



## أمن تقنية المعلومات

**يتساءل** الكثير منا عن مدى أهمية أمن المعلومات وما يمكن فعله للمحافظة على هذه المعلومات وسريتها من المتطفلين الذين لا يألون جهداً للنيل من خصوصية هذه المعلومات وتدميرها في حالات عدة.

من قديم الزمان كان أجدادنا يهتمون بأمنهم كأمنهم البدني وأمن كل ما يملكون من غالي ونفيس. وفي العهد الإسلامي تيقن المسلمون إلى هذه الحاجة فقاموا بتشكيل آلية لأمن المجتمع من خلال وضع أنظمة وقوانين وخلق أجهزة الشرطة للسهر على أمن الناس. ولم يتغير الكثير في هذا المجال على مر مئات الأعوام إلا بمراجعة هذه الأنظمة والقوانين لتواكب العصر! ولكن في نهاية القرن الماضي بدأت ثورة جديدة ألا وهي ثورة المعلومات التقنية (Information Technology) ومعها بدأ الإنسان بتدوين وتجميع المعلومات الخاصة والمهمة في أقراص الكمبيوتر. ومن هنا بدأت الحكومات والشركات العامة والخاصة بخلق قواعد معلومات على مر السنين. مثل المعلومات البنكية، الصحية، الأمنية، الجغرافية، ومعلومات في جميع المجالات. مع هذه الثورة المعلوماتية بدأ المشاكسون بمحاولات للنيل من سرية وخاصة هذه المعلومات أو تدميرها أو مسحها بشكل كامل من أقراص أجهزة التخزين على أجهزة الحاسوب. فمن منا لم يسمع عن فيروس الحب (Love Bug) الذي تمكن من اختراق وتدمير المعلومات المخزنة على أجهزة الحاسوب في جميع أنحاء العالم في مطلع هذا القرن (مايو 2000) ومنذ ذلك الحين بدأ العالم أجمع بإدراك أهمية الحماية من الإختراقات للحفاظ على أمن المعلومات في أجهزة الحاسوب.

ومن هنا بدأت أهمية أمن المعلومات التقنية بالتبلور وقامت جامعات عدة بتدريس هذه المادة للحيلولة من تفاقم هذه المشكلة في المستقبل. وهناك أنواع مختلفة من الطرق التي يقوم بها المخربون أو المتطفلون باختراق الحواسيب وتدمير كل ما عليها، ولكم بعض منها:

- فيروس الحاسوب (Computer Virus) ويطلق عليه هذا الاسم لأنه يملك نفس خواص الفيروس الحيوي وذلك لأنه ينتقل من جسم إلى آخر (من حاسوب لآخر). ويقوم فيروس الحاسوب بنقل العدوى من ملف إلى ملف ومن برنامج إلى البرنامج المخزنة على أجهزة الحاسوب مما يؤدي إلى شلها أو تدميرها بشكل كامل في أحيان كثيرة.
- دودة الحاسوب (Computer Worm) هذا النوع من الهجوم يقوم على نظرية التكاثر بشكل سريع من خلال شبكات الحاسوب أو التغلغل من جهاز لآخر مما يؤدي شل الشبكات المعلوماتية وتعطيلها عن العمل.



إبراهيم النواخدة  
القائم بأعمال مدير إدارة المعلومات الصحية

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Bahrain e-Content Award 2005 - e-Health BEST CONTENT

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# Health Statistics Report Review

By: Amal Al-Arrayed

Health Statistics Report contains statistics and Health indicators which illustrate the Health Status and the commitment to facilitate the provision of health care services to all nationals and residents in the Kingdom of Bahrain. The data presented in the reports are collected from all the Ministry of Health peripherals, Bahrain Defence force, Private Hospitals and other health institutes in the country by the Publication group at Health Information Directorate. These data highlights the population characteristics, their demographic, epidemics and health status. Our Main Concern is that the accuracy of the published data, on time and has a full coverage of the health status. Thus, it is always necessary to review and evaluate the contents of the reports with the data sources to improve data quality.

The main objective of the report is "To provide health statistics to health services decision makers internally, nationally and internationally and to act as a unified source of National Health Statistics".

The expected benefits out of publishing the report were:

- ① Reflecting the population Health Status in the Kingdom.
- ① Assessing health situation and trends.
- ① Highlighting needs for health services.
- ① A good instrument to measure population health demands.
- ① Source of a comprehensive NHS for all services provided in the Health Care both government and private sectors.
- ① Good reference for researches & Health studies.
- ① Facilitate decision-making and Health Planning.
- ① Form a unified framework and standardize the publication of all Health Statistics between all health institutes in the country.

The main users of the report are:

- ① At Ministry Level: All MoH executives, middle managers, directorates & Hospitals
- ① At National Level: Bahrain Defence Force hospital , Central Information Organization, all ministries especially Ministry of Finance and National Economies, GOSI, Traffic Directorate, universities, training institutes, Ministry of Foreign affairs, Al Shura Council, Representative Council, embassies and all private hospitals and clinics
- ① At International Level: WHO, and Executive Board of the Health Ministers Council for the Gulf Corporation Council of the Arabian States

The Ministry of Health representative through Health information Directorate was always keen on improving of the production of the report. As a result it went through major improvement stages such as:

- ① A Task force was formed and was active since 1997. The member's main objective was follow-up the production progress of the report. The team had to ensure that all the necessary steps are taken to enable the speedy production of the report within the target date. However, this time the task team objective may divert at the beginning stage to focus on reviewing and improving data quality of the book contents.
- ① Partially automated development process of the report.
- ① Continuous evaluation on the report (periodically, annually)
- ① Publishing the report on different media (Hardcopy, CD, MoH Internet, Intranet).



However, improvement cycle will never stop, as on 1st March 2005, The Assistant under Secretary for Training and Planning (AOTP) Dr. Fawzi Ameen issued a circular to form a Review Committee consisted of the following:

- Mr. Ebrahim Al Nawakda
- Dr. Jamal Al Sayad
- Dr. Khaldoon Alroomi
- Dr. Randah Hamadh
- Dr. Faisal Al Mahroos
- Dr. Qasim Al Shboul
- Dr. Manal Al Alawi
- Mr. A.bdual Hameed Fathi
- Mrs. Amal Al Arrayed

The main responsibilities (terms of reference) were:

1. To will provide comments on improving the reports based on these fundamental points:
  - Data completeness and validity
  - Data comprehensiveness in term of quantity and quality
  - Sequence of presenting the data
  - Publishing Time of the report
2. The team will act as consultants and other group will take the responsibilities of the implementation
3. A final report will be submitted to the AOTP at the end of the review exercise.



Amal: Senior Technical Writer

# Advantages of the Electronic Health Record

By: Arif Al-Mukhtar

There are many functions associated with patient health records. Not only is the record used to document patient care, but the record is also used for financial and legal information, and research and quality improvement purposes. Because all this information must be shared among many professionals who constitute the 'healthcare team'.

The electronic health record (EHR) provides the opportunity for healthcare organizations to improve quality of care and patient safety.

An EHR also represents a huge potential for cost savings and decreasing workplace inefficiencies "No longer are paper-based record systems fulfilling the needs of clinicians, and related healthcare workers".

The EHR has several distinct advantages over paper health records. One definite advantage is the fact that there are increasing storage capabilities for longer periods of time. Also, the EHR is "accessible from remote sites to many people at the same time".

The EHR can also provide medical alerts and reminders. EHR systems have some "built-in intelligence capabilities, such as recognizing abnormal lab results, or potential life-threatening drug interactions".

Another benefit to an EHR is that it allows for customized views of information relevant to the needs of various specialties.

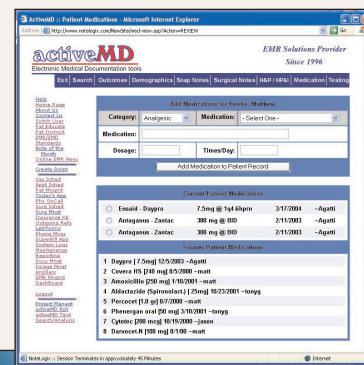
As a management tool, the EHR can provide information to improve risk management and assessment outcomes. Today, reimbursement is based on outcomes therefore healthcare organizations "must seek innovative ways to improve quality of care and outcomes while managing costs".

An EHR can decrease charting time and charting errors, therefore increasing the productivity of healthcare workers and decreasing medical errors due to illegible notes.

Financially, the EHR will provide more accurate billing information and will allow the providers of care to submit their claims electronically, therefore receiving payment quicker.

Overall, the EHR provides the essential infrastructure required to enable the adoption and effective use of new healthcare modalities and information management tools such as integrated care, evidenced-based medicine, computer-based decision support, care planning and pathways, and outcomes analysis".

Arif: Programmer



Electronic Health Record



Conventional way

## Medical Records Tracking System

By: Lakshmana Padmanabhan

Over 1400 appointments are made every day for outpatients for various clinics at SMC. This does not include walk-in patients. For every appointment, the medical records file of the patient has to be moved from its storage location to the respective clinic. After the patient is seen, and the patient services are completed, the file is returned to medical records section for filing.

With the present volume of over 250,000 CPR based files and nearly 100,000 Medical Record Number (MRN) based files stored at different locations, the manual effort involved in pulling out these files on a daily basis and returning them to their storage location is enormous. Keeping track of the location of a file at any given time using a manual procedure requires a lot of effort and also it is error prone.

To know the location of the file at any given time, medical records section has been using a tracer card. This involves printing a label with file destination information with CPR/MRN number, and appointment dates. This label is stuck on a tracer card which will replace the file in the shelf when it is removed for sending out. When the file comes back, the tracer card is removed from the shelf and the medical record file is kept in its place. This procedure did not provide the user with a facility to check the location of the file from anywhere in SMC quickly.

A computerised Medical Records Tracking system has been developed to address these issues. The system will track the files from the Medical records storage shelves through all the locations they are sent such as OPD clinics, wards, admission office and various locations such as admin offices, doctor's offices, insurance companies, coding, data quality, doctor's study room till they are returned back to the shelves. Also the system will cater to individual doctor's requests for medical record files for study purposes.

To reduce the time taken for the data entry of such a large number of transactions and also to avoid data entry errors, bar code scanners have been used to read the labels on the medical records files to get the CPR number. With the system in place, the users were able to get instant information of the location of the files and also did their work much more easily with less effort.

With a daily appointments download, the system is updated with which clinic the files are destined to and it just requires a scan of the CPR number to record the file movement. The system will help the medical records staff function more efficiently and help the patients by reducing errors in manual procedures.

Lakshmana: Senior Systems Analyst

# External Hospital Automation Project

By: Nooriya Yousif

The External Hospital Automation Project (EHAP) was initiated in June 2004. The project is aimed at connecting the Sitra, Riffa and Westren Region Maternity Hospitals to the network so that it can access a common database and implementing the MDIS applications such as patient registration (PMI), Admission Transfer Discharge (ATD), Laboratory, Radiology systems and Imprest module of Pharmacy System.



The benefits derived from implementing this project are: building the network infrastructure, automating the major functions, reducing the amount of manual work, enabling users to provide a better service to patients in terms of registering and admitting patients, getting on-line labs and radiology results, retrieving patient history data and getting direct, fast and more accurate statistics from the system directly.

The project core team consisted of Project Executive "Dr. Hassan Al Jarrodi-Administrator - Peripheral Hospitals", Project Sponsor "Mr.Ali Saleh", Program Manager "Ms.Heyam Hazeem", Project Manager "Ms.Nooriya Yousif", Developers "Mr.Hussain Ahmed" and "Ms.Shareefa Ali", Technical support specialist "Ebrahim Adam" and Quality Reviewer "Mohsin Al-Shamas".

The project main goals and objectives were achieved such as: improving the quality of service, improving staff utilization and efficiency, providing training to the users using "train the trainer approach" to enable them use the applications in an efficient manner and enabling staff to perform more efficiently due to quicker and improved access to information.

This project was successfully implemented by March 2005 and will be closed by April 2005. Finally, after the success of this project, more applications will be implemented very soon at maternity hospitals such as "MDIS Birth Registration System". The PCs available now to be replaced with higher specification and the dial-up lines to be replaced with leased lines.

Nooriya: Senior Computer System Analyst

تكملة صفحة 4 .....

## أمن تقنية المعلومات

● برنامج حضان طروادة

(Trojans Program) أما هذا النوع من البرامج فيقع في الخلفية على جهاز الحاسوب دون علم صاحبه مما يمكن المتسللين والمخربين (Hackers) من الحصول على طرق سهل للدخول الى المعلومات في أجهزة الحاسوب المصابة لذلك اطلق عليه حضان طروادة .

أرجو ان اكون قد وفقت في إعطاء نبذة ولو مختصرة لتعريف القارئ بالأنواع التي يتم من خلالها تدمير محتويات الحاسوب وانشاء الله في الجزء القادم سأقوم بإعطاء ما هو الواجب عمله للمحافظة على أمن هذه المعلومات. وفي الختام يجب أن يتذكر الجميع بأنه لا يوجد هناك أي جهاز حاسوب محصن بالكامل من جميع أنواع الهجوم وتدمير المعلومات والبرمجيات مهما كانت طرق الأمن والحرص المبنيّة، إلا ان ما يمكن عمله هو التقليل من احتمال وقوع هذا النوع من التطفل والهجوم من خلال تبني طرق سيتم التطرق إليها في العدد القادم.

## Information Security Policy

By: Nilantha Kumara Dissanayake

Information security is a core management function to protect Information Assets (Hardware, Software, Data, People, Documentation and Supplies) and to ensure the *confidentiality* and *integrity* of information and the timely *availability* of systems and physical infrastructure to authorized users. The Information Security problems can be partially solved introducing technical approaches such as giving better access control policy models, cryptographic protocols, approved firewalls, better ways of detecting intrusions and malicious code, and better tools for system evaluation and assurance.

Effective *Information Security* is a team effort involving the participation and support of every employee in the Organization who deals with information and/or information systems. The first step towards establishing the *Information Security* Function in an Organization is the introduction of *Security Policies, Procedures and Standards*, informing staff on the various aspects of their responsibilities, general use of resources and explaining how sensitive information must be handled. To achieve the Information Security objectives, the Information Security Policy must be associated with the Standards and procedures. Once *Information Security Policies, Procedures and Standards* have been established it should be clearly communicated to users, staff, and management.

**Standards:** The British Standards Institute ([www.bsi.co.uk](http://www.bsi.co.uk)) has formalized information security management and issued the *BS7799 Standards* to provide a set of controls comprising best practices in information security. The BS7799 Standard which is accepted as ISO17799 provides a roadmap and framework for developing an Information Security Policy. It is a strong reference point for identifying the range of controls needed for most situations where information systems are used in the business world.

**Law:** Healthcare providers face particularly difficult challenges due to the sensitive nature of the information they are responsible for safeguarding. In healthcare environment, corrupted information can have grave consequences. The provision of high-quality health care requires the exchange of personal, often-sensitive information between an individual and a skilled practitioner. The Health Insurance Portability & Accountability Act (HIPAA) is framing the Law for data protection in the Healthcare Industry.

Nilantha: Systems Analyst

## National Smart Card with Health Data

By: Mohammed Al-Shehabi

The Health Smart Card is a credit card-sized plastic smart card embedded with a computer chip that contains the personal, medical and insurance information needed most in a medical setting. These chips can store information (memory cards) or store and process information (microprocessor cards).



The cards can be read by Smart Card readers carried in participating emergency response vehicles and by PC-based readers located in participating hospital emergency rooms, physician offices, clinics, pharmacies, and retirement facilities.

Participants carry the card with them at all times, giving medical personnel immediate access to their concise medical history, current medications, allergies, the names and telephone numbers of family or friends, and other information necessary for medical treatment decisions.

The Health Smart Card allows participating medical personnel to respond to a patient's needs more effectively because pertinent information is immediately available when and where it is needed such as:

- The last time you had to be admitted to a hospital?
- The frustrating delay in admissions while you answered questions you had already answered for your doctor?
- Did you ever wonder what could happen if you accidentally gave a wrong answer or forgot something important because you were stressed?

For these, and many other situations, the Health Smart Card is a smart, convenient and affordable solution. You choose what information goes on the card, and you control future access to the card. That way, your privacy is protected.

Health Smart Card can easily be updated as new services are performed and new medications are prescribed so the card will always contain up-to-date, vital medical information. To carry a card or wear a bracelet that lists your blood type is helpful, but it may say nothing about drug allergies or our surgical history, what medications we're taking or how recently we were hospitalized and why.

When we consult a new doctor, it may be difficult to remember the name of that little white pill our family practitioner prescribed months ago especially if we are taking several other daily medications. Only the Health Smart Card can save the time and the endless frustration of filling out one long medical form after another.

Mohammed: Programmer

## Workflow Automation

By: Mohammed Atiya Neama



Workflow automation has been started in the Health Information Directorate as a piloting project that addresses the leave requests. The piloting ended with a great success, where both the administration and the staff appreciate the online ability to submit, process and track the requests. The workflow automation project will automate the major business processes and tasks within the Ministry of Health. In following points I would like to demonstrate the concept of the Workflow

### What is Workflow?

The automation of a business process, in whole or part, during which documents, information or tasks are passed from one participant (human or machine) to another for action, according to a set of procedural rules. 2

### Benefits of Workflow Automation

**Responsiveness:** Workflow automation ensures that tasks keep moving towards the completion of the case and do not fall through the cracks. Workflow solution has the means to specify task times and an escalation mechanism if a task is past its deadline.

**Status Monitoring:** A workflow solution is capable of providing users instantaneous information about the status of any case.

**Workflow Reports:** By being able to measure and report the time and cost statistics of business processes, a workflow solution can provide vital information to identify its costs and benefits. This information allows business managers to identify bottlenecks in the process and streamline it accordingly.

**Consistency and Reliability:** Workflow automation ensures that the business process is executed consistently and reliably each time. Human errors and mistakes are reduced, and the solution makes sure that all steps in the process are consistently implemented based upon business rules.

**Reduce Paper:** Manual implementation of business processes is paper-intensive. Workflow automation reduces paperwork from business processes. This increases convenience and reduces cost.

**Reduce Lag Time:** Studies which analyze business processes have concluded that lag time ("idle time" or the time tasks are waiting in queues and in-baskets) accounts for approximately 80% of the process time. The actual task time accounts for the remaining 20%. Therefore, to improve business processes it is imperative that the lag time be reduced.

**Process Documentation:** Workflow automation forces organizations to analyze their business processes and document them. The exercise of analyzing and documenting by itself often reveals redundancies and inefficiencies in the process. Workflow automation therefore forces process documentation, and then ensures that the processes are implemented consistently the way they were documented.

1 This article is based on the summary of "Workflow automation: The new frontier of productivity" article By Khan, Rashid N.

2 The technical definition of workflow as supported by the Workflow Management Coalition (WfMC)

Mohammed: Programmer

# تكريم العاملين على إنشاء صفحتي وزارة الصحة الداخلية والإنترنت

برعاية كريمة من سعادة وزيرة الصحة الدكتورة ندى عباس حفاظ وسعادة الدكتور عبد العزيز حمزة وكيل الوزارة والدكتور فوزي أمين وكيل الوزارة المساعد للتدريب والتخطيط ، تم تكريم العاملين على إنشاء الموقع الإلكتروني لوزارة الصحة على الشبكة الداخلية (الإنترنت) و الموقع الإلكتروني لوزارة الصحة على الإنترنت وذلك بعد فوز الموقعين بجائزة البحرين للمحتوى الإلكتروني في مجال الصحة . أقيم الحفل في مبنى رفيدة يوم السبت الموافق 2005/4/16 في حضور نخبة من المهتمين وكبار مسؤولي الوزارة والمدعوين .



بدأ التكريم بكلمة من سعادة الوزيرة حيث شكرت جميع العاملين من إدارة المعلومات الصحية والإدارات الأخرى على إنشاء الموقعين وأعربت عن تقديرها لما تم إنجازه حتى الآن و لما يحويه الموقعين من مزايا. ثم تم توزيع الشهادات على المكرمين :

- السيدة هيام هزيم (مديرة المشروع)
- السيد حسين سعيد
- السيد علي يوسف
- السيدة مابان منصور
- السيدة عهد اصبعي
- السيد محمد نعمه

وختت العاملين على الاستمرار في هذا النجاح و إبرازه بشكل يرضي جميع المواطنين و مستخدمي خدمات الوزارة.

## Windows SharePoint

By: Hussain Mohd Hadi

Windows SharePoint Services is a collection of services for Microsoft Windows Server™ 2003 that you can use to share information, collaborate with other users on documents, and create lists and Web Part pages. You can also use Windows SharePoint Services as a development platform for creating collaboration and information-sharing applications.

SharePoint Portal Server 2003 is a secure, scalable, enterprise portal server built upon Windows SharePoint Services that you can use to aggregate SharePoint sites, information, and applications in your organization into a single, easy-to-use portal. In addition to the features of Windows SharePoint Services, SharePoint Portal Server 2003 includes the following features:

- News and Topics
- My Site, with personal and public views
- Information targeted to specific audiences
- Powerful indexing and searching across file shares, Web servers, secure Web servers, Exchange Public Folders, Lotus Notes, and SharePoint sites

- Alerts that notify you when changes are made to relevant information, documents, or applications
- Single sign-on for enterprise application integration
- Integration with Microsoft BizTalk® Server

In addition to the above features, All features of Windows SharePoint Services are available in SharePoint Portal Server 2003.

It is worth to mention that the implementation of Microsoft SharePoint will take place in Health Information directorate immediately after the Data Migration Project is finished

Hussain: Programmer

# How to access the GroupWise from Internet

From home or around the world

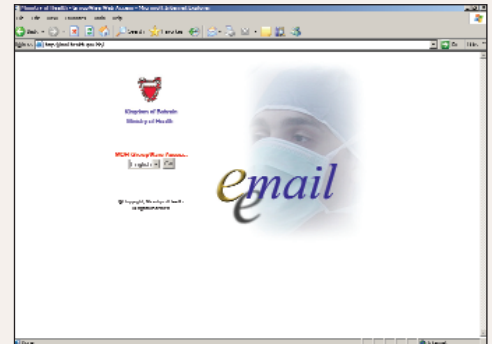
By: HelpDesk

First step to access group wise from home is to create password in your office and then take this - memories - the password to invoke the Ministry page. And do the following steps to create your own password:

- 1. From GroupWise Mailbox do the following steps :
  1. Click on Tools button,
  2. Click on Options button.
  3. Double Click on Security button.
  4. Choose a New Password. "e.g. hiddesk" & repeat same password in "Confirm New Password "hiddesk".
  5. Click Ok.
  6. Click Close.

So your password now is "hiddesk", which you will use at home or any place out of Ministry of Health offices.

- 1. From Internet Explorer:
  1. In the Address bar write the following address: <http://mail.health.gov.bh>
  2. Write your User Name "Which you use for Network"
  3. Write your Password "Which you created in GroupWise e.g. hiddesk"
  4. Click on login to access your account and see your GroupWise mails from GroupWise.



## Auhood farewell Party



HID held a farewell party for Ms. Auhood Esbai, who worked at the Directorate (IIG Group) as Computer Systems Analyst since November 2001. Mr. Ebrahim AlNawakhda , gave a short speech about her valuable contributions to HID. He thanked her on behalf of all staff and wished her good luck in her new job.

*The party ended with a short speech from Auhood where she said*

"It is hard to believe that more than 3 years have just flown by, but I've enjoyed them all despite any obstacles that might have occurred just naturally anywhere. My time here has been a very special experience of my life and that is due to the wonderful people of HID. With all your support and friendships, I have grown significantly both personally and professionally and I want to say thank you for that. I have made several friends in no time and many of you have taught me many valuable lessons in life.



Even though I've decided to move on and take on some new challenges in my life, your friendships have meant a lot to me and I'm going to miss you all, dearly. I would like to say goodbye to you all with the warmest of wishes. I wish you all good luck in all your endeavors and hope that we'll meet again sometime in the journey of life.

Thank you once again and until next time"



“Suspending your keyboard from the ceiling forces you to sit up straight, thus reducing fatigue.”

## تصميم شعار إدارة المعلومات الصحية عمل الفنان البحريني جمال هاشم

قام احد أبرز فناني البحرين السيد جمال هاشم بتصميم شعار الإدارة والذي يتألف من



1 - قلب على هيئة علم البحرين وهو يدل في مجموعه على المشروعات الصحية الالكترونية التي تقوم بها الإدارة.

2 - يتوسط القلب خمس موصلات للوحة الكترونية موزعة على محافظات مملكة البحرين الخمس.

3 - تنتهي الموصلات الالكترونية بأذرعها الخمس لتشكل يداً ممتدة إلى الأعلى، لترمز من جهة للعطاء والخير التي تستهدفها المشاريع الصحية الالكترونية وتشكل من جهة أخرى طائراً يرمز إلى الانفتاح والتواصل والمعلوماتية مع العالم.

4 - واضح من اللون الأحمر واللون الأبيض للقلب برؤوسه الخمسة بأنه يدل على علم وهوية مملكة البحرين، في حين إن اللون الأحمر واللون الأزرق للموصلات الالكترونية هي للدلالة على حركة الدورة الدموية ودور القلب فيها باعتباره يشكل أهم عضو في الإنسان وهو محور المشروع الصحي الذي يستهدفه المواطن والمقيم على حدٍ سواء في مملكتنا الحبيبة. وسوف تقوم الإدارة باستخدام هذا الشعار في جميع مراسلاتها الرسمية بما فيها الالكترونية.

## Social Activity



## HID family day in Al-Sukheer camping

The social committee organized a camping day in sukheer on 4th Feb 2004 for HID staff and their families, the total attendees were around 65 including guests, which enjoyed a full day program of events such as indoor and outdoor games, motorcycles, breakfast and lunch. All kids participated in these games and they were given gifts were given.

