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# SULTANATE OF OMAN

## E-HEALTH STRATEGY FORMATION CONSULTING SERVICES

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This document encapsulates the initial draft of the guiding document for Oman’s National E-Health Strategy formulation project. The document has been submitted to TAG consulting services who is one of the key bidders in this project.

### Revision History

Revision #	Date	Author/Reviewer/Approver	Comment
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1.1			
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### 1. Background

The global digital health market has reached to USD 211.0 billion in 2022 and is projected to grow at a compound annual growth rate (CAGR) of 18.6% from 2023 to 2030.

(<https://www.grandviewresearch.com/industry-analysis/digital-health-market>)

Digitalization has become the most important factor in healthcare delivery and improved patient experience. Governments like Australia, the US, the UK, and other European countries have already built their strategies and roadmaps to deliver healthcare services to their citizens in this new paradigm. Gulf countries are also not far behind in this journey. Most of them such as UAE and KSA have already started the eHealth journey that will revolutionize the way healthcare is delivered. In the above-mentioned countries, booking online appointments, telehealth, and remote clinics are being used extensively.

Oman is not far from the race. Ministry of Health (MoH) Sultanate of Oman has floated a tender for the development of a National eHealth Strategy to ensure the maximum use of digital technologies, policies, and platforms to provide the world's best accessible healthcare services to its nationals at affordable cost.

The eHealth Strategy would focus on implementing technology to support MoH in the daily business of health in all its aspects – from individual care to humanitarian action – relies on information and communication and, increasingly, on the technologies that enable it, at every level in the Sultanate of Oman.

This **eHealth Strategy 2050**, as they have named it, in line with Oman's vision for 2040 will offer integrated healthcare services by using digital technologies to enhance socio-economic performance and increase productivity. eHealth Strategy 2050 will ultimately drive the implementation of a new digital health infrastructure in the country. Both public and private sector healthcare providers will be integrated with this new platform.

### 2. Executive Summary

This document includes the guidelines and plans required to build the National eHealth Strategy 2050 in four (4) phases as stipulated in the tender document.

In **phase 1**, the project planning and initiation phase, a detailed **project governance framework** will be proposed which will include the allocation of resources, scheduling, and finalizing the scope of work.

**Phase 2** will focus on the eHealth review and comparison of various existing eHealth Strategies in the region and abroad. Key Strategy components will also be defined in this phase.

**Phase 3** will focus on the assessment of Oman's current healthcare environment from technology and socioeconomic perspectives and provide an assessment report for further review.

Last but not least would be **Phase 4** which is actual eHealth strategy building phase will include the formation of eHealth Strategy 2050 highlighting the key strategy components, their implementation plan, and the outcomes towards the improved patient experience.

### 3. Strategy Snapshot



### 4. Scope of Work

Below are the phase-wise scope components and their deliverables.

#### **Phase 1: Project Initiation and Engagement**

- Review of and alignment with vision 2040 and MOH Objectives
- Allocation of competent Resources
- Project Governance Structure
- Project Management Plan
- Identify key stakeholders and their influences
- Develop Strategic context

Deliverable(s)

- **eHealth Strategy Formulation Plan**

#### **Phase 2: eHealth Strategy Review and Comparison**

- Five different recent E-Health Strategies will be reviewed in line with Oman’s MOH Vision 2040. demographic, social, and existing infrastructure. It is recommended to shortlist Australia, KSA,

## National E-Health Strategy for Oman – Strategy Highlights

UAE, the US, and UK's Digital Health or E-Health Strategies. The outcome of this process would define the guiding principles around the E-Health Strategy development project.

- A survey will be conducted across various health segments in the country to assess the current trends and demands. This survey will include Primary care, tertiary care, ambulatory services, geriatrics and aged care, and several other ancillary services such as pharmacy, radiology, lab, and others. The outcome of this survey will stipulate the strategy prioritization.
- Appropriate allocation of competent resources would be another important aspect of this phase. People with good knowledge and skills in Information and Communication Technology (ICT), Clinical guidelines, nursing, Revenue Cycle, Insurance, and claims management, healthcare finance, laboratory, and radiology information systems will be taken on board.
- The consultant should provide a team of excellent resources with heterogenous experience in policy development around the globe.
- A detailed Project Management and Governance Structure (PMGS) framework will be built in collaboration with MOH and other stakeholders.
- An eHealth Knowledge Management Group (eHKMG) will be established to steer and monitor the project. Influencers will be identified and taken on board to support the project at the public and private levels.
- All of the above actions will lead to a rational strategic context of eHealth Strategy.

### Deliverable(s)

- **Global E-Health Strategy Review:** A snapshot of global e-health strategies, trends, and priorities.
- **Key E-Health Initiatives Oman:** A report on key target sectors and their priorities. This report will include the target sectors, their phase-wise implementation plan, and their impact on the improvement of the health sector.
- **E-Health Technology Report:** This report will primarily focus on the technical architecture, its integration with the existing setup, and the recommendation on required software, middleware, and platforms. All recommendations will be based on current WHO and HIMSS standards.

### **Phase 3: Assessment of Oman's current eHealth Environment**

A detailed "AS IS" study will be conducted in collaboration with various healthcare bodies such as the Royal Omani Police (ROP), Sultan Qaboos University (SQU), Diwan, Ministry of Defense

(MoD), and Private Sector healthcare establishments including but not limited to Muscat Private Hospital, Star care Hospital, NMC Healthcare, Burjeel Hospitals, etc.

A pool of international and national e-Health strategists will be involved and taken on board.

A draft strategy model will be built focusing on the following driving factors:

- Leadership and governance structure
- Strategy components and investment required to implement them in 2-3 phases.
- Identification of Key Service Areas (KSA) and components
- Policies and procedures to support the implementation process
- Interoperability standards and protocols
- Compliance standards such as JCIA, HIMSS, HIPAA, MOH, etc.
- Key health technology providers such as Dell, SAP Healthcare, Cerner, Siemens, and others will be involved in making a knowledge-based decision about the appropriate technical infrastructure.
- A detailed phase-wise **Human Capital Plan** will be prepared to ensure a smooth transition from traditional health to the e-Health paradigm.
- A detailed E-Health Program management plan will be prepared including the identification of gaps and an action plan to fill those gaps.
- A Capacity Building Plan will be provided.

Deliverables(s)

**Capacity Building Plan:** This plan will include Change management and Workforce Utilization operational mechanisms.

### **Phase 4: eHealth Strategy Formulation**

In this final phase, a strategy document will be proposed for review and further action.

## **5. Sample Recommendations**

### **Some of the recommended key eHealth Priorities**

- Health information that is available digitally whenever and wherever it is needed
- Health information that can be exchanged (Health Information Exchange (HIE) securely by using digital platforms
- High-quality data with a commonly understood meaning that can be used with confidence

## National E-Health Strategy for Oman – Strategy Highlights

- Better availability and access to prescriptions and medicines information
- e-enabled models of care that improve accessibility, quality, safety, and efficiency
- A workforce confidently using digital health technologies to deliver health and care
- A thriving digital health industry delivering world-class innovation

### Sample eHealth Vision, Themes, and Priorities

<b>VISION</b>	<i>Connected and affordable health for all Omanis - enabled by seamless, safe, secure digital health services and technologies that provide a range of innovative, easy-to-use tools for patients, providers, and payers.</i>			
<b>THEMES</b>	<b>1</b> Support Omanis in making the right healthcare choices, and provide options	<b>2</b> Help all the people who care for me to understand me, and together, provide safe and personalized care	<b>3</b> Create an environment where healthcare providers and patients can use and benefit from innovative technologies	<b>4</b> Preserve my trust in the healthcare system and protect my rights
<b>STRATEGIC PRIORITIES</b>	<ul style="list-style-type: none"><li>• Health information that is available whenever and wherever it is needed</li><li>• Health information that can be exchanged securely</li><li>• High-quality data with a commonly understood meaning that can be used with confidence</li><li>• Better availability and access to prescriptions and medicines information</li><li>• Digitally-enabled models of care that improve accessibility, quality, safety, and efficiency</li><li>• A workforce confidently using digital health technologies to deliver health and care</li><li>• A thriving digital health industry delivering world-class innovation</li></ul>			

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