

ضمان

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CHI Beneficiaries Report for the First Half of 2024

Overview

This report aims to enhance the engagement of CHI beneficiaries and promote transparency in the healthcare sector. It includes a set of indicators related to CHI beneficiaries' experience and provides an overview of certain services in the private healthcare sector. Additionally, it highlights several population health indicators.

Target Audience



CHI beneficiaries



Healthcare service providers



Employers

Information Sources



Data from the Council of Health Insurance (Call Center)



Data from the Council of Health Insurance (NPHIES)



Press Ganey's survey measuring patient experience in the private healthcare sector

Indicators Included in the Report

Sector Overview

- Number of beneficiaries in Private Health Insurance
- Private Health Insurance Coverage
- Gender distribution of private health insurance beneficiaries
- Age distribution of private health insurance beneficiaries
- Number of accredited healthcare providers by CHI

Customer Insurance Services

- Complaint resolution rate at CHI
- Satisfaction rate with the CHI's communication channels

Patient Experience Indicators and Health Service Statistics (Inpatient, Outpatient, Emergency):

- Patient experience score in the private healthcare sector
- Top diagnosis for inpatient cases
- Total number of admissions
- Top diagnosis in outpatient clinics
- Total number of outpatient visits
- Top diagnosis in emergency departments
- Total number of emergency department visits

Population Health Indicators

- Number of adult patients who are diabetic (Type 1 and 2)
- Number of patients who are hypertensive
- Number of patients who are obese (BMI >30)
- Number of women 40-69 who are eligible for breast cancer screening and did not receive a mammogram screening in the past two years
- Number of patients with a coronary heart disease

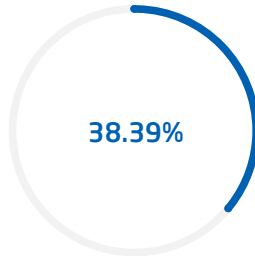


Sector Overview

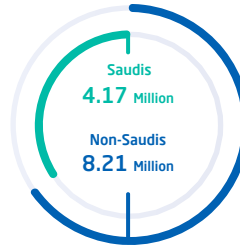


Health Insurance Coverage for CHI Beneficiaries

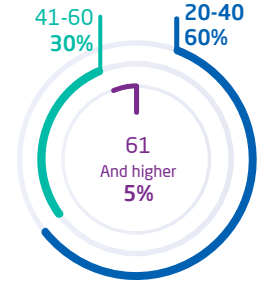
12.38
Million Insured



Percentage of privately insured population



Saudis and non-Saudi CHI beneficiaries



Age distribution of private health insurance beneficiaries

Accredited Healthcare Providers by CHI

One of CHI's key roles is to accredit and classify healthcare providers to ensure the quality of services and patient safety.

6,197
accredited

CHI Indicators



Complaint resolution rate compared to the Service Level Agreement (10 days)



Beneficiary satisfaction rate with communication channels



Inpatient Experience

The inpatient experience indicator in the private healthcare sector outperformed all global benchmarks, as well as the benchmarks for the government sector and GCC in patient experience.

Private Healthcare Sector Performance

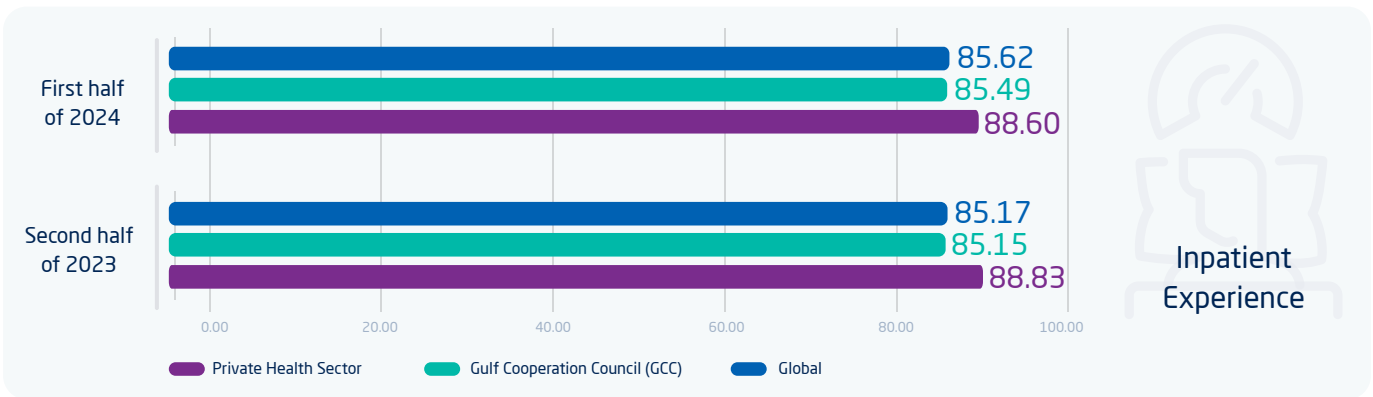
88.60

Survey responses

27,378

Participating healthcare facilities

54



Inpatient Experience Domains Performance

The inpatient experience survey covers 6 domains, which are evaluated by the patients

Inpatient rooms
Highest experience rating:



Meals
Lowest experience rating:



Diagnosis and Visit Statistics

Top Diagnosis

- Newborns
- Natural deliveries
- C-section deliveries
- Bronchopneumonia
- Gastroenteritis and colitis

Total number of admissions

319,000



Outpatient Experience

The indicator improved during this period by 1.15 points compared to the previous period.

Private Healthcare Sector Performance

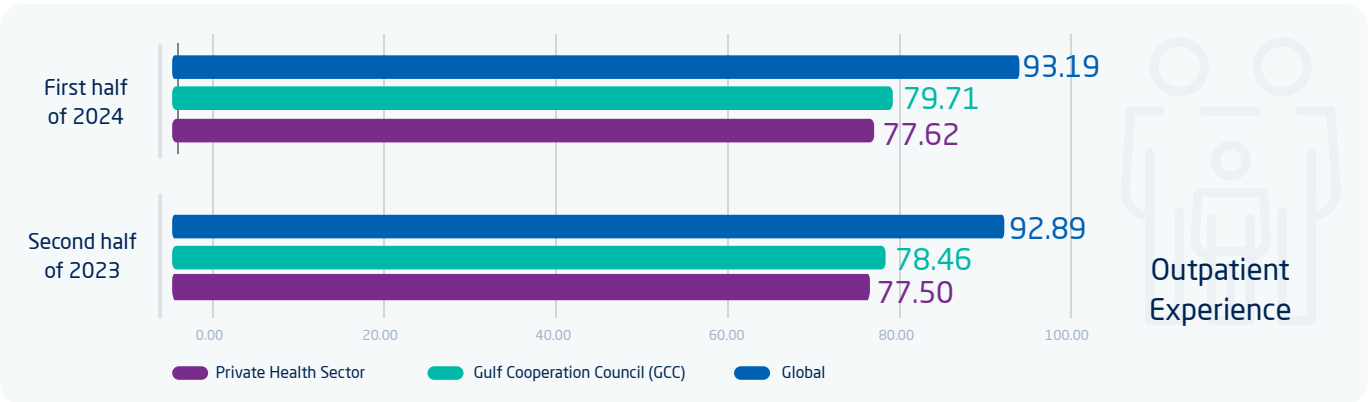
77.62

Survey responses

116,982

Participating healthcare facilities

54



Outpatient Experience Domains Performance

The outpatient clinic patient experience survey includes 6 domains evaluated by patients.

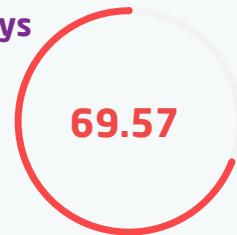
Doctor

Highest Experience Rating:



Waiting time and delays

Lowest Experience Rating:



Diagnosis and Visit Statistics

Top Diagnosis

- Acute upper respiratory infection
- Type 2 diabetes without complications
- Dental caries • Acute laryngitis • Hypertension

Total Number of Visits

19 Million

CHI supervises the Patient Experience Project across 17 private hospitals to improve the patient experience and healthcare quality.



Emergency Experience

The indicator improved by 2.44 points compared to the previous period and outperformed the government sector benchmark and GCC in patient experience..

Private Healthcare Sector Performance

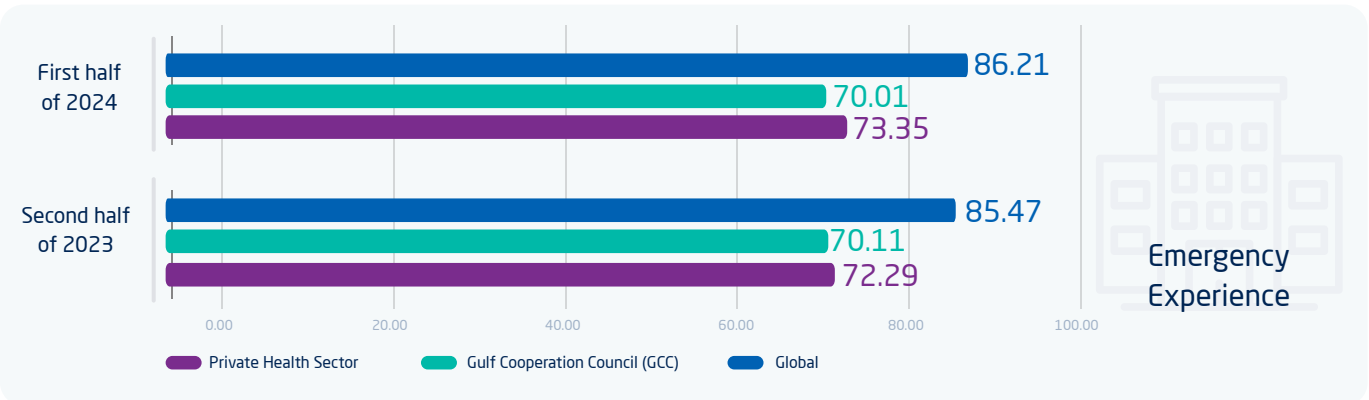
73.35

Survey responses

47,593

Participating healthcare facilities

53



Emergency Department Experience Domains Performance

The emergency room patient experience survey includes 4 domains that are evaluated by patients.

Doctor
Highest Experience Rating:



Arrivel
Lowest Experience Rating:



Diagnosis and Visit Statistics

Top Diagnosis

- Acute upper respiratory infection
- Acute laryngitis
- Acute tonsillitis
- Acute bronchitis
- Gastroenteritis and colitis

Total Number of Visits

138,251



Population Health Indicators

179,060

Number of adult patients who are diabetic (Type 1 and 2)

Early detection through regular check-ups and adopting a healthy lifestyle helps reduce the complications of diabetes. Ask your doctor about ways to prevent diabetes.

81,090

Number of patients who are hypertensive

Controlling weight, managing life stress, and reducing salt intake can help prevent high blood pressure.

1,110,690

Number of patients who are obese (BMI >30)

Daily physical activity helps reduce obesity and its complications.

15,860

Number of patients with a coronary heart disease

Quitting smoking reduces the risk of coronary heart disease.

529,670

Number of women 40-69 who are eligible for breast cancer screening and did not receive a mammogram screening in the past two years

Early detection of breast cancer improves treatment outcomes and increases recovery rates to over 95%, God willing. Ask your doctor about early breast cancer screening options.



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