



مستشفى الإمام عبد الرحمن الفيصل
Imam Abdulrahman AlFaisal Hospital



OPERATIONAL PLAN 2022



INTRODUCTION

Imam Abdulrahman Al Faisal Hospital is part of Riyadh Health Cluster 1 under the Ministry of Health. As the country is in the transformation phase of achieving vision 2030, the vision outlines the following aims to:

Improve access to health services, provide high-quality health care at a cost-effective price, and improve the health and well-being of the population. It is necessary to build an Operational Plan yearly in IAFH, to provide organization personnel with a clear picture of their tasks and responsibilities in line with the goals and objectives contained within the Strategic Plan.

In this **operational plan** we focus on the following strategic goals:

1. Improve access to healthcare and build strong service integration driven by enhancing efficiency & effectiveness.
2. Integrate and coordinate IAFH health services with the adjacent population, ensuring uninterrupted care and synchronize care for patients and their families.
3. Provide Value Based Healthcare with excellence in outcomes & cost, empowered by Research & Innovation.
4. Build best-in-class workforce to meet the current & future care delivery needs.
5. Deliver superior experience of care to R1 population.
6. Establish fully Corporatized Accountable Care Organization.



GOALS	OBJECTIVES	KPI'S
<p>1. Improve access to healthcare and build strong service integration driven by enhancing efficiency & effectiveness.</p>	<ul style="list-style-type: none"> Enhance efficiency of inpatient and outpatient services to maximize turnover. Applying Model of Care practices as per C1 initiative. Improve access of care through state-of-the-art technology assisted channels. Build community partnerships & alliances to expand access. Integration of services with R1 facilities and improve the referral system from primary health centers to secondary and tertiary hospitals to provide continuity of services. 	<ul style="list-style-type: none"> Outpatient visits Inpatient admissions ALOS % IP LT cases >30days IP % seen 1st day IP weekend discharge Waiting time 3rd available appoint days % 1st time routine appointments received within 4 weeks ED D2D No show rate % of new patients Ihala acceptance (R1 from RUH) Ihala acceptance (R1 outside RUH) Ihala acceptance (non R1 from RUH) Ihala acceptance (non R1 outside RUH) Total accepted cases Referral from PHC Lifesaving cases accepted %Telehealth visit Number of beneficiaries in case management Number of case Managers