

SCOPE OF SERVICES

Below is a list of the services currently provided at JHAH:

Hospitalist Service

- Inpatient care for all medical specialties except ICU care, complex oncology and cardiology cases
- Provide internal medicine consultation to all other specialties in Dhahran as well as Primary Care in all locations and EMS
- Admit, manage, and discharge patients admitted to the Sickle Cell Infusion Unit.

Cardiovascular Institute

- Cardiology inpatient and outpatients services
- Heart failure clinic
- Cath lab
- Non-invasive lab
- Electrophysiological lab
- Vascular surgery service
- Cardiac surgery service.

Neuroscience Institute

- *Neurospinal Surgery*
 - Provide outpatient and inpatient evaluation of neurologic disorders with surgical management for diseases of the central and peripheral nervous system
 - Intraoperative monitoring
- *ENT*
 - Outpatient and inpatient surgical management of diseases related to the ear, nose and throat (General ENT, anterior skull base surgery, head and neck surgery, Otology/Neurotology, and specialized multidisciplinary clinics including thyroid clinic, head and neck clinic, cochlear implants clinic, dizziness clinic and tracheostomy care clinic
 - Works with speech pathology in the management of voice disorders, dysphagia and related ENT services
 - Allergy clinic service
- *Ophthalmology*
 - General Ophthalmology,
 - Sub-Specialties and Pediatric Specialty Service
 - Outpatient and inpatient surgical management of diseases related to the Eye
 - Perform and interpret various visual testing

- *Neurology*
 - Provide outpatient and inpatient evaluation of diseases of the central and peripheral nervous system
 - Perform and interpret Neurophysiology procedures (EEG, EMG, EP's)
- *Psychiatry*
 - Provide outpatient and inpatient evaluation of diseases related to mental health
 - Social work including supportive counseling, psychologic assessment, education and teaching provided to outpatient and inpatient services

Women and Child Institute

- *Obstetrics*
 - General obstetrics
 - Labor and Delivery
 - High Risk
 - Fetomaternal
 - Infertility
- *Gynecology*
 - General Gynecology
 - Gynecological Oncology
 - Gynecological Urology
- *Pediatrics (inpatient and outpatient)*
 - General Pediatrics
 - Pediatric subspecialties
 - Neurology
 - Nephrology (including dialysis)
 - Infectious Disease
 - Gastroenterology
 - Endocrinology
 - Cardiology
 - Rheumatology
 - Pulmonary Intensive Care
 - Pediatric ICU
 - Neonatology
 - Neonatal ICU
 - Neonatal nursery

Medical Specialties

- Dermatology
- Gastroenterology (Endoscopy)
- Nephrology (including dialysis)
- Pulmonary
- Rheumatology & Immunology
- Endocrinology
- Infectious Diseases

Surgery

- *General and Pediatric Surgery*
 - General Surgery
 - Colorectal Surgery
 - Bariatric Surgery
 - Pediatric Surgery
 - Breast and oncology Surgery
- *Orthopedic Surgery*
 - Orthopedic Sports Surgery
 - General Orthopedic Surgery
 - Orthopedic Joint reconstruction Surgery
 - Pediatric Orthopedic Surgery
 - Orthopedic Oncology Surgery
 - Podiatric medicine.
- *Urology Surgery*
 - Adult Urology Surgery
 - Robotics Urology Surgery
 - Pediatric Urology Surgery
- *Plastic Surgery*

Wellness Institute

- Management of Chronic Diseases from age 12 and above.
- Disease prevention
- Acute and on-going health care.
- Patient and family education.
- Immunization services.
- Musculoskeletal Injection clinic.
- Primary Care Dermatology Procedures.
- Geriatric clinic.
- Physical clinic.
- TB clinic.
- Staff Clinic.
- Executive Health Clinic.
- Health CARE Interpreters Services
- Range of specialty clinics that are embedded into our primary care setup. These include rheumatology, dermatology, neurology ENT and now cardiology. (RT and Hasa)
- Smoking cessation
- Women Health procedures (routine pelvic exams and PAP smears)
- Physiotherapy assessments.
- Practice Coordinators nurses.
- Case Management nurses for Chronic Diseases.
- Laboratory, radiology and pharmacy.

Emergency Medicine

- *DH Emergency medicine division and RT, ABQ and AL Hasa/UDH units providing:-*
 - Emergency medical care
 - Residency training
 - Telephone consultations from remote area clinics
- *Office of Emergency Management overseeing JHAH disaster preparedness and emergency response and staff training.*
- *Prehospital care division (paramedic service) 10 units at 10 different locations providing:-*
 - Medical response to prehospital emergencies.
 - Interhospital and interfacility critical care transport service
 - Medevac from remote locations and offshore areas
- *Remote Area Clinics unit manage:-*
 - Quality of medical care at remote industrial clinics
 - Ensure contract compliance.
 - Minimal Medical Standard Requirement (MMSR) team to ensure SA contractor clinics meet the preset minimal standards of clinic safety, staff qualifications, equipment and delivery of quality care.

Anesthesiology and Critical Care

- Surgical Anesthesia
- Obstetric Anesthesia
- Pre-Anesthesia Assessment Clinic
- Intensive Care Unit
- Pain Services

Oncology Services

- Adult outpatient oncology services
- Adult outpatient hematology service
- Adult autologous BMT service
- Pediatric outpatient hematology /oncology service
- Palliative care service (inpatient & outpatient)
- Inpatient Oncology Service
- Chemotherapy Administration
- Infusion & Blood Transfusion services
- Radiation oncology service
- Tumor registry

Radiology

- Computed Tomography (CT)
- Ultrasound
- Interventional Radiology procedures
- Magnetic Resonance Imaging.
- Fluoroscopy
- Conventional Diagnostic Radiography
- Mammography, Breast MRI, Breast Ultrasound, Breast biopsy
- Bone Densitometry
- Nuclear Medicine

Pathology

- Pathology Services receives a wide variety of specimens from routine biopsies and simple excisions to the advanced radical surgical excisions.

- Timely delivery of reports on surgical pathology, cytopathology and hematopathology to help physicians in diagnosis and treatment.
- Provision of support to the Clinical Laboratory Services with recommendations, interpretation of results and daily interaction with clinicians.
- Consultation on cases from MDFD and other regional hospitals.
- Fine Needle Aspiration (FNA) clinic has been in operation since 2007.
- Monitoring QI indicators including frozen section concordance rate against the final diagnosis, cytology/histology correlation for GYN and non-GYN cytology cases, Turn Around Time (TAT) for signing out surgical pathology and cytopathology reports.

Pharmacy

- *Out-patient / Ambulatory clinical medication management that entails:*
 - Medication profile clinical verification and review.
 - Drug allergy / interaction / duplication of therapy screening.
 - Dose verification.
 - Appropriate therapy route and duration.
 - Medication dispensing.
 - Patient and family education and counseling.
 - Patient service oriented pharmacy call center.
 - Environmentally friendly medication return program.
 - Anti-coagulation clinic. (Refer to MSP-155 Anticoagulant Therapy Protocol for Out-Patients)
 - Medication Management Clinic. (Refer to MSP-116-17 Medication Management Clinic)
 - Psychiatry clinic.
- *In-patient clinical medication management that entails:*
 - Medication profile clinical verification and review.
 - Drug allergy / interaction / duplication of therapy screening.
 - Dose verification.
 - Appropriate therapy route and duration. Participation in multidisciplinary clinical rounds.
 - Adverse drug event monitoring.
 - Medication reconciliation and discharge operations.
 - Vancomycin / Aminoglycoside Pharmacokinetic dosing program.
 - Antibiotic stewardship program. (IV to PO, renal dosing.)
 - Conduct regular educational sessions, symposiums and seminars.
 - Drug Information Services.
 - Extemporaneous compounding unit
- *Intravenous sterile admixture services that entails:*
 - Total Parenteral Nutrition preparations.
 - Chemotherapy preparations.
 - Allergy mixes preparations and other parenteral preparations as necessary.
 - Non sterile compounding unit

- *Medication safety and continuous quality improvement*
- *Procure and maintain Johns Hopkins Aramco Healthcare (JHAH) Formulary:*
 - Necessary medications that are required to treat our patients.
 - Exercise control over all the medication storage and distribution areas via the D&T committee.
 - Medication is defined as any prescription medication; over-the-counter drug; vaccine; diagnostic contrast agent; radioactive medication; respiratory therapy treatment; parenteral nutrition; blood factor; and intravenous solutions (plain, with electrolytes and/or drugs). The definition of medication does not include enteral nutrition solutions, oxygen, and other medical gases.

Dentistry

- *Oral health is provided to eligible Saudi Aramco and JHAH employees and their dependents;*
- *Primary (General) Dentistry*
- *Specialty services*
 - pediatric,
 - preventive,
 - prosthodontics,
 - periodontics,
 - endodontics,
 - orthodontics and
- Oral and maxillofacial surgery (covers basic care as well as specialty services (dental implants, orthodontics, complex mouth rehabilitations as well as cosmetic dentistry).

Nursing

- *Admin/Support Services:*
 - Clinical Practice, Education and Research
 - Clinical Support Services – (Analytics – planning – time keeping – Nurse Recruitment)
 - Case Management – Inpatient and Outpatient
- *Clinical Nursing Services include:*
 - Mother and Child
 - Outpatient (PC and Specialty)
 - EMS
 - Medical Services (Includes ICU)
 - Surgical Services
 - Perioperative Services
 - Heart and Vascular Services
 - Specialty Services (Oncology- Psychiatry- Nephrology)
- *Clinical Services Department includes the following services:*
 - Rehabilitation Services
 - Physical Therapy
 - Occupational Therapy
 - Speech and Language Pathology
 - Clinical Dietary Services
 - Respiratory Care

Medical Operations

- *Clinical services that includes:*
 - Laboratory Department
 - Blood bank
 - Chemistry
 - Hematology
 - Special chemistry
 - Toxicology and drug monitoring
 - Serology
 - Microbiology
 - Phlebotomy service
 - Specialized tests (with referral for selected test)
 - Radiology Imaging Department
 - Health, Safety and Environment Department
 - Clinical Administrators
- *Non-clinical Services including:*
 - Service Excellence Unit
 - Planning and Analysis Unit
 - Patient Support Services Department
 - Corporate Affairs Department
 - Supply Chain Management Department
 - Facility Support Services Department

Quality Improvement and Patient Safety

- Quality education and Training
- Quality Improvement
- Risk Management

Population Health

- *Health Promotion Unit*
 - Heart saver, First Aid with CPR and AED
 - Smoking cessation program
 - Health promotion awareness programs related to injuries, chronic disease, mental health etc.
 - Provide leadership in collaboration with other departments to prioritize the health risk areas to focus/allocate resources for prevention.
 - Develop, implement and evaluate Chronic Disease, injury prevention and workplace wellness, and other health promotion and prevention programs such as are diabetes prevention program, back injury prevention program.
 - Conducts population health analysis and risk stratification using tools such as the Health Risk assessment Survey.
 - Facilitating the linking of members to appropriate services or programs that meet their specific needs in a timely way, such as case management.
- *Epidemiology unit*
 - The communicable disease control program for Saudi Aramco communities/field epidemiology program
 - The tuberculosis control program
 - Diabetes Registry
 - Infection prevention and control program
- *Care Management Division - Utilization Management Unit*
 - Utilization Management using Interqual clinical guidelines to review appropriateness of procedures, cost,

length of stay and tests, for patients admitted.

- Inpatient Case Management focus on patients with frequent admissions of greater than 2 per 6 months for chronic diseases.
- Outpatient Case Management focusing on Diabetes Mellitus patients with HbA1c greater than 9 and diabetic complications, multiple admissions greater than 2 admissions/6months, multiple outpatient visits greater than 10 visits per year and greater than 3 EMS visits in 6 months.
- *Care Management Division : Network Provider*
 - Responsible for the development, negotiations and implementation of network provider's contracts.
 - Works collaboratively with the Care Management and Quality programs to develop quality improvement program and services required from the network providers
 - Development and implementation and revises the contract policy and procedure manual
 - Builds and maintains the relationships with the network providers
 - Advocates on behalf of JHAH to resolve any issues
 - Responsible for in collaboration with Care management for recruiting, maintaining and managing the contracted Provider network Kingdom-wide.
 - Develops the financial plan for network provider contracts for review and approval, consideration of alternative provider compensation models
 - Identifies weakness and deficiencies in the data sets
 - Responsible for contract fulfillment and oversight to ensure compliance with regulatory requirements as appropriate

Number of patients Seen Annually (2016)

Number of Hospital Beds	Licensed	450
	Staffed and operations	366
Out Patient	total	1009263
	MD visits	660227
	Non-MD visits	349036
Inpatient	21933 patients hospitalized	
Emergency Room	Total	114785
	AB Emergency	17987
	DH Emergency	40958
	HA Emergency	30526
	RT Emergency	19149
Labor and Delivery	UD Emergency	6165
	OP Labor and assessment unit	19 based on SAP
Operating Room	IP deliveries	2088
	Day Surgery	4493
	Inpt	17440