Ada'a Health

ABOUT US

01

Ada'a
HEALTH

SUMMARY

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 on it.**
- **Driving operational focused improvements and change management within healthcare facilities.**
- **Developing skills and instill a culture of continuous improvement.**

The program emerged in 2017 from the Patient Centered Program (PCP), building on its many early successes. 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 the CQI award of Quality Team of the Year 2019.

أداء
الصحة
Ada'a
HEALTH

OUR PURPOSE

OUR VISION

"To become a **national reliable** partner and a **globally** recognized **pioneer** in driving **healthcare** performance excellence and efficiency. "

OUR MISSION

"A **multi-disciplinary** team of professionals who share a **commitment** to advance national healthcare **excellence** and **efficiency**, through monitoring performance of services and developing data-driven interventions, at both facility and system levels, in order to improve health outcomes"

OUR VALUES

Collaboration

Innovation

Excellence

Credibility

Agility

أداء
Ada'a
الصحة
HEALTH

ROLE OF ADA'A HEALTH IN HEALTHCARE TRANSFORMATION

Ada'a Health is a well-established and time-tested program that can serve as a catalyst for achieving Vision 2030 and National Healthcare Transformation Program (NHTP) objectives and more urgently system recovery post the Covid-19 pandemic.

VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

- A Vibrant Society
- A Thriving Economy
- An Ambitious Nation

وزارة الصحة
Ministry of Health

Transform Healthcare

◊ 2.1.1 Ease Access to Health Services

◊ 2.1.2 Improve the Quality and Efficiency of Healthcare Services

◊ 2.1.3 Promote Prevention against Health Risks

أداء الصحة HEALTH
Ada'a

◊ Developing a unit to improve performance and change culture

◊ Operational focused improvements and change management

◊ Skills capability development

أداء الصحة HEALTH
Ada'a

ROLE OF ADA'A HEALTH IN RECOVERY PLAN

When COVID-19 disrupted healthcare provision in Saudi Arabia, elective outpatient and operating room services were suspended to allow clinicians to focus on caring for patients with COVID-19 symptoms and keep patients and staff safe during the pandemic. During this time, patients were required to wait longer to see clinicians for OPD and OR services, and waiting lists increased considerably.
Ada'a Health pivoted to use its strengths to support the identification of backlogs and work with facilities and teams to agree mitigation actions to restore services to pre-pandemic levels

Approach – Key Concepts

◊ A balance between managing the implication of COVID-19 and restoring services to normal conditions
◊ Stabilizing & reconfiguring services with urgency at both directorate and facility level
◊ Impact analysis, approach planning and engagement of leaders & teams
◊ Promoting innovation, new methodologies and technology
◊ Risk assessment and mitigation
◊ Activate the team, launch actions, monitor and support execution

Actions Tasks / Themes

◊ Restore access to care for critical services
◊ Optimize role and function of PHCs
◊ Promote virtual clinics and digital technology
◊ Optimize ICU & IP capacity & demand
◊ Categorize & prioritize waiting lists for outpatient and elective surgeries
◊ Support workforce wellbeing

أداء
الصحــة
Ada'a
HEALTH

THE STORY SO FAR...

02

Ada'a
الصحة HEALTH

ORIGINS OF ADA'A HEALTH

● General Health

ED
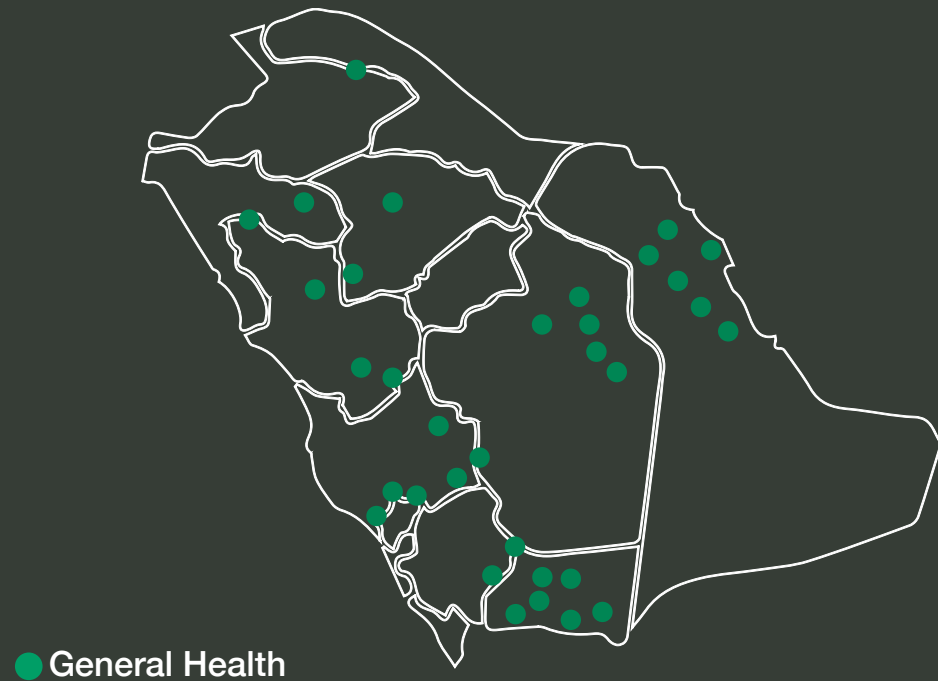
OP Department

IP Department

33 HOSPITALS **3** DOMAINS **10** KPIs

2016

2015

أداء
Ada'a
الصحة HEALTH

ORIGINS OF ADA'A HEALTH

- Mental Health
- General Health

ED

OP Department

IP Department

OR Department

Critical Care Unit

Radiology Department

Laboratory Department

+

Patient and Staff Satisfaction
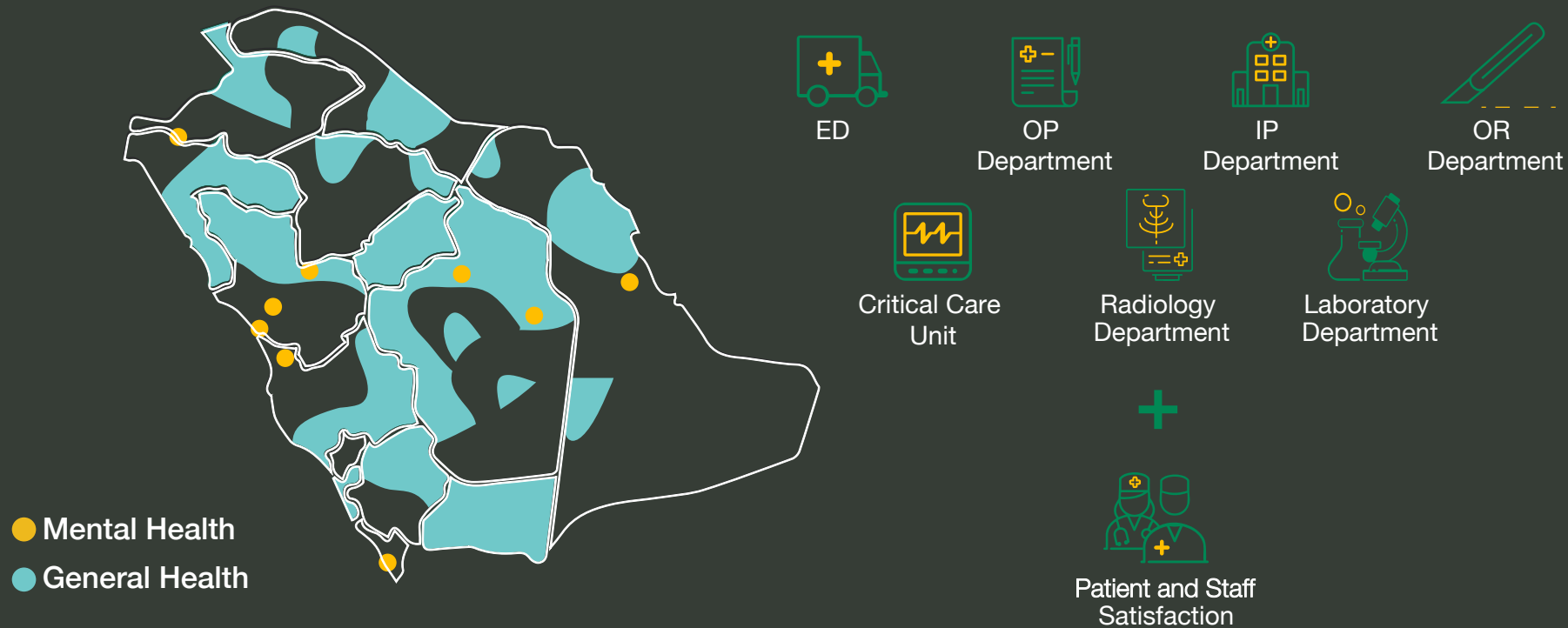
2017

2019

2018

72 HOSPITALS

7 DOMAINS + SATISFACTION

10 KPIs

أداء
الصحة
Ada'a HEALTH

ORIGINS OF ADA'A HEALTH

Will continue to evolve into one of the largest hospital improvement programs globally, with more hospitals and domains joining

- Mental Health
- General Health
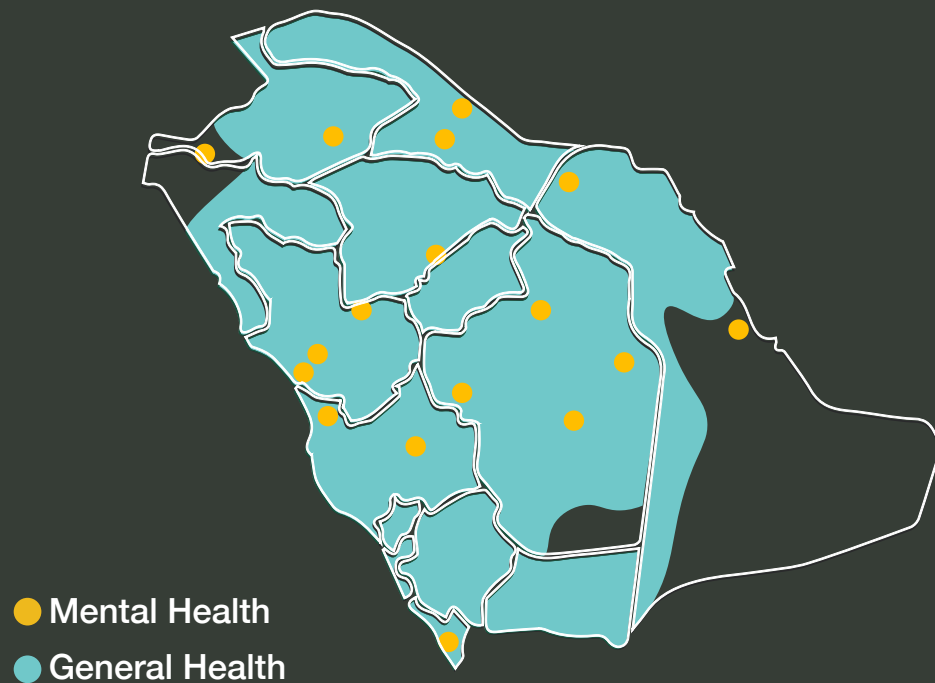
Specialized Centers

OR Department

Home Care

ED

Critical Care Unit

OP Department

Long-Term Care

IP Department

Radiology Department

Laboratory Department

◊ 250 performance improvement officers recruited & trained
◊ 1500 data collectors trained
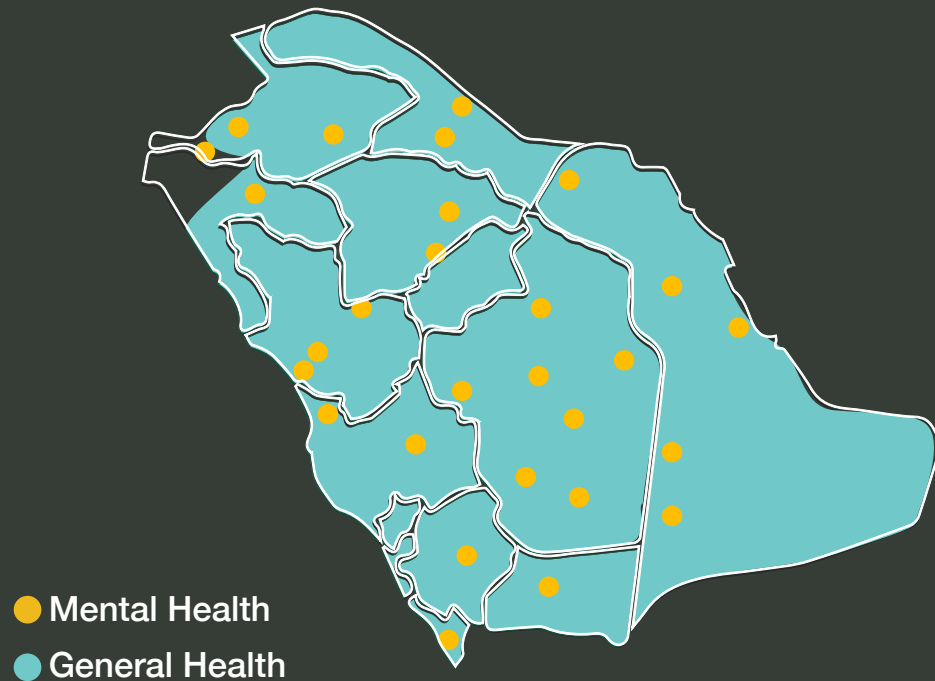◊ +3000 focused improvement

2020

2019

151 HOSPITALS

739 PRIMARY HEALTHCARE CENTRES

10 DOMAINS AND SPECIALITIES

أداء
الصحة
Ada'a
HEALTH

ORIGINS OF ADA'A HEALTH

Ada'a Health is further expanding with new partnerships and initiatives and actively engaging stakeholders through its strategic transformation.

- ● Mental Health
- ● General Health

New strategic initiatives

New digital solutions

2021

+280 MOH HOSPITALS

+160 PRIVATE HOSPITALS

650 PHCS

أداء
Ada'a
الصحة HEALTH

SUCCESS STORIES

03

أداء
الصحة
Ada'a HEALTH
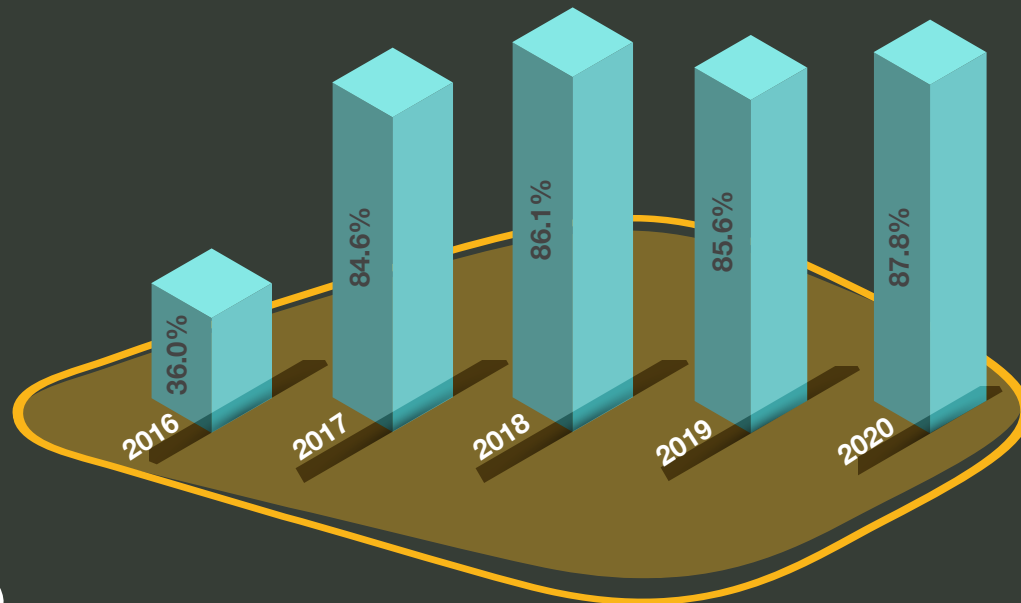
SUCCESS STORIES

More patients are receiving their care within four hours of arriving in the Emergency Department, up 3% over the last three years….
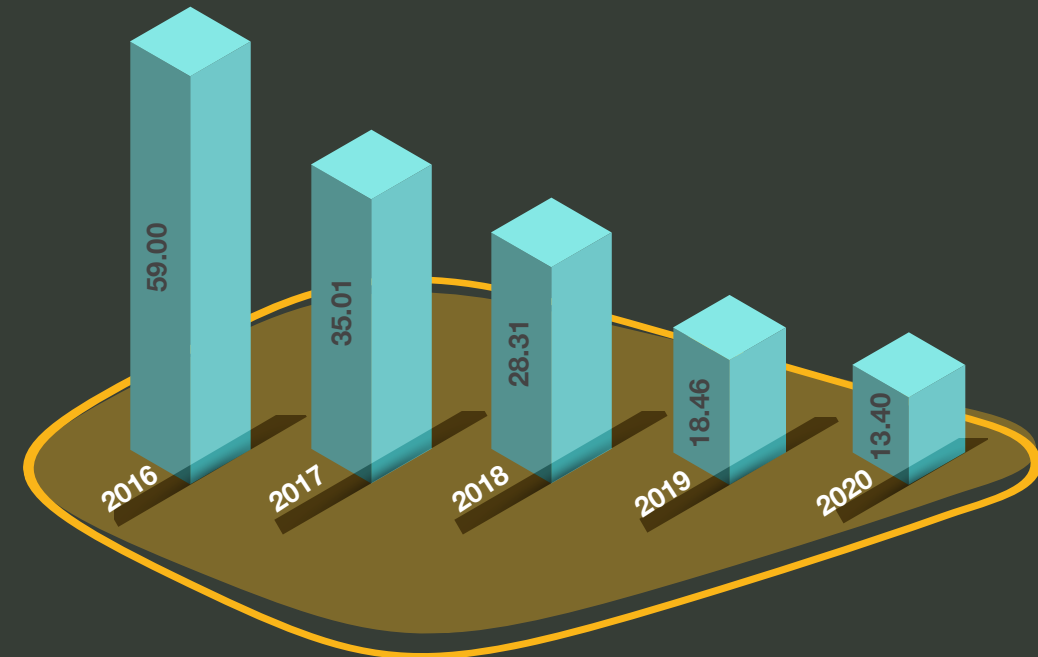
Patients are now able to get their Outpatient appointment in about one-third the time they did at the start of the program… about one-third the time they did at the start of the program…

Emergency Department -Disposed in 4 Hours

36.0% — 2016
84.6% — 2017
86.1% — 2018
85.6% — 2019
87.8% — 2020

Disposed % of patients

Outpatient - Waiting Time for an Appointment

59.00 — 2016
35.01 — 2017
28.31 — 2018
18.46 — 2019
13.40 — 2020

Waiting Time / Days

أداء
الصحة
Ada'a
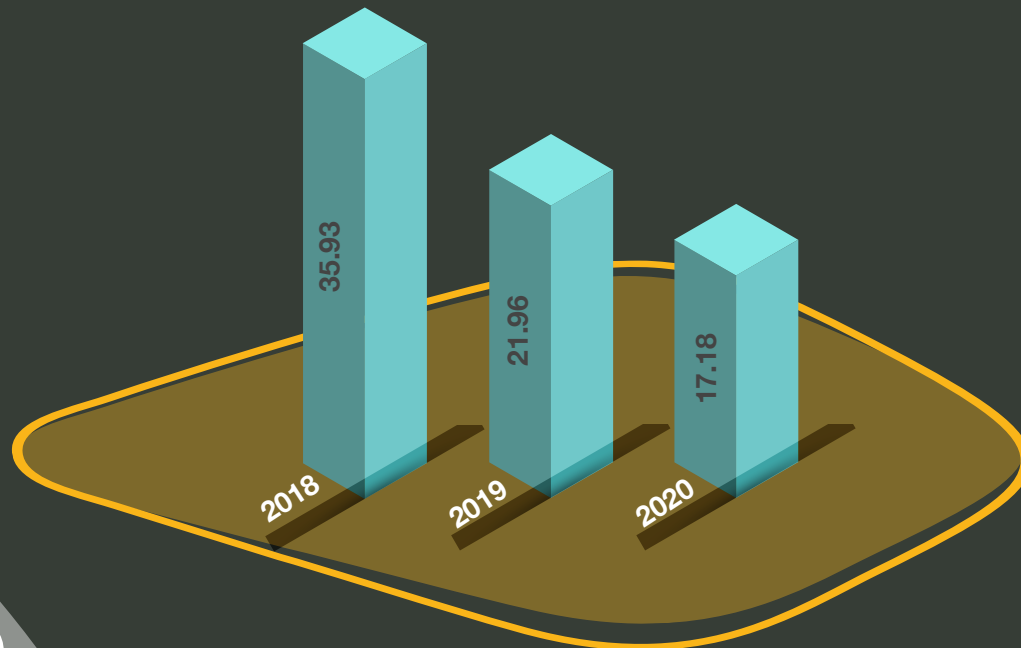HEALTH

SUCCESS STORIES

Patients waited for about 17 days for their planned surgery in our Operating Rooms in 2020, half the time they waited in 2018…
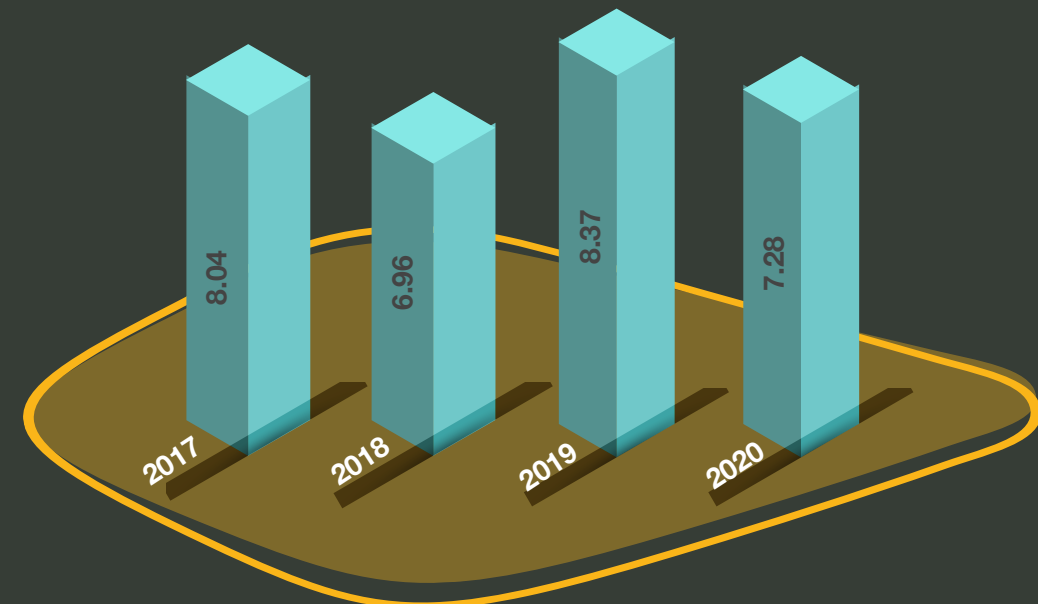
Improving intensive patient care has resulted in lower lengths of stay by about 10%; meaning patients get the right care and recover sooner…

Operating Room Surgical Waiting Time

35.93 — 2018
21.96 — 2019
17.18 — 2020

Waiting Time / Days

Critical Care Average Length of Stay

8.04 — 2017
6.96 — 2018
8.37 — 2019
7.28 — 2020

Average Length of Stay/ Days

أداء
Ada'a
الصحة
HEALTH

SUCCESS STORIES

Proven Results in Performance Improvement and Outcome Delivery

The number of KPIs in Ada'a Health that meet acceptable or world class benchmark standards has risen significantly year on year. The illustration shows the percentages of indicators that meet the specified thresholds across each year.

Year	No Submission	Unacceptable	Needs Improvement	Acceptable	World Class
2017	%25	%14	%21	%24	%14
2018	%18	%13	%23	32%	%15
2019	%15	%12	%15	%37	%19
2020	%12	%15	%13	%33	%25

Ada'a
HEALTH
أداء
الصحة

ADA'A HEALTH CONTRIBUTION TO HAJJ

Key Facts
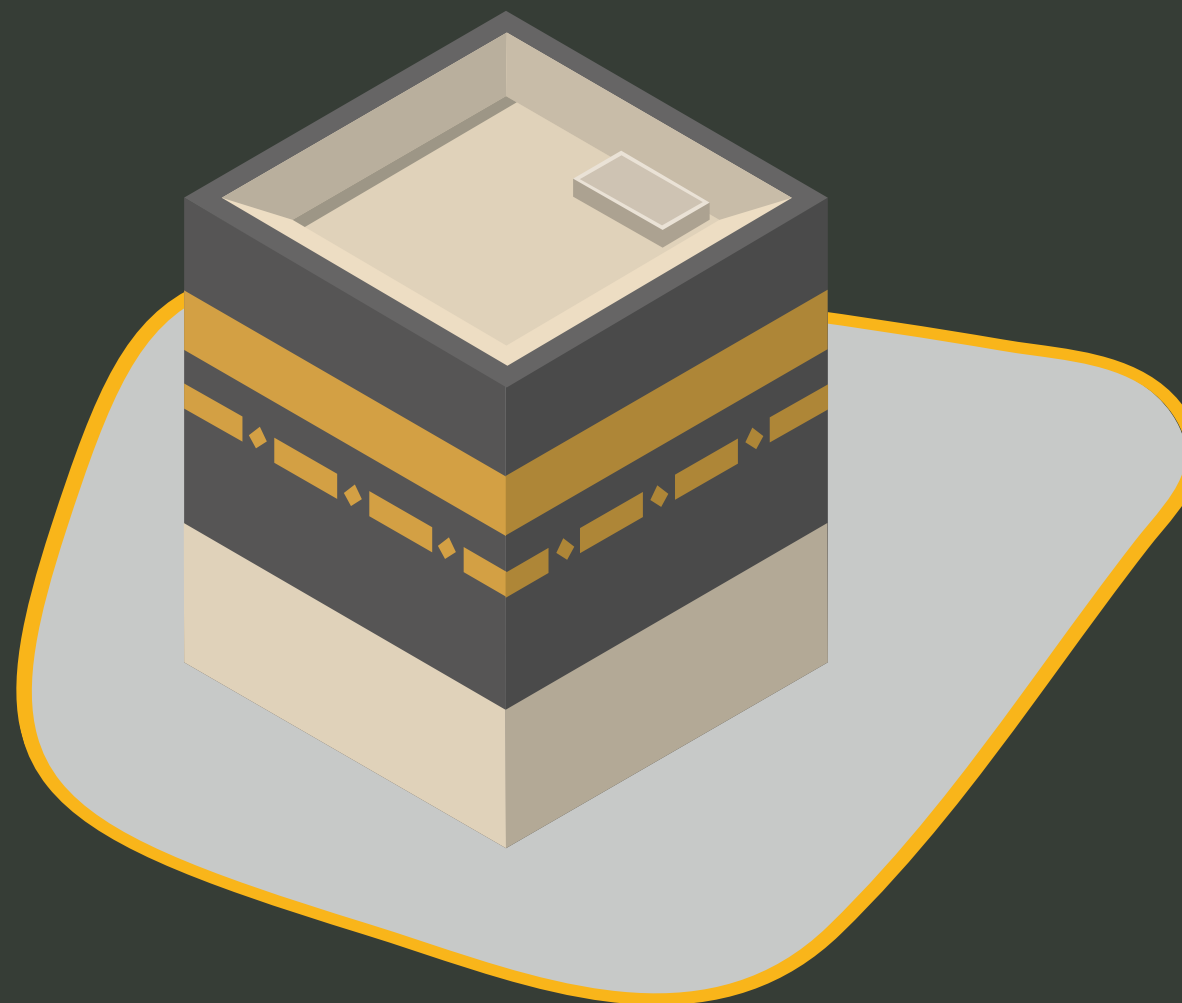
2,371,675 Pilgrims
81,730 ED & OPD Patients

Hospitals with 1,316 BEDS
and 950 doctors

4 domains with 14 KPIs
10 PIOs & 70 data
collectors

Results

Emergency — 94.8% Patients were seen within 2hrs

In Patient — 74% of patients ALOS < 1 day

Critical Care — <1 Day ALOS in Critical Care areas

Operating Rooms — 2 hours from arrival to discharge from recovery

أداء
Ada'a
الصحة
HEALTH

العـالـم
في قلب
المملكة

1439
2018

RECOGNITION & PARTICIPATIONS

04

Ada'a
HEALTH
أداء
الصحة

INTERNATIONAL RECOGNITION & EXPOSURE

Winner of International Category, MCA Awards 2018

Highly Commended for Performance in improvement in the Public Sector, MCA Awards 2018

Highly Commended for Quality Team of the Year, IQA 2019

PARTICIPATION IN INTERNATIONAL & REGIONAL EVENTS

01

Emergency Care
Benchmarking
Santa Casa Hospital
Sao Paolo, Brazil

02

27th Edition of
Hospitalar
Sao Palo, Brazil

03

Arab Health 2019
Dubai, United Arab
Emirates

PARTICIPATION IN INTERNATIONAL & REGIONAL EVENTS

01

Ada'a Health in Hajj 2019

02

Global Health Exhibition ,2018 2019

03

Ada'a Health in Command Center

04

International benchmarking

Ada'a
HEALTH

MASSIVE INTEREST IN ADA'A HEALTH AWARDS!

05

Ada'a
HEALTH
أداء
الصحة

ADA'A HEALTH AWARDS

Ada'a Health Awards aims to create an environment for a united, spirited and healthy competition to celebrate the improvement projects conducted in the healthcare sector.

The inaugural Ada'a Health Awards has attracted massive interest over the years. In 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 5 nominations for Ada'a Winner 2018.

In 2020, Ada'a Health judging panel considered nearly 700 case studies and announcement of winners has been conducted in a huge virtual ceremony that is sponsored by his excellency the Saudi Minister of Health.

أداء
Ada'a الصحـــة HEALTH

ADA'A HEALTH AWARDS

ADA'A HEALTH AWARDS

Thank you

Visit our social accounts:

🐦 @Adaa_Health
in adaahealthaward
🌐 Adaahealthaward.com