



Undersecretary of the Ministry of Health Salutation



I would like to welcome you all to this first edition of I-SEHA newsletter. Our aim is to share with you the progress of the I-SEHA project, which is considered as one of the key projects that Ministry of Health is currently undertaking. The strategic goal of this project goes beyond the boundaries of Ministry of Health as it is considered as an initiative of the government to improve the delivery of quality healthcare services through implementing a comprehensive and integrated Health Information System. This will ensure an individual medical electronic file for all citizens in the Kingdom, that will be accessible in all government Health Centers and hospitals including King Hamad University Hospital.

We believe that this project will be essential for improving healthcare in the kingdom through accurate and timely electronic patient information, that will be available at the fingertips of all health professionals when they need it. The journey to our final goal will not be easy, there will be many challenges to address along the way. However, we will strive with your help and support to make this project successful. Migrating from the current procedures to new ones are going to be challenging, cumbersome and in times painful, but we are sure that we all appreciate the importance of having an accurate patient information that will enable us to deliver better healthcare to all. This can only be achieved through the implementation of a fully integrated and resilient system. This is where I-SEHA project comes-in, to help us achieve our ultimate noble goal of improving healthcare delivery to all.

Finally, I would like to launch a message of optimism to the thousands of professionals in the Bahraini public health system, encouraging them to join this collective challenge and showing recognition for their unwavering dedication and effort towards our final goal of an "Informed Health Care" through the implementation of I-SEHA project.

Dr. Aysha Buaneq, Undersecretary Ministry of Health

The deployment of electronic information systems in health centers is a reality

During these days the activity at all health centers in Bahrain has been frantic. And there is no other reason than the computerization of information systems. Every week two new Health Centers in the country were embracing I-SEHA's electronic health record module. Citizens attending health centers in which I-SEHA has been deployed would have noticed multiple changes and improvements. To begin with, all medical records are electronic which means faster and better clinical assessment and will facilitate the check of medical records from any center. The scheduling and appointment system is also available in all health centers and it has also contributed to gain agility in the patient management. However this is not the end of the deployment since it is expected to implement further improvements of the system during the second semester which will include, among others, the computerization of specialized clinics (mother-and-child, diabetes ...) pharmacy and laboratory.



ENT Outpatient Department, first area in SMC's Hospital to adopt Electronic Health Record

On March 21st Electronic Health Record Module was deployed in ENT service (Salmaniya Medical Complex) becoming the first Hospital service to use I-SEHA. ENT was selected as a pilot to test the functions regarding the customized visit sheet. After that, EHR is being extended to all Al Fateh building services including Dental, Ophthalmology and OB-GYN as a second step towards the full deployment to all clinics in Salmaniya's main building. The system will not reach full capacity until I-SEHA is deployed in all services and areas including pharmacy and laboratory. However, nowadays it is possible for physicians to work with I-SEHA system for visit sheets, medical orders, results visualization or the working list and other functionalities.



Better accessibility, quality of care and safety

Dr Hala Al-Mezha, Assistant Undersecretary for Training and Planning

The benefits of a project such I-SEHA can be analyzed from multiple perspectives. Obviously it entails a qualitative leap for Bahrain health system which will place it at the same level as the most advanced systems in the world. But in these few lines I would highlight the three main benefits to end users, the people of Bahrain: better accessibility, quality and safety. "Accessibility" because everybody will access more easily and quickly to the health system through his/her CPR, and enjoy a faster path through the flow of primary and specialized care. "Quality" because accessing the medical history of a patient -regardless the physical location- will allow professionals to take better decisions in terms of diagnoses and treatment. And "safety" because the computerization of patient management systems such as electronic health record, vaccines, laboratory or pharmacy, among others, will definitely reinforce patient safety. In short, I-SEHA is a project that positively affects key elements of the health system which will improve people's care.



Help Desk, a necessary support team

To facilitate I-SEHA deployment a Helpdesk system has been put in place which offers support to all users and to infrastructure elements, playing a key role for the success of the project.

The Helpdesk provides a wide variety of services such as preventive activities, maintenance, monitoring, channeling complaints and suggestions and troubleshooting assistance. To offer this assistance, there is a telephone hotline and email available 24 hours a day /7 days a week in both Arabic and English. So far it has provided support to more than 4,500 I-SEHA registered users and 9 out of 10 have expressed their high satisfaction with the service. HelpDesk counts on 49 professionals divided into 7 teams specialized in different areas of expertise to give support to I-SEHA.

I-SEHA was warmly welcomed at Arab Health 2013

I-SEHA was present in Arab Health Exhibition and Congress, the Middle East's largest healthcare event and the second largest in the world which took place from 28-31 January 2013 at the Dubai International Convention & Exhibition Centre. The Bahraini health information project was well received by all delegates who had the chance to approach the information booth sponsored by Indra. In total, more than 7,500 delegates from 63 countries attended to the Arab Health Exhibition.

