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التقرير السنوي

ANNUAL REPORT

Executive Summary

Fiscal Year: 2024 / 1445–1446 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 has adopted a strategic framework comprising seven strategic objectives. The report highlights the key performance indicators and strategic initiatives pursued by the Authority in alignment with these objectives.

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

Emergency Medical Services Provided

- The total number of emergency calls received was 4,706,979, reflecting a 3.98% decrease compared to the year 2023.
- The total number of emergency dispatch reports handled throughout the Kingdom during the fiscal year 2024 reached 1,346,073, marking a 9.28% increase compared to 2023.
- The total number of patients transported with emergency medical services was 559,154, reflecting a 1.8% decrease from 2023.

- The Authority achieved an average response time of 13 minutes and 30 seconds, representing a 63.46% improvement, due to the implementation of various permanent and temporary initiatives and solutions.
- The total number of patients transported via air ambulance services reached 2,585, reflecting a 65.71% increase over the year 2023.
- The Return of Spontaneous Circulation (ROSC) rate achieved in 2024 was 20.44%, compared to 11.16% in 2023, indicating an 83.16% improvement. The total number of cardiac and respiratory arrest cases in 2024 was 11,654, compared to 10,860 in 2023.
- The total number of patients transported under the Cardiac Arrest Pathway was 1,087, with an average age of 54 years, an average response time of 17 minutes, and an average time to cardiac catheterization lab of 42 minutes.
- The total number of patients transported under the Stroke Pathway was 1,326, with an average age of 63 years and an average response time of 17 minutes.
- The Authority launched an additional specialized pathway, the Trauma Pathway, aimed at transporting accident victims to specialized trauma centers, in addition to the pre-existing pathways for cardiac arrests and strokes.
- These emergency cases were handled by 5,485 paramedics referred to as Ambassadors of Life.
- The average beneficiary satisfaction with the Authority's emergency medical services in fiscal year 2024 was 94.13%.
- The Authority revised its operational model by redistributing and reorganizing emergency resources within each administrative region into independent emergency service sectors, ensuring more efficient service delivery within advanced response times.

The Authority launched the "Mua'ath Initiative", aimed at promoting emergency safety at workplaces.

- The Authority inaugurated the "Responder" application, designed to empower licensed healthcare practitioners and qualified members of the public to respond to emergency cases.
- The number of new emergency medical centers opened in 2024 was 3, bringing the total number of emergency centers across the Kingdom to 517, geographically distributed across all regions.
- The number of ambulance vehicles in operation by the Authority in 2024 was 928, and the total number of operational vehicles reached 1,398, encompassing 9 types, including ambulance units.

Our Humanitarian and Community Services

- The total number of new volunteers registered with the Authority during the year 2024 reached 92,611 volunteers, the highest number of new volunteers recorded by the Authority within a single year. This brings the total number of volunteers with the Authority to 222,914, representing 22.28% of the Vision 2030 target of one million volunteers by the year 2030. The number of volunteer opportunities offered reached 17,865, with a total of 1,368,144 volunteer hours. The economic value of volunteer contributions was estimated at SAR 68,412,165 for the year 2024.
- The number of beneficiaries of training and awareness activities delivered to the public during 2024 was 6,967,267 individuals.
- The Authority participated in 4,751 exhibitions, lectures, and awareness visits, marking an increase of 135.58% compared to the year 2023.

Infrastructure and Organizational Development

- The Authority achieved a score of 72.32% in the Digital Transformation Assessment Report, compared to 56.89% in the previous year—an increase of 27.12% from 2023.
- The Authority obtained three ISO certifications from the International Organization for Standardization: ISO 10002 – Customer Complaint Management System, ISO 31000 – Risk Management System, ISO 20000 – IT Service Management System

Human Resources Development

- The number of the Authority's personnel enrolled in administrative training programs was 596 employees.
- The number of medical training programs provided to personnel was 5,547 training sessions, totaling 37,186 training hours.
- The Authority delivered 122 development hours throughout the year in areas including administrative and health development.

International Presence and Cooperation Enhancement

- The Authority made 38 contributions in cooperation with regional and international parties.
- The Authority was awarded the Ghazi Al-Gosaibi Award for excellence in social development and volunteerism.
- The Authority received the Digital Government Award in Dubai, United Arab Emirates, in recognition of its technological achievements in the field of emergency medical services.

Financial Sustainability Enhancement

- The Authority provided emergency transport services to medical insurance beneficiaries, generating a net income of SAR 26,863,310.54 from such operations in 2024.
- The Authority also achieved a net income of SAR 3,674,930.84 in 2024 from training program revenues, including sessions offered via the Muta'ahib Platform, the Etimad Platform, and direct government contracting.
- The Authority offered event and occasion coverage services to both the public and private sectors, generating revenues totaling SAR 4,419,526 during the year 2024.