



Kingdom of Bahrain  
Ministry of Health



*Health Information Directorate*



## PROFILE

*Health Information Directorate (HID) is responsible for the planning, development, implementation, management and support of the Ministry of Health Information System. It serves as the primary expert for Information Technology for approximately 7,200 employees working in the Ministry, as well as the management of information, including data & statistics exchange and publications within the Ministry of Health in the Kingdom of Bahrain.*

### CONTACT INFORMATION

Health Information Directorate  
Ministry of Health, P.O. Box 12  
Manama, Kingdom of Bahrain  
Tel: (+973) 17289810, Fax: (+973) 17246245  
WWW.Health.gov.bh, Hid@health.gov.bh

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*planning, development, implementation,  
management and support*



## BACKGROUND

With the acknowledgement of the importance of Information Technology in the health fields and the development of a National Health Information System, Bahrain Health Information Center (BHIC) was expanded officially to Health Information Directorate (HID) in 1997 by the Amiri Decree No. 5.

BHIC was established in early 80's. Its main role at that time was to compile statistical information and publish it in the Ministry of Health annual report. Since then, its role has expanded dramatically to take the full responsibility of developing Health Information Systems for the Ministry.

The Directorate's main focus was developing automated systems that enable the management of various support functions and all socio-medical information relative to the patients. This information has to be organized in a databases for availability when and where required. Subsequent information should be available for patient care, administrative and technical disciplinary management's control, research and the planning for future requirements for services. It also took the responsibility of undertaking statistical analysis and reporting of health data in the country. Since then it has explored several possible approaches in the development of automated patient care and support services for the Ministry of Health.



## MISSION

*To provide the right information to the right people at the right time that will facilitate improvements to MoH staff and services to produce the best health results at reasonable cost.*

*Services to produce the best health results*



## STRATEGIC OBJECTIVES

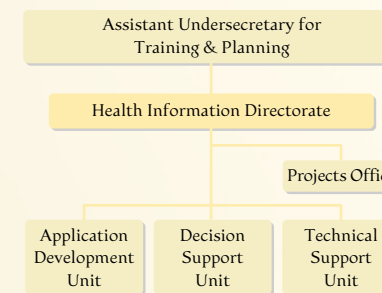
According to the Bahrain Health Strategy for the years 2002 – 2010, Health Information Directorate should achieve the following objectives:

- u Provide an information communication technology infrastructure that will link and support transactions and information sharing between government regulators, public healthcare organizations and the people of Bahrain.
- u Provide a National Health Information Center that will provide real time online analytical decision support tools to assist in the improvement of daily operations and clinical practice, as well as data warehouse decision support tools for analyzing retrospective information that will assist in prospectively planning improvements for the quality of services provided.
- u Develop a program of process re-engineering to support the implementation of information and communication technology.
- u Provide an integrated healthcare provider system that will support referrals and information sharing between private and public clinical venues of tertiary, secondary, or primary care across the Kingdom.
- u Provide an Insurance Based Funding System Software that supports the provider/payer/regulator requirements.



## ORGANIZATION STRUCTURE

The directorate has three major units namely Technical Support Unit (TSU), Decision Support Unit (DSU), and Application Development Unit (ADU), and Project Office.



*information communication technology infrastructure*

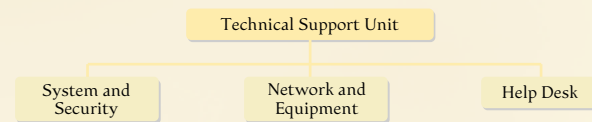


### TECHNICAL SUPPORT UNIT (TSU)

The major role played by the TSU is building the MoH IT infrastructure, and this is achieved by planning, designing, selecting, implementing and maintaining all computer networks (LAN&WAN), along with hardware and its peripherals.

TSU continuing their support to all MoH staff through a computerized Help Desk service.

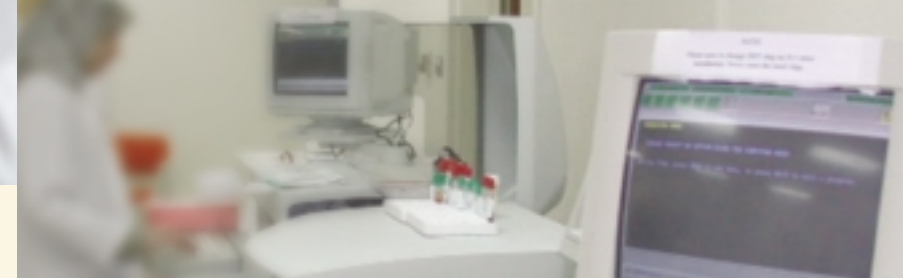
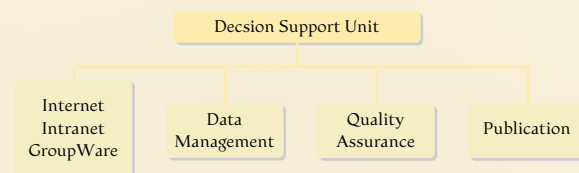
The structure of the TSU is illustrated in the following diagram:



### DECISION SUPPORT UNIT (DSU)

The main responsibilities of DSU are to provide information and health statistics to support the decision-making process through reports and publications that reflects the Kingdom's health status, data administration and management, and quality assurance of HID deliverables. DSU is the main responsible party for the communication services through the Ministry, DSU undertook the implementation of the electronic email service, and the development and enhancement of the intranet website as well as the MoH internet website.

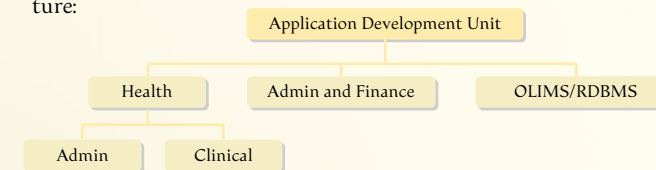
The structure of the DSU is illustrated in the following diagram:



### APPLICATION DEVELOPMENT UNIT (ADU)

The main responsibilities of ADU are to develop, implement, maintain and support applications for all business areas. The main supported applications are patient admission, transfer, discharge, financials, radiology, laboratory, pharmacy, and logistic services.

The structure of the ADU consists of Health System (Health Administration and Finance, and Online Inventory Management System (OLIMS) / Relational Database Management System (RDBMS). The following diagram is illustrating the ADU structure:



### PROJECT OFFICE

The main functions of this section are to plan, co-ordinate, monitor and report all projects conducted within HID. The section will also be responsible for managing high risk and all cross-sectional projects. HID has been using the government approved Navigator Methodology to manage all the IT projects. Furthermore, the project office has the responsibility of managing the King Hamad e-Health Governorates project (KHare). This included developing the IT strategy, tendering and evaluating for the proposed system. It is envisaged that once the full team for the project office is in place, their responsibilities will expand to co-ordinate with other business areas and government Ministries.

*developing the IT strategy, tendering and evaluating*



## SERVICES

### PRIMARY FUNCTIONS

The directorate's primary function is comprehensive, covering all business areas in primary & secondary healthcare and support services such as:

- u MOH Information Systems Infrastructure Support
- u Information System Operation & Support (Production)
- u Application Selection
- u Application Development
- u Application Testing & Integration
- u Health Information Publications

It also provides Management & Support Services to facilitate the day-to-day operational activities for IT & MOH staff such as:

- u Help Desk
- u Setting Technology Standards and Methodologies
- u Project Management
- u Information Systems Planning
- u Quality Assurance
- u Contract Management



### BUSINESS INTERFACES

The Directorate has strong business relations both internally with all of the Ministry directorates, and externally with both governmental and non governmental agencies such as Central Information Organization (CIO), other ministries, organizations and national institutions. Furthermore HID also has a very strong relationship with World Health Organization (WHO), Gulf Cooperation Council (GCC) executive office, and other international Health agencies.

*Provider of Management & Support Services*

# Kingdom of Bahrain - Ministry of Health Outlets

