



نسعى لنحييها
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التقرير السنوي

ANNUAL REPORT

Executive Summary

Fiscal Year: 2023 / 1444–1445 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 2023 (1444/1445 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 tracked performance through 40 strategic indicators and implemented 60 strategic initiatives, with a total of 466 projects supporting its strategic priorities.

the Authority's major accomplishments. The following is a summary of key achievements:

Emergency Medical Services Provided

- The total number of emergency calls reached 4,902,108 calls.
- A total of 1,231,722 emergency dispatch cases were handled across all regions of the Kingdom during fiscal year 2023.
- The number of non-transported patients reached 251,081 cases.
- The total number of patients transported with emergency medical care reached 569,717 patients.
- The number of patients transported via air ambulance reached 1,560 patients.

- The Return of Spontaneous Circulation (ROSC) rate was 11.16% out of 10,860 cardiac and respiratory arrest cases recorded in 2023.
- A total of 1,201 cardiac arrest cases were recorded, with an average age of 47 years.
- A total of 984 stroke cases were recorded, with an average age of 56 years.
- These cases were managed by 5,454 paramedics, referred to as “Ambassadors of Life.”
- The beneficiary satisfaction rate with emergency medical services reached 92.76% in fiscal year 2023.
- The number of newly opened emergency medical centers in 2023 was 7, bringing the total number of centers across the Kingdom to 514.
- The number of ambulances operated by the Authority in 2023 reached 1,213, while the total number of operational vehicles reached 1,481 across 8 types, including ambulances.
- The number of activated air ambulance bases reached 10 bases.

Our Humanitarian and Community Services

- The total number of new volunteers registered with the Authority reached 36,106 volunteers during 2023, bringing the total number of volunteers to 130,301. This represents 13.03% of the Vision 2030 target of reaching one million volunteers by 2030. The number of volunteer opportunities reached 12,719, with a total of 1,144,601 volunteer hours. The economic value of volunteering activities was estimated at SAR 52,945,734 during 2023.
- The number of beneficiaries of training and awareness programs provided to the community reached 649,322 beneficiaries during 2023. In addition, the number of registered trainees through the “Mutaahab” platform reached 39,783 trainees.
- The Authority recorded 2,017 participations in exhibitions, lectures, and awareness visits.
- The total number of beneficiaries reached through emergency awareness campaigns across all the Authority’s social media platforms reached 11,316,490 beneficiaries.

Infrastructure and Organizational Development

- The Authority achieved a 59.58% score in the Digital Transformation Measurement Report.
- The Authority obtained four ISO certifications from the International Organization for Standardization (ISO): ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System, and ISO 22301 Business Continuity Management System.
- The Authority established five training facilities across Makkah Region, Riyadh Region, Eastern Region, Madinah Region, and Aseer Region.

- As part of its efforts to develop infrastructure and expand its network of centers, the Authority completed the delivery of six projects in 2023, while ten projects remain under implementation.

Human Resources Development

- The number of Authority employees enrolled in administrative training programs reached 953 trainees.
- The number of medical and community training courses reached 1,252 courses, with a total of 12,812 employees participating in these programs.
- The total number of development hours in administrative and healthcare fields for Authority employees reached 205,412 hours.

International Presence and Cooperation

- The Authority's support for relief campaigns exceeded SAR 2,500,000.
- The Authority organized the first edition of the Saudi Conference for Emergency Medical Services in 2023, in alignment with Saudi Vision 2030 and the Health Sector Transformation Program, focusing on “enhancing the quality of healthcare services.” The conference witnessed participation from 87 countries and 8 countries in the accompanying exhibitions.
- The Authority hosted the fifth consultative meeting of Red Cross and Red Crescent Societies in member states of the Organization of Islamic Cooperation (OIC) and the Islamic Committee of the International Crescent, with participation from representatives of 53 out of 56 national societies.

- The Kingdom joined the Donor Advisory Group (DAG), becoming the only country from the Middle East and North Africa in this group, contributing to expanding Saudi Arabia's role in humanitarian operations and strengthening cooperation with the International Federation of Red Cross and Red Crescent Societies (IFRC).
- The Authority received five local awards, most notably the Excellence Award in Promoting the Culture of Expenditure Efficiency, presented by the Government Expenditure and Projects Efficiency Authority.

Financial Sustainability Enhancement

- The overall performance rating of the Expenditure Efficiency team increased from 3.2/5 to 3/3.
- The documented savings from the Air Ambulance initiative amounted to SAR 852,603,021.
- The Authority received the Excellence Award in Promoting the Culture of Expenditure Efficiency, presented by the Government Expenditure and Projects Efficiency Authority.

Privatization Enablement

- Emergency medical transport services provided to insurance beneficiaries generated revenues of SAR 30,930,697 in 2023.
- Healthcare and specialized training programs were delivered to university students (public and private institutions), generating revenues of SAR 5,033,028 in 2023.
- Services provided to private healthcare facilities and scheduled medical transport through the "Aqd" platform generated revenues of SAR 1,613,333 in 2023.
- Event and occasion coverage services for public and private sectors generated revenues of SAR 4,419,526 in 2023.
- The total number of event coverage requests received via the "Sahem" platform reached 3,359 requests.

Organizational Overview and Current Status

The report reviewed opportunities, enabling factors, challenges, and required support, along with proposed solutions to address operational challenges.

The report also provided an overview of the Authority's current status, as follows:–

- The number of approved positions in the 2023 budget reached 9,990 positions, including 7,010 healthcare positions (approximately 78% of total positions), 2,050 public institution positions (approximately 22%), and 114 wage-based positions. The number of employees contracted under the self-operation program reached 816 employees.
- The Authority's budget for 2023 amounted to SAR 2,442,944,078, representing an increase of SAR 72,764,163 (3.07%) compared to 2022.
- The Authority's self-generated revenues from services reached SAR 43,965,945 in 2023, reflecting a 60% increase compared to 2022.
- The total number of Authority facilities reached 552 buildings as of the end of 2023 (1444/1445 AH), including 234 government-owned buildings, 240 leased buildings, and 78 gifted or loaned buildings.
- The number of ongoing legal cases reached 458 cases, with 1,146 hearings attended and 231 final judgments issued.