بن البالح البالغ





مستشفى الملك فيصل التخصصي ومركز الأبحاث King Faisal Specialist Hospital & Research Centre مؤسسة عامة . Gen. Org.

### **SUMMARY**

#### LOCAL PROBLEM

High rates of advanced stage cancer at presentation due to lack of early, preemptive & preventative screening & detection

#### **DESIGN & IMPLEMENTATION**

- Identify the best evidence based guidelines, in accordance with Government regulation, pertaining to Preventative care
- Identify a way to capture the preventative care workflow in the EMR

#### **GOALS**

- Identify the elements of preventative care that are evidence based & recommended based on age, gender, documented results and known chronic problems
- Utilize our EMR to help improve care
- Provide proactive and preventative health management services to our patients

#### **VALUE DERIVED**

- Enterprise wide standardization of preventative care and chronic disease screening
- 88% increased levels of chronic disease diagnosis entered in EHR
- Improved Patient Outcomes through early detection and treatment: 267% increase in Colorectal Cancer and 600% in Breast Cancer identification
- Ability to utilize captured data towards research, reporting and publications





# Osama Al Swailem MD, MA

Chief Information Officer - Associate Professor

Salam Everyone, I am King Faisal Hospital & Research Center

Bachelor of Medicine & Surgery King Saud University

Masters & Post Doctoral Fellowship Columbia University

#### **King Faisal Specialist Hospital & Research Center**

2014 - Present

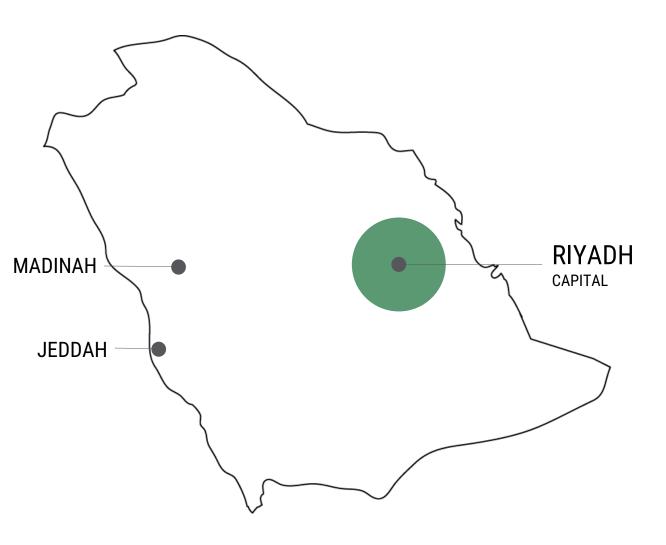
Chief Information Officer

2008 - 2014

**Director Medical Informatics** 



### **ABOUT SAUDI ARABIA**





Population 29.897 Million



Literacy 81%



Language Arabic



King Salman bin Abdulaziz Al Saud

#### **DID YOU KNOW**

- Saudi Arabia is the 13th largest country in the world
- Saudi Arabia is the largest country in the world without a river
- Riyadh's camel market is one of the largest in the world and sells about 100 camels per day
- Jeddah is a 3000+ year old city and houses the tomb of Eve (Arabic: حَواء Hawa), the mother of mankind



# **ABOUT KFSH&RC**



Newspaper: Al Riyadh

ate: 10 November 1970

### KFSH&RC FACTS & FIGURES

MISSION Provide the highest level of specialized healthcare in an integrated educational and research setting

VISION To be a world-leading institution of excellence and innovation in healthcare



Est 1975



Kingdom of Saudi Arabia



9.4M Population Served



Riyadh, Jeddah & Madinah



31 Smart Centers

#### CY2018



1,846 Beds



31,741 Admissions



1,297,497 OP Visits



1,472 Transplants



56,932 OR Hours

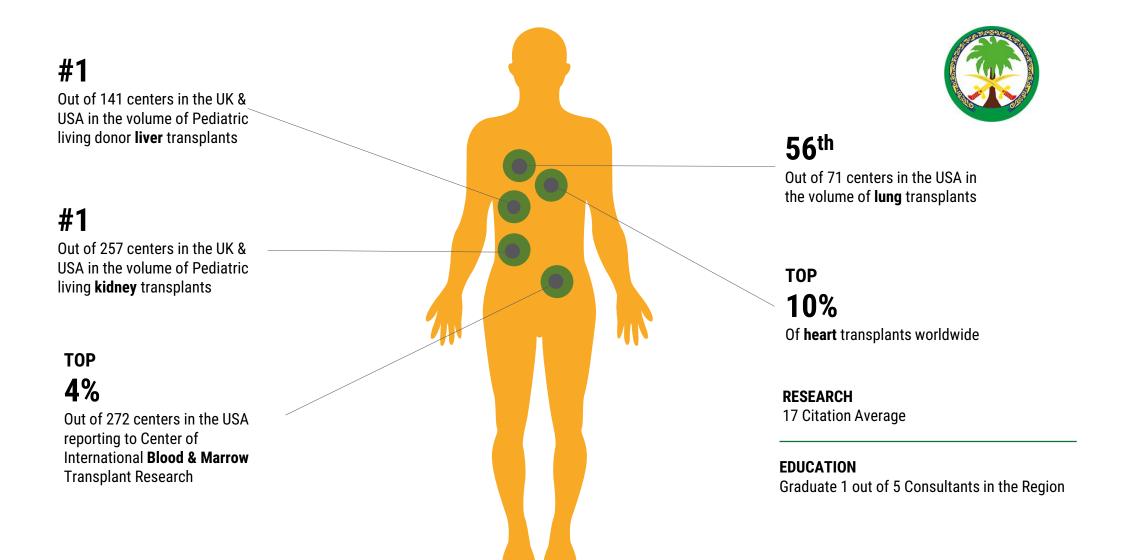


13,687 Employees 68 Nationalities

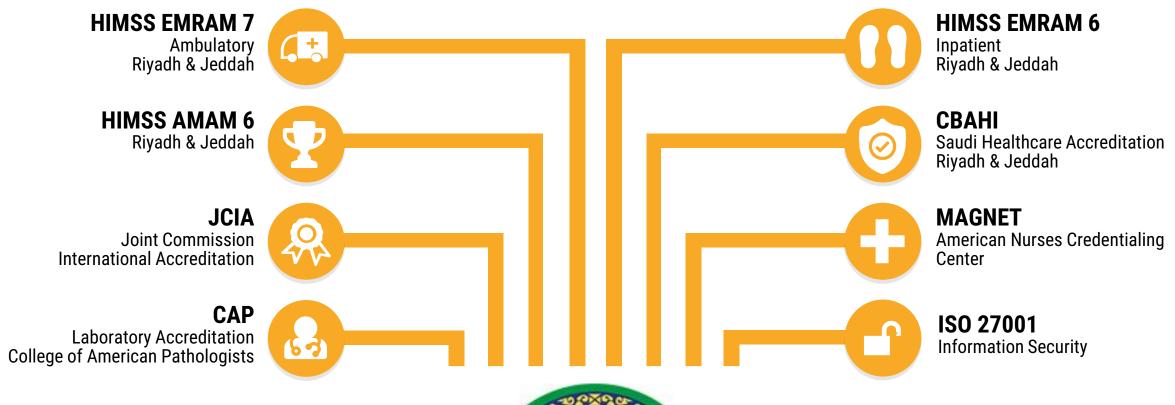


95,382 ER Visits

### KFSH&RC RANKINGS



### KFSH&RC ACHIEVEMENTS







# Fahad Bin Dayel, RN

Director Application & Health Informatics Services

#### Salam Everyone, I am King Faisal Hospital & Research Center

Bachelor of Science in Nursing
Master in Health Information System Management
George Mason University

#### **King Faisal Specialist Hospital & Research Center**

2018 – Present Director Application & Health Informatics

2008 – 2018 Head of Health Informatics

### KFSH&RC EMR JOURNEY





CY2018

Enterprise Business Process Management Zero Harm

Phase 4



### CY2017

Critical Care
Anesthesia
Staff Scheduling
Smart Rooms

- Infotainment
- Dashboard
- Patient Room Link
- RTLS
- IP Telephony
- Nurse Call
- Hand Hygiene
- ID Access
- BMDI
- Capacity Management

Phase 3



### **CY2013**

Infection Control
Document Imaging
Mobile Solution
Outreach
Web Connect

**Synoptic Reporting** 

Phase 2

Phase 1



CY2002

Laboratory
Radiology
Registration
Scheduling
Nursing Documentation

### **CY2010**

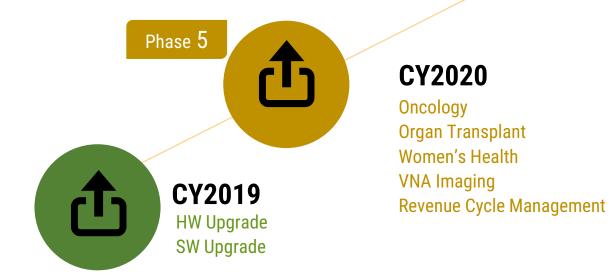
**OR Surgical** 

Pharmacy
Medical Records
Emergency
Physician Documentation
Clinical Pathways

# KFSH&RC EMR JOURNEY







### KLAS EMR SATISFACTION



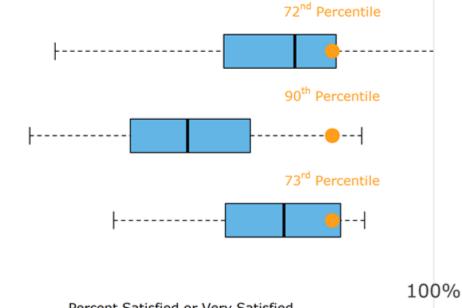
#### **Overall EMR Satisfaction**

All Clinicians (n=73,115)

All Organizations (n=159)

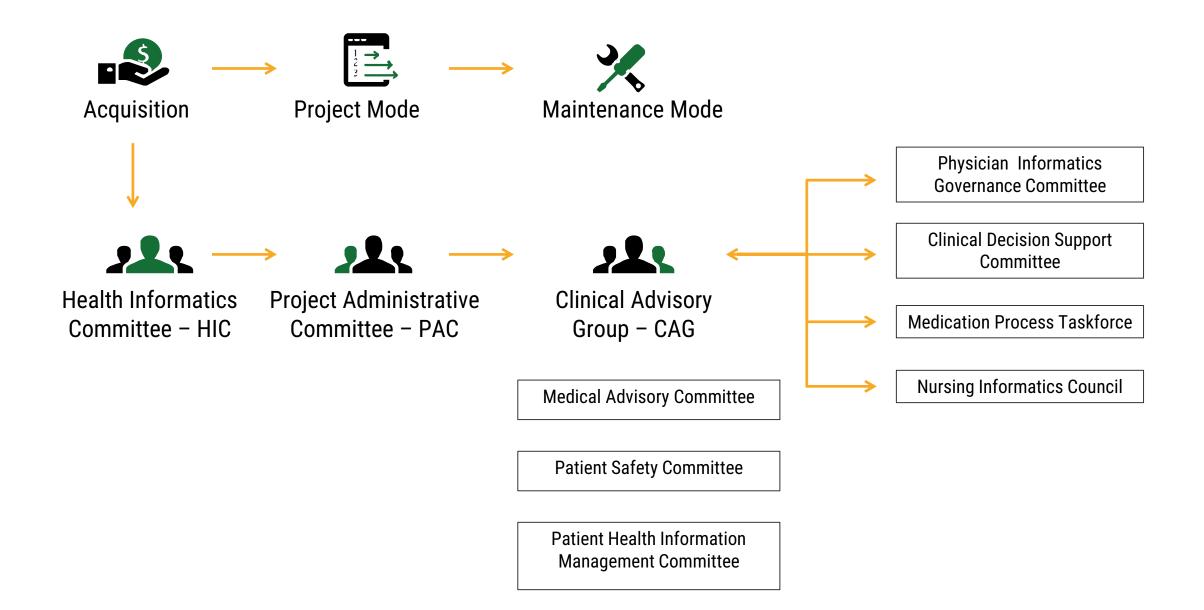
Cerner Deployments (n=29)

Non-US Health Systems (n=11)

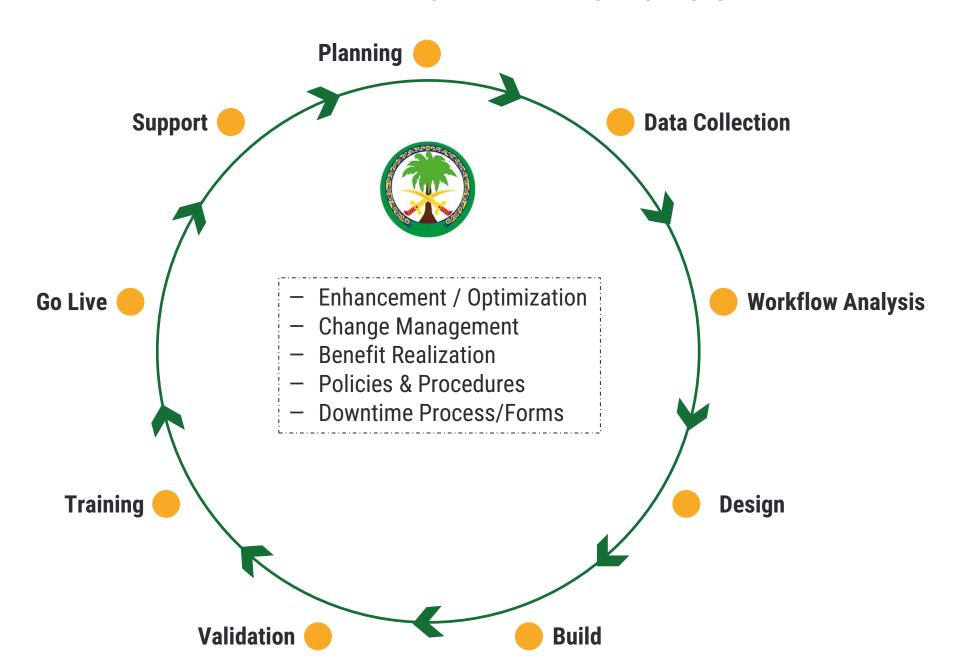




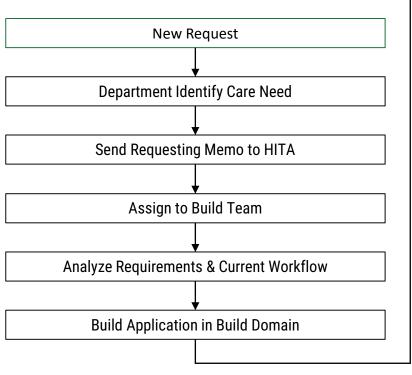
# KFSH&RC EMR GOVERNANCE

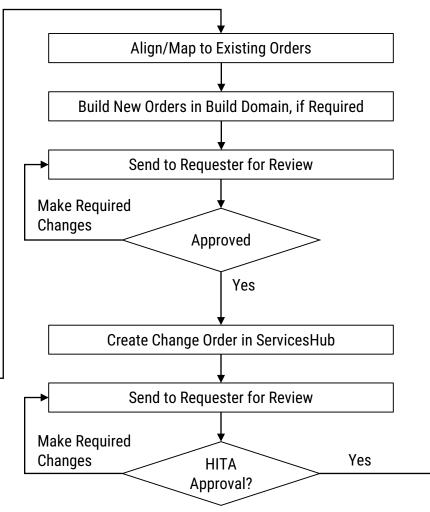


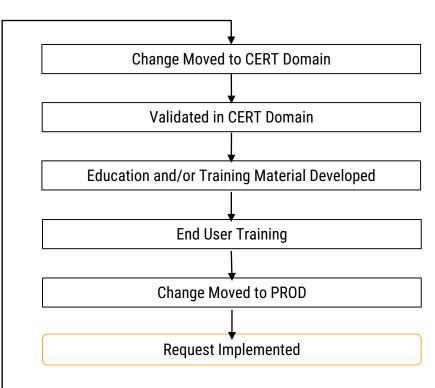
# IMPLEMENTATION METHODOLOGY



# CHANGE CONTROL - PROCESS WORKFLOW











# Case Presentation **Smart Technology to Smart Care**

### LOCAL PROBLEM

#### **ISSUE**

Transform the lingering delivery of care issues that existed prior to opening of King Abdullah Center of Oncology & Liver Disease (KACOLD): communication, person centric experience & education

#### GOALS

Improve overall healthcare experience and outcomes through:

- Timely patient care
- Care team communication and responsiveness to patient needs
- Clinical decision support
- Interoperability
- Safety
- Continuum of Care
- Digital Transformation in Healthcare



### WHY KFSH&RC PRIORTIZED THIS ISSUE



One of KFSH&RC strategic priorities is focused on providing excellent patient and staff experience



KFSH&RC wanted to leverage technology and information in smarter, more meaningful ways to better engage patients and transform their expectations when it comes to their care experience



Opportunity to enhance continuum of care beyond the borders of KFSH&RC



Data Latency was having a negative impact on Patient outcomes:

- A delay in patient care can result in complications which in return will result in a longer hospitalization;
   increased cost and an increased risk for mortality
- A delay in communication can result in patient harm or injury as well as patient dissatisfaction
- Clinical decision support

### IMPLEMENTATION METHODOLOGY



Formation of multidisciplinary team: Physicians & Nurses, Health Informatics, Information Technology, Application Development, Integration & External Partners/Vendors



CEO – Mega Project CIO – Low Current Rooms Director A&HI – Smart Room Project



Simulation to capture both clinical and patient experience



Validation testing to ensure interoperability



Divide roll-out into phases



**Command Center** 



Inauguration

### INTENDED OUTCOMES



Improve Patient & Staff Safety as well as Experience



Improve Patient/Staff Communication



Interoperability of clinical devices toward accuracy & efficiency



Reduce Length of Stay (LOS)



Digital Transformation in Healthcare



Improve Pain Management Scores





# Adele Sandeman, RN

Application & Health Informatics Services – Senior Health Informatics Analyst

Salam Everyone, I am King Faisal Hospital & Research Center

Diploma in Nursing, ITIL Certified

**King Faisal Specialist Hospital & Research Center** 

2002 - Present Sr Health Informatics Analyst

### **ENABLER: HEALTH MAINTENANCE**

### **Preventative Care is a Pillar of Family Medicine**

- Use the EMR to help us provide preventative care
- Multi disciplinary team used to implement evidence based expectations



Adult/Travel Vaccines



**BMD Screening** 



Mammogram Screening



**Diabetes Screening** 



**Fecal Occult Blood Screening** 



Lipid Screening



**Obesity Screening** 



Pap Smear



**Tobacco Counseling** 

### **DESIGN STRATEGY**

#### **CORE FACTORS**

- Ease of Use
- Integration with our EHR

#### **RULES**

Does patient qualify for expectation?

- Gender
- Age
- Documented Problems
- Documented Procedures
- Documented Diagnosis
- Documented Results
- Orders

- Analytics to Measure Success & Opportunities
- Multi-Disciplinary Involvement

#### **EXPECTATION**

Addressed during Patient Visit

- System Generated
- Added Manually

#### **SATISFIER**

**Expectation Completion** 

#### Satisfaction Periods:

- Orders = 14 days
- Results = defined period

#### Manual satisfiers:

- Done Elsewhere = satisfied
- Postponed = not satisfied
- Refused = not satisfied
- Cancelled = removed

### IMPLEMENTATION METHODOLOGY



Formation of multidisciplinary team: Family Medicine Department Physicians & Nurses, Health Informatics, Information Technology, User Support, Training, Application Development & External Partners/Vendors



Developed the Health Maintenance Tab (HMT) within the EMR to incorporate government regulations & Family Medicine Department best practice and evidence based guidelines



Avoid Alert Fatigue by utilizing real time 'static' notifications: upon opening of patient chart, based on patient age, gender, documented results or known chronic problem/diseases



Interoperability with the current EMR utilizing existing solutions



Training & awareness campaigns targeting Clinicians on the importance of Preventive Medicine



Frequent reporting to ensure utilization and adoption

### INTENDED OUTCOMES



Promote preventative healthcare outcomes



Standardization through the creation of preventive workflows within the EMR for targeted patients



Utilization of best practice guidelines supported by Government Regulations



Streamline the identification of patients who require screening



Develop a clinician friendly solution



Improve awareness of the importance of preventive medicine



Advanced analytics

### **ADOPTION**



Buy-in from management through reinforced compliance



Awareness campaign and training of physician and nurses in groups and individual sessions



Training materials and pocket reference cards



Moved the Health Maintenance Tab as the first view in the EMR

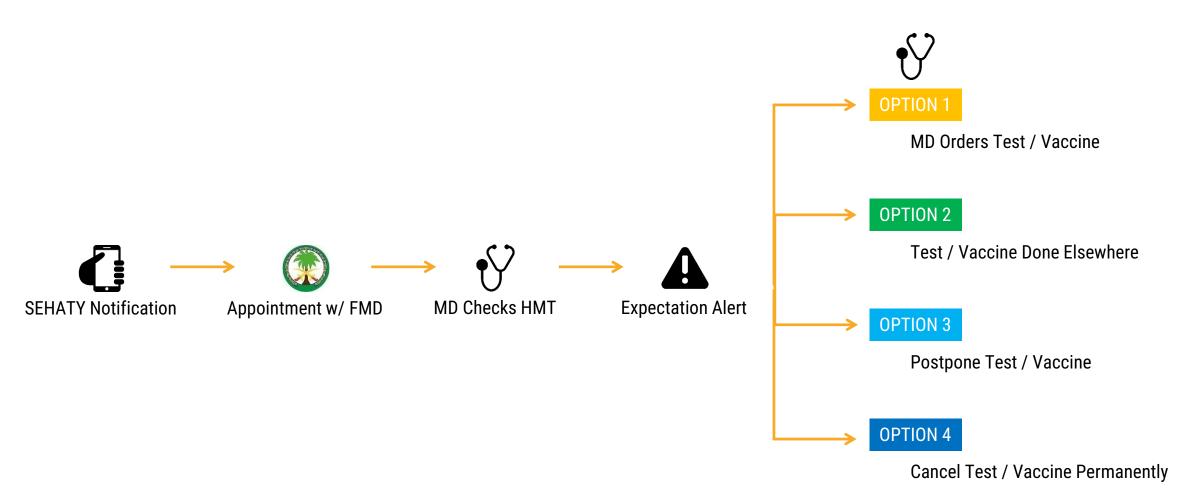


Running quarterly reports to check compliance & utilization



Having super users in the department for encouragement and support

### HEALTH MAINTENANCE EXPERIENCE



### CLINICAL INTELLIGENCE

### Disease related decision support is built into the HMT around age; gender and documentation for:

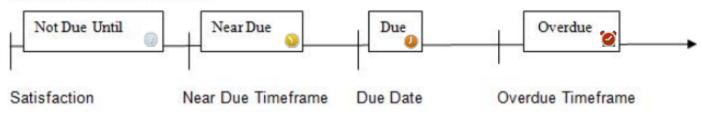
- Screening for Preventative & Chronic Diseases
- Vaccination
- Recontracting

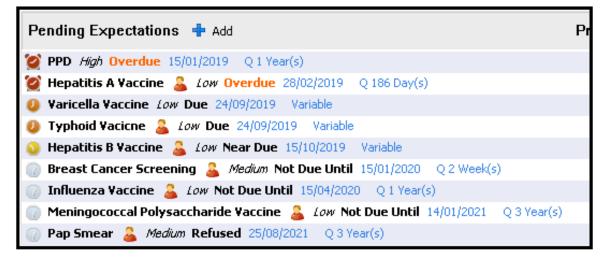
#### **Future Development**

- Chronic Disease Management
- Pediatric Clinic
- Well Baby Clinic



# Standard Expectation (Refuse and Postpone actions will update status but the indicator will follow the below logic)

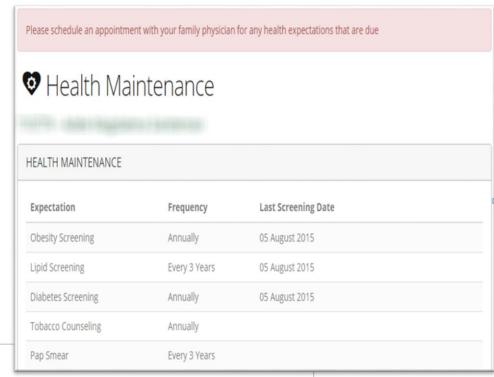


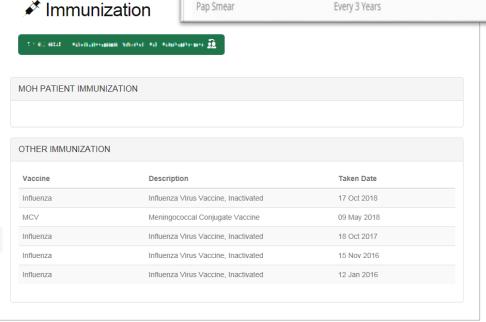


### SEHATY PATIENT PORTAL

- Patient able to view targeted screening based on age, gender, documented results or known chronic problem/diseases
- When last screening was performed
- Recommended frequency of screenings
- Active status of received Vaccines
- Immunization Chart
  - Immunizations given by KFSH&RC
  - Historical Vaccines given outside of KFSH&RC









# Abdullah Al Khenizan, MD

Chairman Family Medicine – Riyadh

Salam Everyone, I am King Faisal Hospital & Research Center

Bachelor of Medicine & Surgery – **King Saud University**Master in Health Systems & Quality Management – **Liverpool University**Master in Medical Law – **Edinburgh University** 

King Faisal Specialist Hospital & Research Center - Riyadh 2010 - Present Chairman & Consultant Family Medicine



### **Case Presentation**

# **Population Health Using Clinical Decision Support to Improve Cancer Screening**

### FAMILY MEDICINE



55,000+ Employees & Eligible Dependents



Primary & Secondary Health Care Services

- Scheduled Clinic
- Walk-In Clinic



**Tertiary Care Patients with Chronic Diseases** 



**Pre Marital Screening** 



**Pediatrics Care** 



**Occupational Health Services** 



Support Service & Follow-up Treatment for ER



#### **Nursing Clinic**

- Pre Employment Screening
- Annual Re-Contract All Employees
- Travel Medicine Clinic
- Well Baby Clinic
- Diabetic Clinic
- OB Screening Clinic
- Driver Assessment Clinic
- Nutrition Clinic



#### Occupational Health

- Food Handlers
- Needle Stick Injuries
- Tuberculosis Contacts & Converters
- Fit Testing
- Ergonomic Assessment of Workplace

### LOCAL PROBLEM

#### **ISSUE**

High rates of advanced stage cancer at presentation due to lack of early, preemptive & preventative screening

#### **GOALS**

- Identify the elements of preventative care that are evidence based & recommended based on age, gender, documented results and known chronic problems
- Utilize our EMR to help improve care
- Provide proactive and preventative health management services to our patients



### WHY KFSH&RC PRIORTIZED THIS ISSUE



Colon cancer is the #1 malignancy for males in Saudi Arabia with lower survival rates compared to Western countries

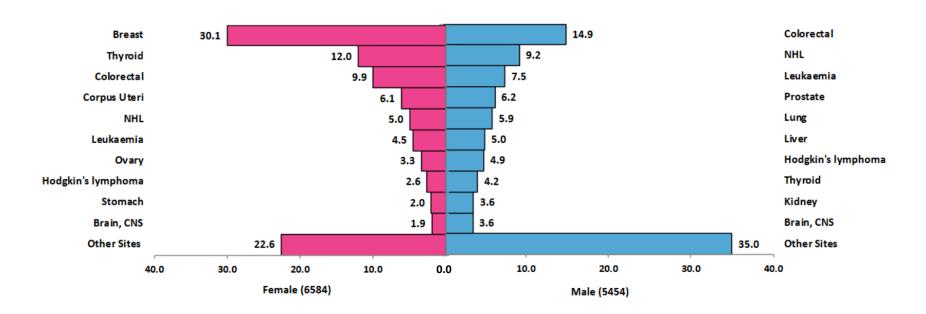


Breast cancer is the #1 malignancy for females in Saudi Arabia



Cervical cancer screening is an international standard of care for any cancer prevention program

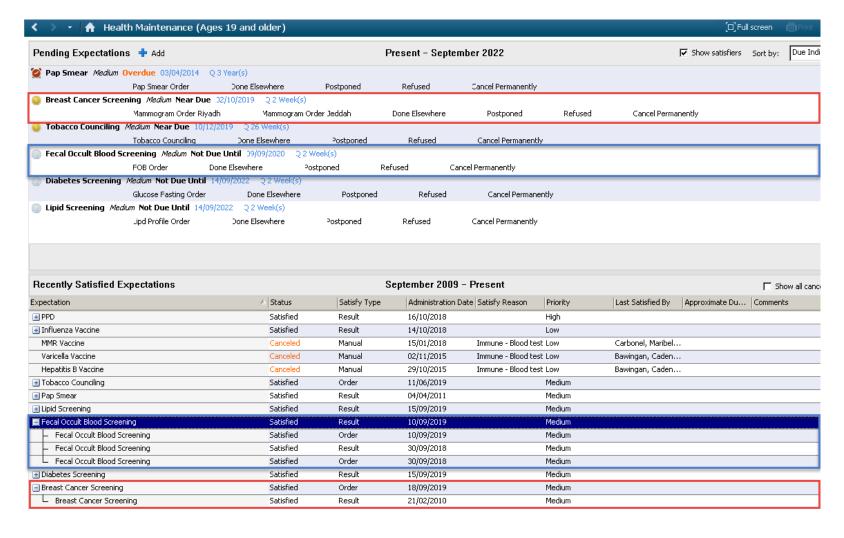
#### **SAUDI CANCER REGISTRY**



# IMPROVED OUTCOMES

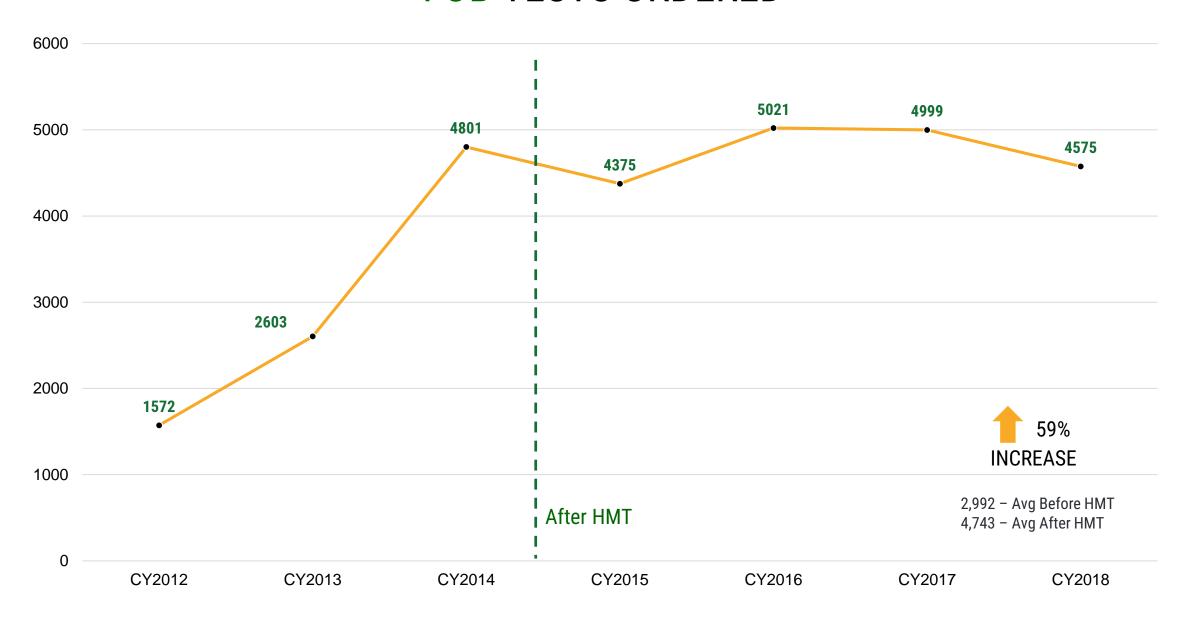
- Departmental awareness campaigns
- Continuous training
- Moved the HM to the first tab in EMR

Monthly audits





# FOB TESTS ORDERED



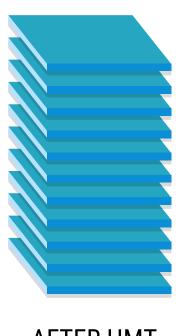
# + CANCER RESULTS FOB TEST



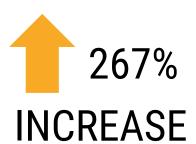
3



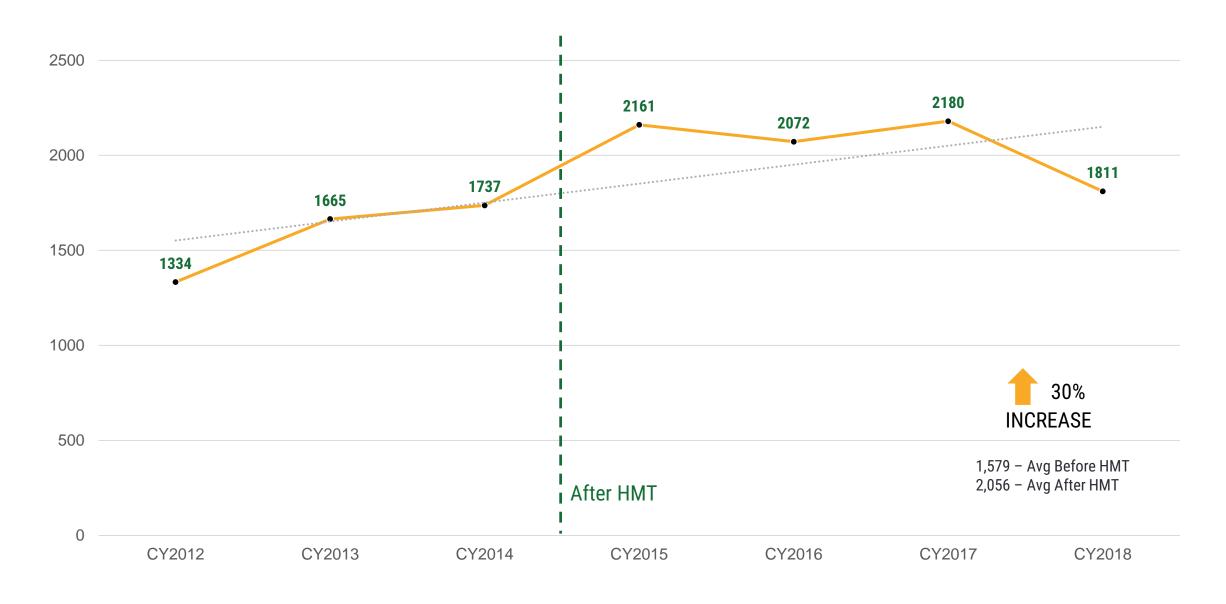
BEFORE HMT CY2012 - 2015 11



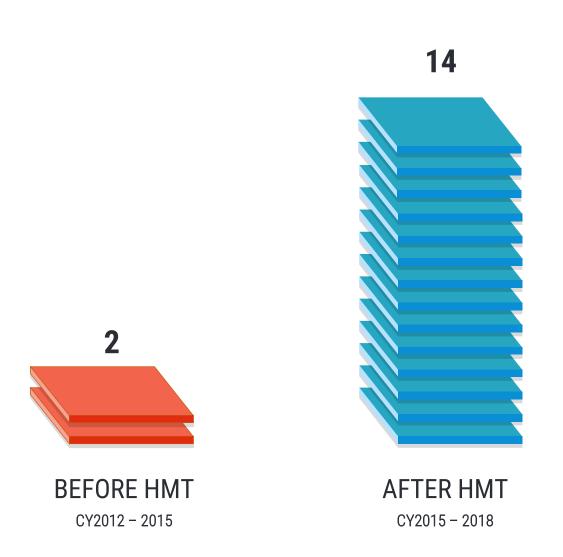
AFTER HMT CY2015 - 2018

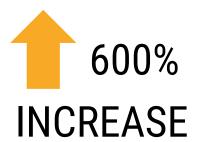


# MAMMOGRAM TESTS ORDERED

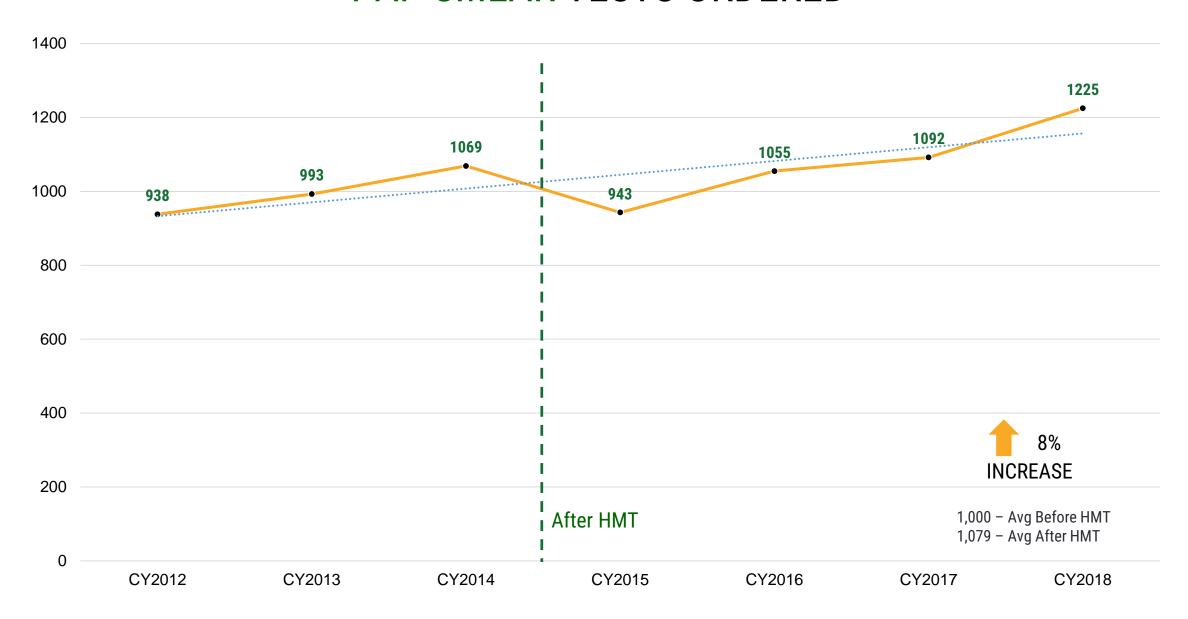


# + CANCER RESULTS MAMMOGRAM TEST

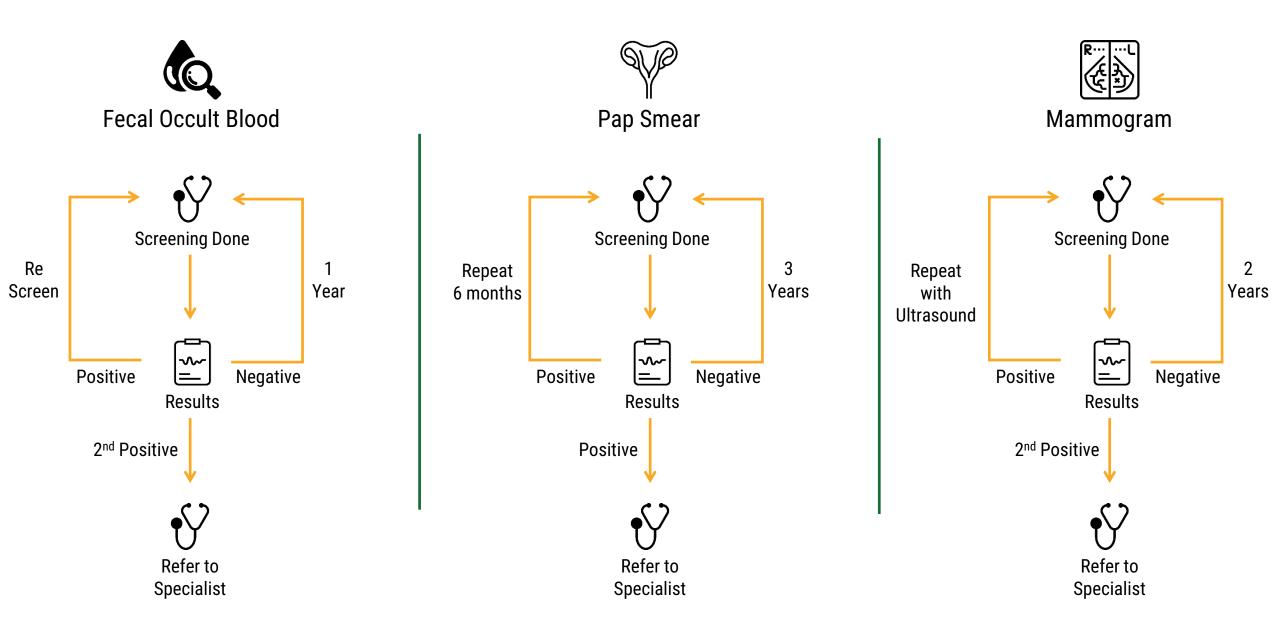




# PAP SMEAR TESTS ORDERED



# FOLLOW UP + CANCER RESULTS



### INTERNATIONAL STANDARDS ALIGNMENT

#### **World Health Organization**

- In order to improve breast cancer outcomes and survival, early detection is critical. There are two early detection strategies for breast cancer: early diagnosis and screening.
- Annual, but not biennial, FOBTs reduce mortality from colorectal cancer after about a ten year period.

### **Key Points for Practice (AFP Editors)**

- Routine screening with mammography should be initiated at 45 years of age in women at average risk.
- For women 55 years and older, biennial screening is the preferred approach, with the option to screen each year.
- Annual screening mammography should be offered to patients between 40 and 44 years of age.
- Clinical breast examination is not recommended as an approach to screening for breast cancer.

#### **US Preventive Services Taskforce**

- Breast cancer screening recommendations include a mammogram every two years for women from the ages of 50 to 74 years.
- Annual FOB testing from the age of 50 or completing a colonoscopy every 10 years as part of colorectal cancer screening.



#### **KFSH&RC Standards**

- Mammogram Screening done every 2 years for all females between the ages of 45 and 75 years. (Based on evidence, starting age for Breast Cancer Screening should be at 45 years as indicated by *local population studies*.)
- Annual screening is done for any female with a family history of Breast cancer
- Referral done if there is a second positive Mammogram and Ultrasound
- FOB Screening done every year for all patients above the age of 50
- FOB Test will be repeated if there is a positive result
- Colonoscopy & Gastroenterology referrals done if there is a second positive FOBT

### **LEARNINGS**

#### **SUCCESS**

- Enterprise wide standardization of preventative care towards cancer screening
- Improved alert monitoring to minimize alert fatigue
- Inclusion of clinicians in the build and design decisions optimized the workflow and improved adoption
- Engaging leadership from the start, helped to drive accountability and utilization

#### **CHALLENGE**

- Change management
- Expansion to other cancer preventive services
- Facility specific workflows while using the same tools



### UTILIZATION OF OUTCOMES IN CLINICAL RESEARCH



RESEARCH ARTICLE

Interferon Gamma Release Assay versus Tuberculin Skin Testing among Healthcare Workers of Highly Diverse Origin in a Moderate Tuberculosis Burden Country

Sahai Al Hajoj<sup>1</sup>\*, Bright Varghese<sup>1</sup>, Airia Datijan<sup>1</sup>, Mohammed Shoukri<sup>2</sup>, Ali Alzahrani<sup>3</sup> Abdallah Alkhenizan<sup>4</sup>, Abdulaziz AlSair<sup>4</sup>, Sahar Althawadi<sup>5</sup>, Grace Fernandez<sup>1</sup>, Abdulrahman Alrajhi

and Research Centre, Rivarth, Saudi Ambia, 2, National Riotechnology Centre, King Faisa Specialist Hospital and Research Centre, Riyadh, Saudi Arabia, 3 Gulf Centre for Cancer Control and Prevention, King Faisal Specialist Hyspital and Research Centre, Rivarth, Saudi Arabia, 4, Department of Family Medicine Fasa Specialist Hospital and Research Centre, Riyadh, Saudi Arabia, 5 Department of Parallel King Faisal Specialist Hospital and Research Centre, Riyadh, Saudi Arabia, 5 Department of Parallel Laboratory Medicine, King Faisal Specialist Hospital and Research Centre, Riyadh, Saudi Arabia, 6 Department of Medicine, King Faisal Specialist Hospital and Research Centre, Rivadh, Saudi Arabia

\* hajoj@kfshrc.edu.sa



M. Alzahrani A. Alkhenizan A. et al. (2016) Interferon Gamma Release Assay versus Tuberculin Skin Testing among Healthrana Workers of Highly Disease Origin in a Moderate Tuberculosis Burden Country. PLoS ONE 11(5): e0154803. doi:10.1371/journal.

Received: February 14, 2016

Accepted: April 19, 2016





Health care workers (HCW's) are always at a (TB) infection. In Saudi Arabia. Interferon Gar evaluated as a screening tool for latent TB infe high demographic diversity. During February has been conducted in a tertiary care center v population in the capital city-Riyadh. After a sl dates were subjected to tuberculin skin test (T (QFT). A logistic regression analysis was carr hetween putative risk factors and the diagnos according to geographical origin and a detaile their origin towards the results of TST and QF were BCG vaccinated, female (67.9%) and m



The Relationship between 25 (OH) D Levels (Vitamin D) and Bone Mineral Density (BMD) in a Saudi Population in a Community-Based

Abdullah Alkhenizan<sup>1</sup>;, Ahmed Mahmoud<sup>1</sup>, Aneela Hussain<sup>1</sup>, Alia Gabr<sup>1</sup>, Suad Also ghayer<sup>1</sup>

1 Department of Family Medicine, King Faisal Specialist Hospital and Research Centre, Riyadh, Kingdom o Saudi Arabia, 2 Department of Biostatistics, Epidemiology and Scientific Computing, King Faisal Specialist Hospital and Research Centre, Riyadh, Kingdom of Saudi Arabia

\* akhenizan@kfshrc.edu.sa



#### OPEN ACCESS

Citation: Alkhenizan A. Mahmouri A. Hussain A. Gabr A, Alsoghayer S, Eldali A (2017) The Relationship between 25 (OH) D Levels (Vitamin D) and Bone Mineral Density (BMD) in a Saud Population in a Community-Based Setting, PLoS. ONE 12(1): e0169122. doi:10.1371/journal. none 01 691 22

Editor: Andrzei T Slominski, University of Alabama

Received: August 14, 2016 Accepted: December 12, 2016

Published: January 3, 2017

### Abstract

Vitamin D deficiency has been linked to an increased risk of osteoporosis. Vitamin D deficiency has reached high levels in the Saudi population, but there is conflicting evidence both in the Saudi population, and worldwide, regarding the existence of a correlation between these low vitamin D levels and reduced BMD (bone mineral density), or osteoporosis.

The objective of this study was primarily to determine whether there was a correlation between vitamin D deficiency and osteoporosis in the Saudi population. We aimed to investigate whether the high levels of vitamin D deficiency and insufficiency would translate to higher prevalence of osteoporosis, and whether there is a correlation between vitamin D lev-

Convents: 9/2017 Alkhenizan et al. This is an open Materials and methods

#### Investigating the epidemiology of medication errors in adults in community care settings

A retrospective cohort study in central Saudi Arabia

Ghadah A. Assiri, B Pharm, MSc, Abdullah HM Alkhenizan, MD, CCFP, Salma M. Al-Khani, B.Pharm, MHHA, Liz M Grant PhD MA Agig Sheikh MD MRRS

الأهداف: التحقق من معدل الانتشار الزمني وعوامل الإختطار للاخطاء المهمة مريرياً من ناحية الوصف والراقبة في إدارة الدواء لدى الرضى البالغين الذين تتم معاينتهم في الرعاية المحتمعية.

الطريقة: استخدمت هذه الدراسة الاترابية باثر رجعي بيانات المجلات الصحية الإلكترونية ( HER ). ثم اختيار عينة عشوائية تضم 2000 شخص بالغ ( 18 عاما ) في زيارة عيادات طب الأسرة في مستشفى الملك فيصل التخصصيّ ومركز الابحاث، الرياض، المُملكة العربية السعودية. استغرقت عُملية جمع البيانات 3 اشهر ( من أول أكتوبر إلى ديسمبر 2017م). قسنا بالتحقق من مدى انتشار وعوامل ألحطر المرتبطة بالمرضى المعرضين لخطر الاخطاء الهامة سريرياً. أجريت التحليلات الوصفية وتمذجة التحوف اللوجستي باستخدام برنامج الإحصاء STATA ( الإصدار 14 ).

النتائج: كشفت دراستنا الاترابية أن معدل الانتشار الزمني للاخطاء الدوائية على مدى 15 شهراً هو 8.1% (فاصل ثقة (6.5-9.7) %CI) وعوامل الإختطار المرتبطة بالمرضى المعرضين لخطر الاخطاء الدوائية هي: العمر 65٪ عام، الجنم الذَّكري، الجنسية السعودية للمريض، واستخدام خمس او اكثر من الادوية المترامنة.

in King Faisal Specialist Hospital and Research Center (KFSH & RC), Riyadh, SA, was selected. Data collection took 3 months (October December 2017). Descriptive analyses and logistic regression modeling were performed using STATA (version 14) statistical software.

Results: The overall period prevalence of medication errors over 15 months was 8.1% (95% confidence interval [CI] 6.5-9.7). Risk factors that significantly predicted overall risk of patients experiencing one or more medication errors were: age ≥65 years, male gender, Saudi nationality, and polypharmacy (defined as the concurrent use of ≥5 drugs)

prescription and monit

Saudi Med

Pharmacy, from the Prince Abdu Chair (Assiri), College of Mes

#### Yield of prostate cancer screening at a community based clinic in Saudi Arabia

Abdulaziz A. Almutairi, MD, Abdelmoneim M. Edali, MSc, Shoaib A. Khan, MD, Wala A. Aldihan, MD, Abdullah H.

الأهداف: تحديد معدل الإصابة ومعدل انتشار المرض في المجتمع

الطريقة: اجريت بدراسة اترابية رجعية شملت على 2،160 مريض اعمارهم 40 سنة فما فوق ممن سبق لهم فحص مستضد البروستات المناوع ( PSA ) في عيادات طب الاسرة المرتبطة بمستشفى الملك فيصل التخصصي ومركز الابحاث بالرياض في الفترة من سبتمبر2002م إلى

النتائج: قمنا بتحليل البيانات إحصائيا والتي شملت على 1،521 (70%) سعودي و 639 (30%) غير سعودي". إحمالا، من بن بن 108 (5%) من خضعوا لعينة البروستات وجدنا معدل انتشار سرطان البروستات بين السعوديين 31 (%2) مريض بينما المعدل في غير السعوديين 6 مرضى (0.93%). معدل الإصابة بعد توحيد الأعمار بين السعوديين (ASIR) كان 70 لكل 100،000رجل. ما يقارب ثلثى السعودين في الدراسة (71%) كانوا في المراحل الاولية

الخاتمة: معدل انتشار مرض البروستات في المجتمع السعودي أعلى

Results: A total of 2,160 male patients were included in the study. Of these, 1,521 (70%) were Saudi nationals and 639 (30%) were non-Saudi nationals. A total of 108 (5%) patients underwent a prostate biopsy. The biopsy results confirmed that 31 (2%) Saudi patients and 6 (0.93%) non-Saudi patients had prostate adenocarcinoma. The age-standardized incidence rate of prostate cancer in the Saudi male population is 70 per 100,000 males. Nearly two-thirds (71%) of the Saudi patients' prostate cancer was found to be in the

Conclusion: The prevalence of prostate cancer in the Saudi male population is higher than that reported by the Saudi Cancer Registry; however, it is low compared with prevalences in developed countries. The mortality rate is also very low. Prostate-specific antigen screening in Saudi Arabia should not be carried out routinely; instead, it should only be carried out on an individual basis.

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### **KEY TAKEAWAYS**

# وَمَنْ أَحْيَاهَا فَكَأَنَّهَا ۖ أَخْيَا ٱلنَّاسَ جَمِيعًا

Whoever saves one life - it is as if he had saved mankind entirely

Surah Al Ma'idah 5:32



Aligns with KSA Vision 2030 Aligns KFSH&RC Mission & Vision



Strengthen relationship with Partners



Ability to benchmark KFSH&RC healthcare delivery model



Staff development & growth



International & National brand recognition





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