



College of Administration
Department of Healthcare Administration

Research Subject
**Crisis Management Strategies in Health Care
System at Saudi Arabia Post-COVID-19**

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Introduction

The COVID-19 pandemic posed an unprecedented global health crisis that tested the resilience and preparedness of health systems worldwide. In Saudi Arabia, the healthcare sector faced complex challenges requiring rapid decision-making, resource allocation, and strategic crisis management. The post-COVID-19 period provides an opportunity to analyze and improve crisis management frameworks to ensure sustainability, resilience, and readiness for future emergencies.

Problem Statement

Despite the significant progress in managing the COVID-19 pandemic, gaps remain in the crisis management frameworks within Saudi Arabia's healthcare system. Issues such as inconsistent coordination, supply chain disruptions, workforce strain, and delayed communication highlighted weaknesses that need systematic review and enhancement. Therefore, this study seeks to synthesize current knowledge on crisis management strategies in Saudi healthcare post-COVID-19, identifying best practices and areas for improvement.

Significance of the Study

This study contributes to the development of a more resilient Saudi healthcare system capable of effectively managing future crises. By synthesizing empirical findings and strategic frameworks, it supports policymakers, healthcare administrators, and public health planners in designing proactive, evidence-based strategies aligned with Saudi Vision 2030's focus on healthcare transformation and sustainability.

Objectives of the Study

1. To identify effective crisis management strategies implemented in Saudi healthcare post-COVID-19.
2. To assess the impact of these strategies on healthcare system resilience and continuity.
3. To analyze challenges and lessons learned from post-pandemic management.
4. To propose recommendations for enhancing crisis preparedness in future health emergencies.

Research Questions

1. What crisis management strategies were adopted by Saudi healthcare institutions post-COVID-19?
2. How have these strategies improved system resilience and emergency response capacity?
3. What challenges persist in the implementation of crisis management frameworks?
4. What lessons can be applied to strengthen future healthcare crisis management in Saudi Arabia?

Research Hypotheses

- H1: The implementation of structured crisis management strategies post-COVID-19 has significantly improved the resilience of Saudi healthcare institutions.
- H2: Gaps in coordination and resource management remain key challenges in Saudi Arabia's healthcare crisis management.
- H3: Integration of digital health technologies and leadership communication positively influences crisis preparedness.

Literature Review

Global evidence indicates that effective crisis management in healthcare hinges on leadership, communication, coordination, and adaptability (Al-Dossary et al., 2022; World Health Organization, 2023). In Saudi Arabia, the Ministry of Health's proactive measures—such as digital platforms (e.g., Sehhaty and Tawakkalna), rapid vaccination rollout, and centralized communication—played a pivotal role in mitigating pandemic impacts (Al-Tawfiq & Memish, 2021). However, studies also reveal persistent challenges, including uneven regional readiness, limited surge capacity, and supply chain vulnerabilities (Algahtani et al., 2023). Literature suggests that post-pandemic recovery requires the integration of resilience frameworks focusing on system flexibility, staff well-being, and inter-sectoral collaboration (Khalid et al., 2022).

Theoretical Framework

This review applies Crisis Management Theory (CMT) and the Resilience Framework. CMT emphasizes the phases of crisis management—mitigation, preparedness, response, and recovery—offering a structured approach for analyzing Saudi Arabia's health sector response. The Resilience Framework focuses on adaptability, learning, and sustainability, supporting long-term improvements in crisis preparedness.

Methodology

This study adopts a systematic literature review design following PRISMA guidelines. Peer-reviewed articles, policy papers, and reports published between 2020 and 2025 were retrieved from databases including PubMed, Scopus, and Google Scholar using keywords such as 'crisis management,' 'healthcare,' 'Saudi Arabia,' and 'COVID-19.' Inclusion

criteria: studies addressing crisis or disaster management in Saudi healthcare systems post-COVID-19. Exclusion criteria: studies unrelated to Saudi context or published before 2020. Data were synthesized through thematic analysis focusing on management strategies, outcomes, and challenges.

Study Tools

The study utilized documentary and database sources as primary tools. Analysis tools included literature synthesis matrices and thematic coding frameworks for categorizing evidence under the four crisis management phases—prevention, preparedness, response, and recovery.

Study Limitations

1. Limited availability of longitudinal post-COVID-19 data in Saudi Arabia.
2. Dependence on secondary data sources, which may not fully capture on-ground operational nuances.
3. Rapidly evolving healthcare policies may affect the stability of reviewed conclusions.

References

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