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Reem Khalid Al Suwailem

Khobar Health Network
Saudi Arabia

Integrating care coordinators into the Saudi primary health care framework

Abstract:

Primary Health Care (PHC) stands as the foundation of Saudi Arabia's healthcare system, offering accessible, comprehensive, and preventive services within community settings. Central to the Kingdom's Vision 2030, the Ministry of Health has introduced the Saudi Model of Care (MoC), a transformative framework aimed at improving the quality, efficiency, and person-centeredness of healthcare delivery. This model reinforces PHC as the initial point of contact and a crucial line of defense in disease prevention and management. The Eastern Health Cluster has pioneered the implementation of MOC, delivering integrated, patient-centered services across 22 hospitals and over 120 primary healthcare centers, including 11 PHCs within the Khobar Health Network. The cluster strategy emphasizes on a holistic well-being, combining physical, mental, and social health through personalized services. The MoC within the cluster is structured around six interconnected Systems of Care: Chronic Care, Planned Care, Safe Birth, Palliative Care, Keep Well, and Urgent Care. These systems guide individuals through every stage of life, ensuring continuity and quality of care. Within this framework, care coordinators settings serve as vital connectors. In Khobar Health Network, we are assessing patient needs, developing individualized care plans, and facilitating seamless transitions between services. Our role includes coordinating multidisciplinary teams, educating patients, and advocating for access to medical, social, and community resources. By leveraging digital health platforms and virtual care tools, care coordinators enhance communication, reduce fragmentation, and ensure timely interventions—especially for chronic and complex cases. In conclusion, while both Primary Health Care and the Saudi Model of Care—driven by the Eastern Health Cluster's strategic execution—are transforming healthcare delivery in Saudi Arabia, the role of Care Coordinators is pivotal in making this transformation effective on the ground. They serve as the primary link between patients and the healthcare system, ensuring timely access to services, reducing care fragmentation, and providing personalized guidance throughout the care journey. Through their proactive coordination, patient education, and advocacy, Care Coordinators directly elevate health outcomes and patient satisfaction, making them a cornerstone of the healthcare experience in alignment with Vision 2030.

Biography

Reem Khalid Al Suwailem is a healthcare leader with over 16 years of experience in hospitals and clinics across the Eastern Province. She currently manages Essential Plus Primary Health Care and leads Nursing Quality and Patient Safety at the Khobar Health Network. She is recognized for driving patient-centered care, quality initiatives, and professional development, while actively contributing to nursing programs, conferences, and committees focused on safety, empathy, and continuous improvement.