



Saudi Red Crescent Authority Achievements Report 2021

Services Provided by the Authority

According to its core mandate, the Authority provides the following services:

Emergency Medical Services

"And whoever saves one - it is as if he had saved mankind entirely." – Surah Al-Ma'idah, Verse 32 This verse embodies all meanings of humanity and serves as the foundation for all regulations, laws, and operational systems within the Saudi Red Crescent Authority. It was established to give the utmost attention and medical care to patients and injured individuals in the pre-hospital phase.

Provider Recruitment: Based on the principle of efficiency.

Ambulance Specifications: Designed for safety, meeting transport needs, and delivering top-tier pre-hospital medical services that match global standards.

New Centers: Geographically distributed to optimize response times and save lives as quickly as possible, continuously striving for advanced response metrics.

Emergency Medical Services Statistics

Total Emergency Centers: 505

Total Emergency Services across all branches: 778,791

Transported Cases with Emergency Medical Services: 716,122

Non-Transported Cases: 62,669 (Includes cases treated on-site without transport, team deployment obstructions, canceled reports, etc.)

Total Emergency Services during Hajj Season (Makkah / Madinah) & Seasonal Centers: 111,676

Total Cases Transported via Non-Emergency Transport: 377

Total Air Ambulance Emergency Services: 2

Ambulance Vehicles

The total number of ambulance vehicles owned by the Authority in 2021 reached 1,392.

Distribution by Administrative Region:

Region	Number of Ambulances
Riyadh	268
Makkah Al-Mukarramah	280
Eastern Province (Ash Sharqiyah)	194
Asir	122
Al-Qassim	87
Al-Madinah Al-Munawwarah	66
Tabuk	62
Jazan	58
Hail	56
Najran	55
Al-Hudud ash Shamaliyah (Northern Borders)	45
Al-Bahah	43
Al-Jouf	40

Emergency Services Performance Indicators

General Response Time: 00:13:17 (Global Standard: 00:10:20)

Percentage of reports responded to within 8 minutes: 16.3% (Global Standard: 90%)

Medical Services & The Cardiac Catheterization Pathway

In cooperation with the Ministry of Health and other sectors, the Authority activated a partnership program to save cardiac infarction (heart attack) patients. This enables quick field response and rapid transport directly to catheterization labs without passing through hospital emergency rooms.

Cardiac Catheterization Cases Statistics:

Number of cases: 41

Average age: 54 years old

Average response time: 15 minutes

Average time to catheterization insertion: 61 minutes

Cases without cardiac catheterization procedure: 1

Medical Service Performance Indicators

The total number of ambulance vehicles owned by the Authority in 2021 reached 1,392.

Distribution by Administrative Region:

Indicator	Value	Global Standard
Non-use of warning lights/sirens to arrive at the scene	62%	89%
Non-use of warning lights/sirens during hospital transport	63%	50%
Measuring respiratory assessment levels for children	98%	82%
Measuring blood sugar levels for epilepsy/seizure cases	100%	73%
Evaluating stroke cases	71%	61%
Pain assessment for injured individuals	95%	69%

Medical Dispatch

Missed calls percentage: 10% (Global Standard: Less than 5%)

Authority Contributions at the Southern Border

Since the beginning of Decisive Storm and Restoration of Hope, the Authority has provided medical, human, and training resources to offer advanced emergency medical services to military personnel and civilians at the Southern Border.

Statistics of Emergency Services at the Southern Border (2021):

Jazan: 50

Asir: 12

Najran: 5

Total: 67



Contributions in Facing the COVID-19 Pandemic

1. Supporting Operations Rooms (Dispatch Centers):

Monitoring suspected COVID-19 indicators to measure daily growth. Preparing daily, weekly, and monthly reports measuring confirmed cases out of total infectious disease reports. Monitoring incoming call rates to scale employee and volunteer response readiness. Tripling the number of call receivers in certain regions. Deploying the "Thuraya" vehicle as a mobile dispatch center during peak hours to support regional command.

2. Supporting Field Operations:

Equipping the "Haddaj" vehicle for medical equipment resupply to ensure supply chain continuity. Equipping the "Sanad" vehicle for medical supplies logistics.

3. Technical Support:

- Increasing core network bandwidth from 100 Mbps to 500 Mbps.
- Doubling the capacity of 997 reception lines.
- Utilizing volunteers to receive calls and activate backup phone lines.
- Issuing travel/movement permits (initially via the Authority, later integrated into the Ministry of Interior's Public Security electronic portal).
- Full activation of backup telephone systems for Operations Centers.

Volunteer Work & Event Participation

Volunteer institutional participation began during the 1419 AH (1999 G) Hajj season, assisting pilgrims alongside primary emergency teams.

Core Objectives of Volunteering:

- Developing national awareness through humanitarian programs.
- Utilizing volunteers in national festivals and local activities.
- Leveraging volunteer energy for humanitarian and emergency situations.

2021 Volunteering Statistics:

- Total Volunteer Opportunities: 6,177
- Total Volunteer Hours: 746,124 hours
- Total Registered Applicants accepted into the program: 64,472 (44,755 Male / 19,717 Female)
- Participants in Volunteer Opportunities: 13,620 (7,939 Male / 5,681 Female)
- Total Volunteer Teams: 14,168
- Treated on-site: 717,703
- Transported Cases: 4,913
- Total Cases: 718,1951

Core Volunteer Initiatives

- Friday Initiative at the Grand Mosque (Makkah): Emergency points and precautionary awareness. Offers 64 volunteer opportunities, 13,592 hours, benefiting 1,481 male and 900 female volunteers.
- Weekly Initiative at the Prophet's Mosque (Madinah): Emergency points, providing meals, and COVID-19 awareness. Offers 49 opportunities, 33,268 hours, benefiting 3,789 male and 2,177 female volunteers.
- National & Global Events: Participated in 91 celebrations for Saudi National Day (187 opportunities, 10,880 hours). Celebrated global days like World Cybersecurity Day, Mental Health Day, World Cancer Day, International First Aid Day, and Gulf Red Crescent Day.
- Other Activities: Triage points at mosques on Fridays, support for regional emergency centers, volunteer training courses, and health education in public spaces.

Training, Awareness & Community Programs

Per Article 5 of the Authority's regulations, it contributes to training community members on first aid practices.

Number of Beneficiaries of Community Training & Awareness Activities:

Year 2021: 1,258,003 beneficiaries

2021 Program Breakdown:

Program Name	Number of Beneficiaries
Emergency Awareness	1,258,003
Ambassador of Life" First Aid Program"	78,192
Infection Control Basics	22,246
Basic Life Support (BLS)	1,815
On-the-Job Training	27
Medical Services Principles & Therapeutic Protocols	20
Prehospital Trauma Life Support (PHTLS)	18
Emergency Vehicle Operations Course (EVOC)	9
International Trauma Life Support (ITLS)	6
Advanced Medical Life Support (AMLS)	3
Advanced Cardiovascular Life Support (ACLS)	2

Exhibition and Lecture Participations

- Awareness Lectures in Educational Institutions (Schools/Universities): 334
- Awareness Lectures in Non-Educational Entities: 1,438
- Awareness Exhibitions in Events: 254

Beneficiary Satisfaction Index

- Beneficiary Satisfaction Rate during 2021: 93.4%
- Response rate to the satisfaction survey: 17% (Global Standard: 11%)

Restoring Family Links Statistics (Past 5 Years up to 2021)

- Number of Phone Calls: 28
- Number of Video Calls: 30
- Number of Messages: 40
- Number of Missing Persons Search Requests: 10

Other Actions:

- Tracking and facilitating the departure of a group of expatriate workers after flights stopped due to the pandemic.
- Processing requests from families of detainees in Syria to repatriate their children from Syrian camps.

Awards Received by the Authority (2021)

The Authority proudly received 5 volunteer awards:

- Minister of Health Volunteer Award (Distinguished Initiatives track).
- National Award for Voluntary Work (Voluntary Projects track).
- National Award for Voluntary Work from the Ministry of Human Resources and Social Development.
- Voluntary Work Award from the Gulf Cooperation Council (GCC).
- The Minister of Health Award for Health Volunteering – Recognition Category.