



FOREWORD



MP. FADI ALAME
President



PROF. TAWFIK KHOJA
General Secretary

As part of the AHF Silver Jubilee year activities, The Federation is proud to launch the 5th edition of the Gold Initiative Certificate under the theme of "Patient Safety Champion."

The Gold Initiative Certificate represents a prestigious recognition to honor organizations and staff and celebrate their pursuit to excellence in patient safety within healthcare institutions across the Arab world. This initiative underscores the Arab Hospitals Federation commitment to promoting and advancing the highest standards of patient care and safety within the Arab healthcare sector.

The theme chosen reflects our collective aspiration to foster a culture of safety, continuous improvement, and accountability within healthcare organizations, ultimately enhancing the quality of care and outcomes for patients. By recognizing and celebrating excellence in patient safety, we aim to inspire and empower healthcare professionals and organizations to continue striving for excellence and innovation in their ongoing pursuit of safer, more effective, and patient-centered care.

We invite all Arab Hospitals to take part in this initiative that covers many categories related to Patient Safety in order to reach all segments and recognize the efforts done at all levels for their achievements.

We look forward to your participation to shed light on your achievements and lead together the way to change the life of thousands of citizens!

AHF CEO MESSAGE



ALICE YAMMINE BOUEIZ

Chief Executive Officer

When asked about my opinion on the new edition of the Arab Hospitals Federation Gold Initiative certificate, which has been organized for four previous editions, two addressing the challenges of the Covid pandemic, one focusing on climate change, and another one on digital health, I proposed the launching of an edition for patient safety.

Why prioritize patient safety when we are discussing the future shape of healthcare, including advancements in AI, digital health transformation, innovation, and more? The answer is simple: Every day, millions of individuals entrust us with their health and well-being. As healthcare leaders, it is our utmost responsibility to ensure that every interaction, every procedure, and every decision prioritizes the safety and well-being of our patients.

Patient safety is not merely a goal; it is a moral imperative. Every patient deserves the assurance that they will receive safe, effective, and respectful care at every encounter. Regardless of whether hospitals are in high, medium, or low-income countries, they all require a solid basis in their structure concerning patient safety, even as they strive to be innovative. Hospitals must demonstrate to their patients, before showcasing their digitization, sustainability or innovation, that they are first and foremost safe.

Let's commit to making patient safety a top priority in everything we do. Together, we can create a healthcare environment where every patient feels safe, respected, and cared for. Let's take a deep dive into hospital safety and showcase to the world that they are champions in safety. By doing so, we not only expand our markets but also demonstrate our commitment to advancing healthcare.

We've established six categories to allow hospitals to select their best area, ranging from the safest hospital category to patient safety culture, safety through digital transformation, the safest working environment mentally and physically for staff, safety metrics for sustainability, and finally, the best hospital safety teams. By providing hospitals the opportunity to choose the category that aligns best with their strengths and priorities, this approach enables a tailored and inclusive recognition of hospital safety achievements.

Together, let's champion hospital safety and lead the way in advancing healthcare for the betterment of patients and society.

Join Us in Promoting Patient Safety! Together, we make healthcare safer!

CHAIRMAN OF JURY COMMITTEE



Chairman of Academic
Partnership Division
Arab Hospitals Federation

As a standing ovation to the future of healthcare, here comes the Arab Hospitals Federation with the Gold Initiative to inspire and motivate healthcare organizations and professionals. This certificate not only highlights the great achievements that our Health family is making amid the current challenges but also shows resilience, perseverance, and determination to shape the healthcare sector.

Due to its previous success, the Arab Hospitals Federation has created one of the most essential and important certifications, which is the Patient Safety Champion certificate as part of the Gold Initiative. The Federation has always believed that originally medicine was created to relief pain and do no harm; however, in addition to the former, in today's terminology health organizations must provide the best of quality of care and safety measures considering technology, digitization, workforce, sustainability and social responsibility.

Safety practices is not a one-day shop, it is a continuous journey that requires top management commitment, strategic direction, clear KPIs, teamwork and responsible leaders.

So, let us all embark on this Gold Initiative and show our fellow healthcare professionals and organizations that we are proud to be the Safest Institution not only for the patient but also for the workforce both physically and mentally.

GOLD INITIATIVE JURY

CHAIRMAN OF THE JURY COMMITTEE



DR. SALLY AL-RABBAA

Chairman of Academic Partnership Division Arab Hospitals Federation

MEMBERS OF THE JURY COMMITTEE



PROF. TAWFIK KHOJA
General Secretary
Arab Hospitals Federation



ALICE YAMMINE BOUEIZ

Chief Executive Officer

Arab Hospitals Federation



DR. ALI ELHAJChairman of Governance
Leadership & Research Division
Arab Hospitals Federation



DR. BASSAM KADDISSI
Chairman of Healthcare
Sustainability Division
Arab Hospitals Federation



DR. YOUSSEF BASSIM
Chairman of Digital Health
Transformation & Al Division
Arab Hospitals Federation



DR. OSSAMA SHAHEENExecutive Council Member
Arab Hospitals Federation



USEFUL INFORMATION

APPLICATION PROCESS

Each organization can apply by filling the form and sending it to us by email to : ahfonline@ahfonline.net

DATE OF SUBMISSION

All supported documents and Assessment Matrix begins on May 20, 2024 and ends on August 1, 2024.

The finalists will be notified on August 14, 2024.

The Announcement of Winners will be September 4, 2024

The Ceremony will be during the Celebration of AHF Silver Jubilee- MedHealth Abu Dhabi on 29 October 2024.

For any information please contact us at: ahfonline@ahfonline.net

SUBMISSION OF ENTRIES

Entries must be submitted to AHF Email: ahfonline@ahfonline.net indicating the country and Healthcare Organizations / Company name by filling the requested form.

The email should include basic information about the organization and supporting documents justifying why the organization is submitting.

Entries submitted must be in English.

ELIGIBILITY

- Healthcare Facilities: (Hospitals, Primary Healthcare centers, ...).
- Healthcare Leaders or teams.
- Health authorities or Organizations
- Healthcare Digital Platform or companies or solutions Providers
- Each Organization is allowed to apply for one or many categories.

The entry should be submitted officially by the Organization CEO / President.

All submissions must be for actions, projects and Initiatives taken to:

- Ensure patient safety through Leadership, use of Innovations and technologies
- Improve patient experience and satisfaction.
- Enhance the overall quality of care within healthcare organizations.
- Implement sustainability strategies and practices to apply the highest standards of safety, environmental stewardship, and quality performance.
- Support staff in creating the safest possible working environment, both mentally and physically. Once the Organization is among the finalists, It is requested to pay Logistical fees to finalize the study of the file and define the ranking level (Silver, Gold & Diamond) and to Announce the winners. Each Certificate goes to one Category.

The fee will be 3000 USD per Certificate.

In case the candidate is finalist in more than one category, a fixed fee of 5000 USD will apply.

CRITERIA & GRADING

TO BE A WINNER:

Each Organization should present its files and choose from the categories mentioned by the Arab Hospitals Federation. It can present for many categories.

The division of grading will be based on the below points:

- Organization history & Background with focus on safety and project: 15 points
- Scope clearly defined: 15 points
- Goals clearly defined: 15 points
- Assessment Matrix: 50 points
- Project + Documentation: 5 points



CATEGORIES

CATEGORY 1

The Safest
Hospital for
Patients
Certificate

CATEGORY 2

Patient Safety
Culture
Paradigm Shift
Certificate

CATEGORY 3

Safety through
Digital
Transformation
Certificate

CATEGORY 4

The Safest
Working
Environment
Mentally and
Physically for
Staff
Certificate

CATEGORY 5

for
Sustainablilty
and Safety
Certificate

CATEGORY 6

The best
Hospital safety
Teams
Certificate

CATEGORY 1: THE SAFEST HOSPITAL FOR PATIENTS CERTIFICATE

This certificate is considered a medal of honor for hospitals. This is because it signifies the safest hospital practices, encompassing both micro and macro processes and details, all aimed at ensuring the utmost safety measures for patients.

This category recognizes Healthcare Organizations that have made significant efforts in implementing the below dimensions that play a crucial role in ensuring the utmost safety for patients within a hospital setting, and addressing them comprehensively to achieve excellence in patient safety and quality of care.

The Assessed Dimensions are:

- 1- Adverse reactions reporting and feedback loop process
- 2- Safety KPIs reporting system:

Unjustified Mortality

Patient Identification

Patient falls

Patient violence

Patient surgical site infection

- 3- Preventive Action Process
- 4- Risk Management Process
- 5- Training Programs
- 6- Construction Programs
- 7- Medical Committees Follow up

CATEGORY 2: PATIENT SAFETY CULTURE PARADIGM SHIFT CERTIFICATE

Hospitals initiating patient safety programs are starting a much-needed Safety Culture Paradigm Shift. This initiative revolves around the reengineering of the healthcare systems and the relationship between the patient and the healthcare provider to foster and empower patient engagement to have a voice in patient safety. This entails a new cultural paradigm shift in the hospital. This category recognizes Healthcare Organizations that have made significant efforts in fostering a culture of safety and empowering patients to be active participants in their own care leading to improved patient outcomes and enhanced quality of healthcare delivery.

- Leadership Commitment to establish a culture of safety and patient engagement
- Safety KPIs library setting which includes executive safety KPIs
- Training programs established and conducted
- Patient Engagement Process development, deployment and evaluation
- Community Engagement

CATEGORY 3: SAFETY THROUGH DIGITAL TRANSFORMATION CERTIFICATE

The Safety through Digital Transformation Certificate centers on leveraging digital developments and emerging technologies to achieve transformative improvements in safety.

Digital transformation initiatives may target specific medical impacts or aim to bolster the healthcare workforce in delivering care more effectively, thereby reducing errors and driving enhancements in safety standards.

This category recognizes Healthcare Organizations that have embraced digital transformation demonstrating a commitment to leveraging innovative digital technologies to enhance various aspects of healthcare delivery and safe care.

- 1- Leadership commitment
- 2- Digitalization impact on safetymetrics
- 3- Innovative Use of Technology
- 4- Scalability and Sustainability
- 5- Interoperability and Integration
- 6- User Experience and Adoption
- 7- Data Security and Privacy
- 8- Training programs
- 9- Showcase and share success story of digital transformation

CATEGORY 4: THE SAFEST WORKING ENVIRONMENT MENTALLY AND PHYSICALLY FOR STAFF CERTIFICATE

Healthcare organizations are considered complex service providers with a lot of parameters that might go wrong, that is why, hospitals strive to provide the safest measures and environments for their staff: medical, nursing, paramedical, support and administration. Safety environment is not only about exposure to physical hazard but as well emotional, psychological and behaviorial hazards.

This category recognizes Healthcare Organizations and Individuals that have demonstrated exceptional dedication and achievement in creating the safest possible working environment, both mentally and physically, for their staff members.

- 1- Programs to protect the staff mental health
- 2- Programs to protect the staff from physical harm
- 3- Policies and procedures for mental and physical hazard identification
- 4- Mental Health Improvement Plans with SMART objectives for: Medical Services, Nursing Department, Paramedical Departments, Support Services Departments and Administrative Departments
- 5- Hospital Safety Improvement Plan with at least 5 KPIs
- 6- Training Programs with Pre and Post Evaluation and Impact Assessment
- 7- Committees' existence and decision taken

CATEGORY 5: SAFETY METRICS FOR SUSTAINABLILTY AND SAFETY CERTIFICATE

The Safety Metrics for Sustainability and Safety Certificate recognizes organizations that have demonstrated exceptional commitment and achievement in integrating safety and sustainability, metrics into their operations.

This certificate celebrates organizations that have implemented innovative strategies, practices, and initiatives to ensure the highest standards of safety and environmental stewardship. Through their dedication to promoting safety and sustainability, these organizations serve as exemplary models for the healthcare industry and beyond.

- 1- Establishing and monitoring Patient, Staff safety and Community safety measures
- 2- Integration of sustainability Practices that have an impact on patient safety: Infection control, waste reduction, Energy Efficiency and Infrastructure Resilience, green buildings,....
- 3- Adoption of Safety Metrics to monitor, measure, and improve performance
- 4- Leadership commitment to prioritize safety and sustainability
- 5- Evidence of measurable improvements in safety performance and environmental footprint

CATEGORY 6: THE BEST HOSPITAL SAFETY TEAMS CERTIFICATE

The Safest Hospitals are equipped with teams that collaborate to explore innovative approaches to continuously enhance safety, quality, risk management and governance, collectively assuming accountability for the organization's overall performance.

This certificate acknowledges teamwork that has achieved remarkable advancements in patient safety through targeted initiatives aimed at minimizing harm and enhancing the patient experience.

- 1- Team Collaboration and Integration
- 2- Recognition of innovative approaches and best practices and Identification of novel solutions, technologies, or methodologies introduced by teams
- 3- Patient-Centered Care and Experience
- 4- Just culture and evaluation of team accountability and responsibility for the organization's overall performance
- 5- Training and Education



GUIDELINES

You should follow the Eligibility, criteria and categories mentioned in the file.

Entries must be submitted by filling the Application form and sending it to : ahfonline@ahfonline.net Submitters must choose the category where the service, program, or solution will be entered.

SUPPORTING DOCUMENTS

While filling the entry, please make sure that you also submit the following supporting documents with the application form :

The supporting documents can include the following:

- Power Point Presentations of the project
- Brief of the overall project in words format (maximum 1 page A4)
- Evidence by dimensions as indicated in the Assessment Matrix
- Certificates/registration of the project if applicable
- Photographs of criteria (Maximum 3)
- Video Links if available
- Any other relevant documents that support the application and claims

All the above information is only used for the internal assessment process.

Applicants must indicate "Confidential" and highlight the same within the document in case they do not want to share such information to any third party or any public domain other than the AHF Certificate Team.

The documents can be in PDF, word, PowerPoint or jpg file formats.

The total size of the documents should not be above 10 MB.

- Each Healthcare Organization is only allowed for one submission in one or more categories and it should be submitted officially by the CEO/ President.

SELECTION PROCESS

The selection process of winners will be in two phases:

Phase one will be by the AHF Judging Panel composed from AHF board members, VIP Personalities & Experts in Patient Safety & Quality.

Each entry will be reviewed and scored independently.

The Judging Panel will meet to discuss and agree on the finalists list.

During Phase two, all finalists will be considered by the Judging Panel and the Winners will be selected for announcement.

Each Organization can win in one or more categories it applied for and receive the Gold Initiative certificate in the specific categorie(s).

COLLABORATORS & PARTNERS

Through its long reputation and reliable journey, the Arab Hospitals Federation made a good relationship with different trustful parties.

The Collaborators worked hardly in the Healthcare sector to advance Health in Arab Countries.

Partnering and Sponsoring the Arab Hospitals Federation Gold initiative Certificate is an exceptional opportunity to be seen as a champion in patient safety

Our Sponsors & partners will be announced soon...

WINNERS REQUIREMENTS & BENEFITS

The winning Organizations will receive the following benefits:

- "Gold Initiative Certificate" in a specific category.
- Extensive exposure to all leaders, Stakeholders, Healthcare workers, community.
- One Profile Page about the winning Institutions in the E- Official Winners souvenir Catalogue.
- Banner on AHF Website

The finalists are requested to pay Logistical fees to finalize the study of their files, define the ranking level (Silver, Gold & Diamond) and to Announce the winners which is 3000 USD per certificate. In case the candidate is finalist in more than one category, a fixed fee of 5000 USD will apply.



CONTACT US

For sponsorship opportunities and information, Kindly contact:

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APPLICATION FORM

We would like to participate in AHF Gold Initiative Certificate INSTITUTION NAME: _____ INSTITUTION MANAGER: **COUNTRY:** ADDRESS: -PHONE: MOBILE: **EMAIL:** We would like to submit to: ☐ THE SAFEST HOSPITAL FOR PATIENTS CERTIFICATE ☐ PATIENT SAFETY CULTURE PARADIGM SHIFT CERTIFICATE SAFETY THROUGH DIGITAL TRANSFORMATION CERTIFICATE THE SAFEST WORKING ENVIRONMENT MENTALLY AND PHYSICALLY FOR STAFF CERTIFICATE ☐ SAFETY METRICS FOR SUSTAINABLILTY AND SAFETY CERTIFICATE THE BEST HOSPITAL SAFETY TEAMS CERTIFICATE The division of grading will be based on the below points: - Organization history & Background with focus on safety and project: 15 points - Scope clearly defined: 15 points - Goals clearly defined: 15 points - Assessment Matrix: 50 points - Project and Documentation: 5 points **KEY DATES:** May 20, 2024 - Submission of application begins August 1, 2024 - Submission of entry closed August 14, 2024 - Finalists Notification The finalists are requested to pay Logistical fees to finalize the study of their files, define the ranking level (Silver, Gold & Diamond) and to Announce the winners which is 3000 USD per certificate. In case the candidate is finalist in more than one category, a fixed fee of 5000 USD will apply. For any information please contact us at: ahfonline@ahfonline.net ☐ I Acknowledge receipt of this form and approval of the terms mentioned by signing it and sending it back. Please submit your entry form by maximum August 1, 2024 by email to: ahfonline@ahfonline.net . Should you have any questions, please don't hesitate to contact us by WhatsApp Message to: 009613269812 or by email to ahfonline@ahfonline.net **SIGNATURE & STAMP**