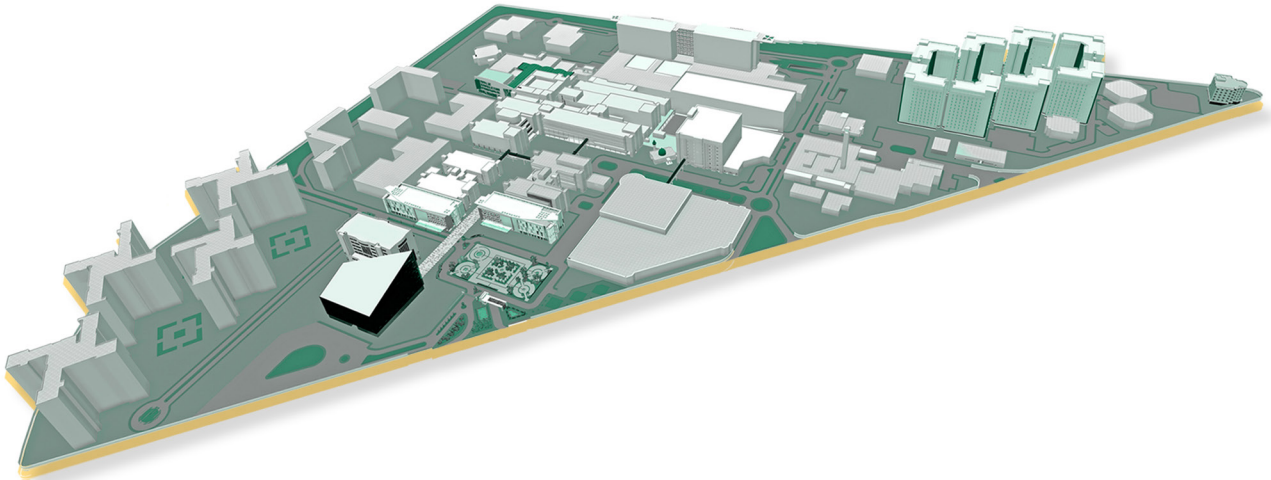




وزارة الصحة  
مدينة الملك فهد الطبية  
Ministry of Health  
King Fahad Medical City

# KFMC AT A GLANCE

A concept turned reality – a dream come true.





### **Welcome to King Fahad Medical City**

***A concept turned reality – a dream come true.***

Today's patients are better informed about their health than ever before; they and their families actively look for the best in healthcare services. Healthcare workers, more qualified and highly trained than ever before, are seeking the best positions, work environment and most advanced high-tech facilities. King Fahad Medical City (KFMC), combines the best in medical facilities with the finest health-care staff from all around the world, as well as provides the best healthcare in Saudi Arabia.

# KING FAHAD MEDICAL CITY

*A concept turned reality – a dream come true*

## INTRODUCTION

In this prosperous era of the reigning Custodian of Two Holy Mosques King Salman bin Abdulaziz, Ministry of Health is extremely proud of one of its greatest and most exceptional medical achievement – King Fahad Medical City (KFMC). Enjoying a strategic location in the heart of Riyadh City – the capital of Kingdom of Saudi Arabia, King Fahad Medical City is the largest and most advanced medical complex in the Middle East, with a total capacity of 1200 beds.

This colossal medical facility, built at a cost of 2.3 billion Saudi Riyals, comprises four hospitals, expects to treat more than 50,000 in-patients and over 600,000 outpatients annually.

The Main Hospital is a 235-bed medical surgical hospital with specialty clinics for diagnosing and treating diseases. The Rehabilitation Hospital is a 163-bed hospital offering multiple levels of care, including inpatient, day rehabilitation, and outpatients' services. A 252-bed Children's Hospital and a 206-bed Maternity Hospital. In addition to the hospitals, King Fahad Medical City has 30 fully-equipped operation rooms and supports the largest number of Intensive Care Beds in the region.

KFMC is staffed supported with visionary management and highly-qualified medical professionals, sharing the common goal to make King Fahad Medical City a leading tertiary care referral center throughout the Region. At all levels of treatment, specialists from many disciplines are brought together to help patients.

The environment at KFMC skillfully blends empassioned people, exemplary care, and a commitment to the overall quality of care. It offers programs and services through its advocacy and community outreach efforts that serve to improve the quality of life of patients and Saudis. Extending knowledge and resources into the community is KFMC's top priority.

King Fahad Medical City stands proudly to provide every citizen of the Kingdom of Saudi Arabia with the best health care service and to become a bridge between the East and West for information channeling.

## KFMC MISSION

Dedication to provide highly specialized, evidence-based and safe health care, enhanced by education, training and research.

**K:** Known as highly specialized healthcare provider.

**S:** Safe and evidence based context.

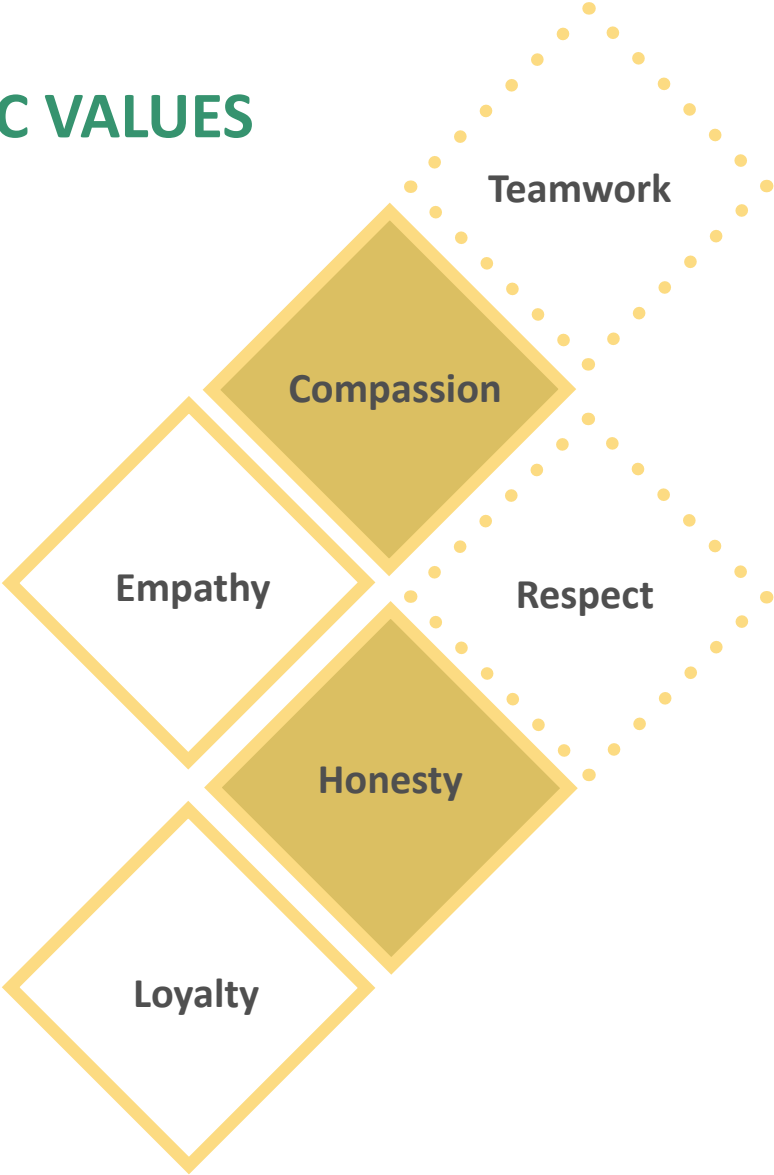
**A:** Advance medicine through education, training and research.

## KFMC VISION

To be the benchmark in provision of specialized healthcare



# KFMC VALUES



## KFMC STRATEGIES

- Excellence in patient experience
- Research Excellence
- Best utilization of Resources
- Talent Management

## Main Hospital



## Number of Beds 235

It started in 1425 H corresponding to 2004 G. The Main Hospital is a specialized center that provides medical, surgical, critical care, and dental services. It contributes to the health education and teaching at the local level as well as enhancing treatment of diseases through medical research and specialized medical training programs.





Main Hospital Departments:

Department of Pulmonary and critical care:

- Pulmonary Medicine Unit.
- Critical Care Unit.

Department of Dentistry:

- Oral and Maxillofacial Surgery Unit.
- Craniofacial Anomalies Unit.
- Dentistry Unit.

Department of Family Medicine and Employee Health.

Department of Surgical Specialties:

- Urology Surgery Unit.
- Orthopedic Surgery Unit.
- ENT Surgery Unit.
- Plastic Surgery Unit.
- Thoracic Surgery Unit.
- General Surgery Unit.
- Ophthalmology Surgery Unit.

Department of Medicine:

- General Internal Medicine Unit.
- Gastroenterology Unit.
- Nephrology Unit.
- Rheumatology Unit.
- Infectious Diseases Unit.
- Dermatology Unit.

## Childrens Specialized Hospital



## Number of Beds 252

Was established in KFMC in Rabi II 7th, 1424 corresponding to June 6th, 2003 as one of the biggest Childrens hospitals in the region with high level services. Shortly, it held a prominent position among the children's hospitals of public sector. It was designed distinctively so that the children are provided with high level of medical care, in addition to advanced medical facilities that are prepared to fit with the needs of children and newborn. It provides various specialized clinical programs and advanced methods of intensive medical care for a certain category of patients under the supervision of a distinctive team of physicians, nurses and other health sector staff.



Using the international bases in this area as follows:

- Health education for patients
- Evidence-Based Medicine.
- Medical Research and Scientific Support.
- Awareness lectures and entertainment programs, which include Educational activities for children.
- Follow-up of training and continuing medical education.

31  
Consultants

16  
Associated consultants

31  
Residents

Childrens Specialized Hospital Hospital Departments:

Neonatal Intensive Care Department.	General Pediatrics and Adolescent Medicine Department.	Allergy and Immunology Unit	Infectious Diseases Unit.
Pediatrics Surgery Department.	Pediatric Intensive Care Department.	Developmental and Behavioral Unit.	Medical Genetics Unit.
Pediatric Subspecialties Department		Endocrinology Unit.	Nephrology Unit.
		Gastroenterology Unit.	Pulmonary Unit.
			Rheumatology Unit.

# Women’s Specialized Hospital

## Number of Beds 206

WSH was established on Sha’ban 29th, 1424 corresponding to October 26th, 2003. It is one of the KSA specialized tertiary hospitals in the field of obstetrics and gynecology according to the latest international principles and standards such as providing care during high-risk pregnancy and treating infertility and complications of early stages of pregnancy besides providing health care for women. Many specialist clinics have been recently developed to serve WSH goals to provide specialized services for obstetrics, in addition to the capabilities to perform many surgical operations without having to keep patients for more than one day.

### Women’s Specialized Hospital Departments (WSH):

Gyne-Oncology Department.	Ultrasound Unit.	General Obstetrics and Gynecology Department
Labor and Delivery Unit.	Urogynecology Department.	Maternal Fetal Medicine Department.
Reproductive Endocrine and Infertility Medicine Department.		



## Rehabilitation Hospital:



## Number of Beds 163

Rehabilitation Hospital was opened in 1425 corresponding to 2004 under the patronage of His Excellency the Minister of Health. It is the first hospital affiliated to the Ministry of Health to provide comprehensive rehabilitation services for newly injured and patients who need rehabilitation treatment services in all ages. The hospital is also the first medical institution outside North America to obtain CARF Accreditation, after CARF conducted a full survey of all rehabilitation services over two years. Today, KFMC is a CARF member and officials from Rehabilitation Hospital assess EU and US hospitals.

The Hospital's first step towards accomplishing its vision was taking the lead in providing comprehensive rehabilitation services for:

Spinal cord injuries; patients with head injuries; stroke patients; cerebral palsy patients; amputees; patients with tumors and cardiovascular disease; patients with motor system injuries; and other disabilities.



## Departments of Rehabilitation Hospital

### Comprehensive Rehabilitation Care Department:

- Out-Patient Occupational Therapy Section.
- Rehab In-Patient Occupational Therapy Section.
- Acute In-Patient Occupational Therapy Section.
- Art and Recreation Therapy Section.

### Physical Therapy Department

- Out-patient Section.
- Rehab In-Patient Section.
- Acute In-Patient Section.
- Pediatric Section.

### Communication and Swallowing Disorders Department

- Audiology Section.
- Speech-Language Therapy Section.
- Swallowing Section.

### Rehabilitation Technology Department

- Prosthetic Section.
- Orthotics Section.
- Assistive Technologies Section.

### Department of Physical Medicine and Rehabilitation:

- Spinal Cord Injury Rehabilitation Section.
- Neuro-Rehabilitation and Stroke Rehabilitation Section.
- Brain Injury Rehabilitation Section.
- Musculoskeletal and Limb Loss Rehabilitation Section.
- Pediatric Rehabilitation Section.

## National Neuroscience Institute (NNI)



## Number of Beds **127**

NNI started to provide the comprehensive clinical specialist medical care in neuroscience from 13/04/1432 – 18/03/2011 as A Royal Decree No. (A66), was issued to establish the NNI in a more advanced and developed way in order to be a local benchmark. Today, NNI is on its way towards expansion of its medial and diagnostic services; modern capabilities, and training of its training professionals.



NNI Departments:

Pediatric  
Neurosurgery  
Department.

Spine  
Department

Neurophysiology  
Department.

Neurosurgery  
Department.

Neurocritical  
Care  
Department.

Neurology  
Department.

Mental Health  
Department:

- Psychology Division
- Psychiatry Division



## King Salman Heart Center (KSHC):

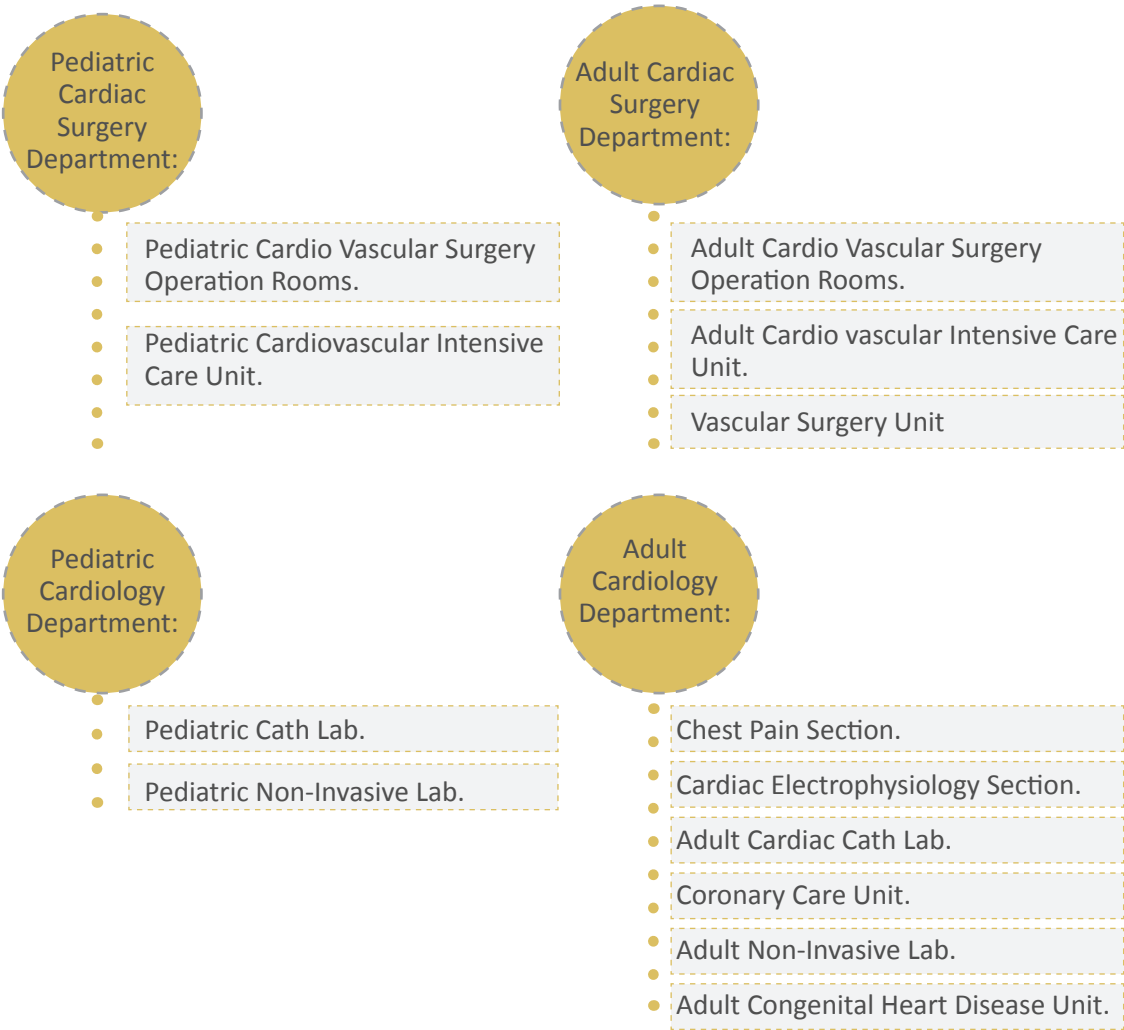


## Number of Beds **123**

KSHC was established in the middle of 1426 – 2005 to provide the highest levels of medical services for the heart patients with various conditions and ages. It aims at providing the treatment services at a global level for the heart patients referred thereto from all over KSA. In October 2005, the first catheterization was performed in KFMC.



# King Salman Heart Center Department Departments (KSHC):



## Comprehensive Cancer Center (CCC)



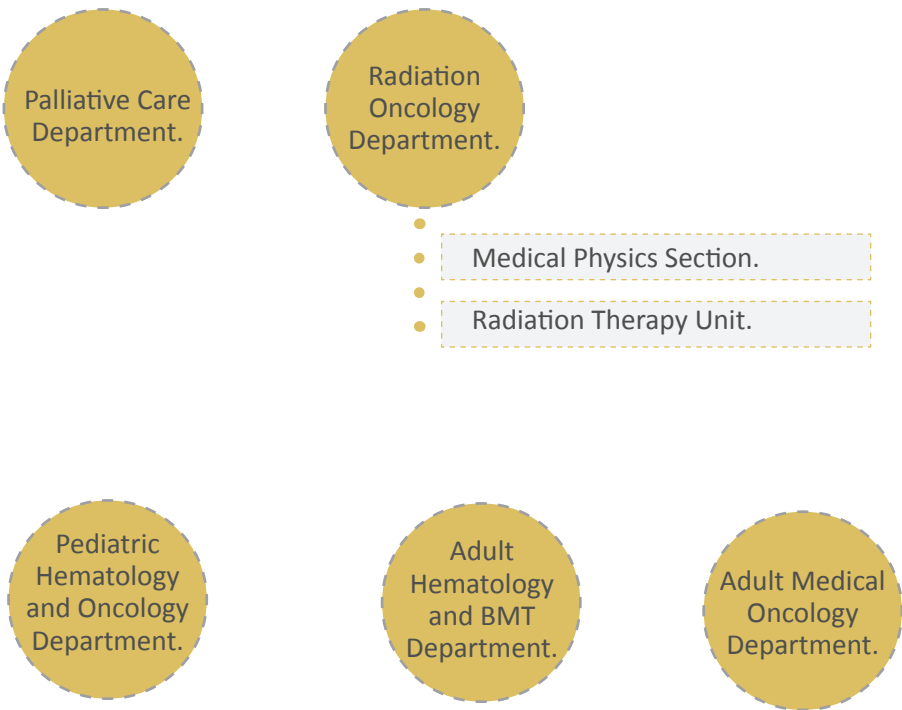
## Number of Beds 94

CCC is one of the main references for hematology and oncology patients in the Ministry of Health as it receives all patients from all parts of KSA for treatment and periodic follow-up. It started in Jumada II 1425 – June 2004. The first intravenous chemotherapy was given in Ramadan of the same year.

CCC was able to cover a large part of hematology and oncology medicine with providing treatment services for more than 20% of cancer cases in KSA in addition to radiation therapy and palliative treatment. CCC also contributed to develop the cancer national strategy in cooperation with the Ministry of Health.



Comprehensive Cancer Center (CCC) Departments:



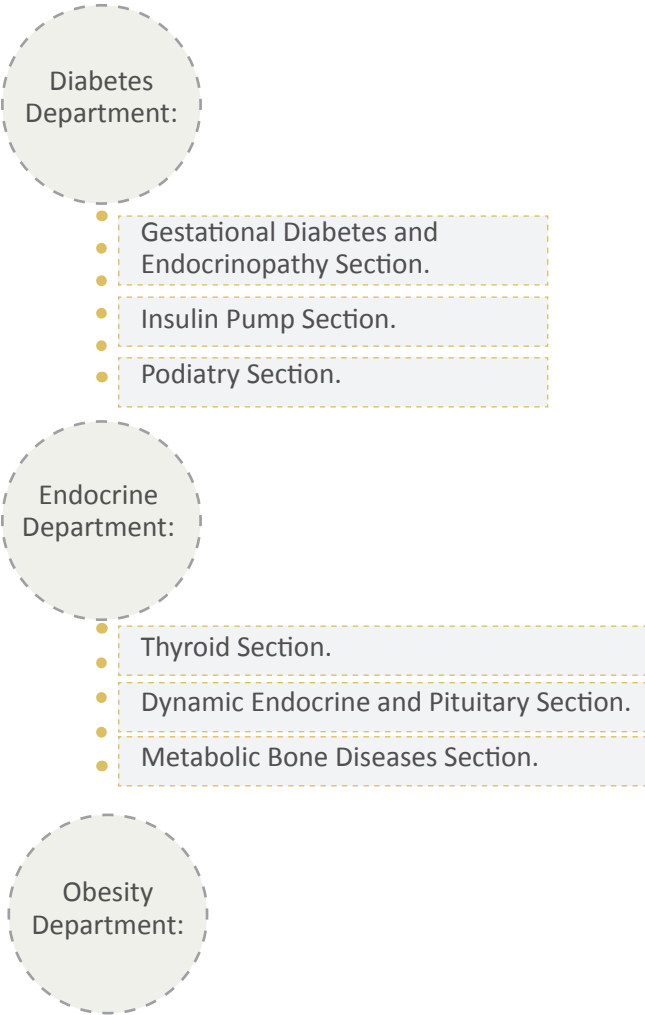
# Obesity, Endocrine and Metabolism Center



The center was established in Jumada II 1425 – June 2004 under the title of the National Center for Diabetes and Endocrinology. Its name was changed on 23 Ramadan 1435 – 20 July 2014 to be more comprehensive and general.

The center provides its services for all inpatient or outpatient in addition to consultation and treatment for Obesity, Endocrinology and Metabolism. It plays the preventive role and deals with advanced cases of severe obesity and diabetes to avoid the development of other diseases.

## The Center Departments:



# KFMC Medical and Administrative Administrations:

## Medical Administrations:

### Associated Executive Administration of Medical Administrations

#### Pharmacy Services Administration:

The administration offers an integrated pharmaceutical care in cooperation with the rest members of the health team. It includes the provision of the appropriate medication and the necessary information of which to achieve specific and safe therapeutic results at the lowest costs. The administration also follows up the medication use, implements relevant educational and research programs.

Pharmacy Services Administration's  
Departments:

In-Patient Pharmacy Department

Clinical Pharmacy Department

Ambulatory Pharmacy Department

- Children’s Specialized Hospital Ambulatory Pharmacy Section.
- Women’s Specialized Hospital Ambulatory Pharmacy Section.
- Main Hospital Ambulatory Pharmacy Section.

### Infection Control Administration:

Infection Control Administration was established to provide the best and safe environment for patients, staff and visitors inside KFMC in order to prevent and control infection through a specialized program that relies on modern information, research and training of specialized employees with honesty, effectiveness and appropriate cost.

The administration includes the following departments:

- Infection Control Department.
- Environment Health Department.
- Hospital Epidemiology Department.

### Emergency Medicine Administration:

The administration provides medical services for all patients around the clock, and includes the following departments:

- Poison Control Department.
- Disaster Management Department.
- Pediatric Emergency Department.
- EMS Department.
- Adult Emergency Department.

### Medical Imaging Administration:

The administration is one of the largest diagnostic radiology administrations in KSA hospitals. It provides distinctive medical services for patients, as well as the educational services and community service.

The administration includes the following departments:

- Body Imaging Department.
- Nuclear Medicine Department.
- Pediatric Radiology Department.
- Neuro-Imaging and Intervention Department.
- Women's Imaging Department.
- Technical Chief Department.
- Body Interventional Radiology Department.

### Biomedical Engineering Administration:

The administration provides its services for diagnostic needs and medical researches.

It includes the following departments:

- Bio-Rad Department.
- Bio-Electronics Department.
- Bio-Laboratory Department.
- Bio-mechanic Department.



### Anesthesiology and Operating Rooms Administration:

This administration provides medical care for patients before, during and after surgical operations. It includes the following departments:

- Anesthesia Technical Department.
- CSSD Department.
- Operating Rooms Department.
- Anesthesiology Department.

### Associated Executive Administration of Medical Ancillary Service:

- Respiratory Care Administration.
- Clinical Nutrition Administration.
- Home Health Care Administration.
- Health Education Administration.

Associated Executive Administration of Patient Affairs:

- Patients Registration and Support Services Administration.
- Out-Patient Services Administration.
- In-Patient Services Administration.

This administration was established at the end of 2014. It seeks the development and promotion of the level of services and health care provided to patients through several axis, of which the most important is to identify patient’s expectations. The administration includes the following:

1. Patient Rights and Relations Administration:

- In-patient Rights and Relations Department.
- Outpatient and ED Rights and Relations Department.
- Patient Advocacy and Services Excellence Department.

2. Patient Experience Development administration:

- Data Intelligence and Survey Department.
- Quality and Project Oversight Department.
- Training and Education Department.

Executive Administration of Patient Experience is keen to achieve the desired goal by applying several initiatives and programs, of which the most important is “Voice of Patient Program” , It includes a face-to-face meeting between the patients and the CEO via the internal television network. It also includes the KFMC leaders tour to contact directly with the patients to know their opinion on the services provided and the level of performance. The Program involves “For You” Meeting. It is an open meeting between the KFMC leaders and the community individuals, either patients or not. The improvement and development of patient experience is one of the strategic areas in KFMC through the achievement of the logo “Patient First.” It means that KFMC sets forth regulations and provides service from the patient point of view.

To achieve the patient satisfaction, a fair, stimulating and supporting environment must be available so that the employees can undertake their duties completely. Accordingly, the Administration lays down the basic pillars for success:

- Patient
- Employee (Service Provider)

## Executive Administration of Nursing Services

In line with KFMC mission and vision, the Executive Administration of Nursing Services contributes to the development of nurse care through applying advanced nursing standards, the improvement of occupational development in an environment of cooperation with our patients, and the rest specialists in health care. The Administration also provides an opportunity to develop and improve the nurse performance occupationally under the logo “Patient First”.

Nurses are encouraged to adopt “Competence Culture” and promote the environment of patient respect and understanding. They are also urged to respect different cultures, values and ethics. The Administration includes various nursing specialties as follows:

- Nursing Administration of Main Hospital.
- Nursing Administration of Children’s Specialized Hospital.
- Nursing Administration of Women’s Specialized Hospital.
- Nursing Administration of Rehabilitation Hospital.
- Nursing Administration of Operating Theaters.
- Nursing Administration of Comprehensive Cancer Center.
- Nursing Administration of King Salman Heart Center.
- Nursing Administration of National Neuroscience Institute
- Nursing Administration of Ambulatory Care.

## Administrative Administrations:

### Executive Administration of Financial and Administrative Affairs

The Executive Administration of Financial and Administrative Affairs seeks to recruit the best medical, administrative and technical staff at KPMC, as well as to optimize the use of the budget and maximize self-returns. This administration supports over 8,000 staff from over 46 countries. It includes the following Administrations:

- Human Resources Administration.
- Financial Affairs Administration.
- Administrative Services Administration.

### Executive Administration of Operation

KPMC is one of the largest and most varied medical cities in KSA (in terms of the medical services provided). In addition to the working hospitals, the specialized centers and the faculty of medicine, there are housing and service facilities, as well as construction projects, that are improving the quality of and quantity of medical services. The Administration ensures the operation and maintenance of KPMC facilities and properties all the time in a manner to safeguard patients, staff and visitors.

- Maintenance and Projects Administration.
- Housing Administration.
- Logistics Services Administration.
- Information Technology Administration.
- Security Administration.
- Biomedical Engineering Administration.
- Support Services Administration.

Many supporting projects were established for KFMC. They constitute a significant distinction in terms of providing the necessary medical services for both citizens and residents. It is worth note that KFMC soon will be a reality that all patients can utilize.

A 238-bed capacity center for tumor is under construction, as well as the National Neuroscience Institute with an area of 30,789m2 and a 316-bed capacity. In addition, a cochlea-planting center is under construction. It is a comprehensive national project for the plantation and rehabilitation of e-cochlea. The development projects also include a number of other medical facilities, such as the cardiology building and the research center, in addition to the administrative buildings and housing facilities of KFMC employees.

### Executive Administration of Academic and Training Affairs

Training is the main tool that gives the individual the skills to express active and beneficial levels of performance. Thus, the Executive Administration of Academic and Training Affairs was established in KFMC on 17/2/2004 to bear the responsibility for the academic education and training and development of KFMC manpower so that they can raise their vocational level and to meet the needs of competences in various areas and at all levels.

- Administrative and Technical Training Administration.
- Continuous Professional Development Administration.
- Postgraduate and Scholarship Administration.
- Health Training Administration.
- Simulation Center.
- Research Center.

### Executive Administration of Health Informatics and Information Technology

During the past years, the Executive Administration of Health Informatics and Information Technology worked on making a qualitative leap in the level of its technical applications through the information technology that started in 2003 to cope with the latest systems used in the major and most significant medical institutions in the world. KFMC recognizes the necessity of coping with the accelerating development in this field. The Administration contributes in the improvement of performance level and extension of the scope of service, so that all staff in various administrative, technical and medical locations can get advantage therefrom. It includes the following:

#### Associate Executive Administration for Health Information Management:

- E-Health and Information Release Department.
- Knowledge Department.
- Information Standardization Department.
- Information Management Department.

#### Associated Executive Administration for Health Information Technology:

- Enterprise Architecture Department.
- Customer Care Center Department.
- IT Infrastructure Department.
- Clinical Automation Department.
- Non-Clinical Automation Department.

### CEO Office

The CEO Office Administration has numerous responsibilities. Among them is communicating with external parties, coordinating and carrying out administrative follow-ups, and providing executive secretarial efforts for the CEO in an aim to create the suitable work environment that enhances work efficiency and effectiveness. The administration also follows-up and coordinates with the all other Executive Administrations and the subsidiary administrations in regards to decisions, recommendations, submissions of reports and their results for evaluation, and authorizing parties of interest by the CEO.

#### Departments:

Protocol Department.

Coordination Department.

### Corporate Planning and Development Administration (CPDA)

The CPDA's work is aimed towards customer needs, departmental needs, and learning and growth needs. This is achieved through their objectives to prepare, review, and update the Strategic Plan, Annual Plans, Operational Plans, and Workforces plans. Also, improve the quality of work in KFMC by applying the quality methods and techniques and monitor all aspects of quality. Additionally, the CPDA works with all KFMC administrations and its departments to collect data and monitor the performance indicators that are necessary to gauge the progress towards achieving excellence. In addition, the CPDA works to develop templates and guidelines to support the process of technical decisions at KFMC, apply the project-based planning and evaluation method to achieve effective project-planning of using action planning. As well as to improve staff morals and motivation by applying result-based performance appraisal methods and to build corporate knowledge and resource persons to improve the strategic problem solving and organizational creativity; in addition to providing the services of The also provide the full range of planning consultation to help other KFMC's business units.

#### Departments:

Quality management Department.

Strategic Planning Department.

Organizational Management Department.

Performance Management Department.

Risk Management Department.

Project Management Department.



### Legal Affairs Administration

The Administrations' main responsibilities are; offering legal advice to –his excellency- the CEO of the Medical City, providing legal support for all the KFMC's administrations, pleading before judicial authorities regarding all legal cases, whether by the Medical City or against it. Also, preparing and reviewing regulations, policies, agreements, and contracts, in addition to reviewing administrative decisions.

The administrations' goals are to set regulations and policies according to organizational processes that organize the workflow at the Medical City and to develop the workflow procedures. Additionally, to defend KFMC's medical and moral rights and to raise legal awareness among KFMC's employees.

#### Departments:

1. Cases Department.
2. Legal Advisory and Contracts Department.

### Public Relations and Media Affairs Administration.

The importance of the Public Relations and Media Affairs Administration lies in its communication and media-related operations that connect KFMC to the internal and external publics, and in its emphasis on achieving its goals and highlighting its roles.

The goals of the administration are; introducing the Medical City, its goals, and its range of activity, building a positive image if the Medical City, strengthening the relationship with all media channels. Also, gaining the public's trust and the cooperation of the internal public, in addition to promoting the relationship between the administration and the employees, and among the employees themselves. Also on the other hand, gaining the external public's trust and raising medical awareness.

Additionally, the administration works to design graphics and video media, produce publications, assist with room and auditorium light, sound and projector needs, and maintain signage, both digital and print on the campus of KFMC.

#### Departments:

1. Public Relations Department
2. Media Department
3. Internal communication Department
4. Corporate Social Responsibility Department (CSR)
5. Creative Production and Audiovisual Department.

- Audio Visual Section
- Program and Production Design Section
- Publication Section

Internal Auditing and Compliance Administration

The administration supports and assists the Executive Board along with the Executive Administrations of the Medical City in terms of achieving their assigned duties, obligations, and responsibilities with high quality standards and efficiency. This is along the lines of a neutral view and objective tools, which in turn will evaluate operational and financial processes, internal regulatory system, and examining the extent of conformation to the policies and procedures. The administration aims at being a partner as well as a consultant for all Executive Administrations, leaders, and all employees through activating the best practices that make the best use of resources, control operations, and auditing. The administration’s work is summarized in examining the extent of commitment to KFMC’s policies and procedures, guaranteeing the precision and completion of financial data and records, the assuring safety and efficiency of internal monitory systems, and coordinating with the government regulatory authorities.

Departments:

- a. Internal Auditing Department.
- b. Compliance Department.
- c. Investigation Department.
- d. Inventory Control Department.

### Self-Financing Fund Development Administration. (SFFD)

The objectives of the SFFD focus on the development of the revenue, donations, contributions, grants, and endowments. Also, to invest in KFMC's assets and equities in addition to investing in the Medical City's services and human and intellectual experiences. Furthermore, managing and developing the finance of the fund through investing in them in accordance with KFMC's needs. The SFFD goals also focus on supporting research and educational and social programs, as well as supporting the development and preparation of the Medical City's facilities. In addition, developing the pricing and accounting systems, finding and developing administrative and financial systems, documenting the collaboration between other funds in all other fields including the health sector. The main role of SFFD is to provide marketing and financial support to find and develop the Medical City's rising and continuous financial income in exchange for scientific research, social activities, and the development of KFMC and its facilities.

#### Departments:

1. Financial and Administrative Affairs Department.
2. Specialized Consulting Center
3. Revenue Development Department.
4. Private Medical Services Department.
5. Support and Follow-up Department.
6. Social Club Department.
7. Donation Development Department.

### **Business Intelligence Office Administration. (BIO)**

The Business Intelligence Office Administration's main goals are to; monitor and coordinate all strategic projects serving development of BIO, transfer know-how and develop the appropriate organizational unit to achieve continuity and benefit from tools and systems created for BIO, conduct analytical financial and business studies and provide recommendations, and to push information to managers at all levels to direct decisions and improvement activities.

On behalf of King Fahad Medical City, we thank you for your interest  
and we look forward to welcoming you to KFMC

**Public Relations and Media Affairs Administration**

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