

4th International Congress on Primary Health Care & 2nd Euro Nursing Congress

September 15–16 | Virtual Event



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Team Based Care (TBC)– A new model of primary healthcare in Saudi Arabia Khobar Health Network

Abstract:

In alignment with Saudi Vision 2030 and the national Health Sector Transformation Program, the Ministry of Health –MOH– has launched the “Team Based Care (TBC)” initiative as a cornerstone reform to restructure and enhance primary healthcare services. This proactive, person-centered care model aims to transition the healthcare system from reactive disease treatment to proactive health promotion and prevention. The model assigns each family a dedicated primary care team—typically comprising a family physician and a nurse—responsible for 3,000 to 4,000 individuals. These teams provide comprehensive, continuous, and coordinated care, fostering long-term relationships with patients and improving health outcomes.

Key objectives include:

- Enhancing access to healthcare services.
- Strengthening continuity of care through team-based assignments.
- Promoting preventive interventions such as screenings, chronic disease management, and vaccinations.
- Integrating digital communication via the “Sehhaty” and “Anaa” platforms to ensure two way interaction between providers and beneficiaries.

Each healthcare center organizes medical teams based on population density and workforce availability. Core tasks include health assessments, personalized care planning, health education, and systematic follow-up. The model emphasizes interdisciplinary collaboration, regular team meetings, and performance monitoring, contributing to higher patient satisfaction, better health indicators, and reduced healthcare costs. This innovative approach to primary care reflects global best practices adapted to local needs, aiming to build a healthier, more resilient Saudi population.

Biography

Ghaydaa Abdullah Malibari is a Healthcare Transformation Manager at Khobar Health Network, Saudi Arabia, with over 15 years of experience. A Registered Nurse specialized in Nephrology and Dialysis, she is skilled in leading national transformation projects, accreditation readiness (JCI, CBAHI), and project management. She has played a key role in implementing Models of Care and Team-Based Care, benefiting millions across the Eastern Health Cluster.