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التقرير السنوي

ANNUAL REPORT

Executive Summary

Fiscal Year: 2022 / 1443–1444 AH

Executive Summary

The Executive Summary provides a brief overview of the key elements contained in the Annual Report of the Saudi Red Crescent Authority for the Fiscal Year 2022 (1443/1444 AH), as outlined below:

Strategic Orientation and Performance Overview

The Saudi Red Crescent Authority's strategic framework comprised 7 strategic goals and 14 strategic objectives. The Authority monitored performance through 40 strategic indicators and implemented 60 strategic initiatives supported by a total of 442 projects.

At the annual level, the Authority established 113 annual objectives, 190 annual indicators, and 330 projects to support the achievement of its strategic priorities.

The average beneficiary satisfaction rate with the Authority's emergency medical services during fiscal year 2022 reached 95.60%.

Operational Achievements

- The Authority activated air ambulance services in five regions to respond to emergency cases both within and outside cities, ensuring faster response times. Air ambulance services were also utilized for inter-hospital patient transfers, supporting the objectives of Saudi Vision 2030 by facilitating patient access to the most appropriate healthcare facility.
- Two cohorts of the Medical Dispatcher Program graduated during the year, with a total of 190 graduates out of 700 trainees enrolled in the program.
- The Authority launched the Paramedic Technician Program in collaboration with the Health Academy of the Saudi Commission for Health Specialties. The program aims to qualify unemployed graduates of humanities colleges to meet the growing demand for emergency medical services personnel.
- The Cardiac Catheterization Laboratory Pathway was activated at the pre-hospital stage, enabling patients to be transported directly to cardiac catheterization laboratories without passing through emergency departments across all regions of the Kingdom.
- The Authority launched the Fast-Track Stroke Pathway in collaboration with specialized centers, enhancing the quality and efficiency of healthcare services by enabling pre-hospital stroke management and transporting stroke patients directly to radiology departments while bypassing emergency departments.

Operational Achievements

- A total of 48 female Emergency Medical Services and Emergency Medicine Specialists were recruited and deployed across three regions (Riyadh, Eastern Region, and Makkah Region). They were assigned to ambulance centers to provide emergency medical services and respond to patients and casualties as part of ground ambulance teams.

Expenditure Efficiency

- The Authority's overall expenditure efficiency performance rating improved from 2.1/5 to 3.2/5. In addition, the Authority's sustainability pillar rating increased from 1.5/5 to 2.4/5.

Volunteering

- The total number of volunteers registered with the Authority reached 94,157 volunteers.

Investment

- The Authority enhanced the coding of emergency cases and reduced rejection rates by insurance companies, creating greater opportunities for private sector investment in this field.

Training

- The total number of beneficiaries of training and awareness activities provided to the community during fiscal year 2022 (1443/1444 AH) reached 396,201 beneficiaries.

The Authority participated in various social initiatives and conferences and received several local and international awards, including:

- The Authority launched the "Hilalthon" initiative, aimed at promoting the adoption of technological innovations across its areas of operation.
- The Authority achieved a Guinness World Record through the "And Whoever Saves a Life" campaign after securing 9,836 pledges to learn first aid and cardiopulmonary resuscitation (CPR) techniques within less than 24 hours.
- Representing the Kingdom of Saudi Arabia, the Authority was elected to the Board of Governors of the International Federation of Red Cross and Red Crescent Societies (IFRC) for the Asia-Pacific Region for a new four-year term following elections held at the Federation's headquarters in Geneva.
- The Authority received the Sheikh Salem Al-Ali Al-Sabah Informatics Award in Kuwait for its "Asefni" application.

The Authority contributed to the development of transformation initiatives under Vision Realization Programs, including two ongoing initiatives, one completed initiative, and twelve initiatives under review and approval, supporting the strategic objectives of the health sector and Saudi Vision 2030.

the Authority's key achievements in line with its core objectives and strategic priorities, as follows:

Emergency Medical Services

- The total number of operational ambulance centers reached 508 centers distributed across all regions of the Kingdom, in addition to 78 non-emergency patient transport centers.
- The Authority's ambulance fleet reached 1,334 ambulances during 2022.
- A total of 1,116,518 emergency medical services were handled during fiscal year 2022 (1443/1444 AH), covering all regions of the Kingdom, Hajj and Umrah seasons, seasonal centers, and air ambulance services.
- The total number of patients transported while receiving emergency medical care reached 524,721 patients.

Humanitarian and Community Services

- The number of new volunteers registered with the Authority reached 27,888 volunteers during 2022. The number of volunteer opportunities reached 6,930, with a total of 942,071 volunteer hours, bringing the total number of volunteers to 94,157.
- The total number of beneficiaries of training and awareness programs provided to the community reached 396,201 beneficiaries during 2022.
- The Authority recorded 1,555 participations in exhibitions, lectures, and awareness visits.
- Volunteer engagement for children was expanded through the "His Excellency the Governor", implemented by 14 teams representing all regions of the Kingdom.

International Presence and Cooperation

1- The Authority provided humanitarian services in several areas, including restoring family links, as follows:

- Exchange of 114 family messages.
 - A total of 81 video calls and 4 phone calls between detainees outside the Kingdom and their families inside the Kingdom. A total of 6 missing persons cases were submitted to the International Committee of the Red Cross.
- 2- In coordination with the Coalition Forces and the Presidency of State Security, the Authority contributed to several family reunification initiatives, including:
- Facilitating the return of Yemeni detainees and children to their families within Yemen as part of humanitarian efforts. The release and transfer of 117 Houthi prisoners under the Saudi humanitarian initiative.

Financial Sustainability Enhancement

The Authority launched 7 multi-sector initiatives on the Government Expenditure and Projects Efficiency Authority platform.

Human Resources Development

The number of employees enrolled in administrative training programs reached 3,248 staff members, totaling 1,267 training days. Medical training programs included 444 courses, totaling 931 training days, with 19,450 trainees benefiting from these programs.

Infrastructure and Organizational Development

- The Authority completed the delivery of 8 infrastructure projects during 2022 as part of its efforts to expand and improve its facilities and ambulance centers.

Privatization Enablement

- The Authority provided non-emergency transport services to private healthcare providers through the “Aqd” platform, enabling contracting with private healthcare institutions.
- The Authority expanded participation in event coverage services through the “Sahem” platform, allowing entities to request the Authority’s services for events and occasions for a fee.
- The Authority collected payments through health insurance for emergency medical services provided to insured citizens and residents.
- The Authority held a workshop with private sector emergency medical service providers to establish a unified national platform for ambulance and medical transport services, enabling private sector participation in event coverage, inter-facility patient transport, and scheduled medical transport services.

an overview of the Authority’s current status, including:

- Organizational structure approved by the Board of Directors on 18 Safar 1444H (14 September 2022), including branch structures.

- Workforce status: 9,424 approved positions, including 7,373 healthcare roles and 2,051 public institution roles, in addition to 805 self-operated contract employees.
- Budget allocation: SAR 2,370,179,915 for 2022, representing an increase of SAR 375,205,630 (18.81%) compared to 2021.
- Direct revenues amounted to SAR 27,326,721.35, while indirect revenues were estimated at SAR 32,757,460.00, with actual collections reaching SAR 79,487,191.88.
- Facility status: 448 buildings, including 194 government-owned facilities and 254 leased buildings.
- Legal cases: 72 ongoing cases and 111 final judgments issued against the Authority.