Work is a true criterion of citizenship. It is evidence of sincerity and loyalty. We all share the responsibility of building this country, protecting its sovereignty and safeguarding the gains. “The word ‘impossible’ is not in leaders’ dictionaries. No matter how big the challenges, strong faith, determination and resolve will overcome them.”

His Highness Sheikh Khalifa bin Zayed Al Nahyan
President of the United Arab Emirates

HH Sheikh Mohammed Bin Rashid Al Maktoum
UAE Vice President, Prime Minister and Ruler of Dubai
We want to be among the best countries in the world by 2021

OUR VISION

United in Responsibility
United in Destiny
United in Knowledge
United in Prosperity
Data-warehouse, Performance Dashboard & Business Intelligence
Patient Flow across the hospital
Analytics and Healthcare

Healthcare analytics is intended to improve decision making. Healthcare Decisions can be broken into:

- **STRATEGIC**
  - Staffing Predictions
  - Price Setting
  - Pattern and Trend Recognition
  - Utilization Predictions
  - Agile Marketing
  - Resource Channeling
  - Community Needs Assessment

- **OPERATIONAL**
  - Care Process Variance
  - Process Mapping
  - Supply Use
  - Value-Add Analysis
  - Process Based Costing
  - Care Coordination
  - Gap Identification

- **TACTICAL**
  - Patient Satisfaction
  - Disease Mgmt. Protocol Adherence
  - Order Set Compliance
  - Medication Errors
  - Risk Scoring
  - Provider Performance
  - Activity Based Costing
THE VALUE-ADD OF ANALYTICS

Healthcare Organizations must find ways to converge different types of data to glean insight on critical aspects of running the enterprise.
WHAT & HOW
we DID it
Key Projects

01 DATA WAREHOUSE

02 DASHBOARD & BUSINESS INTELLIGENCE

03 CLINICAL CODING

04 BED MANAGEMENT

05 QUEUING SYSTEM
Foundation laid down for first ever EDW in MOHAP. Data ingestion from all defined sources.
First ever healthcare dashboard project with 4 years of data for 50 KPIs, Main tool to monitor, assess, analyse and improve the initiative KPIs/deliverables. It promoted transparency of data sharing across MOHAP
Key Projects Summary

Started ICD10 CM clinical coding for all inpatient and emergency department patients use ICD codes to properly note diseases on health records, to track epidemiological trends and to assist in medical reimbursements.

Along with ICD10, also initiated Diagnosis-Related Group (DRG) a statistical system of classifying any inpatient stay into groups for the purposes of payment for future revenue cycle.
Real time data feed work as LIVE HL7 feeds from all MOHAP HIS system. Real time dashboards were prepared and roll out across all hospitals.

Inhouse development of a bed management tool to measure and access resources across hospitals, along with bed information for MOHAP disaster and Crisis Centre. Main focus was to access information not available in MOHAP HIS system. MOHAP acquired IP rights for the tool.
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Queueing system roll out across all MOHAP hospitals and PHCs. It allows MOHAP to manage patient journeys across clinics, hospitals and labs to create a seamless patient experience.
Architecture Concept

1. Data Sources
2. Quality control
3. Dashboards
4. Administrator
5. Security
PaCE Dashboards & Results
Analytics Platform – MOHAP Monthly Dashboards

Executive View

KPI Map View

A&E KPIs

Physician Evaluation

Inpatient KPIs

Outpatient KPIs
Real-time data sharing aids care coordination efforts

- Improve communication, collaboration and data accessibility
- Better allocate resources in order to enhance patient outcomes and improve the quality of care
- Real-time data can allow earlier identification of patients with deteriorating health
- Real-time free up nurses’ time and help hospitals to better plan staff and resource deployment
Analytics Platform – MOHAP Live Dashboards

LIVE Hospital View
Live Inpatient Services
Live A&E Services
Live Outpatient clinics
LIVE Bed Information
Live Bed Level Dashboard
Sheikh Mohammed HH
@HHShkMohd

“We have adopted a program to assess the government hospitals according to criteria such as waiting times, and the level of satisfaction and the success rate of operations, will be published evaluation reports to the public.”

10th January 2016

Hospitals & Health Centers Evaluation Program

Hospital Analytic Data warehouse, Dashboard & Business Intelligence Tool Project for Hospital and Health services Evaluation Program launched in Arab Health 2016
Award Winning Team and Solution

International Business Intelligence Seminar 2016

MOSt ValUABLE DASHBOaRD

Saudi Health Informatics Conference 2017

BEST UTILIZATION OF IT & APPLICATION TO SUPPORT CLINICaL PRACTICE

International Business Intelligence Seminar 2017

limitLESS BUSINEsS INTELLIGENCE DASHBOaRD

HiMSS Asia Pacific Digital Healthcare Award 2017

OUTSTANDING ICT INNOVATION PACE DASHBOaRD PROJECT

HiMSS Middle East Digital Healthcare Award

OUTSTANDING ICT INNOVATION PACE EDW & BI ANALYTICS PROJECT
Hospitals Dynamic Status System awarded Intellectual property rights No. 313-2017, on 5/06/2017. form Ministry of Economy - UAE
Thank you.
MOHAP UAE LIVE FEEDS DASHBOARDS

**LIVE** HOSPITAL VIEW

**LIVE** INPATIENT SERVICES

LIVE BED MANAGEMENT DASHBOARD

**LIVE** HOSPITAL NURSING UNIT VIEW

**LIVE** ROOM AND BED LEVEL VIEW

http://pace.moh.gov.ae:8080/BOE/Bi
A&E AND OUTPATIENT WAITING TIMES

http://pace.moh.gov.ae:8080/BOE/BI