



Ministry of Health

Al Shifa System

The E-health application or the Al Shifa System from the Ministry of Health (MoH) is one of the most advanced e-Government applications. Al-Shifa is a comprehensive healthcare information management system developed as complete solution for a healthcare facility management from electronic medical records to Assets, Inventory, FA, and HR management. Developed by Ministry of Health- Oman, this system has been installed in more than 200 healthcare facilities of varying size and capabilities, including several non-MoH caregiver facilities, as of now. A fully integrated and easily accessible EMR that provides 360 degree view of the patient history and clinical information needed for a point-of-care is the most crucial component of Al-Shifa. System captures all aspects of patient information that have clinical significance, right from a patient referral/walk-in to the healthcare facility to the discharge from the facility after the required care is delivered to the patient through a set of inpatient and outpatient services. A completely integrated computer-based-order-entry system (CPOE) that not only does it eliminate the paper, pen and telephone as the means of intra departmental communication, but effectively wipe out information silos to integrate all service departments to provide systematic and coordinated care delivery. This makes possible to computerize hospitals and documents and integrate and review all information relating to patient care and operations.

All clinical specialties and paramedical services are integrated into a single system catering to the data processing and scheduling requirement of each service unit. Data elements are captured immediately at each point of care and are shared with other users facilitating instantaneous access to the patient's medical history avoiding legibility and communication problems. System organizes these data elements to form multiple structured views of data base on the requirement of each service department. The system is operational in over 80% of Ministry of Health healthcare institutions and some other Government healthcare delivery systems as well. The following modules can also be found in the Al Shifa System;

e-Referral System

eReferral system was developed as a response to solve the difficulties faced by the health institutions in the laborious manual processes involved in the workflows and data exchange related to the patient referrals and referral backs and also related to the ancillary services like laboratory, radiology and other diagnostic procedures.

e-Notification System

e-Notification system implements all the workflows related to public health surveillance in Oman and the exchange of the related documents between institutions. Health institutions (Hospitals/Clinics/Labs etc.) use the system to notify the central authority about the cases detected in their institute. System also provides the notifying centers with updates and feedbacks related to the notified case.

Mother and Child Module

The module centers are providing a holistic primary care for pregnant mothers (pre-natal and post natal care) at all medical centers and towards birth at tertiary hospitals. Their records are made available throughout their pregnancy from primary healthcare center to the hospital through the Healthcare system. It records the birth history, prenatal care for mother and child special care and need and then transfer to the Primary care system which will then be extended to the child under the IMCI (Integrated Management Childhood Illnesses system. Once the baby is born, the child record is created in the system and a holistic approach to treatment and management of child illnesses in the age group 0 to 5, IMCI is introduced. This programme also targets mothers of these children, as it includes counseling services and educational services as well. IMCI is a global strategy recommended by WHO and UNICEF, and was adopted and adapted by Oman. The main focus of the programme is to reduce childhood deaths, illnesses, and disabilities, and to contribute to the improved growth and development of children in Oman.

Through this specialized module, Oman has achieved the 4th MDG and managed to reduce Childhood mortality rate for under 5 years of age from 181 per 1000 live births in 1970 to 12 in 2009. Infants' mortality rate reached 9.6 per 1000 live births in 2009 compared to 118 in 1970.

This project was recognized by UNICEF in the middle of the 1990s for continual reduction of child mortality. In 2012, this project was awarded 2nd Prize in the UN Public Service Award in 'Promoting Gender-responsive Delivery of Public Services' category. The system also won the WSIS Project Prizes in 2013.

