



**ARAB HOSPITALS FEDERATION**  
**إتحاد المستشفيات العربية**

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# ADVANCING HEALTH IN ARAB COUNTRIES



## OUR VISION.

- ▶ Advance Health in the Arab Countries
- ▶ The AHF leads, represents and serves Hospitals, Health systems and other related organizations to raise quality, safety, efficiency, good governance, strong leadership and Excellence to improve the Arab Health sector.
- ▶ Contribute in setting policies, promoting performance and improving Healthcare services.

## OUR MISSION.

- ▶ Leading through crisis, enhancing safety and quality, managing resources, building capacity.
- ▶ Developing and implementing value based care delivery practices and strategies.



اتحاد المستشفيات العربية  
ARAB HOSPITALS FEDERATION

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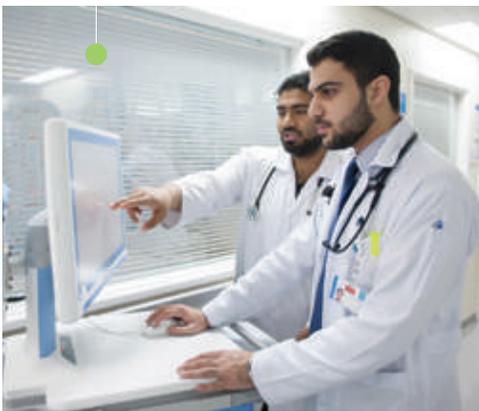
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تقديم رعاية صحية ذات جودة عالية لكافة المرضى في دولة قطر

At Hamad Medical Corporation we are utilizing advanced technology  
and innovative systems to deliver the highest quality care to Qatar's  
population

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01

ADDRESSES

# AHF BOARD MESSAGE

After the success of the Phase One of the Gold Initiative that aimed to build trust in our Healthcare sector especially during COVID-19 , The Arab Hospitals Federation launched again the Gold Initiative Phase Two to recognize and acknowledge the efforts and procedures of Hospitals that were present to overcome the pandemic and provide distinguished services for the patient. During this phase, the categories were expanded to cover the new reality after COVID-19 and to shed the light on the procedures undertaken by the Healthcare Organizations to win the battle against this pandemic.

This pandemic has shown us that even in the most difficult situations, healthcare professionals and organizations across the world have skillfully adapted and innovated throughout the course of this unprecedented global health crisis.

We are honored that a total of 58 hospitals and healthcare organizations from 8 countries have spared the time and effort to participate in this unique project the Gold Initiative and we are proud that 10 Candidates have won the Certificate in this phase. These institutions ranged from relatively standalone hospitals, to major acute general hospitals, national health and hospital networks, and health authorities in different Arab Countries.

These organizations have fought hard to win the battle against COVID -19 and adapt to the New Normal. This reference shines a light at the successful stories of the organizations in winning the battle against this pandemic and aims to share experience and knowledge with other Arab healthcare organizations.

The Arab Hospitals Federation, In addition to the winners has granted three recognition certificates to healthcare personalities that made outstanding efforts and contribution in this critical period. We will continue our commitment to advance health in Arab countries by joining efforts with the public and private healthcare leaders and institutions to proactively promote the vital role of hospitals and healthcare sectors in responding to any future pandemic and helping organizations to adapt to the new normal, as well to provide a platform where the Arab health-care community can share their knowledge and improve their performance in catering to the needs of the Arab patients.

Finally, The Arab Hospitals Federation would like to commend all those that have participated in the Gold Initiative Phase 2 for having braved and overcome this pandemic. Their success is a testament of their dedication, innovation, professionalism and hard work under the most trying circumstances.

We are extremely grateful to our members, partners, sponsors and supporters who have helped make this certificate a big reputable success.



**MP. FADI ALAME**

President

Arab Hospitals Federation



**PROF. TAWFIK KHOJA**

General Secretary

Arab Hospitals Federation



**MS. ALICE BOUEIZ**

Chief Executive Officer

Arab Hospitals Federation

**DR. AHMED AL-MANDHARI**  
REGIONAL DIRECTOR FOR THE  
EASTERN MEDITERRANEAN, WHO



On behalf of all countries of the Region, we take this opportunity to thank the Arab Hospitals Federation for launching the Gold Initiative to recognize and honor the valiant work of health care institutions in combating COVID -19 despite enormous challenges.

The COVID-19 crisis has touched every country, community and family. Health workers have shown dedication and bravery in providing health services in very testing circumstances. They are heroes whose sacrifices have kept our communities safe. Hospitals and Primary Health care centres have also played a crucial role in the front-line fight against the virus.

Strengthening health services in the Region is a key objective of WHO's regional vision, Vision 2023, and to achieve that objective it is essential to valorize the efforts of health care providers. We are therefore pleased to accept your kind invitation, and our regional health systems team look forward to supporting this important initiative. The institutions participating in the initiative are sure to have acquired many invaluable experiences in combating the pandemic which should be shared with policy-makers, hospitals and health care managers, public health specialists and communities.

The WHO Regional Office will continue to support efforts to strengthen preparedness for and response to COVID-19 pandemic in the Region. Our team is documenting achievements and challenges in the hospital sector to identify lessons learned. This research utilizes a mixed-methods approach, including a literature review, survey and in-depth interviews with key national informants. To date, we have received responses from about two thirds of the countries in the Region. Ultimately, we hope to identify how COVID-19 affects health service delivery, including hospital care, planning and future management.

We are keen to build on the long-standing partnership between WHO and AHF and look forward to continued collaboration in collating and sharing success stories, lessons learned and recommendations from the Region.

**PROF. MAHA RABBAT**  
EXECUTIVE DIRECTOR  
THE MIDDLE EAST & NORTH  
AFRICA HEALTH POLICY FORUM



COVID-19 has reminded the world of the vital role undertaken by the health care systems and services at a time when providing the needed response and care for COVID-19 patients were challenged by the level of preparedness and readiness to deal with this crisis on all levels.

The Arab States are not excluded from the global dynamics. In fact the efforts undertaken during the containment and the response for the virus and disease spread have underscored the heroic efforts played by governments and communities raising the flag of solidarity and unity. Tens of thousands of health workforce were continuously challenged to provide for the patients exposing themselves to harm and even death. Hospitals, institutions and service delivery points stood out and are still doing so in the response by giving the exemplary diligence of functioning under extreme challenges, stress for increased demands.

It is well known that this response is undertaken by many actors to address the immediate simultaneous but sustained support for readiness and resilience.

It is time to acknowledge the heroes who have emerged during those times. Now more than ever, it is important to recognize and build the trust in our health care systems, health workforce, hospitals and institutions acknowledging their distinguished response for protection and care of the people's health during this pandemic.

I totally support the Arab Hospitals Federation in its "GOLD INITIATIVE FOR HEALTHCARE SECTOR IN THEIR RESPONSE TO COVID -19 PANDEMIC". Acknowledging the best performing hospitals and institutions in an attempt to build trust in our healthcare sector by acknowledging their efforts in responding effectively during those challenging times.

## MR. ALI ABDULLAH AL-KHATER

CHIEF COMMUNICATIONS  
OFFICER - HMC - QATAR



Phase Two of the Arab Hospitals Federation Gold Initiative is a wonderful project to be involved in and Hamad Medical Corporation is proud to participate along with many esteemed healthcare providers across the region.

For more than 14 months, COVID-19 has threatened the health of Qatar's population and of people across the world. HMC, as the main provider of specialist healthcare services in Qatar, has worked alongside its healthcare partners to ensure every patient with COVID-19 is able to receive high quality care without delay. Our dedicated healthcare teams have been central to the nation's COVID-19 strategy which has enabled us to successfully suppress two waves of this virus and have one of the world's lowest COVID-19 mortality rates.



# MEDIA PARTNER



THE ARAB HOSPITAL  
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02

**VIP HEALTHCARE  
SUPPORTERS**

# THE INITIATIVE VIP HEALTHCARE SUPPORTERS

*The selection process of winners has been done through two phases and the Judging Panel was composed from VIP Healthcare experts.*

## VIP HEALTHCARE SUPPORTERS



**DR. AHMED AL-MANDHARI**  
REGIONAL DIRECTOR  
WHO - EMRO



**HE. PROF. MAHA RABBAT**  
FORMER MINISTER OF  
HEALTH & POPULATION - EGYPT



**HE. DR. JAMIL JABAK**  
FORMER MINISTER OF  
PUBLIC HEALTH - LEBANON



**DR. FAWZI AL HAMMOURI**  
CHAIRMAN OF PRIVATE  
HOSPITALS ASSOCIATION - JORDAN



**MP. FADI ALAME**  
PRESIDENT  
ARAB HOSPITALS FEDERATION



**PROF. TAWFIK KHOJA**  
GENERAL SECRETARY  
ARAB HOSPITALS FEDERATION



**MS. ALICE BOUEIZ**  
CHIEF EXECUTIVE OFFICER  
ARAB HOSPITALS FEDERATION



**MR. HATEM ROUBI**  
BOARD MEMBER - EGYPT  
ARAB HOSPITALS FEDERATION

03

**C** ABOUT THE  
CERTIFICATE

# ABOUT THE "GOLD INITIATIVE"

*After the success of the Phase one of the Gold Initiative that aimed to build trust in our Healthcare sector especially during COVID-19 , The Arab Hospitals Federation launches again the Gold Initiative phase two to recognize and acknowledge the efforts and procedures of Hospitals that were present to overcome the pandemic and provide distinguished services for the patient.*

*The successful first phase of the "Gold Initiative" that awarded Recognition certificates to 9 winning Organizations from 6 Arab countries encouraged us to expand the scope of this initiative. The huge demand from Healthcare Organizations gave this initiative a great reputation and positioned it as one of the best evaluation project made during the COVID -19 Pandemic.*

*These Organizations (Health authorities, Hospitals, Primary Healthcare centers, Academic Bodies,... ) have responded efficiently to the pandemic despite all the difficult circumstances and mysteries that this virus has hidden, and have presented a distinctive performance that deserves appreciation from the All Arab Healthcare sector and specifically from the Federation because they really provided a remarkable response experience and set distinct and innovative organizational procedures to overcome the pandemic of COVID-19 in their region or country.*

*Throughout the confrontation period, the Arab Hospitals Federation was committed to supporting Healthcare Organizations and Health systems overcome the pandemic and prepare for a post-COVID-19 environment. Through many webinars given by well-known experts, many researches and publications, as well a huge Awareness campaign for COVID -19 Vaccination, the federation supported its members in facing this crisis and these challenges. In the second phase of the Gold Initiative, we have expanded the categories to cover the new reality after COVID-19 and to shed the light on the procedures undertaken by the Healthcare Organizations to win the battle against this pandemic. It will highlight their experiences so that we can all learn from them and be ready to face the future and provide the best.*

05

**W**INNERS

# HAMAD MEDICAL CORPORATION

QATAR



ELITE



Hamad Medical Corporation (HMC) is the main provider of secondary and tertiary healthcare in Qatar and one of the leading hospital providers in the Middle East. For more than four decades, HMC has been dedicated to delivering the safest, most effective and compassionate care to all its patients.

HMC manages twelve hospitals – nine specialist hospitals and three community hospitals – as well as the National Ambulance Service and home and residential care services.

In May 2019, HMC achieved its greatest international accreditation success to date with thirteen of its facilities and services accredited by US-based Joint Commission International (JCI). This included accreditation for the first time for three new hospitals as well as the Hamad Dental Center and Mental Health Service. This represents the greatest number of JCI accredited facilities in Qatar to date and the culmination of HMC's largest ever hospital accreditation program. HMC also remains the only hospital system outside of the United States to achieve corporate Academic Medical Center accreditation for all its hospitals simultaneously.

Additionally, the National Ambulance Service, Home Healthcare Service, Stroke Service and Palliative Care, have all received this prestigious accreditation since 2011.

To meet the needs of a rapidly growing population, HMC has announced ambitious plans to expand capacity across its network through to 2030.

HMC is leading the development of the region's first academic health system combining innovative research, top-class education and excellent clinical care and is committed to building a legacy of healthcare expertise in Qatar.

HMC collaborates with key partners who are experts in Qatar and beyond, including Weill Cornell Medical College-Qatar, the Institute for Healthcare Improvement and Partners Healthcare, Boston.

HMC is also the first hospital system in the Middle East to achieve institutional accreditation from the Accreditation Council of Graduate Medical Education International (ACGME-I), which demonstrates excellence in the way medical graduates are trained through residency, internship and fellowship programs.



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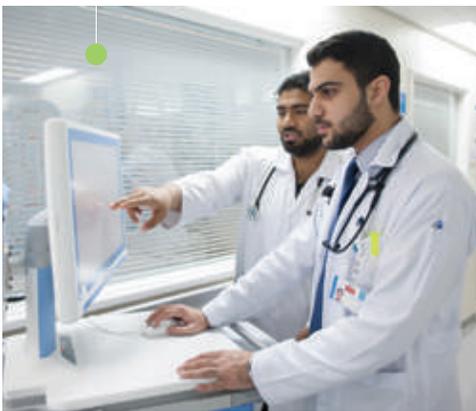
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متقدمة لبيانات المرضى  
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information systems



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سيارات ومروحيات  
الإسعاف

State-of-the-art  
ambulance fleet



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At Hamad Medical Corporation we are utilizing advanced technology  
and innovative systems to deliver the highest quality care to Qatar's  
population

[www.hamad.qa](http://www.hamad.qa)

# DEPARTMENT OF HEALTH (DOH)

THE EMIRATE OF ABU DHABI



ELITE

The Department of Health – (DOH) is the regulatory body of the Healthcare Sector at the Emirate of Abu Dhabi and ensures excellence in Healthcare for the community by monitoring the health status of the population.

DOH defines the strategy for the health system, monitors and analyses the health status of the population and performance of the system. In addition, DOH shapes the regulatory framework for the health system, inspects against regulations, enforces standards, and encourages adoption of world – class best practices and performance targets by all healthcare service providers in the Emirate. DOH also drives programs to increase awareness and adoption of healthy living standards among the residents of the Emirate of Abu Dhabi in addition to regulating scope of services, premiums and reimbursement rates of the health system in the Emirate of Abu Dhabi.

For more information visit [www.doh.gov.ae](http://www.doh.gov.ae)



دائرة الصحة  
DEPARTMENT OF HEALTH



I am honored that the Department of Health Abu Dhabi has won the Arab Hospitals Federation Gold Initiative Awards.

Earning such prestigious awards and recognition in spite of the pandemic challenge is a testament of the continuous efforts of our wise leadership that prioritizes and ensures the health and wellbeing of all members of the community.

Winning these awards is a result of the ongoing dedication from the teams who contributed in responding to the COVID-19 pandemic.

**H.E. ABDULLA BIN  
MOHAMED AL HAMED**  
CHAIRMAN  
DEPARTMENT OF HEALTH

# SAUDI GERMAN HEALTH

KSA



ELITE

*Building on a long legacy as medical pioneers in the Kingdom, Saudi German Health was founded by the Batterjee family and has grown to become one of the leading private healthcare providers across the Middle East and North Africa.*

*Stretching across the MENA region, with a vast network of existing and upcoming hospitals and clinics across Saudi Arabia, UAE, Yemen, Egypt, Morocco and Pakistan, Saudi German Health is a pillar in countless communities, providing comprehensive care and exceptional service to millions of patients each year through its different models, Saudi German Hospitals, Saudi German Clinics or Beverly Clinics.*

*The 'German' in Saudi German Health has emerged from its foundational association since 1988 with German university hospitals to bring German healthcare standards to the region.*

*By bringing together a talented team of highly qualified and experienced healthcare professionals, state-of-the-art technologies, empathetic patient experience, and the highest international standards and practices, Saudi German Health is well-known for driving positive development and transforming the healthcare sector in the region from the very beginning.*



السعودي الألماني الصحية  
**Saudi German Health**

## ENG. SOBHI BATTERJEE

CHAIRMAN OF SAUDI GERMAN HEALTH  
KSA



*At Saudi German Health, each of our 8,500 employees work tirelessly to fulfil one specific purpose, which is to relieve people's suffering.*

*We are driven by the passion to care for our patients like family. With more than 30 years of excellence in delivering quality care, we have now expanded to have the largest network of hospitals in the MENA region. The recognition from Arab Hospitals Federation only further boosts our resolve to continue enhancing our healthcare capabilities to meet the changing needs across the sector."*



٣٠ عام مرت واحنا نرعاكم كأهالينا، إنتم البداية والحلم، و أنتم الأمانة.  
كبرنا معاكم وكبرتوا معنا، تقدمنا، تجددنا وتحسنا سوى  
**المستشفى السعودي الألماني، بهوية جديدة.**  
نرعاكم كأهالينا

المستشفى السعودي الألماني، جزء من السعودي الألماني الصحية

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المستشفى  
السعودي  
الألماني

# THE SPECIALTY HOSPITAL

AMMAN - JORDAN



**ELITE**

The Specialty Hospital is a leading private teaching hospital, located in Amman Jordan, its distinguished location makes it accessible to patients from Jordan and abroad.

The hospital was officially inaugurated in 1993, with 88 bed capacity, and as a result of the increased demand and good reputation the hospital acquired through its journey, its capacity was increased to 265 beds, with around 1000 qualified employees and serves 750 consultants they are highly qualified and dedicated to provide quality care to Jordanian and international patients. The hospital have 5 ambulance cars to ensure the safe and quick transfer of the urgent cases in addition to the helipad for air ambulance service.

The Specialty Hospital is well known in the region as medical tourism destination, and during the past 27 years the hospital served more than 5.8 million patients from them: 560,000 in-patient admissions, more than 1,450,000 ER visits and 300,000 surgical operations for patients from 100 nationalities.

It is fully equipped to provide full range of in-patient and out-patient diagnostic, therapeutic medical and surgical procedures. The Specialty Hospital administration is keen to introduce the latest technology; it was the first to provide Hyper-Baric Oxygen therapy. Moreover, the radiology department have the first CT 512 slices in Jordan in addition to the first silent MRI.

Believing in the importance of the quality of services provided for both local and international patients The Specialty Hospital became one of the most awarded and accredited hospitals internationally. It is accredited by The Joint Commission International (JCIA) for five cycles, and accredited for five cycles by the Health Care Accreditation Council (HCAC). And the first in Jordan and the 7th in the World to be recognized by the Joint Commission International as a center of Excellence for Cardiac diseases specifically in Acute Myocardial Infraction and in Heart Failure for two cycles.

The Specialty Hospital is the first and only hospital in Jordan to achieve the Medical Tourism Certification from MTQUA and was ranked from the top 10 hospitals in medical tourism worldwide in 2017, 2018 and in 2019 it was ranked as the 3rd best hospital worldwide in medical tourism.

Also the Specialty Hospital is first and only hospital to achieve King Abdullah II Award for Excellence for two consecutive cycles. In addition to all of that the Specialty Hospital was recognized from the Arab Hospitals Federation as The Best Hospital In The Arab World In Patient Centered Care.

Due to the exceptional response during the COVID-19 pandemic, the Specialty Hospital was the only hospital in the Arab World to receive "Elite Plus Hospital Award" from the Arab Hospitals Federation and received "Beyond the Call for COVID-19" from the International Hospitals Federation.

The above is a brief about the Specialty Hospital, the best place to give and receive care... it is your healthcare destination.

## DR. FAWZI AL HAMMOURI

CHAIRMAN OF THE BOARD  
THE SPECIALTY HOSPITAL



*At the Specialty Hospital, we are always keen to provide the safest environment for our patients, healthcare providers and the community during the last 27 years.*

*During the pandemic, we ensured to implement updated protocols and the latest technologies across the hospital to treat COVID-19 and non-COVID-19 patients.*

*In addition, the management played a major role in the decision-making at the National Epidemiology Committee.*

*It's an honor to be the only hospital in the Arab World to receive "Elite Plus Hospital Award" from the Arab Hospitals Federation. And we are pleased to participate in the "AHF Gold Initiative, phase II" category Elite, and we thank The Arab Hospitals Federation for encouraging hospitals to continue the journey of excellence in combating the pandemic.*

*And to combat this virus we established the Specialty Hospital Vaccination Center in cooperation with the Ministry of Health and the National Epidemiology Committee, to increase the number of population vaccinated in Jordan noting that it's given free of charge.*

*We believe that this pandemic has encouraged us to be proactive, innovative and long-term masterminds. Thus, this global crisis has inspired us, as hospital leaders, to use and employ high technology, in addition to merge in teamwork, and updating our management culture by creative problem solving.*

*Finally, I'd like to stress on the importance of the private public partnership, together we can make a difference.*

THE SPECIALTY HOSPITAL  
Amman - Jordan



المستشفى التخصصي  
عمان - الأردن

# WE ARE KEEN TO PROVIDE THE SAFEST ENVIRONMENT DURING & POST COVID-19

**The Specialty Hospital was the First hospital in Jordan that provided:**

- The Only "UV-Disinfection Robot" that kills 99.99% of viruses and bacteria including COVID-19
- The "Drive Thru COVID-19 Testing Station"
- Sterilization Gates at hospital entrances

**For your safety during COVID-19 Pandemic, we designated:**

- In-patient wards and ICU beds for COVID-19 patients
- An Isolation Area in ER department for suspected cases



**To Combat COVID-19** the Specialty Hospital Vaccination Center was established to increase the number of population vaccinated in Jordan.



**In Recognition to what the Specialty Hospital has done during the pandemic:**



● It was the only hospital in the Arab World to receive "Elite Plus Hospital Award" from the Arab Hospitals Federation



● And received "Beyond the Call of Duty for COVID-19" from the International Hospitals Federation



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Specialty Hospital - Jordan  
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# THE UNIVERSITY OF BALAMAND

LEBANON



PIONEER

*The University of Balamand is a private, non-profit, independent Lebanese institution of higher education. It performs its mission through teaching, research, and service to the community. The University is committed to raising future generations in the immutable Eastern values and does not discriminate on the basis of race, religion, gender, nationality, or physical handicap.*

*The University of Balamand was founded in 1988 by his Beatitude the Antochian Orthodox Christian Patriarch Ignatius IV. It operates under a license from the Lebanese Government that authorizes it to grant degrees in all its faculties.*

*The University of Balamand issues forth from its long Eastern Orthodox tradition of openness, compassion, and collaboration for the promotion of the national interest. The University applies the scientific method and cooperates with leading universities in the world to advance its program, and to provide new opportunities for its students.*

*The University is conscious of its role in building future Lebanon on firm national foundations. It is conscious of its educational-cultural role in the Arab region and in the world. The University relies on knowledge, openness, and dialogue as pathways for cooperation and cultural development knowing full well that development depends on interaction with other cultures in order to further peace, justice, and fundamental values. Graduates are equipped with the skills and mindset necessary to become agents of positive change in their communities.*

*The university, born of three faculties, today embraces 9 on 4 campuses across Lebanon, facing the future with absolute confidence.*



UNIVERSITY OF  
**BALAMAND**

## DR. ELIAS WARRAK

PRESIDENT  
THE UNIVERSITY OF BALAMAND



*In a world of corruption, mediocrity, extremism, and ignorance, our “magnum opus” for remedial is education.*



UNIVERSITY OF  
BALAMAND



2<sup>nd</sup> Best University in Lebanon  
(2021)

Your DREAMS  
Your GOALS  
Your UNIVERSITY



The University of Balamand is an independent non-profit institution for higher education. Founded in 1988, the University strongly holds the view that thought without application and relevance to human needs is incomplete; hence it offers its students hands-on application of theories, relevant training and practical knowledge in their respective fields.

*The University of Balamand is a place where you will always be supported, accepted and valued whatever is your background, your religion, your nationality, or your walk of life.*





“FMC provides world-class quality healthcare services to the people of Iraq and the region in their homes.”

Dr. Ali Elhaj, CEO

"مدینة فاروق الطبیة تقدم خدمات  
رعاية صحية بجودة عالمية لشعب  
العراق والاقليم في وطنهم."

"شارى پزیشکی فاروق  
خزمهتگوزاری پزیشکی به  
کوالیتیهکی جیهانی دابین دهکات  
بو دانیشتونانی عیراق و ههریم له  
ولاتی خویندا."

*fmc*  
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السليمانية - كردستان / العراق

# AIN WAZEIN MEDICAL VILLAGE

LEBANON



**DISTINGUISHED**

The Health Establishment of the Druze Community (HEDC) is a not-for-profit organization, founded in 1978 and operational since September 1989.

The Health Establishment of the Druze Community (HEDC) comprises a medical center referred to as Ain Wazein Medical Village (AWMV) that includes: Ain Wazein Hospital, Geriatric Medical Center (GMC), Home Care Center, Oncology Medical Center, and a Nursing School.

AWMV also manages the Primary Health Care Center in Beiteddine and the "Al Jabal Hospital" located in the Matn region. Moreover, AWMV hosts the Lebanese University's Faculty of Public Health - Branch VI.

AWMV strives to serve the social and health needs of around 350,000 people from the attraction zone. The catchment area is far beyond its geographical boundaries and extends to the nearby regions, thus being considered a major referral center.

AWMV is a 286-bed hospital, including 75 long-term care beds, and covers a wide range of medical and surgical, in and out-patient services. Its various hospital services meet the needs of patients by ensuring continuity of health care ranging from primary, secondary, tertiary, follow-up and rehabilitation care, palliative care, long-term care, and home care.

AWMV adopts a customer-focused approach with a top management commitment to quality standards as per the Ministry of Public Health (MOPH) Accreditation Standards and ISO 9001-2015 requirements.

The COVID-19 pandemic has challenged and overstretched health systems beyond capacities and the response to the pandemic has required difficult and unprecedented decisions; AWMV was committed to set procedures and strategies to overcome this pandemic.

AWMV was among the first Lebanese hospitals that have launched a mechanism of rapid response to win the battle against this pandemic. The strategy in response to the COVID-19 pandemic covered the following aspects:

- Community Engagement and Public Health Awareness
- Provision of high-quality medical care according to the latest medical protocols and treatment guidelines
- Drive-thru and Home PCR test service
- Epidemiological surveillance campaigns
- Preparation and Management of Quarantine centers
- Training & Education, Staff Support, and Protection
- Infection Control in Covid-19 Department
- Building Post COVID-19 Services
- Home care program for patients with COVID-19
- Vaccination Administration

In light of the COVID-19 crisis, AWMV has faced efficiently the challenge despite all the difficult circumstances and was committed to provide distinguished services for the patients and their families. AWMV has set its strategic plan 2021-2023 for continuous improvement and to ensure its readiness for the post-COVID-19 era.

## DR. ZOUHEIR EL IMAD

DIRECTOR

AIN WAZEIN MEDICAL VILLAGE



*“Ain Wazein Medical Village has adopted a distinctive strategy to face the COVID-19 pandemic and will continue to set efforts to ensure high quality of care and promote a healthier and stronger community despite all the difficult and unprecedented challenges”*



AIN WAZEIN

عين وزين

MEDICAL VILLAGE



Nestled in the picturesque mountains of Lebanon's serene Shouf area 45 km far from Beirut, Ain Wazein Medical Village (AWMV) is a private non-governmental not-for-profit integrated academic medical compound built on 33,360 m<sup>2</sup> in the green area of Ain Wazein village, Mount Lebanon Governorate.

AWMV houses "The Hospital", the "Geriatric Medical Center", the "Nursing School", the "Oncology Medical Center" and the "Home Care Center". AWMV is also managing Al Jabal Hospital in Korneyel (Al Matn Caza) and the Primary Healthcare Center in Beiteddine- Shouf, and it hosts the Lebanese University's Faculty of Public Health – Branch VI within its campus.

AWMV is accredited by the Ministry of Public Health as Class "A" since 2011 and it is certified as a teaching, training and research center from the Ministry of Public Health (decree 1/423) since 2010, in addition to being ISO 2015-9001 accredited since 2017.

Offering a continuum of care services from primary and secondary healthcare, all the way to tertiary care, intermediate care, palliative care, as well as long term care for the elderly and home care.

In response to the COVID-19 pandemic, AWMV has adopted a strategy and has developed specific services to win the battle against this pandemic: Communicable Diseases Evaluation and Management Units, Drive-thru and Home PCR testing, quarantine centers, epidemiological surveillance campaigns, 24/7 hotline to serve the community, homecare COVID-19 program, post COVID-19 clinics, specialized COVID-19 rehabilitation program, and a vaccination center.

# AI-ESRAA HOSPITAL

JORDAN



**DISTINGUISHED**

Organization name: Al-ESRAA HOSPITAL.

Year established: 2001.

Sector: Private.

No. of Full-Time Employees: 650.

Governing Body: MOH /Private sector/private Hospitals Association (PHA).

## MANAGEMENT INFORMATION:

1. CEO: Dr. Nael Zaidan Al-Masalha

Mob. No.: +962-795557359 - E-mail:essrahos.mang@yahoo.com

2. Medical Director: Dr. Adnan Dmour

Mob. No. : +962-799030207 - E-mail:admoor2009@yahoo.com

3.Nursing Director: Naheel Abu Haesh

Mob. No.: +962-796111504 - E-Mail:naheelabuhaish@gmail.com

4.Quality Director: Tareq Mansour

Mob. No.: +962-798336149 - E-mail: tareq\_stars@yahoo.com

## ORGANIZATION DESCRIPTION OF ACTIVITY:

1.Number of inpatient beds: (160).

2.Working hours: 24h/7days a week.

3.Inpatient Occupancy rate: 70%.

4.Average daily emergency room visit:150pt.

5.Clinical services provided by the organization:

Anesthesia, cardiology, Cardiothoracic surgery, Intensive care, coronary care, General medical surgical and subs., orthopedic , Gyna & Obstetric, Pediatric & ped.surg., Cardiac cath., Neonatal, Isolation care (Covid, Communicable)and emergency services.

6.Diagnostic and clinical support services: Endoscopy, radiology, laboratory, Pharmaceutical, ambulance transportation and infection control.

7.Supportive services: Catering and food services, housekeeping, laundry, waste management, medical technology, maintenance and administration.

## TOP FIVE DIAGNOSSIS:

a.Surgical: C/S, D&C, Cardiac cath, orthopedic and gastric surgery.

b.Medical: normal vaginal delivery, DM, HTN, COVID-19 and gastroenteritis.

## DR. NAEL ZAIDAN AL-MASALHA

### CHIEF EXECUTIVE OFFICER



#### **Essra hospital... The Journey of distinguished achievement.**

As we anticipate the twentieth anniversary since the Al Essra Hospital was launched, we carry in our memory the journey of the distinguished achievement of our staff workers

and employees at Al Essra Hospital. As long as the path of generous efforts of development over years and serving our patients from inside and outside Jordan which resulted in that Essra hospital became the favorite destination for many patients to seek treatment and health services. As we affirm that we are always moving towards excellence all along with the development of our services including adding new quality services for us to always seek gaining the satisfaction of our patients and provide them with best services in their journey of treatment . so that Isra is always a beauty spot in the forehead of this generous country, which is a major destination for treatment seekers in the Middle East and other countries in the world..

The medical sector has not faced a crisis for decades similar to the one it is facing today with the spread of the COVID-19 virus, which has become a global pandemic that affects various countries in this world , and Al Essra Hospital is proud that it is one of the first Jordanian medical institutions that was able to employ its vast experience in facing this global crisis. Since the outbreak of the pandemic, we took the initiative in treating COVID-19 patients, and we were the first in the private medics sector to receive Corona patients and establish an emergency isolation section that was established within less than two working weeks ... not to mention preparing a special isolation departments for COVID-19 patients, each according to Her/His health condition.

We will always keep the covenant, preserving our patients under all circumstances, always invoking our motto, which we always put towards our eyes, "We are distinguished by your care." We always ask God for our patients to heal and all thanks and appreciation to our staff workers as they invoke the words of God Almighty, "and if any one saved a life, it would be as if he saved the life of the whole people."



مستشفى الإسراء  
مؤسسة إسرائيلية

AL-ESSRA HOSPITAL

**EXCELLENCE IN PROVIDING THE  
BEST HEALTHCARE SERVICES**

**WE PROVIDE YOU WITH  
THE BEST CARE**



Amman, Jordan, Queen Rania St. Opposite of Jordan University

+962 6 530 0300 +962 6 530 0318 1817 Amman 11941 Jordan

www.essrahospital.com information@essrahospital.com

Al-Essra Hospital Al-Essra Hospital Official Page Essra\_Hospital

## ALL MEDICAL SPECIALTIES

Intensive care  
and  
coronary  
unit (ICCU)



Emergency and  
Causality



Neonatal  
» Intensive  
care unit (NICU)



Advanced  
» Operation  
theaters



Advanced  
Endoscopy



Cath-Lab



Fertility and  
» infertility  
Therapy Center



Obesity  
» Surgeries  
Center



Advanced  
Radiology and  
Diagnostic  
Machines



Dental Care  
and  
Cosmetic Center



Orthotics and  
» Prosthetics  
Center



Advanced  
» Clinical  
Laboratories



# QUALITY & ACCREDITATION DIRECTORATE - KUWAIT



## MODEL

In the year 2000 the MoH issued a directive for the creation of the Quality and Accreditation Directorate (QAD) via administrative decree No.1055/2000, as a system-wide approach to addressing healthcare quality and safety concerns (QAD, 2001). QAD is the main Government body responsible for ensuring the quality and safety of public healthcare services in Kuwait. Its main functions include the setting of standards for the safety and quality of healthcare services and monitoring the implementation of these standards. It also ensures the establishment of appropriate frameworks for the management of quality, safety and risk in public hospitals including incident reporting systems, mortality, morbidity and risk management committees, and performance monitoring, in addition to training and education of the healthcare staff on quality, patient safety and risk management.

It is made up of 4 main departments:

1. Department of standards and indicators
2. Department of research and technical assistance
3. Accreditation Department
4. Administrative and Finance Department

One of the Directorate's greatest achievements in the recent years has been the agreement that was signed between Accreditation Canada (ACI) in 2008 to cover both hospitals and primary healthcare (PHC) centres in Kuwait to help the country's health sector become compliant with its standards and obtain its accreditation. The ACI held the responsibility to survey a certain number of hospitals and PHC centres and train 40 local surveyors for each sector while the Directorate supervised all the latter.

The agreement expired in 2016, however the Directorate continued the program with local resources where it contributed to the survey of 18 hospitals (general and specialized) as well as 95 PHC centres. Accreditation reports and certificates were issued for the organizations by the Directorate.

In addition to its effort in maintaining the quality of healthcare services while responding to COVID- 19, currently the Q&A Directorate is working on shifting towards a locally tailored accreditation programme through modifying the Qmentum standards (a globally developed, locally tailored accreditation program supported by staff and surveyors who have extensive, lived experience in health care at all levels, from around the world) and developing it to fit the context of Kuwait. It had already moved a long way towards this goal where the national accreditation standards for hospitals was developed locally and reviewed and improved by ACI and revised each year until it reached version 6.

## DR. TALAL AL FADHALAH

DIRECTOR OF QUALITY & ACCREDITATION  
DIRECTORATE - KUWAIT

*In the interest of the Ministry of Health in Kuwait represented by the Quality and Accreditation Directorate to provide the best and safest medical services in the State of Kuwait, the Quality and Accreditation Directorate was the first to support the vaccination process and ensure its safety and proper procedures. Quality and Accreditation Directorate is the central governing body responsible for planning, supervising, and reporting on the quality, patient safety, and accreditation activities in all the government health institutions. During the COVID-19 pandemic, it was our obligation to keep people in Kuwait safe while receiving the latest preventive and curative care. The Directorate leaders and staff were among the first-liners to initiate and lead in the activities directed to contain and reduce the severity of the pandemic and its outcomes.*

*Therefore, the Ministry of Health established a vaccination centre, and the Quality and Accreditation Directorate took the initiative to support a safe and efficient vaccination campaign.*



*The initiative included training and auditing of the Vaccination Centre workers, aiming at assuring a safe National Vaccination Campaign. In addition to improving the healthcare workers competencies, the Directorate focused on assessing the workers' compliance with the Ministry guidelines for COVID-19 Vaccination.*

*The Directorate managed to help all healthcare workers at the Kuwait COVID-19 Vaccination Centre to complete the WHO training course. This made Kuwait COVID-19 Vaccination Centre the first centre worldwide, where all its working staff enrolled in and completed the course. Finally, the audit program helped to ensure that the vaccination process is safe, effective and in accordance with the International and National guidelines. I am proud of what we have achieved. My team's contributions are outstanding.*



وزارة الصحة  
Ministry of Health



إدارة الجودة والاعتماد  
Quality & Accreditation Directorate

The Quality and Accreditation Directorate at the Ministry of Health in Kuwait is responsible for ensuring the quality and safety of health care services in Kuwait.

Its main functions include the setting of standards for the safety and quality of healthcare services, training and education of healthcare staff, and monitoring their implementation of those standards.

It also ensures the establishment of appropriate frameworks for the management of quality and safety in healthcare institutions through incident reporting systems, mortality, morbidity, and risk management committees, and performance monitoring.

The directorate also works on developing a locally tailored accreditation program supported by globally trained staff and surveyors.

 [qualitykw](#)  
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 [qualitykw@hotmail.com](mailto:qualitykw@hotmail.com)  
 +96522205388



## GANZOURI SPECIALIZED HOSPITAL EGYPT



GANZOURI  
SPECIALIZED HOSPITAL  
مستشفى الجـانزورى التخصصى

## MODEL

*Ganzouri Specialized Hospital is a private general hospital that has been in business for almost 50 years. It is located right in the heart of Cairo with 180 beds.*

*The hospital covers a wide array of services with special emphasis on specific sub-specialties and we have our centers of excellence in:*

- Orthopedic Surgery Unit and Physical Medicine*
- Pediatrics and Neonates Unit*
- Surgical services and oncology Unit*
- Gynecology Unit*
- Urology Unit*

*In GSH, health services are patient-centered. Safety and effectiveness are our goals aiming to deliver high quality care to our patients.*

*GSH has been named as one of the best 10 Hospitals in African Continent for the year 2017 according to CSIC standards.*

*Ref.*

*Tops Arabia Website:*

*<http://www.egyptindependent.com/report-2-egyptian-hospitalsamong-arab-world-s-best-10>*

*Cybermetrics lab: [http://hospitals.webometrics.info/en/ranking\\_africa](http://hospitals.webometrics.info/en/ranking_africa)*

*The hospital serves a wide base of the market. We have over 300 business customers. We serve patient from different parts of the world.*

*We have a dedicated department for international patients. We provide world class services at affordable costs through patient coordinators to facilitate all the processes.*



Welcome to Ganzouri Specialized Hospital;

In GSH, we strive to serve our community as a part of our social responsibility and since the outbreak of Covid-19, all of our staff and management are geared to serve our community to help in building the awareness on how to prevent the spread of the pandemic.

I want to thank all of our dedicated team for the effort and results obtained on all our programs of Covid-19 management and prevention. I want also to express my deepest gratitude to have the chance to be part of this award nomination for Covid-19 initiatives hosted by the AHF.

Finally, I would like to thank the management of the AHF team for their extensive effort to promote the welfare, the health of the region and their great achievements in the field of healthcare in the Arab World as a whole.

*Prof. Dr. Hossam ElGanzouri*  
*Chairman of the board of directors*



# GANZOURI SPECIALIZED HOSPITAL

By your side through the **COVID-19**  
pandemic





ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*The Specialty Hospital*  
AMMAN - JORDAN

in recognition of overcoming  
COVID-19 crisis

**ELITE HOSPITAL**

26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT

*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY

*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER

*Alice Yammine Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*Hamad Medical Corporation*  
QATAR

in recognition of overcoming  
COVID-19 crisis

**ELITE HOSPITAL**

26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT

*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY

*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER

*Alice Yammine Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*Department of Health*  
EMIRATE OF ABU DHABI- UAE

in recognition of overcoming  
COVID-19 crisis

**ELITE ORGANIZATION**

26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT

*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY

*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER

*Alice Yammine Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*Saudi German Health*  
KINGDOM OF SAUDI ARABIA

in recognition of overcoming  
COVID-19 crisis

**ELITE HOSPITAL**

26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT

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GENERAL SECRETARY

*Tawfik Khoja*

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CHIEF EXECUTIVE OFFICER

*Alice Yammine Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*University of Balamand*  
LEBANON

in recognition of overcoming  
COVID-19 crisis

**PIONEER PROJECT**

26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT

*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY

*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER

*Alice Yammine Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to  
*Taruk Medical City*  
SULAIMANIYAH - IRAQ  
in recognition of overcoming  
COVID-19 crisis  
**PIONEER HOSPITAL**  
26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT  
*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY  
*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER  
*Alice Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to  
*Ain Wazein Medical Village*  
LEBANON  
in recognition of overcoming  
COVID-19 crisis  
**DISTINGUISHED HOSPITAL**  
26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT  
*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY  
*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER  
*Alice Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to  
*Al-Esraa Hospital*  
JORDAN  
in recognition of overcoming  
COVID-19 crisis  
**DISTINGUISHED HOSPITAL**  
26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT  
*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY  
*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER  
*Alice Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to  
*Ganzouri Specialized Hospital*  
EGYPT  
in recognition of overcoming  
COVID-19 crisis  
**MODEL HOSPITAL**  
26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT  
*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY  
*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER  
*Alice Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to  
*Directorate of Quality & Accreditation*  
MINISTRY OF HEALTH - KUWAIT  
in recognition of overcoming  
COVID-19 crisis  
**MODEL DIRECTORATE**  
26 MAY 2021

SIGNATURE

MP. FADI ALAME  
PRESIDENT  
*Fadi Alame*

PROF. TAWFIK KHOJA  
GENERAL SECRETARY  
*Tawfik Khoja*

ALICE YAMMINE BOUEIZ  
CHIEF EXECUTIVE OFFICER  
*Alice Boueiz*

04

Recognition



ARAB HOSPITALS FEDERATION

# Certificate

— OF GOLD INITIATIVE —  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*H.E. Dr. Hanan Al Kuwari*

Minister of Public Health  
QATAR

in recognition of managing  
COVID-19 crisis

THE WOMAN HEALTH LEADER  
OF YEAR 2021

26 MAY 2021

SIGNATURE

**MP. FADI ALAME**  
PRESIDENT

*Fadi Alame*

**PROF. TAWFIK KHOJA**  
GENERAL SECRETARY

**ALICE YAMMINE BOUEIZ**  
CHIEF EXECUTIVE OFFICER

*Alice Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

— OF GOLD INITIATIVE —  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*Dr. Ahmad Al Mandhari*

DIRECTOR GENERAL  
WORLD HEALTH ORGANIZATION - EMRO

in recognition of managing  
COVID-19 crisis

**THE HEALTHCARE LEADER  
OF YEAR 2021**

26 MAY 2021

SIGNATURE

**MP. FADI ALAME**  
PRESIDENT

*Fadi Alame*

**PROF. TAWFIK KHOJA**  
GENERAL SECRETARY

**ALICE YAMMINE BOUEIZ**  
CHIEF EXECUTIVE OFFICER

*Alice Boueiz*



ARAB HOSPITALS FEDERATION

# Certificate

OF GOLD INITIATIVE  
PHASE TWO

This certificate is proudly presented  
from the Arab Hospitals Federation to

*Dr. Ali El Haj*

CEO / Board Member  
Faruk Medical City

in recognition of his efforts and devotion  
in Arab Healthcare sector

**PERSON OF YEAR 2021**  
in Risk Governance & Strategy

26 MAY 2021

SIGNATURE

**MP. FADI ALAME**  
PRESIDENT

*Fadi Alame*

**PROF. TAWFIK KHOJA**  
GENERAL SECRETARY

**ALICE YAMMINE BOUEIZ**  
CHIEF EXECUTIVE OFFICER

*Alice Boueiz*

# THANK YOU



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