



# KING SALMAN HOSPITAL SCOPE OF SERVICE

2020



## 1. LOCATION

King Salman Hospital, a secondary hospital of the C1 Cluster, was established many decades ago. KSH is located in Aisha Bint Abi Bakr Street, Riyadh 12769. The hospital has 252 beds that serves population of nearly one million residents with largely midend socioeconomic demographics. KSH has the busiest integrated diabetes management center and Home care services.

KSH is accredited hospital with JCI & CBAHI. The board of KSH is committed to Provides care with high quality & patient safety and in fostering a safe environment for patients and their families. In the interest of maintaining its high quality of care and its practice of continuous improvement, the Board wants unsafe conditions and practices eliminated.

## 2. VISION

“To become a leading integrated healthcare system in Saudi Arabia by 2025”

## 3. MISSION

“To partner with people to help them live healthier, longer & happier life”

## 4. VALUES

- **Integrity** “Follow the best ethics, morals & values in everything we do”
- **Passion** “Passion drives our work”
- **Respect** “Deal with everyone, no matter who, with utmost respect”
- **Teamwork** “Build teams & always prefer teamwork over individual work”
- **Accountability** “Take ownership & action to improve with a measurable difference”
- **Excellence** “Do things right per the highest standards of safety, quality & efficiency”
- **Community & People Centeredness** “Strive for improving overall health of C1 community”

## 5. STRATEGIC GOALS

- Improve access to healthcare driven by enhanced efficiency and effectiveness
- Measure and report quality performance
- Operate the hospital new tower
- Enhancing human resources functions
- Improve patient experience
- Focus on clinical integration
- Enhance our commitment to patient safety

## 6. OPERATION DAYS & TIME

**6.1.** KSH provides comprehensive secondary health care services to all patients of all age groups presenting on a 24-hour basis 7 days per week.

**6.2.** Working hours:

**6.2.1. OPD:** Morning shift only (7:00am – 4:00pm) daily except Friday and Saturday.

**6.2.2. ER:** 24 hours daily, divided into three shifts:

**6.2.2.1.** First shift (Morning): 7:30 am – 3:30 pm

**6.2.2.2.** Second shift (Afternoon): 3:30 pm – 11:30 am

**6.2.2.3.** Third shift (Night): 11:30 pm – 7:30 am

**6.2.3. Inpatients Wards:**

**6.2.3.1.** Morning shift: 7:30am – 4:30 pm (Specialist & resident)

**6.2.3.2.** Afternoon & night shift: 4:30 pm – 7:30 am (Specialist & resident)

**6.2.3.3.** 24 hours (consultant)

**6.2.4. OR:**

**6.2.4.1.** Elective operations: 7:30 am – 3:30 pm daily except Friday & Saturday

**6.2.4.2.** Emergency operations: OR admit emergency patients any time 24 hours a week.

**6.2.5. Pharmacy:**

**6.2.5.1.** Inpatient pharmacy: 24 hours service

**6.2.5.2.** ER pharmacy: 24 hours service.

**6.2.5.3.** OPD Pharmacy: morning shift only (Sunday to Thursday).

**6.2.5.4.** DCC pharmacy: morning shift only (Sunday to Thursday).

## 7. CLINICAL DEPARTMENTS & UNITS

**7.1.** Internal Medicine department: includes Cardiology, Neurology, Psychiatry and GIT, Pulmonology, Haematology.

**7.2.** Surgery department: includes Neurosurgery, Thoracic Surgery, Plastic surgery, Pediatric surgery & Vascular surgery specialties.

**7.3.** Ob-Gyn department includes delivery room, Pelvic ultrasound unit, antenatal care & follow up and infertility.

**7.4.** Pediatrics department.

**7.5.** Anesthesia department, delivery room (CS) operating room & recovery room.

**7.6.** Accident and Emergency Services (ER): includes resuscitation room, Medical, surgical, orthopedics, Ob-Gyn and separate Pediatrics ER.

**7.7.** Outpatient department:

**7.7.1.** Total 57 clinics (including employee health clinic & 2 primary clinics).

**7.7.2.** Cover 23 specialties in the hospital.

**7.7.3.** Distributed over 12 units.

**7.8. Critical units:**

- 7.8.1. ICU: adult ICU includes both medical & surgical cases.
- 7.8.2. NICU (Neonatal ICU).
- 7.8.3. PICU (Pediatric ICU).
- 7.9. Orthopedics.
- 7.10. Urology.
- 7.11. ENT.
- 7.12. Ophthalmology.
- 7.13. Dermatology.
- 7.14. Diabetic Care Center: DM screening, management, endocrine, diabetic foot and multidisciplinary service (cardiology, neurology, ophthalmology, osteoporosis & psychiatry)
- 7.15. Dental Clinics.
- 7.16. GIT Endoscopy and ERCP
- 7.17. Hemodialysis.
- 7.18. Radiology: MRI, CT scan, US, Fluoroscopy, Mammography & X-Rays.
- 7.19. Laboratory: Hematology, Biochemistry, Microbiology Transfusion lab & Serology.

## 8. OTHER HEALTH CARE SERVICES

- 8.1. **Pharmacy:** Unit Dose System, Drug Information, Medication review & TPN.
  - 8.1.1. Inpatient pharmacy.
  - 8.1.2. ER pharmacy.
  - 8.1.3. OPD Pharmacy.
  - 8.1.4. DCC pharmacy.
- 8.2. **Physiotherapy:** for inpatients & outpatients
- 8.3. **Infection prevention & control services:**
  - 8.3.1. Plans and activities include patients, healthcare workers, visitors & community: e.g. Hand hygiene & Transmission-based Isolation precautions
  - 8.3.2. CSSD.
  - 8.3.3. Waste disposal.
  - 8.3.4. Employee health clinic: staff treatment, vaccination & sharp injuries
- 8.4. **Dietician Services:** Food menu, Nutritional assessment & interventions, patient education and outpatient clinic.
- 8.5. **Social Services.**
- 8.6. **Patient experience** includes patient & family rights, patient complaints system (937), patient satisfaction.
- 8.7. **Patient & family education:** Inpatients, outpatients, breast feeding program and community education & campaigns.
- 8.8. **Home care service** includes medical & nursing home care services.

## 9. ADMINISTRATIVE & SUPPORTIVE SERVICES

- 9.1. Quality and patient safety includes accreditation, risk management unit, performance improvement unit and hospital measures,
- 9.2. Clinical auditing department.
- 9.3. Bed management.
- 9.4. Continuous Medical Education.
- 9.5. Management of Information:
  - 9.5.1. Medical record.
  - 9.5.2. Information Technology Services.
- 9.6. Patients Affairs Services & Medical Reports.
- 9.7. Public Relation Services.
- 9.8. Facility management & safety, Biomedical & general maintenance.
- 9.9. Others (Medical Stores, Security, Laundry etc.)

## 10. MOST COMMON PATIENT DIAGNOSIS

- 10.1. Top five discharge diagnosis:
  - 10.1.1. Gastroenteritis
  - 10.1.2. Diabetic ketoacidosis
  - 10.1.3. Myocardial infarction
  - 10.1.4. Cardiovascular accidents (CVA)
  - 10.1.5. Bronchial Asthma in children
- 10.2. Top five surgical procedures:
  - 10.2.1. Tonsillectomy
  - 10.2.2. Caesarian section
  - 10.2.3. Appendectomy
  - 10.2.4. Cataract operation
  - 10.2.5. Laparoscopic cholecystectomy

## 11. PATIENT POPULATION

- 11.1. Age: KSH provides health care services for all age groups.
- 11.2. Sex: KSH provides health care services for both Male and Female Patients from all Medical categories & has special units for:
  - 11.2.1. Delivery room.
  - 11.2.2. Ob/Gyn ER.
  - 11.2.3. Post-natal ward .
  - 11.2.4. Gynward .
  - 11.2.5. Outpatient Ob/Gyn clinic.
- 11.3. Nationality:
  - 11.3.1. Saudi patients.
  - 11.3.2. Non-Saudi eligible patients: house helpers, family driver, MOH staff & farmers.

#### **11.4. Patient population area:**

- 11.4.1. The hospital covers a wide area of Riyadh city population mainly from west and south areas.
- 11.4.2. KSH accepts referral from more than 16 primary health care centers and hospitals inside and outside Riyadh city according to C1 referral system including life / organ saving referral system. Also, provides medical referral as necessary.

#### **11.5. Patient average census:**

- 11.5.1. ER: 298210 visit / year.
- 11.5.2. OPD: 148650 visit / year.
- 11.5.3. Inpatient: 10884 admission / year.
- 11.5.4. OR: 4346 operation / year.

## **12. DIAGNOSTIC & THERAPUTICS MODALITIES**

### **12.1. Diagnostic Modalities**

- 12.1.1. MRI
- 12.1.2. Ultrasound
- 12.1.3. CT Scan
- 12.1.4. X-RAY
- 12.1.5. GIT-Endoscopy

### **12.2. Therapeutic Modalities**

- 12.2.1. Transcutaneous electrical nerve stimulation TENS
- 12.2.2. Ultrasound wave
- 12.2.3. Hot & cold packs
- 12.2.4. Paraffin bath

## **13. HOSPITAL CENTRAL COMMITTEES**

- 13.1. Infection control Committee
- 13.2. Quality & patient safety committee
- 13.3. CPR committee
- 13.4. Credentialing & privilege committee
- 13.5. OR committee
- 13.6. Mortality & morbidity committee
- 13.7. Utilization review committee
- 13.8. Ethics committee
- 13.9. Blood usage committee
- 13.10. Tissue review committee
- 13.11. Medical record committee
- 13.12. Patient & family rights committee

- 13.13. Patient education committee
- 13.14. Pharmacy & therapeutic committee
- 13.15. Facility management & safety committee
- 13.16. Pain Management Committee
- 13.17. Medication Safety Committee
- 13.18. Breast Feeding Committee
- 13.19. Anticoagulant Committee

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