collaboration with the local hospital to reduce non-urgent attendances at ED.

4. Ada'a Health - Most Improved Services

3. Specialized Services

Such Specialized Services provide care to patients often with complex needs and in times of crisis, who may struggle to access the necessary care through any other form of healthcare provider. This Award category is focused on how the service has improved access to care for some of the most vulnerable patients in society. This award is open to any of the following service providers:

➢ Specialized Centers
➢ Home Health Care
➢ Development and Behavior
➢ Long Term Care & Rehabilitation

There is one award in this category

Applications should describe within **500-1000 words:**

✓ Name of organization
✓ Name of author(s)
✓ The innovative focused improvements that have been implemented
✓ How clinicians were engaged in the design and implementation of the improvements
✓ The baseline numbers of interactions (as described in each category of this award) in April and May of 2020 and the performance from January to July 2021 (Charts must show dates, targets, Ada'a Benchmarks (red, amber, green, blue), where these have been defined and actual trends over the specified timelines). Please also include patient satisfaction indicators for the same time periods
✓ How this information has been shared with other providers
✓ Endorsement of the facility director

5. National Initiatives

We have chosen to focus this year on three of the current National Initiatives:
1. Team Based Care implementation across Primary Health Care
2. Physician Productivity
3. Choosing Wisely

These National Initiatives recognize the need to think ahead and how we can align our health resources with a growing demand on our services and our staff. Improvements in the use of multi-functional teams, awareness of physician productivity levels and ensuring that only the most appropriate and necessary tests and medications are provided to patients is becoming increasingly important if our health system is to continue to be sustainable

There is one award in this category

▪ Applications should describe within **500-1000 words** (including name of organization and name of author(s))

5. National Initiatives

1. **Team Based Care (TBC) implementation across Primary Health Care**

Approaches taken to engage the clinical workforce in establishing a performance measurement & management framework across PHCs related to the Team-Based Care model. Evidence of "quick wins" in terms of patient experience, access to care, increased patient volumes, enhanced staff training to deliver additional services.

2. **Physician Productivity**

Approaches taken to engage the clinical workforce in measuring productivity and the initial progress made on establishing baseline levels of performance and initial improvement activities based on reported data. Evidence of "quick wins" in any of the above factors.

3. **Choosing Wisely**

Approaches taken to engage the clinical workforce to help physicians and patients engage in conversations about unnecessary tests, treatments, and procedures, and to help physicians and patients to improve the use of medicines and other health technologies for better health and economic outcomes. Reducing avoidable tests, treatments and procedures that do not add value and expose patients to undue risk of harm and unnecessary costs. Reducing the use of more frequent and invasive investigations and/or optimizing the distribution of resources. Evidence of "quick wins" in any of the above factors.

6. International

We are looking for examples of true innovation and sharing of best practice from around the world for how health systems responded to the COVID-19 pandemic. This may include, for example, excellence in:

➢ Supply chain
➢ Training and Wellbeing of staff
➢ Engagement of the public
➢ Operation of vaccination sites
➢ Volunteer programs

Up to six organizations will receive a certificate of gratitude from the Saudi MOH for sharing their international best practice and may be invited to share a brief presentation to the Assistant Minister of Health and selected members of the MOH. Please note that extracts from the presentations may be included in a national television announcement. Alternatively, applicants may choose to share their breakthroughs in technology, research or improved models of care, including Integrated Care Models.

Applications should describe within 500-1000 words:
✓ Name of organization
✓ Name of author(s)
✓ Country
✓ Description of your innovative approach
✓ Engagement of clinicians
✓ Engagement of patients, carers and families
✓ Evidence based predicted or actual outcomes
✓ The benefits to the international health community

An evidence-based description of the impact your approach had on the overall vaccination program, and why this is valuable best practice to be shared with the world.
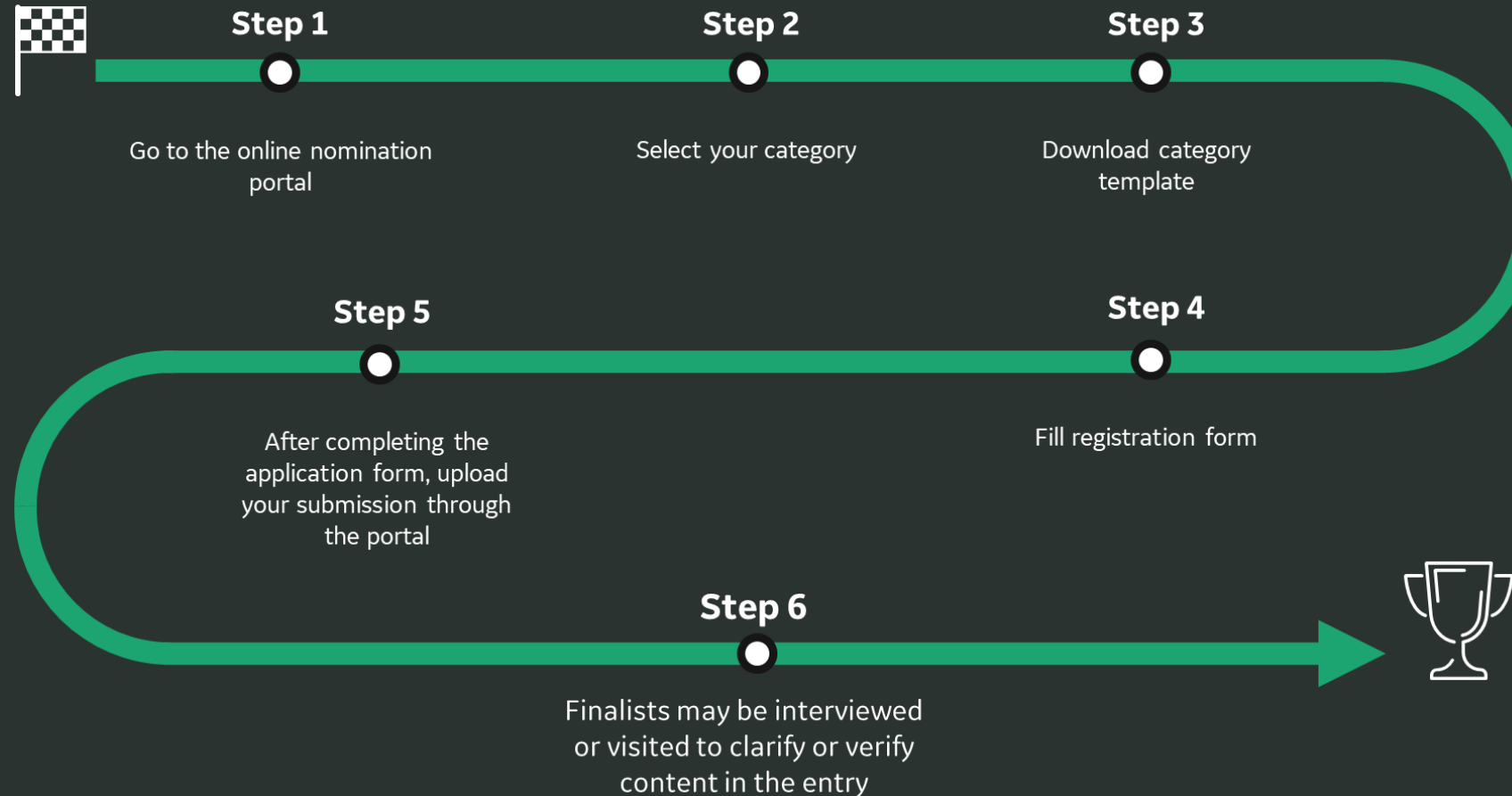
What Makes A Winning Entry?

What Makes a Winning Entry?

1. You must use the correct template provided and complete all the necessary sections
2. You must respect the word count; there is strictly no allowance for extra words. 1000 words is the maximum, excluding headers, and text on charts
3. If either of the above is not complied with or you include additional appendices, your entry will automatically be rejected
4. The most important characteristic of a winning entry is the alignment between the approaches taken and the impact these approaches have had on improving results, against targets and benchmarks, over a prolonged time (please comply with the specified time frames, where these are indicated)
5. The description of innovative approaches should illustrate why the approach is creative and different; how teams were involved; what lessons were learned and what changes happened during the implementation of the new approaches. Descriptions of how you managed change, will be of value to the judges
6. Your approach to communication and engagement, and how you determined its effectiveness in engaging staff and patients will be valuable
7. Testimonials from senior leaders and patients is mandatory in some categories but is always a positive thing to include, as is information about how clinicians and patients were involved in the design of new approaches
8. Your performance must be comparable with the Ada'a benchmarks (for the Ada'a awards category, this means green or blue only) or reputable, international benchmarks for any other category
9. Ensure that all charts are legible and easy to interpret. Use notes on the chart to explain any significant improvement or deterioration in trends (these notes are not included in your word count if they are in the charts). Some categories have a description box under the charts and any words in these "description" boxes will be included in your word count
10. Describe how you shared what you learned with other healthcare providers so that they could accelerate their rate of improvement based on your experience. Illustrate that this led to improvement in other providers by citing evidence
11. Ensure that the inclusion of any photographs or quotes from staff or patients are only used if you have received written permission from them

Nomination Process

How to Enter?

Step 1

Go to the online nomination portal

Step 2

Select your category

Step 3

Download category template

Step 5

After completing the application form, upload your submission through the portal

Step 4

Fill registration form

Step 6

Finalists may be interviewed or visited to clarify or verify content in the entry

Important Notes:
❏ PDF submissions are not permitted to avoid corruption of files and for reproduction purposes. It also enables word counting more easily
❏ If you were unable to upload your application form on the online nomination portal, please contact adaahealth@moh.gov.sa

Who Are the Judges?

The Ada'a Health Awards Esteemed Judges

We thank our teams of judges, both national and international, with more than 20 international judges representing 14 countries who give freely of their time to support our Ada'a Health Awards program
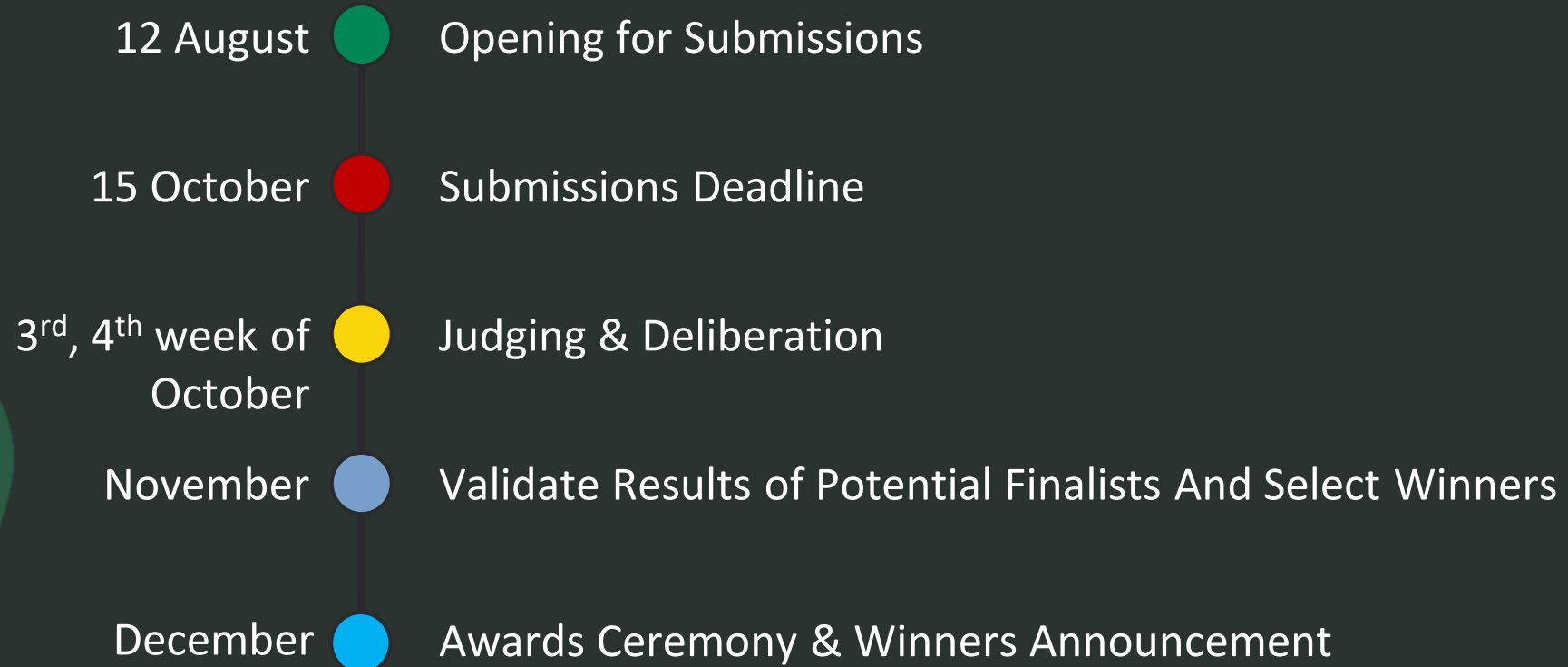***Judges' names will be announced soon...***

Key Dates

Timeline

12 August	🟢	Opening for Submissions
15 October	🔴	Submissions Deadline
3rd, 4th week of October	🟡	Judging & Deliberation
November	🔵	Validate Results of Potential Finalists And Select Winners
December	🔵	Awards Ceremony & Winners Announcement

For More Information, Please Contact:

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Thank You