



ARAB HOSPITALS FEDERATION
إتحاد المستشفيات العربية

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01

SUPPORTERS



إتحاد المستشفيات العربية ARAB HOSPITALS FEDERATION



Private Hospitals Association - Jordan
جمعية المستشفيات الخاصة - الأردن

منتدى السياسات الصحية في الشرق الأوسط وشمال أفريقيا
MIDDLE EAST AND NORTH AFRICA HEALTH POLICY FORUM



SPONSOR



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THE ARAB HOSPITAL
MAGAZINE

ORGANIZER





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توصلت إليه التكنولوجيا الطبية

Ultra-modern operating
theaters

نظم معلوماتية
متقدمة لبيانات المرضى
Highly-advanced patient
information systems



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سيارات ومروحيات
الإسعاف

State-of-the-art
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أساليب علاجية متقدمة
لمرضى السرطان

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تستخدم مؤسسة حمد الطبية التكنولوجيا المتطورة والأنظمة المبتكرة في
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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02

ADDRESSES

MP. FADI ALAME

PRESIDENT

ARAB HOSPITALS FEDERATION



The Covid-19 pandemic has drastically exposed our healthcare systems to substantial challenges and constraints. Seeking accurate scientific guidance from reliable sources & expertise such as the World Health Organization and the Centers

for Disease Control and Prevention on a global scale is now pivotal and the best course of action for our healthcare system.

It has become imperative for area healthcare systems to take the lead in controlling and containing the spread of Covid-19, having been equipped with factual guidelines and evolving scientific-based tools, through the implementation of an array of innovative measures covering sustainability and trust-building within our local communities.

Safeguarding sustainability during and post the Covid-19 pandemic is a key objective that can be fulfilled through the application of several evidence-based practices. Stream-lining operations is another area to consider under the umbrella of sustainability.

The creation of a vigorous culture of trust is an obligation. During a pandemic, healthcare stakeholders are of keen interest in bearing measures of trust-building as a mechanism of self-reassurance. Patients, doctors, nurses, paramedics, administrative and technical staff and payers find comfort and confidence in healthcare facilities that are well-established and equipped to have everyone's back.

Finally, the AHF Gold Initiative aims to promote and institutionalize sustainability, a culture of trust & innovation, aiming at fighting and ending the spread of the coronavirus, ensuring resilience, and working hand in hand for healthier and stronger communities.

PROF. TAWFIK KHOJA
GENERAL SECRETARY
ARAB HOSPITALS FEDERATION



Peace be upon you and the mercy and blessings of Allah on you all. Thanks to Allah who guided us to our path, without His guidance we wouldn't have been guided.

On the occasion of the outstanding activities of the Arab Hospitals Federation, AHF has launched and granted for the first time, the Certificate of the GOLD INITIATIVE as an appreciation to the response of health care institutions to the emerging pandemic of Coronavirus (Covid-19), recognizing the outstanding works of individuals and institutions.

It gives me a great pleasure to express my deep thanks, appreciation and gratitude to all health care organizations and institutes for their unique dedication, valuable efforts, and areal influential actions and support towards controlling the pandemic as well as proper management of this global priority issue raised on health system agenda.

Many health care systems and organizations made good progress in the past, but can do better for the second wave of the pandemic which is escalating and coming sharply in some countries in a very severe form, and this will no doubt need to reallocate huge resources.

Today with your permission, I would like to highlight on a very important issue which is: This Year, indeed the new millennium and the new age in health care are now upon us, the health care professionals.

In this pandemic, our health care providers demonstrate effectively and integrate evidence based knowledge, wisdom for better quality and safety care, as well as nurture important relationships with their patients and their families, and understand the needs of the whole nations... They offered an outstanding level of care which deserves the gratitude and a genuine appreciation from the Arab Hospitals Federation.

PROF. TAWFIK KHOJA
GENERAL SECRETARY
ARAB HOSPITALS FEDERATION

The Federation totally realized the importance to highlight these facts, initiatives were taken to draw the attention of the whole society towards such dedication. The real essence of The GOLD INITIATIVE and its aims, values, it is more than just a certificate!

We are hitting towards:

- 1) Building the real foundations of establishing the position of the excellence,*
- 2) Encouraging the promotion, dissemination, and facilitation of the initiatives that contribute to the development of education, planning, thought and use of successful model of care,*
- 3) Highlighting and honoring successful initiatives in different categories of the Certificate to enable health care organizations and workforces to benefit from them,*
- 4) Raising awareness on the importance of personal and institutional initiatives to develop collaborative culture in health care management.*
- 5) Encouraging and motivating them to innovate in the development of the various aspects of prevention and management of pandemic and health crisis.*
- 6) Documenting, expanding, and fostering the role of the Arab health care organizations and their works in different fields of knowledge, practices, in addition to enhancing the status of Arab to benefit the experiences of world, and work to crystallize this role and goal in reality, and encouraging those who aim to nourish it.*

We need to adapt to a new normal and thrive. This can only happen if we encourage innovation and "out-of-the-box" thinking.

Our aim is to benefit the whole universe in their present and future, inspire others to participate in all aspects of civilization especially in health of the nations, as well as enrich human knowledge and develop Advancement of mankind. May Allah make our aspirations come true!

Pry to Almighty ALLAH to bless you all and grant you & your Nobel work all success and prosperity, as well as to preserve the security and stability of our countries.

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



Hamad Medical Corporation is grateful to the Arab Hospitals Federation for the launch of the Gold Initiative. Hundreds of thousands of healthcare staff from across the region have worked tirelessly, often in very difficult circumstances, to implement comprehensive strategies to limit the spread of the virus and ensure anyone with COVID-19 receives the very best quality care.

This is a wonderful project that aims to showcase the efforts of healthcare providers in meeting the unprecedented challenge presented by COVID-19. In Qatar, Hamad Medical Corporation has worked hard alongside its healthcare partners, including the Ministry of Public Health and Primary Health Care Corporation, and played a central role in the nation's measures to protect its population and ensure every patient with COVID-19 is able to receive fast and effective care.

Our comprehensive strategy to confront COVID-19 has succeeded in suppressing the spread of the virus and enabled Qatar to have one of the lowest COVID-19 mortality rates in the world.

We are proud to be part of the Gold Initiative and would like to thank the Arab Hospitals Federation for their ongoing commitment to shining a spotlight on the progress and achievements of healthcare organizations both in Qatar and across the region.

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



It gives me great pleasure to welcome you to the "Gold Initiative" launched by the Arab Hospitals Federation, which aims to build trust in the healthcare sector and to appreciate the efforts and procedures taken by healthcare institutes in the Arab world to respond to the COVID-19 pandemic.

We are proud that the Private Hospitals Association in Jordan is a supporter of this initiative. This initiative will provide an opportunity to share knowledge and experience gained by Arab countries while responding to the Coronavirus pandemic. The Arab Hospitals Federation will honor the healthcare institutes that distinguished themselves during this experience by submitting entries for the initiative.

Allow me to share with you Jordan's experience in containing the Coronavirus, as we have recorded about 53,000 cases and the number of deaths is around 500 deaths. The Jordanian government has adopted an aggressive strategy to contain the pandemic and reduce the number of infections, regardless of the economic or social impact. Early interventions were taken, the defense law has been activated and the armed forces role was to oversee the implementation of government decisions. The government issued decisions including financial penalties and imprisonment for repeated violations.

Three governmental hospitals have been designated to treat COVID-19 patients, and this has contributed in maintaining all private hospitals and most governmental hospitals free of Corona.

Until the beginning of September 2020 the epidemiological situation in Jordan was considered moderate to reduced risk, and the Epidemiology Committee admitted all positive cases to designated hospitals, even those who do not have any symptoms. Currently with the increase in the number of patients only cases who need hospitalization are admitted and 12 private hospitals are approved to treat COVID-19 patients.

I would like to emphasize the importance of coordination and partnership, between the various healthcare sectors and the formation of specialized committees, which was one of the most important reasons for Jordan's success in containing the pandemic, especially since they are working hand in hand with the security authorities and that was a model for achieving epidemiological health security.

Greetings to all healthcare providers; doctors, nurses, pharmacists, technicians, administrators... in the healthcare sector, who are at the front line defense to confront this pandemic. We thank them for their continuous efforts and dedication during this critical period.

All thanks and appreciation to the Arab Hospitals Federation for their tireless efforts to support and strengthen healthcare institutes in the Arab world, wishing the federation success and prosperity.



THE ARAB HOSPITAL MAGAZINE

MR. SIMON CHAMMAS
PUBLISHER



The Arab Hospital Magazine is privileged to take part in the Arab Hospitals Federation great initiative in the fight against Covid - 19 pandemic. We are physically distant today , but we must stand together in this war where national and international efforts are necessary to ensure that we can combat it effectively.

*YOUR SOURCE FOR
HEALTHCARE NEWS
IN THE MIDDLE EAST*

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03

JUDGING
PANEL

VIP HEALTHCARE SUPPORTERS & JUDGING PANEL

The selection process of winners has been done through two phases and the Judging Panel was composed by three members of the AHF Governing council and three members of the Executive council in addition to three members 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

AHF GOVERNING & EXECUTIVE COUNCIL



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
ARAB HOSPITALS FEDERATION



DR. ALI ELHAJ
EXECUTIVE BOARD MEMBER
ARAB HOSPITALS FEDERATION

04

C ABOUT THE
CERTIFICATE

ABOUT THE "GOLD INITIATIVE"

In light of the crisis of the Coronavirus (COVID-19) pandemic, the Arab Hospitals Federation launched the "Gold Initiative" to build trust in our Healthcare sector and acknowledge the efforts and procedures of Hospitals that were present to face this challenge and provide distinguished services for the patient.

These Healthcare Institutions (Hospitals, Primary Healthcare centers & Pharmaceutical Companies) have faced the challenge efficiently despite all the difficult circumstances and mysteries that this pandemic has hidden, and have presented a distinctive performance that deserves appreciation from the Federation because they provided a remarkable response experience and set a distinct and innovative organizational procedures to face the pandemic of COVID-19 in their region or country.

Throughout the confrontation period, the Arab Hospitals Federation was concerned about the Healthcare sector and its resources, pursuing and attempting through its pioneering role in developing the Arab Healthcare workers to be supportive and available. Many Healthcare Institutions have demonstrated a rapid response and excellence in this confrontation, and we must highlight on their experiences so that we can all learn from them and be ready to face the future and provide the best.

53 candidates from Arab Healthcare Institutions presented their files for the first phase. 18 of them were qualified for the second phase , and at the end the judging panel has selected 9 candidates as Winners from 6 Arab countries.

Four sections in 6 different categories was the result of the evaluation: Elite plus Hospital (6 out of 6), Elite Hospital (5 out of 6), Distinguished Hospital (4 out of 6) & Model Hospital (3 out of 6).

The 6 categories in the evaluation process were : Regulatory Staff to the government, Leadership & governance , Safety of staff,visitors & patients, Awareness, Efficiency & Scarce Resources , Research & Development.

Congratulations to all winners hoping that with you, we will provide the best services for our Healthcare sector !

05

WINNERS

THE SPECIALTY HOSPITAL AMMAN - JORDAN



ELITE
PLUS
HOSPITAL

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.

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.

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



THE SPECIALTY HOSPITAL



We are pleased to participate in the “AHF Gold Initiative”, and we give our great and sincere thanks to The Arab Hospitals Federation for allowing us to share our experience. It’s an honor to be the only hospital in the Arab World to receive “Elite Plus Hospital Award” from the Arab Hospitals Federation.

We took the responsibility to ensure the safest environment for our patients, healthcare providers and the community during the COVID-19 pandemic. In addition, we are keen to beat time, in order to stop the spreading of the virus in every possible way, and save more lives.

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, we are keen to see all healthcare providers safe and secured, as, unfortunately, the numbers of infected personnel are increasing, and that is terribly depressing. No one can deny; they are the unarmed soldiers and the strongholds of the first line of defense.



THE SPECIALTY HOSPITAL
Amman - Jordan



المستشفى التخصصي
عمان - الأردن

WE ARE KEEN TO PROVIDE THE SAFEST ENVIRONMENT DURING COVID-19 PANDEMIC

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

And during the COVID-19 pandemic the Specialty Hospital achieved three Joint Commission International Reaccreditations, the survey was done virtually, and **the Specialty Hospital is the first hospital in Jordan to go through the JCI virtual survey.**



Jordan - Amman - Shmeisani

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Specialty Hospital - Jordan

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ASTER DM HEALTHCARE

DUBAI - UAE



ELITE HOSPITAL

Aster DM Healthcare is one of the leading healthcare providers in the GCC and the second largest healthcare player in India. Founded in 1987 by Dr. Azad Moopen, Aster DM Healthcare has emerged as an integrated healthcare service organization that provides the complete circle of care to people through its world-class network of hospitals, clinics and pharmacies, providing primary, secondary, tertiary to quaternary care to all segments of the population. Over the last 33 years, the organisation has been consistent in its mission to provide quality healthcare at affordable costs at the door-step of the people that it serves, thereby pushing boundaries of excellence in healthcare and setting global benchmarks in the field of medicine and patient care.

Starting from a single clinic in Bur Dubai in 1987, Aster DM Healthcare is recognised as one of the largest private healthcare providers operating in multiple GCC states and an emerging player in India through its network of 26 hospitals, 116 clinics and 238 pharmacies. Overall Aster DM Healthcare has more than 380 facilities employing a diverse workforce of 19800 employees, including 2976 doctors, 6900 nurses and 9,993 paramedics focused on delivering the brand promise of "We'll Treat You Well."

Founded on the ethos of providing accessible, high-quality healthcare, Aster DM Healthcare operates under three sub brands; Medcare for the high income, Aster for the middle-income and Access for low-income strata of the population. In FY20, the organization served 19.4 million patients- 17.2 million in GCC and 2.2 million in India.

With a vision to provide world-class healthcare locally, Aster DM Healthcare's achievements in the field of medical excellence and patient care are a testament to the organisation's strong track record and forward-looking goals. Recognised for the highest levels of patient care by several industry bodies like FICCI, AHPI, Govt. of Dubai, International Hospital Federation, Aster DM Healthcare supports patients through their entire journey, starting from diagnosis to providing the most scientifically advanced treatment and sophisticated care models at their world class facilities. In total, 6 of Aster DM Healthcare's hospitals, including Sanad Hospital in Riyadh, are JCI (Joint Commission International) accredited, whilst all Aster DM Healthcare hospitals in India are accredited by NABH (National Accreditation Board for Hospitals & Healthcare Providers). Sanad Hospital has also obtained accreditation from Saudi Central Board for Accreditation for Healthcare Institutions (CBAHI). Aster Hospitals UAE have recently received Canadian Accreditation.

Over the years, Aster has built a healthcare eco-system across India and GCC which has strengthened the healthcare delivery model and added immense value to both the regions. In GCC region, Aster's primary care clinics act as the initial touch-points in the patient journey, while pharmacies and hospitals continue the care. For complex tertiary care patients are referred to Aster's Hospitals in India. Indian operations act as a source of talent (doctors, nurses and other employees) to GCC operations. Within GCC operations, clinic doctors have the opportunity to hone their surgical skills in Aster's hospitals. In the course of time, the organization has built a notable financial, operational, societal growth trajectory in GCC with rapid scale-up in hospitals, clinics, pharmacies across geographies.

Driven by the core beliefs of unity and profit as a by-product, Aster DM Healthcare launched its global CSR programme, Aster Volunteers in 2017. Coinciding with the organisation's 30th anniversary, Aster Volunteers aims to bridge the gap between people who would like to help with those in need. Through this initiative Aster Volunteers have been able to treat 290,986 individuals through mobile medical camps; 169,207 people have benefitted from basic life support trainings and 36,019 free surgeries as well as health investigations were conducted; supported with the recruitment of 114 differently abled people and treated 533,146 people through 3,376 medical camps. The aid programme in Somali land, Jordan, Bangladesh and Kerala has benefitted 288,158 people; while 21,302 children have benefitted under Child Health & Wellness initiatives. In the wake of the COVID - 19 pandemic, 816,648 lives have been impacted through screening camps and distribution of food and medical kits. Aster Volunteers have also undertaken 142 initiatives towards Sustainability & Community Connect.

Through his dedication to the healthcare sector and the community, Dr. Azad Moopen has been recognized by various governments and institutions with various accolades, most notably Padma Shri, the fourth highest civilian award in India, Forbes Magazine's most powerful Indian leaders in the Arab World and Lifetime Achievement Award from FICCI (Federation of Indian Chambers of Commerce and Industry) among others.

Aster

We'll Treat You Well



DR. AZAD MOOPEN

FOUNDER, CHAIRMAN
MANAGING DIRECTOR



At Aster DM Healthcare, we have always put highest importance on the quality of medical care that we deliver to our patients through our 380+ facilities based in 7 countries.

During the Covid-19 pandemic, ensuring the best medical protocols across our facilities and supporting the local government to flatten the curve were our priority .

Over the last few months our organization and frontline staff have played a pivotal role in serving COVID positive patients. We are also taking proactive measures to control the surge through strategic clinical interventions, stringent medical protocols while serving 7375 patients in GCC. We were able to maintain a case mortality rate as low as 0.87% and conducted Covid-19 screenings for over 100,000.

We are really glad that our efforts have been recognised by Arab Hospitals Federation with the prestigious 'Elite Hospital' certification.



We've built all our
institutions on this
foundation.

YOUR TRUST.



We started this wonderful journey on Friday, 11th December 1987 in Dubai. Over 33 years, this journey has taken us across 7 countries and has helped us care for millions through our 380 operating facilities. It's a journey that is being driven by compassion, commitment & enabled by innovation. Today, we are more energized than ever to touch lives, change destiny and shape the future. Thank you for your unfaltering trust!



Aster



— We'll Treat You Well —

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BELLEVUE MEDICAL CENTER

BEIRUT - LEBANON



**ELITE
HOSPITAL**

Located in the serene valley of Qanater Zbaideh and overlooking the beautiful roman ruins, Bellevue Medical Center is a premier 160-bed-hospital standing proudly between the regions of Mansourieh and Hazmieh in Mount Lebanon. The medical institution was accredited by the Lebanese Ministry of Public Health, awarded the prestigious Joint Commission International (JCI) Gold seal and certified Gold by Planetree International for its person-centered care achievement.

A mere 15 minutes away from Downtown Beirut, the hospital is surrounded by idyllic greenery and offers a unique set-up and nurturing environment that help contribute to the patients' well-being and allow them to maintain a positive healing experience for short-term and long-term hospital visits.

Bellevue provides a spectrum of medical services and advanced treatment care solutions that span several departments and specialties. Our world-class facilities are outfitted with top-notch medical equipment and home to a highly-trained staff that offers standards of care that are unequalled anywhere in Lebanon and the region.

Our Healthcare Professionals

Bellevue has always based its growth on a careful selection of human and technical resources. We strive to hire and retain a team of certified and qualified physicians, nurses and allied healthcare professionals that share our values and commitment to patient care, in order to achieve our organization's professional and ethical goals.

A Culture of Safety and Continuous Improvement

Patient safety stands at the core of our values and inspires our vision. It is the foundation our institution is built upon and is embedded in our strategy and all our systems, procedures and practices, helping shape a patient-centered culture across our facilities.

Patient Delight is Our Passion

It is our belief that a serene atmosphere and healing environment contribute to a positive patient experience. Our aim is to ensure our patients enjoy a most comfortable stay in our hospital, marked by a high level of service and excellent care.

Cutting-Edge Medical Equipment

To better serve our patients, we offer an exceptional range of innovative equipment that include an MRI, a CT Scan, Fluoroscopic X-Ray, Routine X-Ray, 4D Ultrasounds, 3D Echocardiography, Bone Densitometry (I-DEXA) and Digital Mammography among others. Safety considerations have been incorporated in the design of the building and in every room, with the highest international building standards applied.

Operational Standards

BMC is committed to operate within very high standards in order to ensure the highest quality service for its patients.



MR. NAYEF ELIE MAALOUF

PRESIDENT & CEO

"While we strive to provide excellent patient care within a person-centered environment, we maintain strong work ethics and look at comprehensive healing approaches. More generally, we are committed to respond efficiently and effectively to our community needs, and ensure patient and staff safety at all times."

BMC has been built according to the American Institute of Architects (AIA) standards, standards adopted by the Joint Commission International (JCI) while respecting the latest international standards such as NFPA (National Fire Protection Association in US) standards for fire and safety and AHSRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) for Ventilation which is a critical issue in healthcare facilities especially in contamination and infection. In addition, Joint Commission International (JCI) consultants have been present since the early stages of construction.

Achievements and awards

Since its opening, the following represent a brief recap of the milestones achieved and the awards received by Bellevue Medical Center:

- Bellevue Medical Center received the Lebanese accreditation from the Ministry of Public Health in 2011 .
- The golden seal of the Joint Commission International accreditation was awarded to the hospital three times in 2012, 2015, 2018.
- In March 2014, BMC won the 'Quality Improvement and Patient Safety' Award at the MedHealth MENA Congress and was nominated for the green hospital award.
- The medical center was nominated for the sustainability award at the Arab Health congress in 2015.
- In February 2017, the HACCP certification was obtained for food quality and safety.
- BMC was awarded the Best Heal Care Operator in Lebanon for the year 2017 by the International Finance Magazine.
- Last but not least, in May 2018 BMC became the first Hospital in Lebanon, the second in the MENA region, and the 85th worldwide to receive the Gold certification by Planetree International for its achievements in person-centered care.

A Hospital with a Heart



Bellevue Medical Center

Mansourieh, Lebanon - +961 1 682666 - www.bmc.com.lb



BMC
Bellevue medical center
مستشفى ومركز بلغو الطبي



CLEOPATRA HOSPITALS GROUP

CAIRO - EGYPT



CLEOPATRA HOSPITALS
GROUP

ELITE
HOSPITAL

The Group is the largest private hospital group in Egypt by number of hospital beds and number of operating hospitals. CHG operates six leading hospitals in the Greater Cairo Area: Cleopatra Hospital, Cairo Specialized Hospital, Nile Badrawi Hospital, Al Shorouk Hospital, El Katib Hospital, and Queens Hospital offering a full array of general and emergency healthcare services. In 2019, the Group launched its first two polyclinics located in two fast-growing neighbourhoods of East and West Cairo. The Group's vision is to become the leading integrated healthcare provider in Egypt through a platform of world-class quality medical facilities and services to enhance patients' health and quality of life. Cleopatra Hospitals Group's seven-pillar strategy guides the Group's day-to-day decision-making and operations and has allowed it to expand its geographic reach and service offering while continuing to deliver exceptional operational and financial results. The collaboration between CHG corporate management team and the CHG organizations is a strength point in achieving the strategy.

A. INTEGRATING THE PLATFORM TO ACHIEVE HIGHER EFFICIENCIES

Developing a fully integrated operational platform across the Group's hospitals and polyclinics allows CHG to :

- a. maximize existing synergies and operational efficiencies across its facilities,
- b. reduce waste,
- c. extract economies of scale,
- d. drive up margins, and ultimately deliver top-class healthcare to its patients.
- e. Standardizing operational protocols across all of CHG's facilities ensures consistency in the service offering and continues to drive improvements in the quality of the patients' experience.

B. ENHANCING UTILISATION AND OPTIMISING EXISTING CAPACITY

A key factor behind our ability to consistently deliver high quality care to a growing number of patients revolves around enhancing the efficiency and performance of our existing assets.

C. STRENGTHEN OUR UNIFIED BRAND

One of the factors that allow CHG to stand out from its competitors has been its proven track record and a strong brand equity.

D. LEVERAGE A STRONGER POSITION WITH INSURANCE AND CONTRACT CLIENTS

The Group has been actively working to cultivate stronger relationships with insurance and contract clients as it looks to grow the proportion of revenues generated from these channels. A significant area of focus for the Group has been upgrading its facilities to ensure they operate in line with the latest industry guidelines and standards.

E. GROUP-WIDE DIGITAL TRANSFORMATION

The Group sees digitalization as a key driver of future growth.. Over the last few years, CHG has embarked on a digital transformation strategy, which sees the Group looking to introduce the latest digital solutions available on the market to enhance all aspects of its day-to-day operations both on the medical and non-medical fronts

F. ESTABLISHING CENTRES OF EXCELLENCE AND ACHIEVING INTERNATIONAL ACCREDITATION

CHG conducts regular quality assessments at all its facilities and develops strategies to address any identified shortcomings to ensure that the quality of clinical services and patient care at all of the Group's facilities is consistently of the JCI standards.

G. EXPANDING HOSPITAL CAPACITIES AND FEEDER NETWORK

Over the last two years, CHG has turned its attention towards expanding its network of hospitals to increase its geographic reach, expand its service offering and capacity, and drive further operational and financial growth. Lastly, CHG is looking forward to develop all types of healthcare solutions that will facilitate the operation and management of all types of healthcare organizations.



CLEOPATRA HOSPITALS GROUP

"CHG HAS A VITAL ROLE TO PLAY IN TACKLING THE CURRENT COVID 19- CRISIS, LEVERAGING OUR HEALTHCARE EXPERTISE TO SUPPORT OUR COMMUNITIES AND AID COORDINATING RESPONSES WITH THE EGYPTIAN GOVERNMENT.

CHG IS WELL PREPARED FOR THE CURRENT CRISIS AND WE WILL ENDEAVOUR TO CONTINUE PROVIDING PATIENTS WITH THE SERVICES AND CARE THEY REQUIRE DURING THESE CHALLENGING TIMES.

HOWEVER, BUSINESS AS USUAL IS CLEARLY NOT AN OPTION. WHAT REMAINS STEADFAST DURING THIS CRISIS IS OUR CULTURE AND THE COMMITMENT OF THE BOARD OF DIRECTORS AND EXECUTIVE MANAGEMENT TEAMS TO ALL OUR STAKEHOLDERS"

MR. AHMED BADRELDIN
CHAIRMAN OF THE BOARD OF DIRECTORS





CLEOPATRA HOSPITALS GROUP

THE BIGGEST PRIVATE
HEALTHCARE GROUP
IN EGYPT

Excellence in Healthcare



CLEOPATRA HOSPITALS
CLEOPATRA HOSPITAL



CLEOPATRA HOSPITALS
AL SHOROUK HOSPITAL



CLEOPATRA HOSPITALS
NILE BADRAWI HOSPITAL



CLEOPATRA HOSPITALS
QUEENS HOSPITAL



CLEOPATRA HOSPITALS
ELKATIB HOSPITAL



CLEOPATRA HOSPITALS
CAIRO SPECIALISED HOSPITAL



CLEOPATRA CLINICS
SHEIKH ZAYED & NEW CAIRO



CleopatraHospitalsGroup
www.cleopatrahospitals.com

19668

HAMAD MEDICAL CORPORATION

QATAR



مؤسسة حمد الطبية
Hamad Medical Corporation

HEALTH • EDUCATION • RESEARCH
صحة • تعليم • بحوث

ELITE
HOSPITAL

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.



غرف عمليات مجهزة بأحدث ما
توصلت إليه التكنولوجيا الطبية

Ultra-modern operating
theaters

نظم معلوماتية
متقدمة لبيانات المرضى
Highly-advanced patient
information systems



أسطول متطور من
سيارات ومروحيات
الإسعاف

State-of-the-art
ambulance fleet



أساليب علاجية متقدمة
لمرضى السرطان

Cutting-edge
treatments for cancer



تستخدم مؤسسة حمد الطبية التكنولوجيا المتطورة والأنظمة المبتكرة في
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

www.hamad.qa



مؤسسة حمد الطبية
Hamad Medical Corporation

صحة • تعليم • بحوث HEALTH • EDUCATION • RESEARCH

KING HUSSEIN CANCER CENTER

AMMAN - JORDAN



King Hussein Cancer Foundation
King Hussein Cancer Center

DISTINGUISHED
HOSPITAL

The King Hussein Cancer Center (KHCC) was established in 2001 to provide the most advanced cancer care to both pediatric and adult patients from Jordan, the region and across the world. For more than 18 remarkable years, KHCC has been the first stand-alone, integrated, internationally accredited cancer center in the Middle East, treating thousands of cancer cases each year. KHCC has been a lifeline for cancer patients seeking comprehensive cancer care from across the Kingdom and the region, becoming the most sought-after cancer treatment facility in the region.

In the space of 19 years, KHCC's highly-qualified staff has expanded from just 2 to more than 434 oncologists and consultants, treating over 6000 new patients each year.

Buildings

The King Hussein Cancer Center's total space is 108,700 sqm, and it is comprised of 3 buildings:

- King Salman Bin Abdulaziz Al Saud Inpatient Tower.
- Sheikh Khalifa Bin Zayed Al Nahyan Outpatient Building.
- Nizar Al Naqeeb Building.

Capacity

- 7,000 new cases annually
- 352 beds
- 14,000 inpatient admissions annually
- 250,000 outpatient visits annually
- 13 operating rooms
- 36 adults and pediatric ICUs

Accreditations

KHCC's commitment to upholding the highest quality standards when providing comprehensive services to cancer patients is shown by its numerous international accreditations.

- Joint Commission International Clinical Care Program (CCPC) Accreditation
- Laboratory Accreditation by the College of American Pathologists (CAP)
- Accreditation by the Health Care Accreditation Council (HCAC)
- Accreditation by the American Nurses Credentialing Center (ANCC)
- Accreditation by the Arab Board for Health Specializations
- Certificate of Excellence (MAGNET) from the American Nurses Credentialing Center (ANCC)
- AAHRPP International Accreditation for Clinical Research



King Hussein Cancer Foundation
King Hussein Cancer Center

DR. ASEM MANSOUR

GENERAL DIRECTOR



COVID 19 Pandemic took the world by surprise, and today we recognize that it is not a passing guest nor a seasonal event. timely and proactive contingency planning is a critical pillar and necessary requirement for uninterrupted care, consistent quality of service, in addition to practitioner and patient safety at all times. at KHCC our resilience and adaptability remain our gateway to excellence in cancer care in Jordan and the region.



Uniqueness

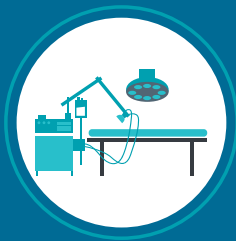
- Comprehensive cancer treatment (all specialties), and treatment of all types of cancer for adult and pediatric patients.
- Consultative and scientific cooperation with the largest cancer centers in the world, and international standards and protocols in cancer treatment.
- **Multidisciplinary Clinics:** It is the **only** center in Jordan to pioneer the concept of comprehensive cancer care through the establishment of its multidisciplinary clinics (MDCs). This approach allows patient cases to be reviewed by a team of a medical oncologist, a surgical oncologist, a radiation oncologist and a team-specific nurse coordinator, among others depending on each case.
- **Advanced technologies**
 - o **Neurosurgery Suite:** Equipped with a sophisticated system also allows surgeons to transfer the patient, during the procedure, to an MRI device linked to a navigation system so an immediate evaluation can be conducted according to the MRI image, ensuring more accurate results compared to conventional surgery.
 - o **The largest bone marrow transplant program in the Middle East:** The only bone marrow transplant (BMT) program in Jordan that performs more than 300 allogeneic (matched) and autologous (unmatched) bone marrow transplants each year, achieving cure rates comparable with international standards.
 - o **Cutting-Edge Radiation Oncology Services, and advanced Diagnostic Technology.**



One of the best comprehensive cancer centers in the Middle East which treats both adult and pediatric patients



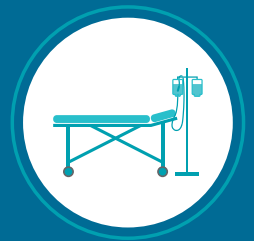
7,000 yearly new cancer cases



13 operating rooms



State-of-the-art medical equipment and services



352 beds



434 oncologists and healthcare professionals



36 intensive care units



1100 nurses trained in oncology nursing



The First center in the Arab world and the sixth in the world to receive **disease-specific accreditation** from the **Joint Commission International** for its Oncology Program.



مركز الحسين للسرطان
King Hussein Cancer Center

www.khcc.jo | +962 6 55 44 960



RAFIK HARIRI UNIVERSITY HOSPITAL

BEIRUT - LEBANON



DISTINGUISHED
HOSPITAL

Rafik Hariri University Hospital is a public independent establishment that offers medical services to Lebanese citizens in Beirut and all other regions, by ensuring care and hospitalization services in an academic frame, and by offering an excellent quality of treatment and health follow-up.

Rafik Hariri University Hospital is committed to offer excellent medical care, in accordance with international standards to Lebanese citizens and to foreigners, at affordable prices.

Rafik Hariri University Hospital includes 430 beds, 14 operating rooms and 50 suite hotel, delivers a full range of primary and highly specialized care provided by professional and dedicated staff. The hospital offers academic training to young doctors, nurses, pharmacists and dietitians through affiliations with several universities. It deals with ministry of public health, social security national fund, private insurance companies and all other competent authorities that care in the Lebanese society health and offer medical services to it.

Rafik Hariri University Hospital is situated in a strategically location, close to Rafik Hariri International Airport, far away from residential buildings, 200 meters away from the sports city boulevard

Rafik Hariri University Hospital is served by a fully automated medical information system and electronic patient health record. Moreover, it provides remote medical services (telemedicine).

www.bguh.gov.lb





I am lost for words to describe my appreciation for this recognition the federation has bestowed on RHUH. This is an honor that we proudly accept, and will be motivating us as we enter what will be a most demanding next phase of this pandemic in Lebanon.

DR. FIRAS ABIAD
MANAGER / CEO



AHL MASR FOUNDATION

CAIRO - EGYPT



**MODEL
HOSPITAL**

Established in 2013 under registration No. 728/2013, Ahl Masr Foundation for Development is the first nonprofit organization in Egypt, the Middle East and Africa dedicated to the research, prevention and treatment of trauma and burns injuries.

We aim at transforming the landscape of philanthropy in the healthcare sector. Thanks to its professionally competent and dedicated team members, Ahl Masr foundation has succeeded to become an active, influential actor that puts a spotlight on traumas and burns as two of the most critical and marginalized issues in the region.

Shortly after its establishment, Ahl Masr foundation has started to build Ahl Masr Nonprofit Trauma & Burn Hospital. Equipped with the most advanced medical technology and world-class scientific methods, Ahl Masr Hospital is the first and largest of its kind in the Middle East dedicated to serve trauma and burn victims in Egypt, the Middle East and Africa region and is located in New Cairo with a built up area of 45,245 square meters.

In light of the ongoing global situation related to the rise of the new Covid 19 virus, Ahl Masr took the initiative to be part of the fight against the virus through various pillars.

- Personal Protective Equipment distribution to over 72 hospitals across Egypt.
- Dedicating 3 buildings of Ahl Masr to be quarantine buildings.
- Technology solutions to collect the data of number of infected people through an application.
- Meals distribution to the medical staff in hospitals and people affected by the covid 19 situation.
- Awareness campaigns on how to protect ourselves and others from the virus.





مستشفى أهل مصر
لعلاج الحوادث و الحروق بالمجان



QUALITY & ACCREDITATION DIRECTORATE

MINISTRY OF HEALTH - KUWAIT



CATEGORY
LEADERSHIP & GOVERNANCE

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. FIRAS ABIAD

**MANAGER / CEO -RAFIK HARIRI UNIVERSITY HOSPITAL
BEIRUT - LEBANON**

**MAN OF THE
YEAR 2020**



ARAB HOSPITALS FEDERATION

Certificate

OF GOLD INITIATIVE

This certificate is proudly presented
from the Arab Hospitals Federation to

Dr. Firas Abiad

**MANAGER / CEO
RAFIK HARIRI UNIVERSITY HOSPITAL**

in recognition of his efforts and devotion in response to
the emerging pandemic of Coronavirus (COVID-19) as

MAN OF THE YEAR

10 NOVEMBER 2020

SIGNATURE

**MP. FADI ALAME
PRESIDENT**

Fadi Alame

**PROF. TAWFIK KHOJA
GENERAL SECRETARY**

**ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER**



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This certificate is proudly presented
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The Specialty Hospital
AMMAN - JORDAN

in recognition of their response to the emerging pandemic
of Coronavirus (COVID-19) as

ELITE PLUS HOSPITAL

10 NOVEMBER 2020

SIGNATURE

MP. FADI ALAME
PRESIDENT

Fadi Alame

PROF. TAWFIK KHOJA
GENERAL SECRETARY

Tawfik Khoja

Alice YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Boueiz



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Aster DM Healthcare
DUBAI - UAE

in recognition of their response to the emerging pandemic
of Coronavirus (COVID-19) as

ELITE HOSPITAL

10 NOVEMBER 2020

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CHIEF EXECUTIVE OFFICER

Alice Boueiz



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This certificate is proudly presented
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LEBANON

in recognition of their response to the emerging pandemic
of Coronavirus (COVID-19) as

ELITE HOSPITAL

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Tawfik Khoja

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CHIEF EXECUTIVE OFFICER

Alice Boueiz



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CAIRO - EGYPT

in recognition of their response to the emerging pandemic
of Coronavirus (COVID-19) as

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QATAR

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AMMAN - JORDAN

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CAIRO - EGYPT

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of Coronavirus (COVID-19) as

MODEL HOSPITAL

10 NOVEMBER 2020

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Quality & Accreditation Directorate
MINISTRY OF HEALTH - KUWAIT

in recognition of their response to the emerging pandemic
of Coronavirus (COVID-19) in the category of

LEADERSHIP & GOVERNANCE

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GENERAL SECRETARY

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THANK YOU



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