In focus: Our patients

Our patients and their needs are our top priority. In all our actions we are led by our core values – patient focus, integrity, quality, compassion and teamwork. These values guide us in our mission to provide patients with the highest quality of specialized healthcare and an exceptional patient experience. We achieve this through our commitment, creativity and innovation. We aim to be a respected and trustworthy healthcare provider across the communities of the Kingdom.
Our patients and their needs are our top priority

As a Joint Commission International (JCI)-accredited hospital, we have set the following goals and objectives:

- to achieve continuous compliance with international accreditation standards
- to promote quality improvement and patient safety

We will achieve these objectives through:

- monitoring and ensuring compliance of the Medical and Clinical Affairs (MCA) staff with the updated JCI accreditation standards
- ensuring that MCA policies and procedures meet JCI-expected standards, quality and patient safety requirements
- promoting education and awareness of JCI standards

Our goals

Also, as part of the Magnet Nursing Designation, we have goals set in relation to quality in the following key areas:

1. Quality of nursing leadership
2. Organizational structure
3. Quality of care
4. Quality improvement
5. Professional models of care
6. Personnel policies and programs
7. Management style
8. Consultation and resources
9. Autonomy
10. Community and the hospital
11. Nurses as teachers
12. Image of nursing
13. Interdisciplinary relationships
14. Professional development

Improving our processes, practices and systems

These goals and focus areas help direct us to provide patients with exceptional healthcare. We strive to continuously improve our processes, practices and systems. This commitment spans each of:

- Our healthcare services, ensuring we remain at the forefront of advanced procedures
- Our patient experience focus, ensuring our patients are satisfied with their support
- Our systems and processes, ensuring they help us provide the most efficient and effective support
The development of e-health solutions was a key focus area for the hospital during 2015. The Health Information Technology Affairs (HITA) department continued to make great progress throughout the year. They were confirmed as the Strategic Partner for Innovation and Excellence for KFSH&RC and developed and deployed further strategic electronic applications.

Transformation of healthcare through e-health services

**Sehaty**
Our new interactive patient portal and smartphone application offers patients a completely new way to communicate with their healthcare providers and is an excellent tool towards continuum of care and post-treatment care. With convenient 24-hour access, patients can manage their appointments, view their medical reports, request refills of medication and medical supplies, contact Patient Relations and more. A home monitoring program for potential heart transplant recipients is being developed over the coming year.

**Sehaty features**

<table>
<thead>
<tr>
<th>Health Profile</th>
<th>Immunizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>An overview of the most recent information as recorded in health records, like eligibility information, allergies, blood type and a summary of current medications.</td>
<td>A list of immunizations either taken or recommended based on age, gender and medical history.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Calendar</th>
<th>Laboratory Tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>A graphical display of the dates of appointments and lab tests and those of dependents.</td>
<td>Details of any future or completed laboratory tests and procedure results.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifestyle</th>
<th>Radiology</th>
</tr>
</thead>
<tbody>
<tr>
<td>A placeholder for all the information provided from connected smart devices like glucometers or smart scales.</td>
<td>Reports of all completed radiology exams and procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appointments</th>
<th>Documents and Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal or dependents’ upcoming appointments, request to postpone or cancel existing appointments.</td>
<td>Medical reports, including items like discharge summaries or medical evaluations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical Conditions</th>
<th>Vital Signs</th>
</tr>
</thead>
<tbody>
<tr>
<td>A list of diagnosis and complaints as obtained from the e-health record.</td>
<td>Values and graphs for vital signs, height and weight as documented on each visit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medications</th>
<th>Surgical Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>A list of current and inactive medications, a system to request prescription renewals and an option to learn more about medications.</td>
<td>Details of completed surgical procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Maintenance</th>
<th>Pathology Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>A list of preventive screenings, procedures or immunizations recommended based on age, gender and medical history.</td>
<td>Reports of all completed pathology tests and procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies</th>
<th>Hospital Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved personal supplies or those of dependents with an option to learn more.</td>
<td>Details of previous hospital visits to outpatients, inpatients and the emergency department.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Profile</th>
<th>Suggestions and Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides personal information and emergency contact address.</td>
<td>Provides the ability to send and track suggestions or complaints in an easily structured format.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My Requests</th>
<th>Adoption rate amongst the active patient population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeps track of all kinds of requests like medications, appointments or suggestions and complaints.</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Sehaty**

- **Total transactions:** 653,000+
- **Patient medical reports issued:** 33,000
- **Medication re-issue requests:** 29,000+
- **Appointment-related transactions circa:** 7,000
- **Updates on patient information:** 5,500
- **Adoption rate amongst the active patient population:** 5%
Speech recognition system
Dragon Medical speech recognition enables physicians to dictate information directly into the Integrated Clinical Information System (ICIS) rather than having to use transcribers. This has increased efficiency, enhanced record accuracy and completeness and reduced transcription costs and times.

Integrated Radiology Information System (IRIS): IRIS integrates the systems that handle radiology and mammography patient information and images, digital pre-operative planning tools for orthopedists, a visualization table for advanced interactive medical education, nuclear medicine and other integrated solutions. This integrated system provides one diagnostic workstation to increase efficiency.

These e-health systems help us provide outstanding integrated patient care, enhance patients’ experience, and increase security and drive efficiency.

HIMSS EMRAM certification
These additional developments led to KFSH&RC being recognized as meeting all criteria of Stage 7 (the final stage) of the Healthcare Information and Management Systems Society (HIMSS) Electronic Medical Record Adoption Model (EMRAM). EMRAM is a method for evaluating the progress and impact of electronic medical record systems for hospitals. Stage 7 demonstrates that paper charts are no longer used. KFSH&RC is proud to be the first ambulatory hospital outside of North America to achieve this. KFSH&RC gave a presentation at the HIMSS Middle East Conference during the year, describing the previous process to achieving Stage 6 certification.

Sehaty – new way to communicate with your health provider

How to register:
Patient is asked to register at any registration desk
The registration officer will complete the patient’s info in the e-services system.
The patient will receive a verification code on his cell phone or personal email.
The patient will give the registration officer the verification code to complete the registration.
The account will be activated and the patient can set his password immediately or from home.

Medical records
Sehaty gives parents, caregivers and legal guardians of minor children access to their child’s medical records.

QR code available – it takes you to the new interactive Patient Portal eservices.kfshrc.edu.sa

Free download
Sehaty app available to download on iTunes website

Free Services
Services are offered complimentary to KFSH&RC patients

24-hour access
to personal health information from anywhere with internet connection
Patient records, privacy and security
Patient record security and privacy is a key focus for KFSH&RC. Electronically held patient data is protected by a firewall, an intrusion prevention system, endpoint security and continuous monitoring.

As well as technological solutions that have been introduced (see e-health section), we also focused on enhancing the training of our employees. In February 2015, the first workshop for secretaries was held to launch and discuss the new office handbook, which includes security requirements.

During 2015, ISO27001 (International Standard for Information Security Management) certification was renewed as a result of KFSH&RC’s commitment to patient electronic medical record confidentiality and all information technology-related data security. In 2015, KFSH&RC received no complaints regarding data privacy or identified any leaks, thefts or losses of patient data.

Patient satisfaction
We want our patients to be satisfied with their experience at KFSH&RC. One way we monitor this is through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey – an international, standardized, publicly reported survey of patients’ views on hospital care in the Kingdom.

In 2015, almost 1,200 inpatients completed the survey. We scored above the US HCAHPS national average for doctor and nurse communication, pain control, explanation of medicines, cleanliness of rooms and bathrooms, and quietness during the night. Eighty-six percent of patients would also recommend KFSH&RC. We are proud of these results, but will continue to improve them even further, especially relating to patients receiving timely help, and provision of information for recovering at home.

In addition we also conducted our own outpatient survey, and 14,000 people responded. This survey received very high scores across all areas, except parking facilities, which we will continue to review.

Quality score card
Delivering high quality service to our patients is of high importance to us and we measure annually a great number of indicators to track performance. Among the various metrics included in our Quality Scorecard are:

- Responsiveness of hospital staff
- Cleanliness of hospital environment
- Discharge information
- Overall hospital rating

Patient Experience Awareness Day and Patient and Family Advisory Council

The first Patient Experience Awareness Day was celebrated in 2015. The aim of the event was to increase awareness of employees of patient experience and to recognize those who have excelled in this. Over 1,700 employees attended the event, during which the establishment of the Patient and Family Advisory Council was announced. The Council will serve as a place where patients and their family members will be the voice of other patients.
**Quality of patient care**

Quality of patient care is of the utmost importance. KFSH&RC’s Quality Management Division (QMD) is responsible for the Quality Management Plan for the hospital. The QMD’s key responsibilities include risk management, performance improvement, compliance, compliance documentation standards and patient satisfaction.

**Quality Day**

The QMD – Riyadh of KFSH&RC celebrated its annual Quality Day. The day is a popular event, which gives staff the opportunity to showcase their quality-driven initiatives and discuss their experiences of achieving safer patient care.
At KFSH&RC, we understand the importance of providing the latest, high-quality health education to patients and their families. We believe that educating our patients about pre-treatment and post-discharge information is part of our responsibility to ensure they have the best possible chance of recovery and does so as quickly as possible.

Patient education

**Patient education programs**
The hospital and staff are committed to providing health education and has dedicated staff committed to doing so. We provide printed materials, hold phone consultations, provide group support and offer electronic materials. Electronic health education is delivered through the health information subsection on the corporate website that includes videos, online booklets, health tips, and posts on social media.

During 2015 we ran 20 patient education programs, including the following topics:
- Cochlear implants
- Heart health
- Pre-operative advice
- Breast cancer
- Organ transplantation
- Fall prevention
- Safety awareness amongst inpatients
- Hand hygiene

We also held a Health and Fitness Challenge. This was a 10-week program that provided participants with ideas, resources and practical methods to manage their long-term health and fitness.

**Hand hygiene event**
Washing your hands is the single most important procedure for preventing hospital-acquired infection, and so we decided to hold an awareness day for hand hygiene. The objectives were to:
- raise awareness of hand hygiene and to encourage and support hand hygiene culture
- improve the quality and safety of patient care and to reduce healthcare associated infections through improved hand hygiene
- increase the compliance rate of hand hygiene
- stop the spread of germs between patients and between staff and patients
- protect the patients and the caregivers

Booths were set up in three different areas around the hospital. They included posters, videos about hand washing, pamphlets, cards with ‘five moments of hand hygiene’ and questions about hand hygiene in both English and Arabic.

There was also an ultraviolet light stand at each booth. Participants could apply fake bacteria to their hands, examine them under the light and learn about the best practice methods for hand cleaning.

<table>
<thead>
<tr>
<th>Patient education in 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient education programs:</td>
</tr>
<tr>
<td>Patients receiving group support:</td>
</tr>
<tr>
<td>Patients receiving phone support:</td>
</tr>
<tr>
<td>Printed educational materials distributed:</td>
</tr>
<tr>
<td>Electronic health education materials and information activities:</td>
</tr>
</tbody>
</table>
The treatment and support KFSH&RC provides starts before patients arrive at the hospital and continues after they go home. Our home healthcare program is crucial for patients requiring long-term care.

Home healthcare and advanced medical procedures

Home healthcare (HHC)
The program has allowed patients requiring long-term care to access medical care in their homes after discharge from hospital. Home healthcare has helped to alleviate issues surrounding bed utilization and patient satisfaction.

Our HHC practice

Home healthcare
The HHC Program provides and supervises nursing care of KFSH&RC patients in their own homes, for the promotion of their physical, psychological and social well-being, and provides patients, family and caregiver support.

Education
Weekly in-service education sessions are organized by the HHC Head nurse and Clinical instructor to enable the HHC personnel to maintain and update their knowledge base and professional skills. Educational resources from within the Hospital and from outside sources are utilized.

Program
Home mechanical ventilation. Many patients at KFSH&RC require long-term care. It is estimated that 5% of the ventilated patients remain on the ventilator after four weeks. The Home Mechanical Ventilation Program for adult and pediatric patients was initiated.

Better healthcare
The HHC service had freed inpatient beds allowing the hospital to utilize these to provide care for more needing patients.

Advanced medical procedures and breakthrough technologies
We aim to stay at the forefront of advancements in medical procedures, technologies and techniques. We pride ourselves in being recognized as a leader in many areas. One area of particular strength is our Heart Center.

The Heart Center
In 2015 the Heart Center joined the ranks of the top ten percent of centers worldwide performing heart transplants. The Heart Center has also kept pace with world trends in the use of advanced medical procedures.

At KFSH&RC Transcatheter Aortic Valve Implantation (TAVI) is available. This involves inserting a new valve directly through the chambers of the heart. This is a specialist procedure that has only recently become available in the KSA. The Heart Center team have performed 24 TAVI procedures as well as 28 other similarly complex procedures in to the thousands of other diagnostic and interventional procedures they perform every year.