Transforming Healthcare Services at Saudi Arabia's Ministry of Defense

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The Medical Services Department is the second largest healthcare provider in the Kingdom of Saudi Arabia with over 34 hospitals and 160 Primary healthcare clinics, numerous out-patient facilities and field hospitals supporting the active military in the Kingdom and missions abroad.

Dr. Alodhaibi spared a few minutes out of his schedule to answer these burning questions in relation to healthcare services transformation at the Ministry of Defense.

1

Q: The Saudi Military has been called upon to conduct the largest modern military campaign in the Kingdom's history. The medical support for the Saudi Armed Forces must extend to support the national mission. How is the Medical Services Department (MSD) changing to meet the national mission?

A: Effective as of the beginning of 2016, MSD is going with a centralized approach of most of its digitization activities and corporate services to ensure that we are moving forward effectively. Our first priority has been to implement ERP so that we are able to leverage as many of the economies of scale as possible. Our ERP implementation has been very successful with completion of Phase I nearing this Spring.

2

Q: What is next for the Medical Services Department?

A: We have a lot planned, our entire health system transformation will be supported by IT. This year, we are working on a 3 to 5 year plan to enable Electronic Medical Records and PACS. These strategic projects must be supported by major investments in IT infrastructure and connectivity of our large network of hospitals and Primary Health Care Services (PHCs). The success of the transformation of the Medical Services in the Military isn't an option – it is mission critical.

3

Q: Healthcare transformation is a national priority based on Vision 2030 outlined by the Deputy Crown Prince Mohammed bin Salman. The Military is moving forward to support this goal. How will Saudi Arabia move forward to achieve the national goal of a Unified Medical Record?

A: The KSA welcomes the leadership provided by the Deputy Crown Prince. We must recalibrate our national pursuit of a digital healthcare system. The cost for IT investment must justified by a reasonable cost of ownership and benefits realization analysis performed from the beginning. At our April conference with HIMSS in Riyadh, we will look forward to documenting the value we can receive from our IT investment.

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