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**THE GENERAL PERSONNEL COUNCIL OF
PALESTINE***

Regional seminar for high level civil servants

13th UniDem Med

**"PUBLIC ADMINISTRATION FACING THE COVID-19 PANDEMIC:
MODERNISATION AND DIGITAL INNOVATIONS"**

Videoconference, Palestine*

5-6 October 2021

**THE COVID-19 PANDEMIC AS AN ACCELERATOR OF DIGITAL INNOVATIONS
AND DIGITAL TRANSFORMATION OF PUBLIC SERVICES: TOWARDS A
MORE DEMOCRATIC, OPEN AND INCLUSIVE PUBLIC ADMINISTRATION**

by

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STATE OF PALESTINE
Ministry of health

Primary health care

**Digital Transformation in
Ministry of Health- Palestine**

DR.Kamal Alshakhra

**Assistant Deputy Minister For
Public & Family Health**



2021-10-05

Digital Transformation

Digital Transformation is one of the necessities for all Public and private institutions which believe in the importance of continuous development and improvement of the services they provide and in the ease of access for the beneficiaries. Digital transformation does not only mean using technology in the institutions, but it is also an inclusive program starting from the interior working methods up to providing the targeted public with services with an easy and fast way

Digital transformation could be defined as using communication and information technologies in public and private institutions to improve the institutional performance and services, operational efficiency and increasing productivity. This serves work continuity inside the institution in all its departments and its dealing with the public to improve the provided services with easier access to guarantee saving time and effort at the same time.

The primary health care is considered one of the important sectors in which digital transformation emerged during the pandemic.

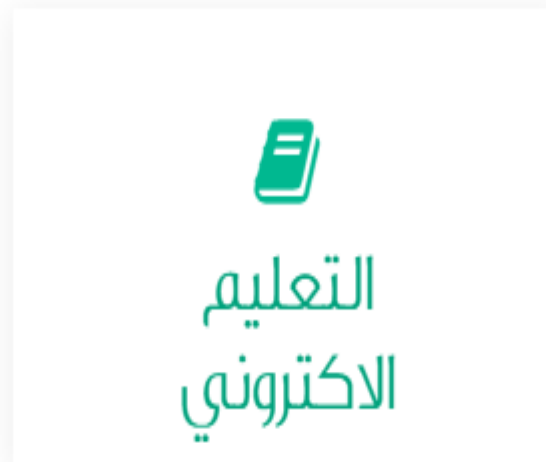
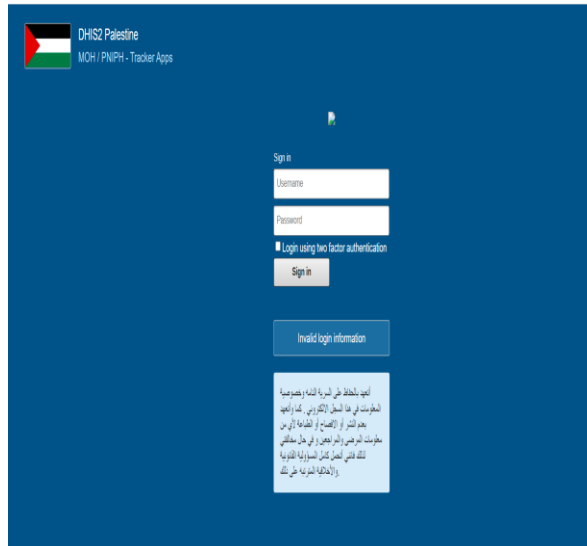
Health services provider use data analysis for targeting the hotspots for Corona virus spread and improving the capacities of hospitals, medical and administrative staff

Digital Transformation **Before** The Pandemic

- ❖ Due to the rapid development of technology in the world and technology has become one of the basics of work, Palestinian Ministry of Health has taken the initiative to work on computerizing a set of basic current programs:

Computerizing HIS program, a comprehensive computerized program for all hospitals and some health directorates.

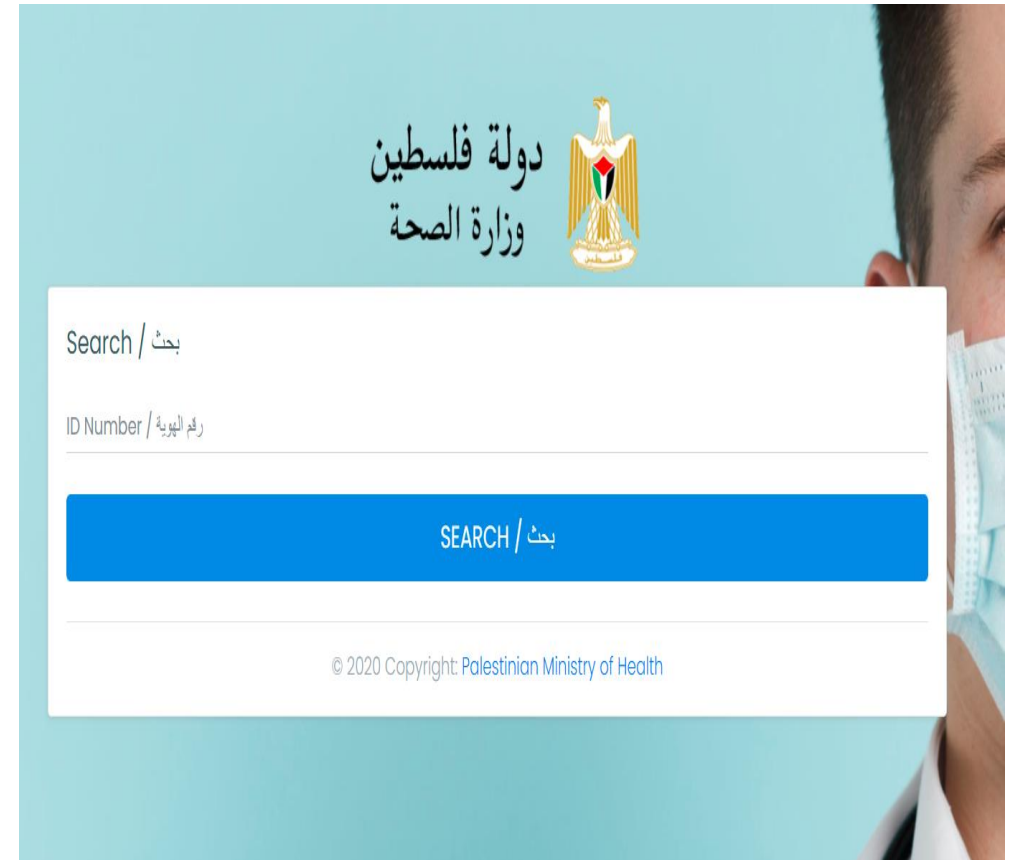
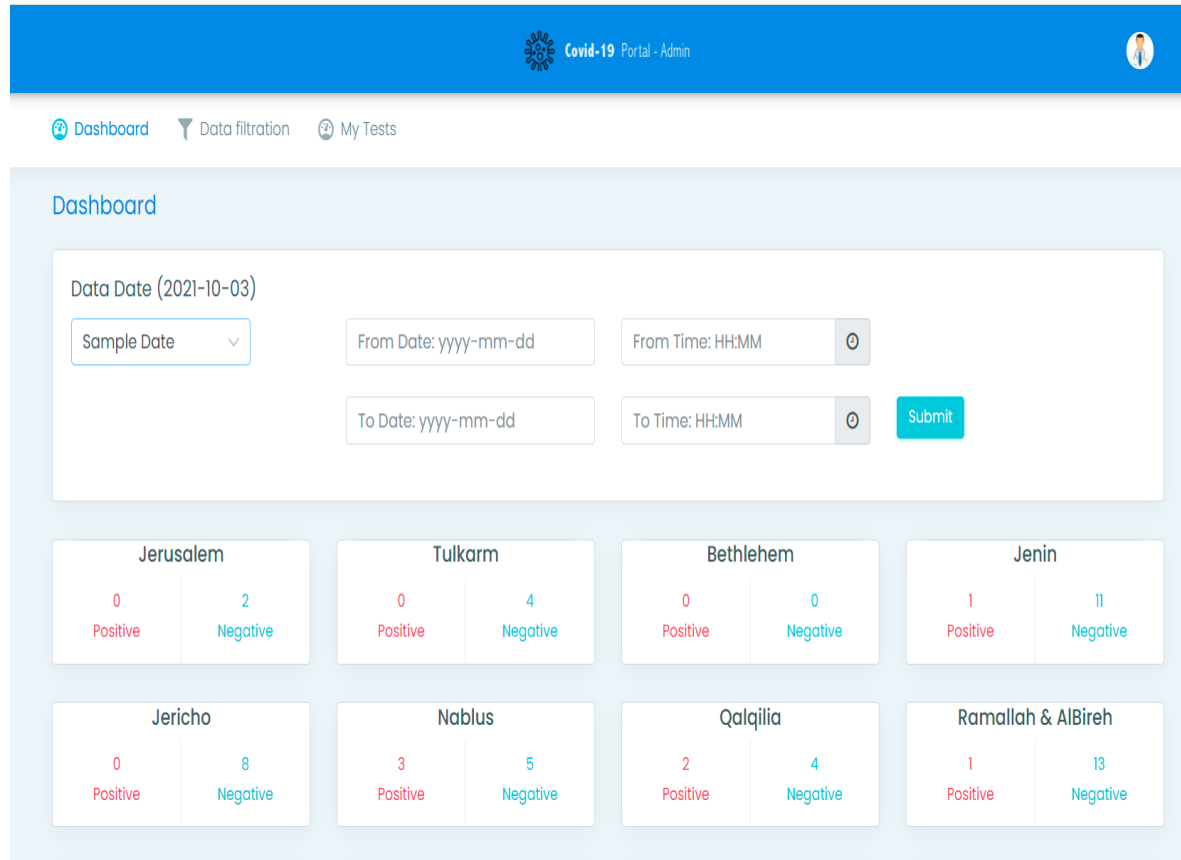
- ❑ Computerizing Mena Me program, a special program for employees, including vacations and departures.
- ❑ Computerizing HR program, a comprehensive program for employees transactions.
- ❑ Computerizing a program for the supreme Medical Committee, a program for dealing with patients transferred to the supreme Medical Committee.
- ❑ Computerizing the Central Warehouses program, a special program for all designations of the Palestinian Ministry of Health.
- ❑ Computerizing the Health Insurance program, a special insurance program for citizens.
- ❑ Computerizing of the Health Education program, a special e-learning program for Palestinian Ministry of Health employees.
- ❑ Computerizing of the Service purchase unit, a program for medical referrals for patients.
- ❑ Computerizing of the pharmacy program, which is a program for the general administration of pharmacy.
- ❑ Computerizing of some of the program covering health directorates and their affiliated clinics on the DHIS2 system:
 - Cause of Death
 - Health Education Activities
 - HR Pandemic (Mother and Child Health Program)
 - Mammogram
 - PKU & TSH (Children's Screening Program)
 - Dental Health
 - Notification form of Communicable diseases (Infectious Diseases Program)



Digital Transformation Development **During** Corona Pandmaic

❖ In light of the epidemiological developments of the Corona pandemic, the Palestinian Ministry of Health worked quickly to include technology within the work system to curb and reduce the Corona pandemic, by launching a set of computerized programs:

❑ **Computerizing Result program, which is a computerized program for examinations of citizens for the Corona virus. Link: <https://result.moh.ps/>**



• **Computerizing “Amankom” Application**

- ‘Amankom’ application is a governmental application for Palestinian Ministry of Health that aims to limit the spread of Corona virus by registering those contacted an infected person and informing them when they met with an infected person.

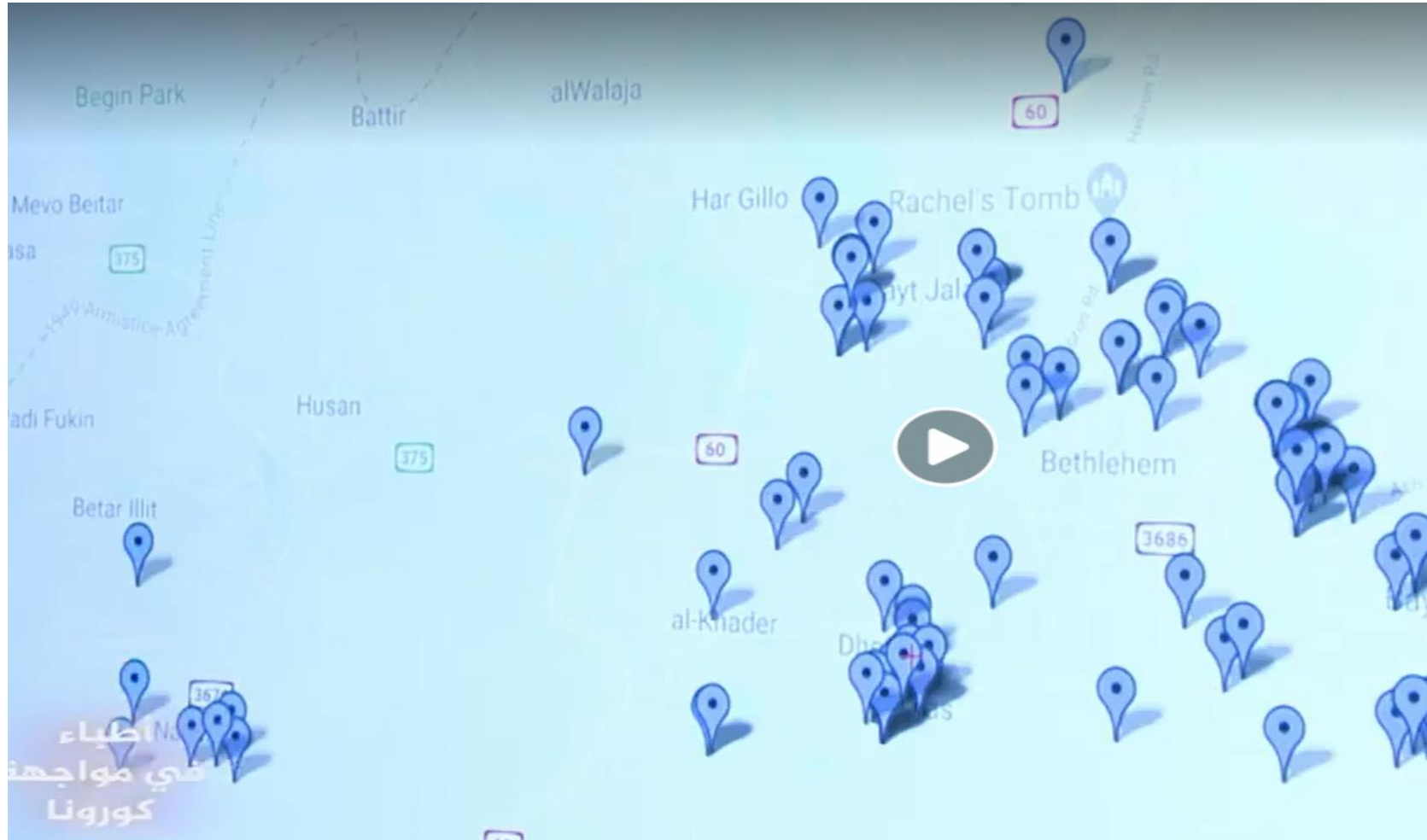
عشان تفضل بالسليم .. حمل تطبيق امانكم لمتابعة المخالطين

متجر جوجل: <https://bit.ly/2lz5wd6>

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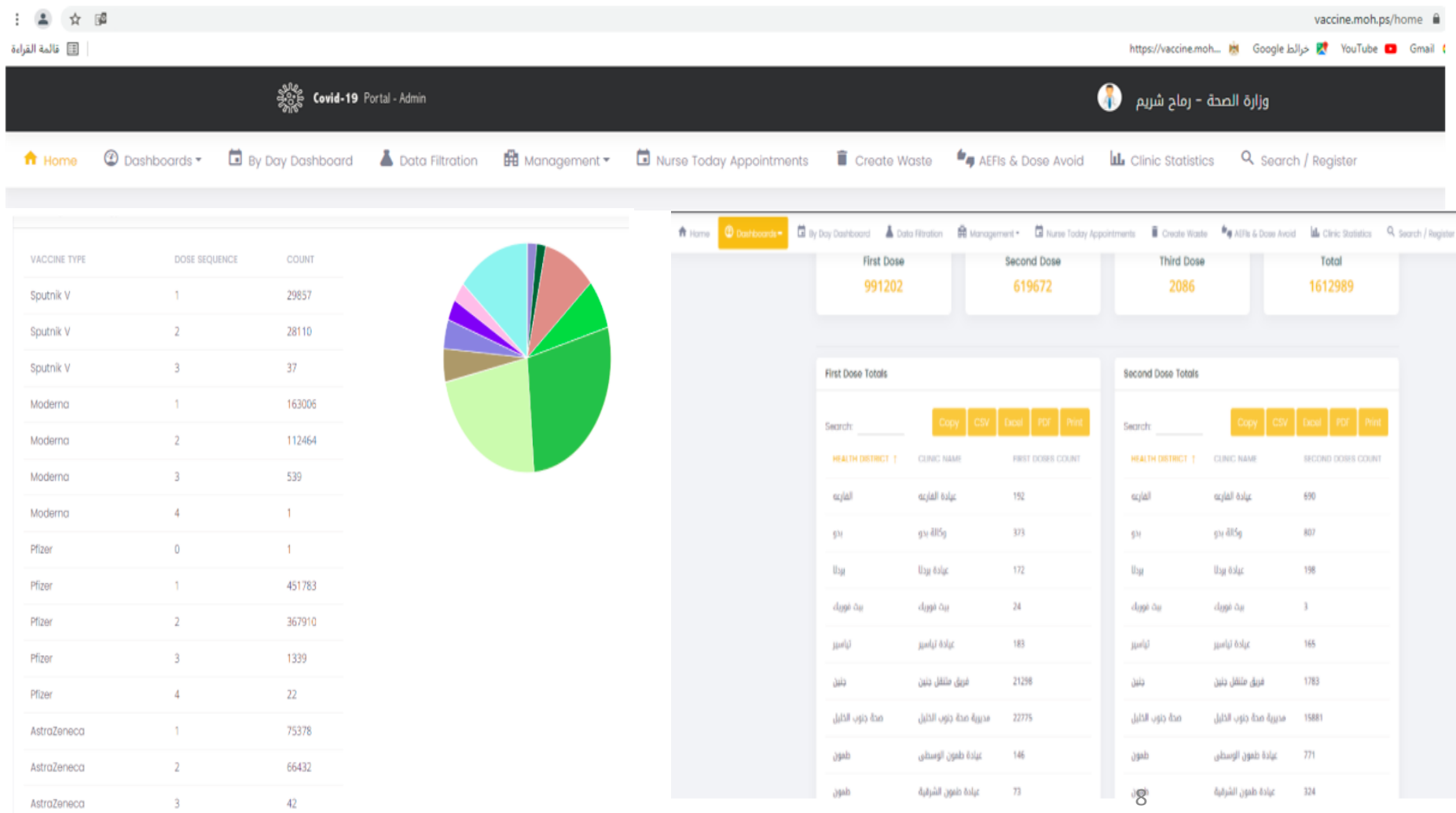


❑ Computerizing an Application to Follow Up with **Infected** People



Computerizing "Vaccine" program, for Corona virus vaccinations.

Link : <https://vaccine.moh.ps/>



❑ Computerizing CORONAVIRUS - COVID19 Surveillance System

COVID-19 Observatory e- Platform

- Displayed results and figures related to the Corona pandemic on Palestinian Ministry of Health's official website .
- Displays health maps of the Corona pandemic in Palestine.
- Figures are displayed according to the classifications, whether regions, gender, age groups etc.
- Displays graphs on the pandemic.
- Data is updated daily at 2 pm.

- The link below is the official website link:

<http://site.moh.ps/index/covid19/LanguageVersion/1/Language/en>

COVID-19 Surveillance System

Not secure | http://site.moh.ps/index/covid19/LanguageVersion/1/Language/ar

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English Version

CORONAVIRUS - COVID19 Surveillance System

المنصة الإلكترونية لم رصد كوفيد 19

تعذر توفير بيانات مدينة القدس داخل الجدار حسب الاعمار والجنس بسبب منع الاطلاق.

آخر تحديث في: 01-10-2021 13:35:32

[ملخص الوضع الفلسطيني لفيروس كورونا](#)
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ملخص الوضع الفلسطيني لفيروس كورونا

الحالات المؤكدة الكلية	حالات التماضي	حالات الوفاة	الحالات النشطة
435414	405104	4388	25922
223517	214764	2631	6122
170194	150243	1392	18559
30356	29082	268	1006
11347	11015	97	235

فلسطين	
المحافظات الشمالية بدون القدس	435414
المحافظات الجنوبية	223517
مدينة القدس	170194
ضواحي مدينة القدس	30356
محافظة القدس	11347

العلائق النشطة اليومية المؤكدة بمرح مدينة القدس داخل الجدار

الإصابات المؤكدة في مدينة القدس داخل الجدار

عدد حالات الإصابة المؤكدة التراكمي بمرح مدينة القدس داخل الجدار

عدد الحالات الكلية المسجلة في الشبكات	
الحالات المؤكدة الكلية	13358
الحالات النشطة	10879
حالات التماضي	2052
حالات الوفاة	427

حالات الوفاة (الكلية) المسجلة في فلسطين	
المحافظات الشمالية بدون القدس	2631
المحافظات الجنوبية	1392
محافظة القدس	365
المجموع	4388

حالات الشفاء اليومية المسجلة	
المحافظات الشمالية بدون القدس	657
المحافظات الجنوبية	1300
محافظة القدس	32
المجموع	1989

حالات الشفاء الكلية المسجلة	
المحافظات الشمالية بدون القدس	214764
المحافظات الجنوبية	150243
محافظة القدس	40097
المجموع	405104

عدد الحالات الكلية المسجلة في الشبكات	
الحالات المؤكدة الكلية	13358
الحالات النشطة	10879
حالات التماضي	2052
حالات الوفاة	427

الفترة الزمنية	الحالات اليومية
شهر 03 - 2020	133
شهر 04 - 2020	211
شهر 05 - 2020	104
شهر 06 - 2020	1980
شهر 07 - 2020	9346
شهر 08 - 2020	10831
شهر 09 - 2020	14759
شهر 10 - 2020	13123
شهر 11 - 2020	31399

Computerizing COVID-19 on DHIS2 system

A computerized that covers all related data on infections, recoveries and deaths.

CORONAVIRUS COVID-19 - Dashboard

Search for a dashboard: **Clinical Information** Confirmed Cases Confirmed Cases(Event) Confirmed Cases(Event)(Names) COVID-19 Surveillance COVID-19 Surveillance (Death) COVID19 Map

Clinical Information Edit Share Add filter

Event_Confirmed cases_pregnant

Period	2020	2021	Total
COVID_Confirmed Lab Test Result	Positive	Positive	
Organisation unit / COVID_Confirmed Pregnancy	1	1	
Jerusalem	6	6	6
Jericho	1	1	1
Ramallah	37	37	37
Tubas	12	12	24
Salfit	3	3	6
Tulkarm	20	20	40
Nablus	106	106	212
Bethlehem	95	95	190
Qalqilya	45	45	90
Jenin	98	98	196
Hebron	335	335	670
Total	758	758	1516

Pregnant women / Confirmed Cases by months

Data	Pregnant women / Confirmed Cases													
	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	2020
Bethlehem	14	29	28	10	14	5	2	2						9
Hebron (Al Khalil)	4	15	20	4	25	103	4	4			4	3		14
Jenin	14	27	38	11	13	56	19	2	1	4	6	6		9
Jericho & Al Aghwar														
Jerusalem														
Nablus	18	29	27	3	3	7								10
North Hebron	7	10	18	3	8	33	6	1			1	8		5
Qalqilia	7	9	17	1	7	22	14	2			6	19		4
Ramallah & Al Bireh	2	4	3											3
Salfit		1			1	3	1							
South Hebron	7	18	31	8	23	51	4							10
Tubas	1	7	3		2									1
Tulkarm	1	10	4	1	4	4	1							2
Yatta						17	7							3
Total	75	159	189	41	100	301	58	11	1	4	17	36		75

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Digital Transformation's Developments **After** Corona Pandemic

Within Ministry of Health's efforts to implement the Family Practice program, an electronic information system for approved family health services has been developed within the set of Ministry of Health's services in primary health care. The most important are maternal and child health services, general and specialized clinics, chronic diseases, vaccination services for children, pharmacy and laboratory services. This comes as part of the efforts to build the electronic file for primary health care services beneficiaries in Palestine and link them to the provided services in hospitals.

Challenges and Obstacles

- ❑ Providing the necessary equipment and staff to accomplish these digital transformations.
- ❑ Providing adapted technology to pandemic conditions as soon as possible.
- ❑ Resistance to change in general among workers or employees, due to:
 - some workers Ignorance' to technology.
 - Fear of change in general and a preference for routine work.
- ❑ Not all institutions were ready for digital transformation which required more effort from the ministry to prepare for this change.
- ❑ Internet Problems (the World Wide Web) in terms of not allowing the use of 4G in the Palestinian territories.

The Importance of Digital Transformation In Palestinian Ministry of Health

- Reducing and saving effort, energy and costs as well to obtain better results with less effort and cost
- Organizing and improving operational efficiencies
- The speed of performing digital procedures is superior to procedures by traditional methods, and therefore these procedures will be easy and quick for the beneficiary and decision makers.
- Facilitating how officials monitor work progress and take appropriate decisions in a timely manner to correct any defect.
- Facilitating the linking process between different institutions and partners, which leads to reflecting a clear picture of the health reality, preventing repetition and contradiction.
- Working on real-time data analysis has a vital role in helping organizations enhance operational efficiency and drawing strong policies.

