



Kingdom of Bahrain

Ministry of Health

Online

## Health System Performance

The health of people is always a national priority: government responsibility for it is continuous and permanent. How well a health system performs depends on how well it achieves the goals for which it should be held accountable.

The World Health Report 2000 defined three socially desirable goals for health systems: good health, responsiveness to the expectations of the population, and fair financial contribution. Health systems are not just concerned with improving people's health but with protecting them against the financial costs of illness.

There is wide variation in health outcomes for countries with similar levels of income, education and health expenditure. Some of this variation is due to differences in health system performance, differences in design, content and management of health systems translate into differences in a range of socially valued outcomes/goals. Decision-makers at all levels need to quantify the variation in health system performance, identify factors that influence it and articulate policies that will achieve better results in a variety of settings.

Variation in health system efficiency or the overall performance is related to the way a health system carries out four core functions: provision; financing; resource generation and stewardship. The Ultimate responsibility for performance of the country's health system lies with government.

Health systems are not just concerned with improving people's health but with protecting them against the financial costs of illness. The challenge for governments in low-income countries is to reduce the regressive burden of out of pocket payment for health by expanding prepayment schemes, which spread financial risk and reduce the spectre of catastrophic health care expenditure. Within governments, many health ministries focus on the public sector, disregarding the - frequently much larger - private finance and provision of care. A growing challenge is for governments to harness the energies of the private and voluntary sectors in achieving better levels of health systems performance, while offsetting the failures of private markets.

Ministers of Health and other decision-makers need to know the degree to which the health system contributes to the attainment of the overall outcomes; whether that contribution could be increased through changes in the investment of currently available resources (efficiency of the health system); and whether, if changes have been made (e.g. within the context of health sector reform), they have resulted in better performance of health system). Several frameworks for measuring health system performance have been proposed.

WHO has introduced the above framework as a basis for comparable assessments of health system performance. The three health system goals translate into five distinct outcomes: the level of health attained in a population; equity of health within



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Amal Al-Arrayed  
Senior Technical Writer

## Medical Commission Automation Project

**By: Hussain Al Hadi \***

Medical commission is responsible for various tasks. Some of these responsibilities are approving sick leaves, looking at accidents issues and evaluating disability percentage caused by those accidents, which include occupation accidents and road & traffic accidents. Also it is their responsibility to look at age estimate issues referrals by court order.

Since the medical commission was established, it was not computerized at all, and the full work was done completely manually, so they needed to keep track of a hard copy of every paper in order to know the history of visitors or patients, which forms problem for the clerks and doctors when treating any case. For these reasons the need of automating new system was developed.

The medical commissions chairman "Dr. Ali Saleh" contacted HID to develop a complete system to register all cases and the decision taken in each case, which will simplify the committees job by keeping a full history about all visitors and cases.

The implemented system has many features; it includes a registration part, which contains standard user information, appointment date, case description and patient history. The system also contains an important part that show the committee decision and another part for the appellate commit-



From left: Mr. Hussain AL Hadi giving training to one of the system users

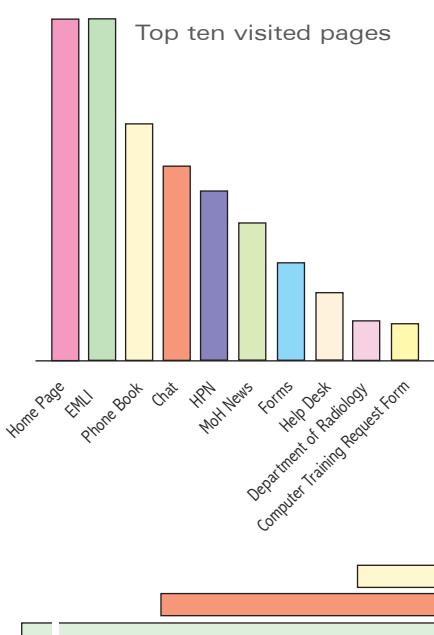


From left: Mr. Ebrahim Al-Mustarshed, Esmael Al Qassab, Dr. Ali Saleh and S. Jaffar. in one of the Medical Commission Committee meetings

tee decision with doctor names. It is important to mention that the system is integrated with all other health systems available in ministry of health like Laboratory, Blood Bank, OPD and Accident Emergency systems, which means that all needed data and information about a visitor is available for the medical commissions hands. The system enables the users to print several reports including case description and decision taken for that case with doctors names, and the report must be authorized by the doctors. Finally, the system has also many options for printing statistical reports such as total patients attended and their sources of referrals in a given period of time.

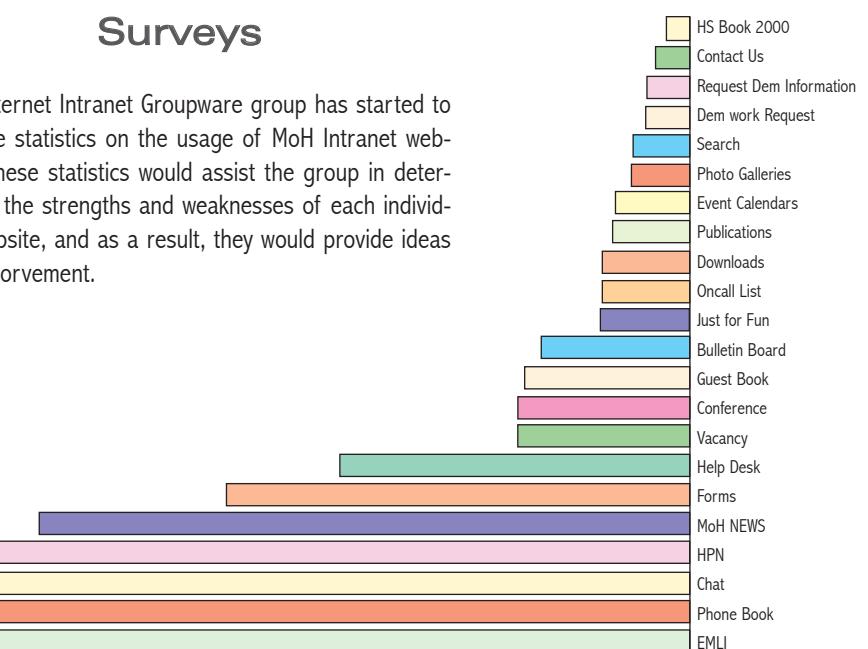
Around 3000 cases were registered since the system was implemented (3 months back). This reflects the big number of visitors and the huge volume of data to be traced, and how the system will simplify the medical commission job in following up the visitors or patients history at SMC or health centers.

\*Hussain: Computer Programmer



## Surveys

The Internet Intranet Groupware group has started to compile statistics on the usage of MoH Intranet website. These statistics would assist the group in determining the strengths and weaknesses of each individual website, and as a result, they would provide ideas for improvement.



The above graph represent the most used features

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## Health System Performance

that population; responsiveness of the health system; equity in responsiveness; and fairness in financial contribution. Performance assessment calls for clearly defined indicators of each outcome, methods to measure them, strategies for collecting data, and procedures for the synthesis and regular reporting of results.

Health systems' performance assessment should be a dynamic, interactive process in which users and other stakeholders are actively involved at both conceptual and implementation stage. It may induce beneficial responses within nations, but unless carefully designed it has the risk of being ineffective or of inducing undesirable outcomes, such as lack of attention to long term health system goals. Therefore, in order to achieve its goals, it is imperative that health systems' performance assessment has a positive influence on ministries of health and other key stakeholders.

## H.E. The Minister's Visit



From left: Ebrahim Al-Nawakda, H.E. Minister of Health, Khalil Ebrahim Hassan, Minister of Health, Ahmed Al-Hujairy

### By: Auhood Esbai \*

H.E Dr. Khalil Ebrahim Hassan, Minister of Health visited HID on October 6th, 2003 and met with the staff to discuss some of their concerns. H.E. appreciated the high number of females working in HID and commended on women's many responsibilities in the society. H.E. also highly praised the efforts of HID staff, and the role of HID in contributing to the provision of healthcare in the Kingdom by making available information when needed. .

H.E gave a short speech highlighting the importance of healthcare and its availability to citizens even at homes.

Several staff members raised issues to the minister like training needs, lack of resources and equipment, job ceiling upgrades, communication procedures in MoH, etc. H.E. the minister replied to each of these concerns and requested HID management to document the issues and forward them to H.E. for further investigation.

## Be our guest...!

### By: Mohamed Al-Shahabi \*

Our guest for this issue is Mr. Abbas Khatem, Chief Medical Librarian, Ahmed Al Farsi Library, College of Health Science.

He started his talk by saying that the library was established in 1976 through a generous donation given by Shaikhan Ahmed Al-Farsi . It offers its services primarily to the members of the College of Health Sciences, Salmania Medical Complex, Psychiatric Hospitals, Public Health Centers, and other members in the Ministry of Health. Any individual who has a valid need for materials from the Ahmed Al Farsi Library, and is unable to obtain them from his own library, is welcome to use the materials available in the library.

Ahmed Al-Farsi Library hosted a comprehensive and up-to-date collection of books about medicine, nursing and other health-related subjects. The library subscribes to a large collection of international medical nursing journals.

In the Mid. 1980, the library started to subscribe to Midline database. In 1985, the collection of the library was around 25,000 books and 633 medical journals. In 1988, the library started to move to world automation by installing electronic library system (biblio file) aiming to store and catalog library collection.

As library appreciate the technological developments in the library fields world wide, it has taken an initiative steps to install and to subscribe an electronic database accessible through the internet "Proquest" and "Md Consult" databases were installed in the library aiming to serve physicians, nurses, CHS faculty to get access to full text article online.

The library is completely link with HID network , in this regard a tremendous co operation has taken place between the library and HID.



Abbas Khatem

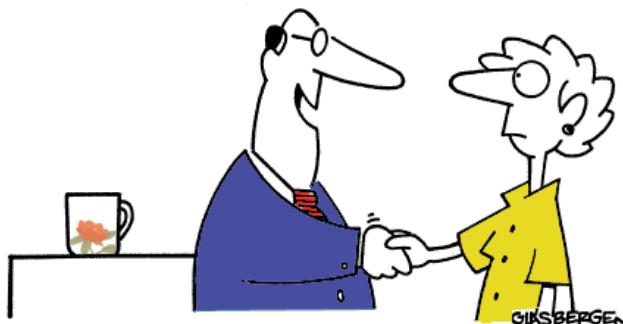
The electronic medical library was launched beginning of 2003 aiming to serve the health community of MoH through the Internet network. The health local community of MoH can now be benefited from the services available through the electronic library by accessing the intranet website (<http://intranet.health.gov.bh/emli/index.html>).

Electronic development in the library fields plays great roles in shaping the future of the library. In the long run library intends to move to worlds virtual library. It aims to increase the number of medical electronic databases and make sure they are accessible online to the local health community inside MoH.

In addition, the library tries it's best to provide the state of the art services to it's patrons within the available limitation of budget. The increasing demands of various services available either online or hard copy put more pressure on the library management to meet such demands through the availability of the limited annual budget.



Ahmed Al Farsi library is considered as a WHO focal point in Kingdom of Bahrain, also, it's seen to be the first mmedical library in the Kingdom beside the library of the college of Medicine.

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### A WEB SITE TO VISIT

**Data Warehouse Institute Page:** is dedicated to educating business and information technology professionals about the strategies, techniques, and tools required to successfully design, build, and maintain business intelligence and data warehousing solutions. Members of The Data Warehousing Institute may take advantage of a growing collection of reports, white papers, case studies, articles, conference programs and registration, vendor directories, schedules of events, and much more on the Institute's Web site at , please visit the following site: <http://www.dw-institute.com>

### KEEP IN MIND

IT IS IMPOSSIBLE TO WIN THE RACE UNLESS YOU VENTURE TO RUN,  
IMPOSSIBLE TO WIN THE VICTORY UNLESS YOU DARE TO BATTLE.

### MOH Intranet search competition .....!!!

Joan is extremely fussy about everything, particularly her numbers. She likes 225, but not 224. She prefers 900 to 800, and she absolutely loves 144, about loathes 145. From this information can you tell if she would like 1600 or 1700?

To encourage use of MOH Intranet site, the solution to this quiz is posted on the web site. <http://intranet.health.gov.bh/>

### From Here and There



Heyam Hazeem - Hussain Saeed

With the initiative of developing Business Intelligent (BI) for the Ministry of Health, two members of the BI team attended a BI 2003 world conference in Boston, USA. The conference covered in-depth training on the concepts of building business intelligence applications as well as hands-on practical sessions. The speakers of the conference have in-depth experience on BI implementation in different sectors including government agencies.

The conference program featured topics on business analytics, programs and project management, information and data quality. It also featured an exhibition on BI products available in the market.

The information obtained from this conference was valuable and has provided the team with the knowledge essential for developing next phases of Business Intelligent project.