



Shared Prosperity Dignified Life



ENACT Project

Expediting the use of technology and innovation for enhanced operations in Arab Public Institutions

Submission of Case Studies

Introduction

Driven by the spread and adoption of emerging technologies and the outbreak of COVID-19 pandemic, all countries including Arab countries, have accelerated the implementation of their digital transformation agendas. Studies show that emerging technologies¹ and other technologies, like geospatial technologies, offer great potential to improve inclusiveness and effectiveness, promote trust in public institutions, and enhance government responsiveness to citizen needs.

To explore the efficient deployment of emerging technologies and their role in building responsive, inclusive, trustworthy, and effective public institutions, ESCWA launched the project entitled "Expediting the use of technology and innovation for enhanced operations in Arab public institutions" (ENACT) in 2023. The focus falls on providing Arab countries with recommendations to accelerate the implementation of adopted strategies and plans related to the use of emerging technologies and innovation in public sector services and back-office operations. The project will focus on practical measures and promote exchange of best practices and success stories.

ENACT supports the achievement of SDG 16 which calls for peace, justice and strong institutions, especially targets focused on developing effective, accountable and transparent institutions (16.6); ensuring responsive, inclusive and representative decision-making, and (16.7), and ensuring public access to information (16.10).

Building on efforts to collect and share examples and to provide demonstrative cases to enhance project activities, ESCWA would like to receive case studies from Arab countries. All national and local authorities are invited to complete this form and submit initiatives that demonstrate innovation and the use of emerging technologies in enhancing the operations and services of public sector institutions.

The initiatives submitted will be published online via the Arab Open & Innovative Government Portal², launched in 2020, where it will serve as real-life examples of initiatives that are being developed and implemented by Arab countries to promote digital technologies, openness and innovation in public sector and open government. Submissions will also be used in the planned report on "Policies and best practices to harness the use of technology and innovation for building better Arab Public Institutions".

To submit a case study please complete this form, in either English or Arabic and email it to idlebi@un.org and escwa-tdd@un.org, by 30 June 2023 for inclusion in the ESCWA reports. Case studies for the portal³ can be submitted until 30 November 2023, using the same contact information.

¹ Emerging technologies includes new digital technologies such as Artificial Intelligence, Internet of Things, Big Data, Open Data, Blockchain, 5G, Robotics and Immersive technologies such as Metaverse.

² The portal can be accessed at <https://opengov.unescwa.org>.

³ Published case studies are available from <https://opengov.unescwa.org/case-studies>



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Case Studies Form

Tips

- Any Arab public institution can submit many case studies as they want to.
- Each case study must be an innovative or good practice related to responsiveness, inclusiveness, trust or effectiveness.
- It is suggested that authorities responsible for national ICT initiatives, liaise with other public institutes in the country to collect relevant cases and submit them to ESCWA.

Fields marked with an * are mandatory.

1. Title of initiative* (English and Arabic): Seha Virtual Hospital

2. Initiative URL (If any): <https://www.moh.gov.sa/en/Ministry/Projects/Pages/Seha-Virtual-Hospital.aspx>

3. Country*: Kingdom of Saudi Arabia

4. Your organization* (English and Arabic): Ministry of Health – وزارة الصحة

5. Organization URL (If any): <https://www.moh.gov.sa/en/Pages/default.aspx>

6. Primary sector(s) that the initiative addresses*: (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Agriculture | <input type="checkbox"/> Mineral resources & energy |
| <input type="checkbox"/> Arts and culture | <input type="checkbox"/> Public administration |
| <input checked="" type="checkbox"/> Education | <input type="checkbox"/> Public works & infrastructure |
| <input checked="" type="checkbox"/> Emergency & Disaster management | <input checked="" type="checkbox"/> Social and economic development |
| <input type="checkbox"/> Environment | <input checked="" type="checkbox"/> Technology |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Tourism |
| <input checked="" type="checkbox"/> Health | <input type="checkbox"/> Trade & industry |
| <input type="checkbox"/> Justice and Law Enforcement | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Labour & Employment | <input type="checkbox"/> Other (please specify): Click or tap here to enter text. |

7. Main aim of the initiative*: (Please select no more than 3)

- Public sector innovation
- Digital government
- Access to Information
- Open government
- Open data
- Participation, collaboration & engagement
- Protection of people, systems, information and data



Fields marked with an * are mandatory.

8. Technology focus of the initiative*: (Please select all that apply)

- Connectivity (high speed internet/broadband) technologies
- Cloud computing
- Cybersecurity technologies
- Data centres
- Artificial intelligence
- Big data
- Open Data
- Immersive technologies (extended reality technologies such as VR, AR & Mixed Reality (MR))
- Blockchain
- Geospatial technologies (GIS, GPS and remote sensing)
- Internet of Things
- Other, please specify: Click or tap here to enter text.

9. Sustainable Development Goals of the initiative*: (Please select all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Agenda 2030 | <input type="checkbox"/> SDG9: Build resilient infrastructure |
| <input type="checkbox"/> SDG1: End poverty | <input checked="" type="checkbox"/> SDG10: Reduce inequality |
| <input type="checkbox"/> SDG2: End hunger | <input checked="" type="checkbox"/> SDG11: Inclusive cities |
| <input checked="" type="checkbox"/> SDG3: Ensure healthy lives | <input type="checkbox"/> SDG12: Responsible Consumption & Production |
| <input type="checkbox"/> SDG4: Inclusive and quality education | <input type="checkbox"/> SDG13: Climate Action |
| <input type="checkbox"/> SDG5: Achieve gender equality | <input type="checkbox"/> SDG14: Life Below Water |
| <input type="checkbox"/> SDG6: Clean Water and Sanitation, | <input type="checkbox"/> SDG15: Life on Land |
| <input type="checkbox"/> SDG7: Modern and affordable energy | <input checked="" type="checkbox"/> SDG16: Peaceful and inclusive societies |
| <input type="checkbox"/> SDG8: Promote economic growth | <input type="checkbox"/> SDG17: Implementation mechanisms |

10. Description of the initiative and its purpose: (Please answer all the following questions)

a. Brief description*: (100 words)

A world leading example in introducing and promoting a virtual digital healthcare model. Providing virtual healthcare through innovating and applying modern technologies, contributing to the transfer of information, and promoting experience; To achieve development and sustainability in the healthcare sector. valuing: care, Diversity, Sustainability, Excellence, innovation, and Cooperation. SVH provides its telehealth services by empowering the best health consultants and practitioners in micro and rare specialties using the latest medical technologies to provide the highest level of medical services to beneficiaries in all cities and governorates of the Kingdom. It supports 130 hospitals around the Kingdom and offers more than 30 specialized services, where the number of beneficiaries so far has reached 58550, and its capacity during the year reaches 400+ thousand beneficiaries. The hospital is one of the priority initiatives in the health sector transformation program that serves the vision and promotes the culture of virtual medicine in health authorities and provides the best virtual health services at the national and global levels.

b. Implementation timeline*: (Beginning and ending year(s) of the initiative)



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Year of launch:	June 1 st , 2021		
Is it ongoing?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	If No, <i>please indicate year:</i> Click or tap here to enter text.



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Fields marked with an * are mandatory.

- c. **Contributor(s)/Partner(s):** (List all entities that participated in developing and/or implementing the initiative. Please select the type of organization using the pull-down menu and name the role each entity played,)

Contributor/Partner Name	Type of Organization	Role played (25 words)
Click or tap here to enter text.	Choose an item.	Click or tap here to enter text.
Click or tap here to enter text.	Choose an item.	Click or tap here to enter text.
Click or tap here to enter text.	Choose an item.	Click or tap here to enter text.
Click or tap here to enter text.	Choose an item.	Click or tap here to enter text.
Click or tap here to enter text.	Choose an item.	Click or tap here to enter text.
Click or tap here to enter text.	Choose an item.	Click or tap here to enter text.

- d. **Purpose of the initiative*:** (100 words)

Seha Virtual hospital main purpose include; Easy access to specialized medical care in a timely manner despite the geographical distance, bridging the gap in specialized healthcare providers and making the most of it on a larger scale, Improve the health services efficiency provided (through the provision of support and assistance), enhance experience and knowledge transfer, Disseminate Clinical Excellence, and Innovation in the health sector.

- e. **Functions and/or Features offered by the initiative*:** (100 words)

Seha Virtual Hospital Facilitate access to specialized health services promptly for all regions of the Kingdom, enable digital transformation by supporting innovation and using modern technologies, Enable digital transformation by supporting innovation and using modern technologies, and Contribute to the transfer of knowledge and the exchange of experiences to increase the quality and efficiency of health services. Seha Virtual Hospital serves 5 main pathways: Emergency/critical care virtual consultation (virtual strokes consultations, virtual daily critical care tours), Virtual Specialized Clinics (Blood diseases, psychiatry, kidney disease, endocrinology, diabetes, genetic disease, medical rehabilitation, heart diseases), Multidisciplinary Virtual Committees (virtual nation heart team, virtual national diabetes team, virtual national psychology team), Virtual Medical Support Services (virtual rays, virtual pathology, virtual pharmacy services), and home care services (Hospital at home, virtual monitoring of heart failure patients).

- f. **Principles supported through the initiative*:** (Select all that applies to the initiative)

<input checked="" type="checkbox"/> Responsiveness: <i>Ability and willingness of government to, timely and effectively, address the needs, concerns, and feedback of citizens.</i>
<input checked="" type="checkbox"/> Inclusiveness: <i>Extent to which all people in the society are represented, engaged, and included in decision-making processes and access to public services.</i>
<input checked="" type="checkbox"/> Trust: <i>Belief of citizens that public institutions will act in their best interest and fulfill their responsibilities and obligations with integrity, transparency, and accountability.</i>
<input checked="" type="checkbox"/> Effectiveness: <i>Commitment of government to develop effective policies and programs, and measure and evaluate its performance to meet goals and targets and delivering quality public services.</i>
<input checked="" type="checkbox"/> Transparency: <i>Openness, accountability and accessibility of government information, decision-making process and operations.</i>



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g. Outcomes, impacts & change in experiences as a result of the initiative*: (200 words)

Seha Virtual Hospital has achieved +72,037 number of beneficiaries, 15 main specialties offered via telehealth technologies, 34 subspeciality offered and +480,000 annual bed capacity. Seha Virtual Hospital services has successfully stand out with 2,190 remote critical care consultation, 33 minutes The average time to give a blood thinner to a stroke patient from admission to the emergency room, 700 virtual Cardiology consultations, 29.115 remote radiology reports, 13 remote cardiac surgery, 4:39hrs average hourly time for writing a radiology report, 427 tele-acquisition and 1,805 number of segment assigned for remote pathology.

Outcomes are not limited to health care, but also the upskilling of digital health concepts, patient information management and enhanced training for medical staff as well as health management staff. In addition, the development of capacity building of technical staff supporting technology in this project have the chance to get exposed to smart / immersive technologies, cybersecurity, cloud computing and artificial intelligence.

h. Challenges faced during the planning and implementation of the initiative*: (200 words)

Seha Virtual Hospital faced many challenges during the planning and implementation phases. Firstly, the financial sustainability of the Hospital which may constitute a threat to the continuity of the same approach. Secondly, the effectiveness and spread of the services provided. Thirdly, the absence of data analysis on the core functions of the Hospital. Fourthly, the absence of an integrated medium and long-term communication strategy for the Hospital with the various institutional segments to activate it. Moreover, The Hospital's current position was unclear in the health sector in the Kingdom during that phase, and regulations in the kingdom of Saudi Arabia do not cover virtual health care practices. In addition to challenges related to the services provided and their quality assurance.

i. Lessons learned from the initiative's development and implementation: (200 words)

Click or tap here to enter text.

j. Useful links: (title and URL)

Click or tap here to enter text.

11. Contact person(s)*: (Please provide at least one contact person for the initiative. This information will not be published and it will only be used to follow-up on the submission, if needed)

Name*:	Ghada AlGhamdi
Functional title:	Health Informatics Specialist
Organization:	Ministry of Health
Email*:	Galghamdi3@moh.gov.sa
Phone/Mobile:	+966556377723
Name:	UN Team
Functional title:	UN coordination Team
Organization:	Digital Government Authority (DGA)
Email:	un@dga.gov.sa
Phone/Mobile:	Click or tap here to enter text.



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Name:	Click or tap here to enter text.
Functional title:	Click or tap here to enter text.
Organization:	Click or tap here to enter text.
Email:	Click or tap here to enter text.
Phone:	Click or tap here to enter text.

Thank you