



جائزة أداء الصحة
Ada'a Health Award
2023

Applicants Guideline



وزارة الصحة
Ministry of Health



جائزة أداء الصحة
Ada'a Health Award
2023

1 Executive Summary

Overview of our Journey & what is to come

The Ada'a Health Awards have become an annual event celebrating successes in healthcare

Objectives

The Ada'a Health Awards mission is to create an environment for a united spirited and healthy competition to celebrate the improvement projects conducted in the healthcare sector

- ◆ To acknowledge all of our colleagues in healthcare and those who have supported them
- ◆ Accelerate healthcare improvement in the Kingdom and recognize the additional contribution of Non-MOH governmental healthcare and private sectors
- ◆ Welcome international candidates to learn from our healthcare providers colleagues around the world about the innovative solutions and best practices being applied to improve healthcare delivery.
- ◆ Provide the opportunity for our colleagues to share success stories through the Ada'a performance improvement program
- ◆ Alignment with the major objectives of the Kingdom's healthcare system and its most prominent focus areas

The journey onwards sees an expansion beyond borders and an opportunity to shine a spotlight on leaders across the industry

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 was sponsored by His Excellency the Minister of Health of Saudi Arabia.

2021

2021 recognized 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. Over 550 case studies were received, both National and International, with a grand ceremony hosted in Riyadh

2022

More than 600 case studies competed on five categories, which were at the local and regional levels. Additionally, the champions of the five categories were recognized under the Excellence of Saudi Minister of Health and several Excellences and senior leaders of the Health Sector

2023

The vision for Ada'a Health Awards in 2023 and beyond Expand categories across dimensions of quality Align with international standards and best practices for awards Enhance international participation improved process for submission to ensure efficient management of information and communication

It is important to remind all applicants of key deadlines and criteria ahead of application submission

Remember :



Awards are open to public and private healthcare entities.

You can apply to as many categories as you please; however, each organization is only allowed to submit one application per category



Ensure co-authors are all in agreement and have provided consent and insight to help develop the application, ahead of submission



At least one Executive Leader from your facility must sign off on your application prior to submitting, as this you will be representing your facility as a whole



Ensure writing the facility code .
(if applicable)

Your Application :

All entries must be received by the end of the 30 of November 2023.

No extensions will be provided

There is a word limit for each section on the platform.

Ensure answers are aligned with this

Winners may be published on the MoH website and/or other forms of media Upon submission you automatically approve to give Adaa health the right to use the data both in media and in the field of research and studies

Your entry will be read by professionals from across various disciplines please avoid using acronyms – use simple English

To submit, register on the portal and complete all required fields.

Each entry must be submitted separately (e.g. if you are applying for 2 categories, complete one form for each category entry)

2 Categories

Categories, criteria for eligibility and the application process

For each engagement, the following information needs to be inputted into the submission platform

Basic Information

- 1- Facility name
- 2- Facility country
- 3- Region, private, intl.
- 4- Name of lead author
- 5- Role of lead author
- 6- Contact details (email, tel)
- 7- Facility accreditations
- 8- Date & duration of projec

Pre-Project

- 1- Short description of project
- 2- Brief explanation of how issue was identified.
- 3- Provide quantitative or qualitative evidence to show there was a concern that needed to be addressed
level of impact on paitent experance
3 month priore the project implimintation

Project

- 1- Describe the project approach: briefly explain the plan implemented to resolve the problem
 - ◆ Did you develop a program?
 - ◆ Was there an existing program you implemented?
 - ◆ Was this a quick-fix solution?
 - ◆ Was it a project aimed at resolving the source of the problem?
 - ◆ What were the key steps?
 - ◆ How long did the project take to complete
- 2- Identify any other departments, facilities, stakeholders that took part in this project.
 - ◆ Was it a multidisciplinary team?
 - ◆ Was it only your department or did you have members from other departments, hospitals, or PHCs?
- 3- Describe the outcome of the project :
 - ◆ What was the overall change in KPI?
Describe briefly and upload graphs showing quantitative evidence over 3 consecutive months following project implementation
- 4-level of impact on paitent experance during the project implimintation

Post-Project

- 1-Identify lessons learned.
 - ◆ What did you take away from this project and is there anything you would have done differently?
- 2- Briefly explain how you will/ are ensuring the improvements achieved and positive outcomes of this project are sustained
- 3- Have can/ will the project be scaled up or replicated in other departments or facilities?
 - ◆ Has this initiative been shared across the Ada'a Network or system level?

The categories that will be open to National and International applicants as well as private and public healthcare providers

Themes

Categories reflect the 3 key focus areas highlighted by the Ministry of Health:

- Prevention and Early Detection of Disease and Health Risks
- Digital Health & Virtual Services
- Quality & Efficiency of Care Delivery

Early Detection & Prevention

Candidates have successfully developed and implemented programs for the prevention and early detection of diseases.

Examples include establishment of Cancer screening programs, early detection of diabetes and other chronic illnesses etc...

Efficient Access to Care

Candidates have implemented clinics to support the provision of efficient quality care.

Such clinics include Urgent Care Clinics, Reference Clinics or Intermediate Risks Clinics.

Candidates worked either independently or in collaboration with other PHCs or hospitals to deliver such services

Digitally Enabled Care

Candidates have developed, piloted or adopted innovative, digital solutions and / or technologies to improve the way we deliver care, leading to positive health outcomes and/or financial savings

Improving Critical Care

Candidates have made efforts to successfully improve critical care services within their facility.

Candidates worked either independently or across departments to support the improvement of ICU services potentially having an indirect positive outcome in other areas of the facility

Delivering Specialized Care

Candidates are from specialized centers and have adopted performance improvement initiatives or new personalized services to support the provision of quality care.

They will demonstrate improved access and quality of care.

Clinical Audit

Candidates have developed and implemented improvement projects and programs that acting directly on one of the 38 KPIs that leads to decrease the mortality and morbidity rates by applying the best clinical practices.

Three candidates will be shortlisted and notified of their nomination. Of these, one will be awarded and the other two will receive a certificate of recognition , top 3 facilities will receive an honor board installed in front of the facility entrance.

The categories that will be open to National applicants as well as private and public healthcare providers

Themes

All categories are recently added to encourage a performance measurement culture, and supporting ongoing transformations in the healthcare sector

SRCA

The effectiveness of emergency medical services in Saudi Arabia, focusing on a specific part of the patient care journey Honoring the best facility that receive the emergency referrals.

Honoring the best response team in the region.

Pre hospital care.

SFDA

Candidates shall manage and successfully implemented policies, procedures, and activities that ensure compliance with SFDA requirements for safe use of medicinal products. The activities may include as examples : promoting adverse drug events (ADEs) reporting, ensuring implementing risk minimization measures (RMMs) related to drug use, and improving awareness of healthcare professionals and patients about RMMs.

Pre hospital care.

Innovation Center

Candidate has developed or adopted an idea that utilized the perspective of multidisciplinary end-users and resulted in solving a real need – through either the introduction of an innovative process, technology, product, or service; or the improvement of standard practice, with a focus on resource efficiency.

Model of Care

Projects that are successfully developed and implemented for acting directly in 42 Models of Care interventions which that include 27 system of care specific interventions and 15 cross cutting interventions.

Support Health Services Center

Labs : Facilities or teams who have implemented initiatives which have significantly impacted the transformation of laboratory services nationally

Blood Banks: Facilities or teams who have implemented initiatives which have significantly impacted the transformation of blood bank services nationally.

FMCs: Death certificates provide vital population-based, disease-related information, requiring continuous efforts for accurate and complete registration.

Three candidates will be shortlisted and notified of their nomination.

Award Description

Candidates have successfully developed and implemented programs for the prevention and early detection of diseases.

Examples include establishment of Cancer screening programs, early detection of diabetes, heart disease or other chronic illnesses etc...

Objective

- 1- Supporting healthy communities through an approach of caring rather than just curing.
- 2- Saving future resources by detecting major diseases in early stages .
- 3- preventing chronic disease development / progression .
- 4- Ensure sustainability and scalability of outcomes and results.

Eligibility

All healthcare providers.



Public



Private



National



International



Hospitals



PHCs

Eligibility Briefing

Showcase the adoption of services / initiatives of early detection and prevention of cancers and other chronic illnesses

Project must have been implemented within the last 12 months

Use graphs to show quantitative evidence of impact of establishing these initiatives. Evidence should be over a period of 3 consecutive months following project full implementation.

Evidence must be quantitative / qualitative and visual to clearly show how the implementation of an early detection and prevention program made a difference to your local population or healthcare community. Initiative should be specific to early detection of major diseases (cancer, chronic disease, etc..). Programs may be newly adopted government mandated initiatives or unique tailored programs developed for your facility/ catchment population.

Potential KPIs to be evidenced may include: detection rate, number of patients detected who were put on a care plan, screening rates, cost savings.

Award Description

Candidates have developed, piloted or adopted innovative, digital solutions and/ or technologies to improve the way we deliver care, leading to positive health outcomes and/or financial savings.

Objective

- 1- Set an example on how digital technologies can support the delivery of effective care
- 2- Showcase the importance of change management in adopting new technologies
- 3- Provide new ways of improving care, cost savings etc through the use of high impact technologies .

Eligibility

All healthcare providers.



Public



Private



National



International



Hospitals



PHCs

Eligibility Briefing

Showcase successful development, pilot of full adoption of digital solutions and/or technologies to improve care delivery and realize positive health outcomes or cost savings .

Digital solution/ technology must have been adopted or piloted within the last 12 months

Use graphs to show quantitative evidence of improvement over a period of 3 consecutive months following project completion.

Explain the initial problem you aimed to resolve. Describe the technology adopted, how it works, what it does, target population and the results delivered.

Show how you harnessed the power of data & technology to make health services more connected, efficient and effective, freeing up staff time and resources to improve patient care.

Potential KPIs to be evidenced may include: Rate of product adoption improvement in management or care outcomes, cost savings, reduction of unnecessary visits or other benefits realized as a result of product adoption.

Award Description

Candidates are from specialized centers and have adopted performance improvement initiatives or new personalized services to support the provision of quality care. They will demonstrate improved access and quality of care.

Objective

- 1- Improve accessibility to quality care for our vulnerable populations, reducing unnecessary visits to other facilities where such services are not available .
- 2- Increasing operational efficiency, reducing negative outcomes
- 3- Sufficient support for patients at specialized center to ensure all needs are met effectively and in a timely manner.

Eligibility

All healthcare providers.



Public



Private



National



International



Hospitals



PHCs

Eligibility Briefing

Showcase the implementation of a performance improvement project that led to efficient access and provision of quality specialized care.

The project, (i.e. service expansion or implementation) must have been completed within the last 12 months.

Use graphs to show quantitative evidence of improvement in accessibility to quality specialized care or operational efficiency over period of 3 consecutive months following project completion.

Describe the initiative, the need for its implementation, the targeted population and visually showcase evidence of its benefits. Projects may relate to newly adopted initiatives/ services, expansion of existing services, or focused performance improvement projects that target quality and efficiency of care

Potential KPIs to be evidenced may include:

Length of Stay, Patient satisfaction, improvement in management or care outcomes, cost savings, reduction of unnecessary visits or readmissions

Efficient Access to Care

Award Description

Candidates are PHCs that have implemented clinics to support the provision of efficient quality care. This includes Urgent Care Clinics, Reference Clinics Intermediate Risks Clinics etc...
Candidates worked either independently or in collaboration with other PHCs or hospitals

Objective

- 1- Improve accessibility to services in PHCs to help reduce non-urgent attendances to Emergency Departments
- 2- Establishment of clinics to support the provision of quality care Ensure sustainability and scalability of outcomes. This is particularly
- 3- possible with a more serious focus on culture change, staff engagement as well as capability and skills development

Eligibility

All healthcare providers.



Public



Private



National



International



Hospitals



PHCs

Eligibility Briefing

Showcase the adoption of services or collaboration with local hospital(s) to improve accessibility to care at the PHC level and reduce non-urgent ED visits

Project must have been completed within the last 12 months

Use graphs to show quantitative evidence of improvement in accessibility to care or operational efficiency over period of 3 consecutive months following project completion

Projects may relate to the implementation of any PHC based clinics focused on improving access to care, filtering patient risks and minimising the burden on secondary healthcare facilities.

This may include clinics such as urgent care clinics reference clinics or intermediate risk clinics.

Potential KPIs to be evidenced may include:

Clinic attendance rate, Rate of CTAS 2-3 rerouted to hospitals, Rate of high risk patients detected , cost savings, reduction of unnecessary visits to the local ED...

Award Description

Candidates made efforts to successfully improve critical care services within their facility. Candidates worked either independently or across departments to support the improvement of ICU services, potentially having an indirect positive outcome in other areas of the facility

Objective

- 1- Improve operational efficiency within critical care services to support positive care outcomes
- 2- Support the facility in effective and timely admission/ discharge of patients to and from CC; alleviating pressures on ED and other departments

Eligibility

All healthcare providers.



Public



Private



National



International



Hospitals

Eligibility Briefing

Showcase the successful innovative and collaborative efforts made to improve Critical Care service provision.

Project must have been completed within the last 12 mont

Use graphs to show quantitative evidence of improvement over period of 3 consecutive months following project completion

Projects must be implemented within the Adult ICU ward with a focus on improving efficiency and quality of care. This may be a collaborative cross-department effort or cross-facility project.

Potential KPIs to be evidenced may include:

Doctor to bed ratio, Nurse to bed ratio, Length of Stay, Patient satisfaction Staff satisfaction, reduction in unnecessary length of stay, patient outcomes...

Award Description

Candidates have developed and implemented improvement projects and programs that acting directly on one of the 38 KPIs that leads to decrease the mortality and morbidity rates by applying the best practice.

Objective

- 1- Improving patients safety.
- 2- Reducing mortality and morbidity rate.
- 3- Raising patient quality of care.

Eligibility

All healthcare providers.



Public



Private



National

Eligibility Briefing

project should be specific to at least one of 38 clinical audit KPIs.

Project must have been developed and implemented.

Project must have clear impact which can be measurable by Using graphs to show quantitative and qualitative evidence over a period of at least 3 consecutive months following project full implementation.

Saving Lives



Award Description

- 1- The medical facilities that received the largest number of patients who were treated by the SRCA and had high availability in the system for receiving cases.
- 2- The medical facilities that had the highest relative response rate to the SRCA.
- 3- The best ambulance team that achieved the required standards in response.

Objective

- 1- Decrease mortality rate.
- 2- Evaluate the accessibility of emergency medical services.

Eligibility

All healthcare providers.



Public



Private



National

Eligibility Briefing

Nomination from the Saudi Red Crescent Authority

Safe use of drug award

Award Description

Candidates shall managed and successfully implemented policies, procedures, and activities that ensure compliance with SFDA requirements for safe use of medicinal products. The activities may include as examples : promoting adverse drug events (ADEs) reporting, ensuring implmenting risk mnimization measures (RMMs) related to drug use, and improving awareness of healthcare professionals and patients about RMMs.

Objective

- 1- Supporting health communities to improve drug safety
- 2- Preventing and reducing the occurrence of ADEs in Saudi Arabia
- 3- Promoting public health

Eligibility

All healthcare providers.



Public



Private



National

Eligibility Briefing

Showcase the adoption of services / initiatives for improving drug safety

Project /initiative must have been implemented within the last 12 months **Lorem ipsum** Use graphs to show quantitative evidence of impact of establishing these initiatives. Evidence should be over a period of 3 consecutive months following project full implementation.

Potential KPIs to be evidenced may include:

- ADEs reporting rate and
- Completedness score of ADEs reports
- Evidence on implementation of RMMs
- Number of activities performed in ifeld of medication safety

Safe use of medical devices award - Criteria

Award Description

Candidates shall managed and successfully implemented policies, procedures, and activities that ensure compliance with SFDA requirements for safe use of medical devices. The activities must cover the three main missions (reporting the MD incidents to SFDA, responding to safety alerts reports by SFDA, and complying with the safe use of medical devices requirements).

The candidate could be one or more departments that work together to maintain the execution and accomplish the project activities in effectively.

Objective

- 1-Ensure applying the safe use policies for medical devices within the healthcare providers.
- 2- Practical actions and procedures that promote and prevent patient and users safety.
- 3- Effective monitoring of medical device use within the healthcare providers.

Eligibility

All healthcare providers.



Public



Private



National

Eligibility Briefing

The applicant for this project must provide update data within at least 1 year.

Use evidence, reports, and graphs to show the execution and monitoring stages with support results.

Projects focus on the execution plan and result to fulfil the three medical device safe use aspects (reporting the incidents to SFDA, responding to safety alert notifications by SFDA, and complying with the safe use requirements).

The potential KPIs as follow :

Submit at least 200 reports of complaints/incidents about medical devices and supplies.

Response to SFDA safety alert reports at least 12 times within a year Complying with the SFDA safe use requirements.

Award Description

Candidate has developed or adopted an idea that utilized the perspective of multidisciplinary end-users and resulted in solving a real need through either the introduction of an innovative process, technology, product, or service; or the improvement of standard practice, with a focus on resource efficiency.

Objective

- 1- To open a clear channel or pathway to award teams with innovative ideas and implementation.
- 2- To encourage interaction between people of diverse fields and specialties.
- 3- To improve the efficiency and human-centeredness of the patient and caregiver experiences

Eligibility

All healthcare providers.



Public



Private



National



International



Individuals



Group

Eligibility Briefing

Showcase the implementation of an innovative process, technology, product, or service; or the innovative improvement of standard practice.

The project must have been completed within the last 12 months.

The design team must be comprised of no more than 60% of the product's "core" specialty (e.g.. medicine if it is a medical project) and no less than 40% "other" specialties (must include a broad array of individuals such as marketing, law, HR, anthropology, IT, food service, or anything else).

You must have piloted the project.

Benchmarking: briefly, show your research on other implementations of this project (worldwide, in other fields, and in your project's field.)

Who else has done it? Was it successful or not? Why? Briefly show how your project is similar or different.

Describe the project, the need for its implementation, the targeted population, the departments that should be involved, and visually present (using a graph, video, or image) quantitative evidence of resource efficiency.

Award Description

Projects that are successfully developed and implemented for acting directly in 42 Models of Care interventions which that include 27 system of care specific interventions and 15 cross cutting interventions.

Objective

- 1- Improving of populations , patients outcome.
- 2- Saving future resources.
- 3- Ensuring sustainability of outcome.
- 4-Raising patient satisfaction for health services.

Eligibility

All healthcare providers.



National Clusters

Eligibility Briefing

project should be specific to at least one of 42 Models of Care interventions (which that include 27 system of care specific interventions and 15 cross cutting interventions).

Project must have been developed and implemented.

Evidence must be quantitative / qualitative to clearly show how the project made a difference (impact of project) over a period at least of 3 consecutive months following project full implementation.

Potential KPIs to be evidenced may include:

e.g. number of target population, coverage rate, cost savings rate, referral rate, admission rate, waiting time, complication rate, patient satisfaction rate, etc. .

Award Description

Facilities or teams who have implemented initiatives which have significantly impacted the transformation of blood bank services nationally.

Objective

- 1- Set an example by creating and implementing an initiative for patient blood management that fits the hospital scope of service.
- 2- Ensure sustainability of the initiative and results.

Eligibility

All healthcare providers.



National



International



Hospitals

Eligibility Briefing

Showcase the successful innovative and collaborative efforts made to implement a patient blood management initiative.

Project must have been completed within the last 12 months.

Use graphs to show quantitative evidence of improvement over period of 3 consecutive months following project completion

Projects must be implemented within the blood banks with a focus on improving efficiency and quality of care. This may be a multidisciplinary project or cross-facility project.

Potential KPIs to be evidenced may include: Transfusion rate per procedure, rate of appropriate transfusions, wastage of blood components after issuing, single unit transfusions, inpatient RBC transfusions per 1000 patient. ,

All projects in Support Health Services under go one category in the platform

Support Health Services Centre | (LABs)

Award Description

Facilities or teams who have implemented initiatives which have significantly impacted the transformation of laboratory services nationally.

Objective

- 1- Increase laboratory operational efficiency using cost efficiency approach.
- 2- Applying laboratory best practices to reduce negative outcomes.
- 3- Improve the quality of laboratory services.
- 4- Encourage using new technologies in laboratories.

Eligibility

All healthcare providers.



Public



Private



National



Hospitals



PHCs

Eligibility Briefing

Showcase of successfully improve laboratory services by showing positive outcomes in diagnostic services leading to patient journey enhancement either independently or within healthcare institution.

The project must have been completed within the last 12 months.

Present quantitative evidence of improvement over a period of 3 consecutive months following project completion

Projects may relate to the implementation of laboratory services focused on improving access to care, quality of services, and patient experience. This may include adopting new technologies and improving workflow.

Potential KPIs to be evidenced may include: Turn-around-time (TAT), Critical results reporting, patient satisfaction rate, proficiency testing coverage, accreditation status, and cost-saving rate.

All projects in Support Health Services under go one category in the platform

Support Health Services Centre | (FMCs)

Award Description

Cause of death derived from death certificates which is the only continuously collected, population-based, disease-related information available in most parts of the world. For this reason, every effort must be made to ensure that the most specific, accurate, and complete information registered on death certificates. That will help the public health studies and enhancing the preventive programs at the national level based on this indicator. This award will recognize the facilities & regions with a clear vision and plans to improve the mortality data

Objective

- 1- Improve the Quality of Causes of deaths by insuring that the right causes of death are completed at the right time and in a right way
- 2- Maintain and sustain the performance on a daily basis
- 3- Increase the awareness between the health care practionars regarding the mortality data

Eligibility

All healthcare providers.



Public



Private



National



Hospitals



PHCs

Eligibility Briefing

Cause of death derived from death certificates which is the only continuously collected, population-based, disease-related information available in most parts of the world. For this reason, every effort must be made to ensure that the most specific, accurate, and complete information registered on death certificates. That will help the public health studies and enhancing the preventive programs at the national level based on this indicator. This award will recognize the facilities & regions with a clear vision and plans to improve the mortality data

Showcase the successful follow up regarding the completion of causes of deaths by facilities with high quality standards and collaborative efforts made to improve the mortality data

Potential KPIs to be evidenced may include: completion of causes of deaths ,the notification time and the quality of causes of deaths within green criteria ...

Key Elements:

The activation of training programs regarding writing the cause of death based on ICD-10 .

Level of detection of notifiable diseases .

Level of sustainability

Level of compliance

Level of engagement

All projects in Support Health Services under go one category in the platform

Each submission will be assessed by the assigned judges against the two dimensions of Impact and Approach

The dimensions would be broken down into three sub-dimensions each, with guidance provided on what is being assessed

Dimension	Sub-dimensions	Assessment area
1-Impact	<ul style="list-style-type: none"> 1.1 Level of impact 1.2 Level of sustainability 1.3 Impact on Healthcare Quality Dimensions 	<ul style="list-style-type: none"> Rate the level of impact achieved on the targeted performance indicators and care outcomes Rate the level of and approach to sustaining performance Rate the level of impact across the six dimensions of healthcare quality (safe, equitable, efficient, patient centric, timely, effective)
2-Approach	<ul style="list-style-type: none"> 2.1 Level of planning 2.2 Level of engagement 1.3 Applications of global best practices 	<ul style="list-style-type: none"> Rate the level of and approach to planning the project Rate the level of and approach to stakeholder engagement throughout the project lifecycle Rate the level of referencing to and application of established global best practices

Best of luck
