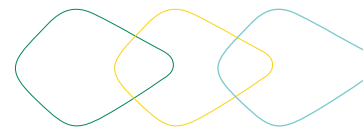


أداء  
Ada'a



وزارة الصحة  
Ministry of Health



PROFILE



# «على مدى 5 سنوات من النمو والتحسين والأثر في برنامج أداء الصحة»



**+2650**  
منشأة

ارتفع عدد المنشآت المشمولة  
من 33 إلى أكثر من 2650 منشأة



أداء  
Ada'a

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Ada'a

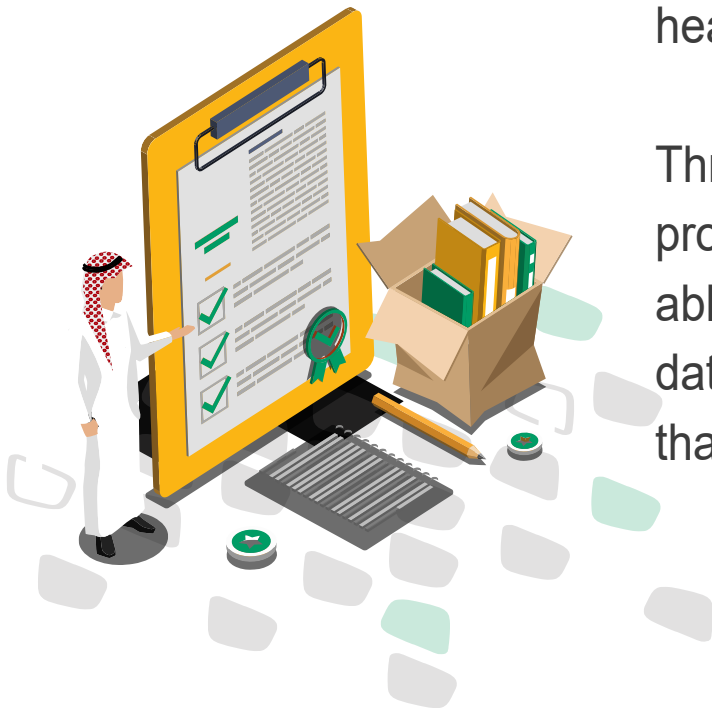
وزارة الصحة  
Ministry of Health



# About us

The Health Performance Program (Ada'a), which was established in 2017 as a program with an institutional identity, aims to improve performance, increase the productivity of operational processes, support the capabilities and knowledge of work teams at all levels, and create a team that covers all service paths in order to contribute to the improvement of those processes and improve the accessibility to health services.

Through a set of interrelated and integrated performance indicators that help to provide more clarity and accuracy for improvement goals, the program has been able to win the trust of leaders and partners as a reliable source of performance data and a supporter of decision-making based on the information resulting from that data.



# About us

## Vision

To become a trusted national partner and a global leader in driving excellence and efficiency in healthcare performance

## Mission

To become a trusted national partner and a global leader in driving excellence and efficiency in health care performance To be a multidisciplinary professional team united by the desire to advance the efficiency and excellence of health care at the national level,by monitoring health performance and developing data entered for improvement initiatives at the facility and system level in order to develop health outcomes.

## Values



Cooperation



Innovation



Excellence

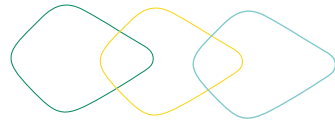


Credibility



Flexibility

# Accreditation & acknowledgment



International Accreditation  
Certificate for Quality  
Management System ISO



Commendation as the  
Quality Team by CQI |  
IRCA



Commendation for  
Improving Performance  
in the Public Sector



MCA Award



# Evolution

Adalah Health Award



# Foundation



33 Hospital

3 Domains

10 KPIs

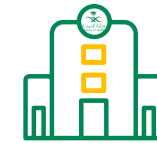
public hospitals



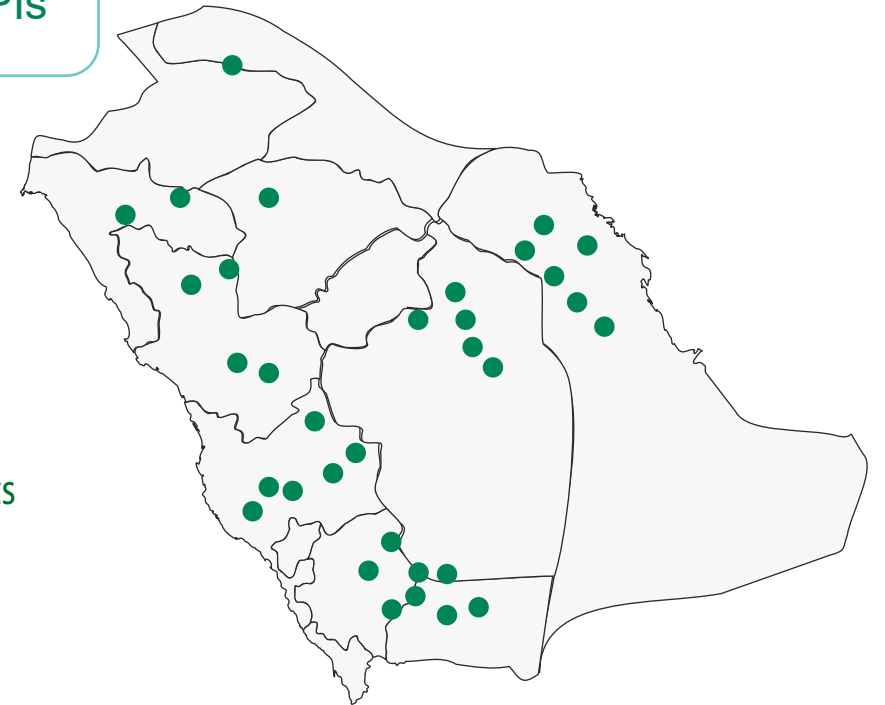
ED



OPD



In- Patients



2015

2016

# Stabilization phase



2017

72 Hospital

+7 Domains and Satisfaction

+44 KPIs

2019

2018



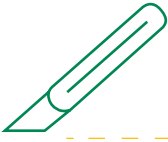
ED



OPD



In-Patients



OR



ICU



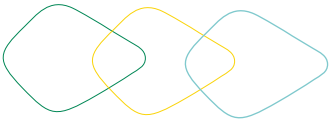
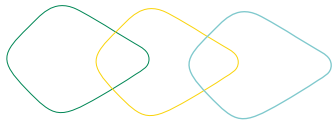
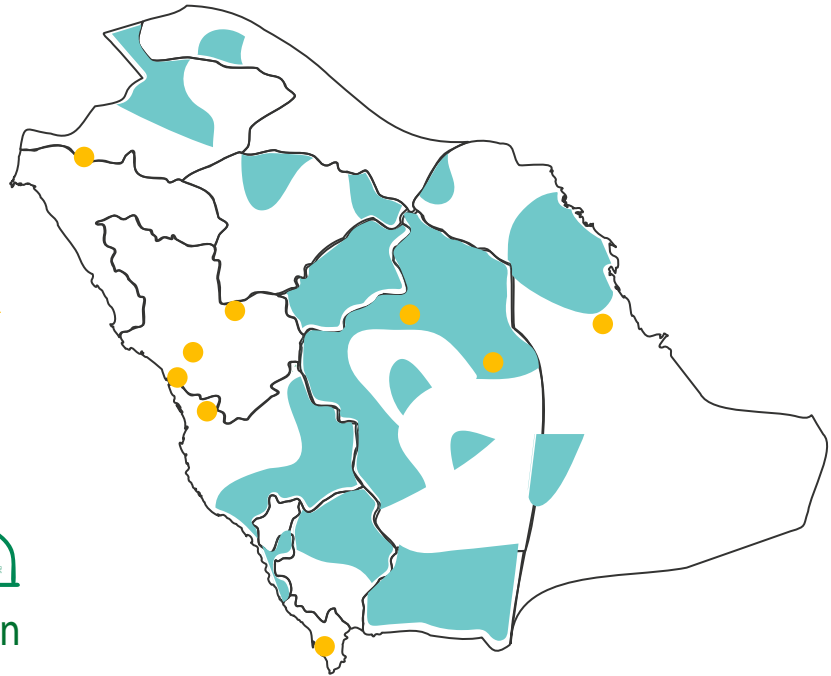
RAD



LAB



Satisfaction





# Expansion and growth

The program has grown to be one of the most organized and helpful programs, one of the biggest programs for managing performance and change, and a trailblazing model for its use at the national level at the local, regional, and international levels.

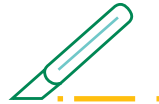
151 Hospitals

739 PHC

10 Domains



ICU



OR



Home care



ED



OPD



LTC



In-Patients



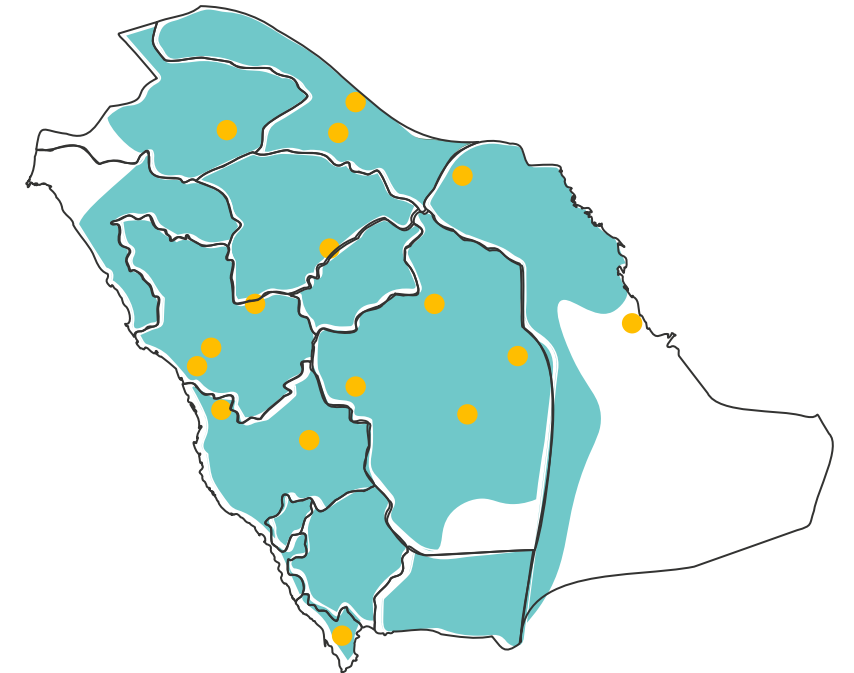
RAD



LAB



PHC



2020

2019

+ 3000 improvement project

1500 performance improvement officer

250



# Enhancing health system's integration

Establishing strategic alliances is a key focus for us, and coordinating and integrating efforts is the cornerstone of our strategy for enhancing the smooth operation of the health system in the Kingdom of Saudi Arabia.

151 MOH Hospitals + 100 Private hospital + 2000 Primary health care center

2021



## Ambitious strategic initiatives



Physician productivity



K2 (PTP)

**Choosing Wisely**  
An initiative of the ABIM Foundation

Choosing wisely



TeamSTEPS



Service Provider Rating



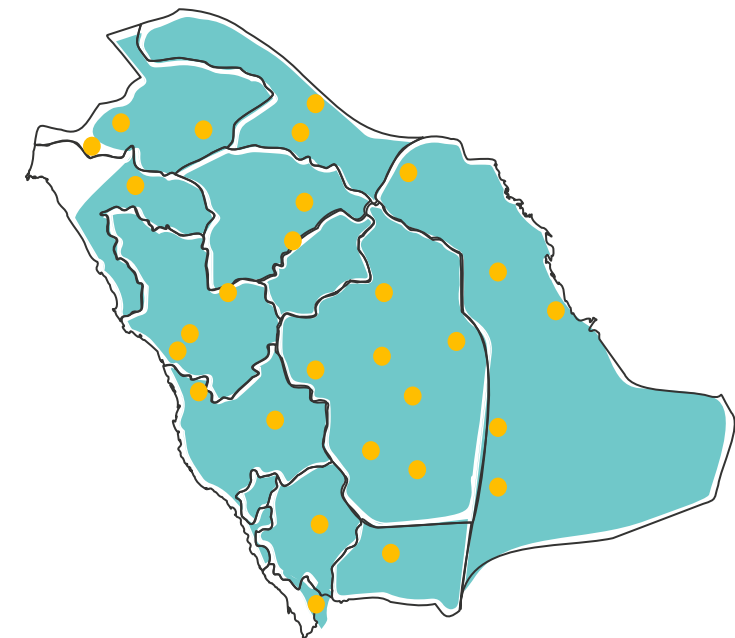
private sector performance



TBC



## Integration with electronic systems

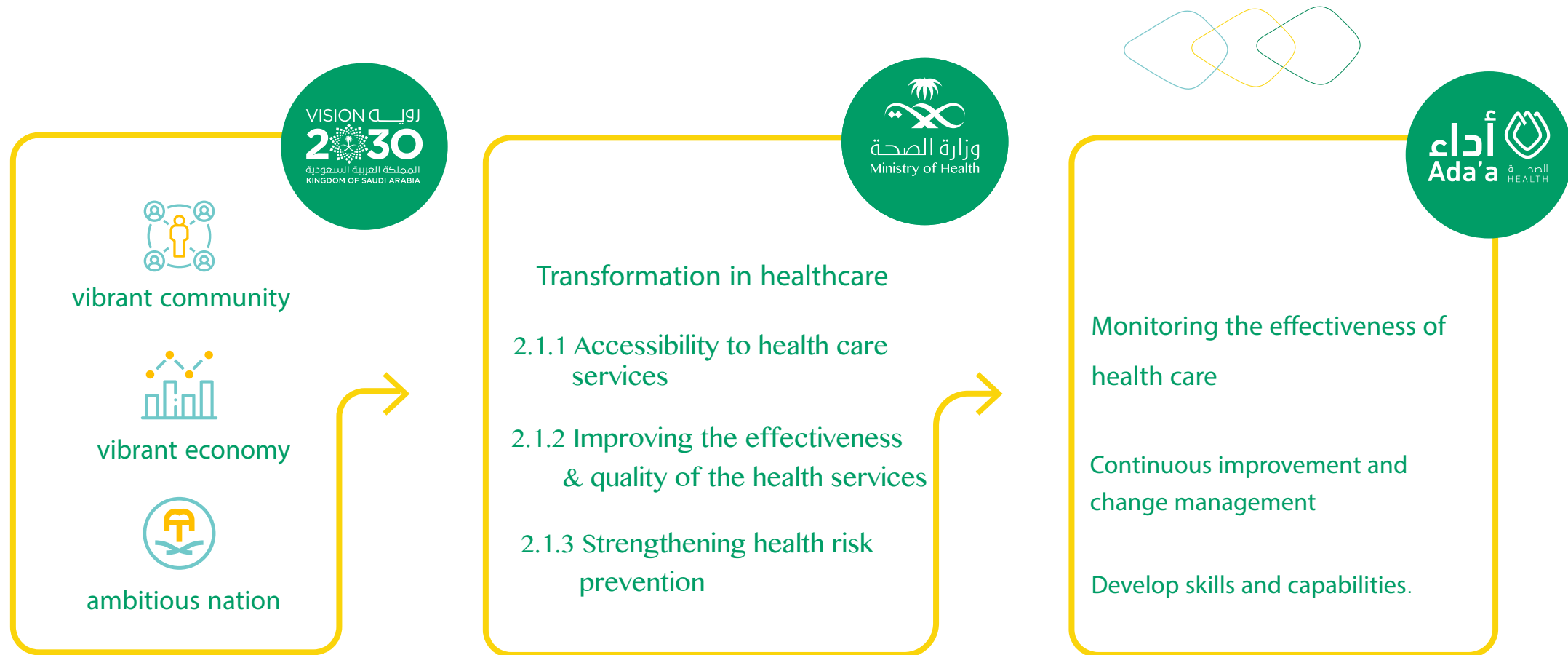




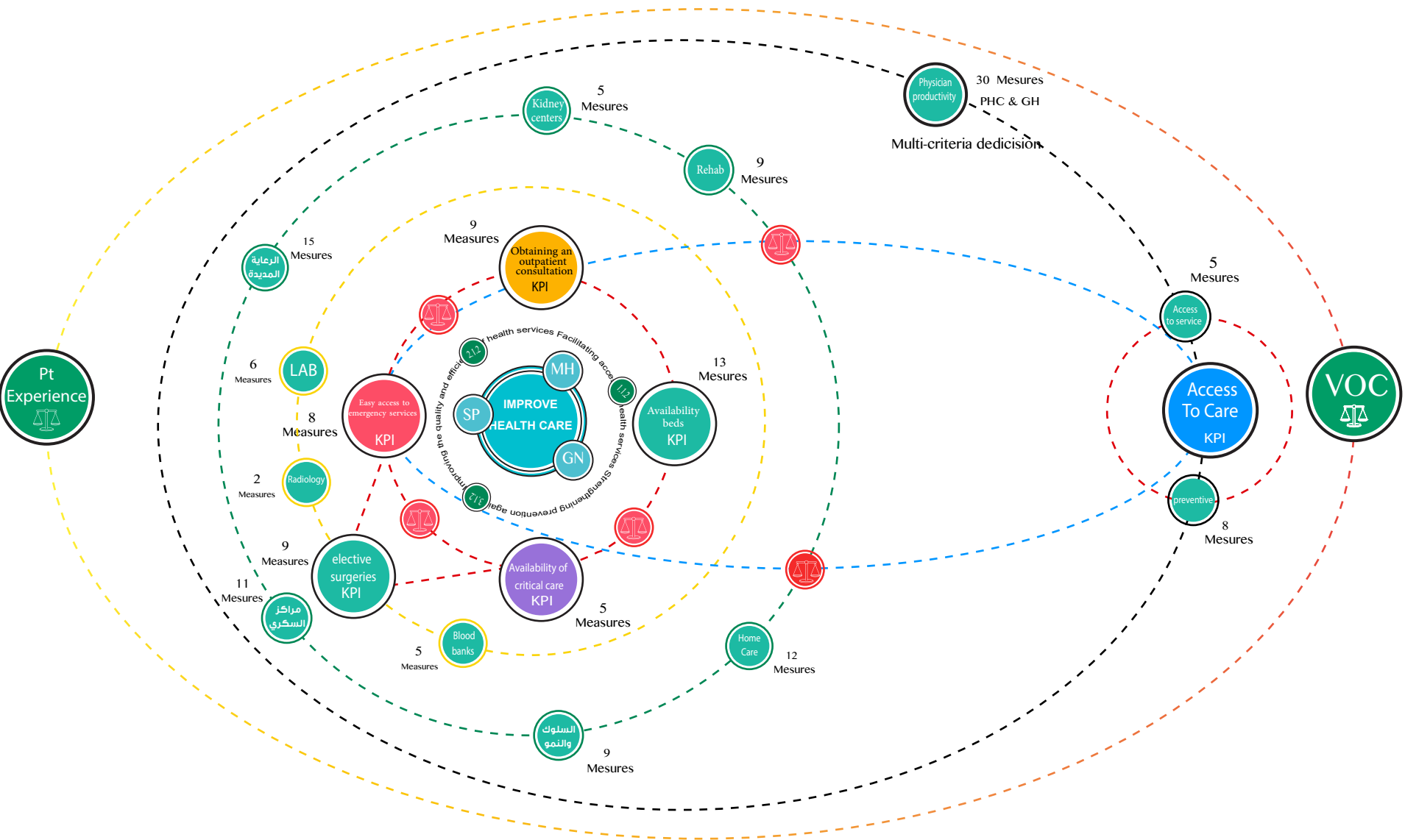
# Motivating The Culture

# Leading through empowerment

Ada'a Health is an enabler with a strong basis, harmonious relationships with all partners, support for reaching Vision 2030 goals, and an impact on the stability of the health system.



# Performance measurement methodology



Ada'a Health has adopted a methodology that includes a variety of performance indicators. These indicators include leading indicators, which focus on the processes improvement, lagging indicators, for monitoring the achievement of the optimal goals, and balancing indicators, which ensure performance harmony by that strategically has been met to the fullest extent possible supported by analytical efforts leading to rational decision making.

# Operational performance management methodology

(Through improvement projects)



The Focused Performance Improvement Projects methodology is a way of addressing and stimulating performance and/or maximizing the potential of services across all dimensions of health care quality. It is used to bring about rapid improvement on value-added operational processes that are implemented and led by organizations on a regular basis.

Safety

Effectiveness

Patient centered

Timeliness

Equitability

Efficiency

Focused improvement projects represent a critical component of national efforts to improve and facilitate access to services. All Ministry of Health facilities and employees must contribute to finding improvement opportunities and establishing and supporting these projects.

## Out of scope



- Projects with high potential risks to patient or employee safety
- Projects that require investment in additional personnel, high-value equipment, and/or IT systems
- Projects that require significant resources or a long time to deliver (more than 12 months)



All facilities included in the Health Performance Program use a central project management system to document and monitor their improvement projects.



Support is available with guidance and training up to on-site interventions from multiple partners if and when needed.



Focused improvement projects are tracked and reported on nationally, and are subject to scrutiny by the relevant program teams.



# Projects

# &

# National initiatives

«على مدى 5 سنوات من النمو  
والتحسين والأثر في برنامج أداء الصحة»

2 برنامجان

70

8000

2900

+2650

من إجمالي الصحة

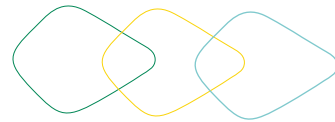
من إجمالي الصحة








من إجمالي الصحة

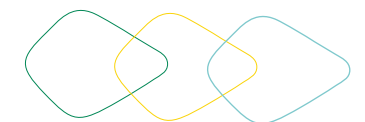
من إجمالي الصحة

أداء

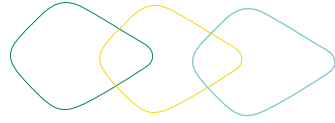
# National initiatives on impact health care quality



	Effectiveness	Timeliness	Patient centered	Efficiency	Safety	Equitability
 Physician productivity measurement	●			●		●
 Choosing Wisely		●	●		●	●
 TeamSTEPPS®		●	●		●	
 Private sector performance					●	●
 Healthcare Providers Classification System	●	●	●	●	●	●
 Team based care	●	●	●	●	●	
 K2 (PTP)	●	●	●	●	●	







# Integration through national initiatives



 <p><b>K2 (PTP)</b></p>	 <p>Team based care</p>	 <p>Healthcare Providers Classification System</p>	 <p>Private sector performance</p>	 <p>TeamSTEPPS®</p>	 <p>Choosing Wisely</p>	 <p>Physician productivity measurement</p>
<p>Improving prenatal services and reducing neonatal mortality.</p>	<p>restructuring the delivery of primary health care services by setting up medical teams at primary health care facilities, each of which is in responsible for providing care for a particular group of individuals and families.</p>	<p>Establishing an unified standard of hospital classification for all healthcare providers in the Kingdom of Saudi Arabia, as well as managing and governing .</p>	<p>A Partnership between public and private sectors to create performance metrics and provide the required expertise to improve the service delivery system.</p>	<p>A pilot project to implement a patient safety methodology focused on enhancing team collaboration and communication between healthcare professionals.</p>	<p>Enhancing the value and safety of patient care by eliminating procedures that do not benefit patients and adhering to best practices.</p>	<p>It is based on a set of qualitative and quantitative measures of the physicians clinical and non-clinical performance and productivity across the kingdom.</p>
<p>Ada'a health and the assistant deputyship of hospital affairs,</p>	<p>Ada'a health and the assistant deputyship of Primary Health Care.</p>	<p>Ada'a Health, Health Holding company, Saudi Center for Accreditation of Health Facilities, Council of Health Insurance, National Center for Health Insurance.</p>	<p>The Ministry's deputyship for Planning and Transformation, the Ministry's deputyship for Curative Services, the Health Insurance Program, the Health Holding Company, the Saudi Center for Accreditation of Health Institutions (CBAHI), and the Ada'a Health</p>	<p>Ada'a Health</p>	<p>Saudi Patient Safety Center, Ada'a Health, Hospitals affairs deputyship and Primary Health Care deputyship, Laboratory Services, Radiology and Pharmacy, Behavioral Impact Unit.</p>	<p>Ada'a Health, Hospital's affairs deputyship and Primary Health Care deputyship, human resources deputyship</p>





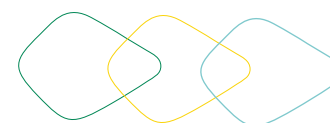
Inspiration

&

Presence



# National and international



Santa Casa Emergency Care Fair, Sao Paulo, Brazil

27th edition of the The Hospitaler Exhibition Sao Paulo, Brazil

Arab Health Exhibition, Dubai, United Arab Emirates

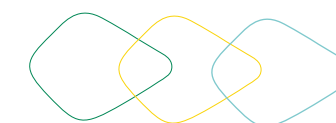


Performance of health services, during the Hajj season 2019

World Health Exhibition 2019

National Health command center

International presence



# Ada's health Award

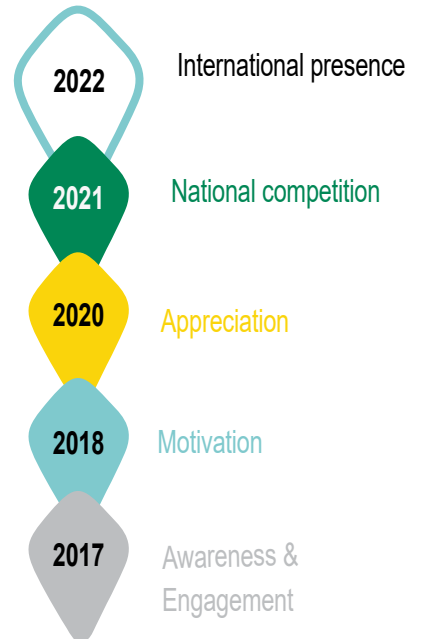


In order to improve the quality of health services and make them more accessible, the Ada's health Award, which was introduced in 2018, aims to create a healthy, connected, inspiring, and competitive environment. It also draws attention to the Kingdom's ongoing efforts to support and develop the health system so that it is among the most advanced health systems in the world. to recognize and bring attention to activities being carried out throughout its holding time as well as national, regional, and international success stories.

The award has attracted a lot of entries and success stories that have contributed to the growth of health systems and the caliber of service delivery in them throughout its previous iterations, receiving significant attention from all people and sectors interested in health care in the Kingdom and abroad.

The Health Performance Award aims to highlight the most recent advancements in health systems in the fields of communication medicine, research, and integrated care, as well as a number of fields of knowledge in the field, and to enlarge the knowledge of health practitioners and those interested through studies and international best practices.

The award is proud of its Judging panel, which consists of several national and international professionals with expertise in a variety of subjects.



**National Initiatives Category:**  
**King Fahad Medical City**  
Winner of the Best Performance  
Improvement Project in Physician Productivity Initiative



**مسار المبادرات الوطنية**  
**مدينة الملك فهد الطبية**  
**الفائز في أفضل مشروع تحسين أداء**  
في فرع مبادرة دعم وقياس إنتاجية الطبيب



**جائزة أداء الصحة**  
**Ada'a Health Award**



**Covid-19 Response Category:**  
**Sultan bin Abdulaziz Humanitarian City**  
Highly Commended of the Best Performance  
Improvement Project in Mega Centers



**مسار الاستجابة لكوفيد-19**  
**مدينة سلطان بن عبد العزيز للخدمات الإنسانية**  
**مشهد به لأفضل مشروع تحسين**  
أداء في فرع المنشآت غير التابعة لوزارة الصحة

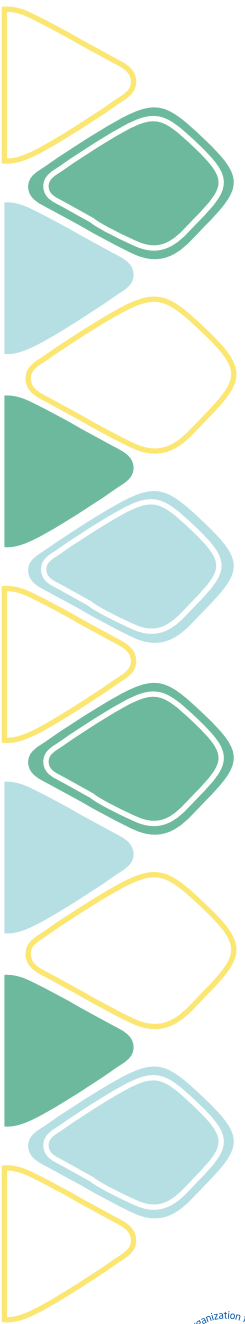


**Appreciation and Gratitude to**  
**NHS Wales**



**شكر وتقدير إلى**  
**NHS Wales**



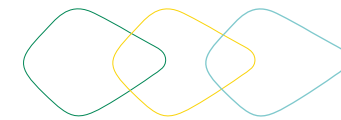


# أداء Ada'a

الصحة  
HEALTH



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adaahealth  
www.moh.go.sa



LEADING QUALITY FOR 100 YEARS