



إتحاد المستشفيات العربية  
ARAB HOSPITALS FEDERATION  
accredited as  
OBSERVER by the Regional Committee of WHO EMRO

# 2025 ACTION PLAN







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# FOREWORD

# 01 FOREWORD

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It is with immense pride and gratitude that we reflect on the Silver Jubilee of the Arab Hospitals Federation—25 years of steadfast dedication to advancing healthcare across the Arab world. This milestone was a celebration of our collective achievements, the challenges we overcame, and the meaningful impact we made on the health and well-being of our communities.

As we embark on the next 25 years, we are energized by the lessons of the past and inspired to embrace the future with even greater determination. Building on our legacy, we are committed to driving innovation, fostering collaboration and partnership, and advancing healthcare transformation to ensure healthier communities and a more resilient healthcare ecosystem across the Arab world.

Reflecting on this remarkable journey, we honor the pioneering spirit of our member hospitals and their unwavering commitment to innovation, excellence, and patient-centered care. Over the past quarter-century, these institutions have been at the forefront of adopting advanced technologies, fostering healthcare transformation, and embracing sustainable practices. Together, we have created a legacy that extends beyond infrastructure; we have built a network of compassion, hope, and healing.

At the beginning of year 2025, we are launching the AHF Action Plan, which builds on the foundation of our legacy while charting a forward-looking path. This plan aligns with the plans of the Arab Ministries of Health, the shared priorities of the World Health Organization Eastern Mediterranean Regional Office (WHO EMRO) and the component of building strong partnership with all stakeholders, reflecting our vision for impactful healthcare transformation.

The 2025 Action Plan reflects our unwavering commitment to building a resilient, equitable and sustainable healthcare sector that meets the evolving needs of the region. Guided by our vision for meaningful progress, we will focus on empowering healthcare professionals through training, capacity building, and leadership development. Our Healthcare Executive Leaders Program (HELP) is a cornerstone of this effort, fostering the next generation of leaders equipped to navigate future challenges.

In shaping the hospitals of the future, AHF will establish standards for digital health, artificial intelligence, and technological innovation. By embracing these advancements, we aim to enhance care quality and operational efficiency, creating healthcare institutions that prioritize both technological excellence and patient outcomes.

Sustainability remains a core pillar of our mission. Through the Arab Healthcare Sustainability Center and under the motto "Climate Action is Health Action," we will continue to advocate for healthcare systems that not only prioritize patient care but also





protect the planet. Addressing environmental determinants of health is vital for creating a sustainable future for healthcare.

Our commitment to mental health will also take center stage as we strive to foster a regional movement that improves support systems, reduces stigma, and enhances care for mental health and addiction challenges.

Building on the success of the Gold Initiative Certificate for patient safety, AHF will establish a resource library dedicated to patient safety and experience. This initiative will enable hospitals to benchmark their practices, share insights, and continuously improve care standards, ensuring a culture of excellence across the region.

This plan underscores AHF's dedication to capacity building, innovation, sustainability, and collaboration. By focusing on these points, we aim to advance healthcare transformation and create a future where care is equitable, sustainable, and patient-centered. Together, we will continue to shape a brighter, healthier tomorrow for the Arab world.

As we look ahead, the Arab Hospitals Federation remains committed to working hand-in-hand with health ministries and Authorities, WHO EMRO, decision-makers, stakeholders, and global partners to turn these objectives into actionable, impactful outcomes.

We extend our deepest gratitude to the AHF members, healthcare Leaders, professionals, and partners. Your trust, dedication, and contributions have been the cornerstone of our success.

Let us reaffirm our commitment to advancing health in the Arab region and strive for a future where healthcare is accessible, equitable, and innovative—a future that truly embodies the essence of our mission.

Here's to the next 25 years of progress, resilience, and unparalleled contributions to the health and well-being of our communities.

## The Leadership Team Arab Hospitals Federation



**MP. FADI ALAME**  
President



**PROF. TAWFIK KHOJA**  
General Secretary



**ALICE YAMMINE BOUEIZ**  
Chief Executive Officer

# EXECUTIVE COUNCIL



اتحاد المستشفيات العربية  
ARAB HOSPITALS FEDERATION



AHDAF قطر

ARAB HEALTHCARE DEVELOPMENT ANNUAL FORUM  
الملتقى العربي السنوي لتطوير الرعاية الصحية



مؤسسة حمد الطبية  
Hamad Medical Corporation  
HEALTH - EDUCATION - RESEARCH  
صحة - تعليم - أبحاث

وزارة الصحة العامة  
Ministry of Public Health  
دولة قطر - State of Qatar





As part of the AHF Action Plan, the Executive Council—composed of distinguished health leaders and experts—has defined the 2025–2026 goals to drive progress and innovation in the Arab Healthcare sector.



**MR. FADI ALAME**  
President  
Governing Council



**MR. MOHAMED ALNOIMI**  
Vice President  
Governing Council



**PROF. TAWFIK KHOJA**  
General Secretary  
Governing Council



**MS. ALICE BOUEIZ**  
Chief Executive Officer  
Executive Council



**DR. ALI EL HAJ**  
Chairman of Governance,  
Leadership & Research Division  
Executive Council



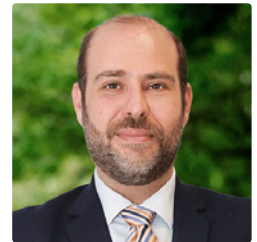
**DR. YOUSSEF BASSIM**  
Chairman of Digital Health  
Transformation & AI Division  
Executive Council



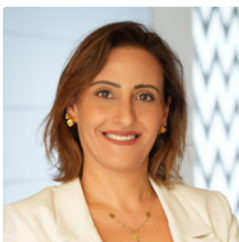
**DR. AMEER ELTELWANY**  
Chairman of Healthcare Executive  
Leaders Program - HELP  
Executive Council



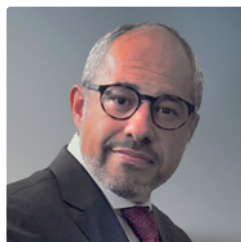
**DR. BASSAM KADDISSI**  
Chairman of Healthcare  
Sustainability Division  
Executive Council



**DR. SALLY AL RABBAA**  
Chairman of Academic  
Partnership Division  
Executive Council



**DR. MIREILLE KHALIL**  
Senior Projects Officer  
Executive Council



**DR. OSSAMA SHAHEEN**  
Member  
Executive Council



**DR. ALI ABU GRAIN**  
Member  
Executive Council



**MR. TONY ELZOGHBI**  
Member  
Executive Council

MEDHEALTH  
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SPECIAL EDITION

اتحاد المستشفيات العربية  
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# 03 AHF STRUCTURE 2025

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## *A Legacy of 25 Years of Arab, Regional, and Global Presence*

Since its establishment in 1999, the Arab Hospitals Federation has emerged as a unique Arab organization representing hospitals and healthcare entities across the Arab world. Over the past 25 years, AHF has led pioneering initiatives that have become pivotal landmarks in the Arab healthcare landscape.

Our flagship event, the Annual Forum, MedHealth, has grown into a distinguished official platform, convening leading healthcare organizations, decision-makers, government officials, authorities, stakeholders, and partners.

AHF has played an essential role in shaping policies that advance healthcare across Arab countries, helping facilities tackle current and future challenges. As the voice of Arab healthcare bodies, AHF collaborates closely with prominent Arab, regional, and global authorities, including the Arab Ministers of Health Council, WHO EMRO, Egyptian Healthcare Authorities, Department of Health Abu Dhabi, Hamad Medical Corporation, HIMSS, Planetree, International Hospital Federation, and numerous healthcare syndicates and associations.

Through its advocacy, policy recommendations, and capacity-building initiatives, AHF is committed to empowering its members to overcome challenges and drive excellence. These efforts aim to enhance the expertise of Arab healthcare professionals, ensuring resilience and sustained progress throughout the region.

## **Vision**

To advance health in Arab countries and lead the transformation of healthcare in Arab countries through innovative, sustainable, and equitable solutions, driven by strong partnerships and the integration of technology. AHF is committed to driving the change for a future where technology, sustainability, and equity shape healthcare across the Arab world.

## **Mission**

To build an Arab world with healthy, well-managed healthcare systems, where every individual can reach their full health potential. Our mission is to provide a platform to build capacity, empower the workforce, integrate digital health transformation, innovation, and future-ready solutions in hospitals and healthcare institutions to achieve excellence in patient care, operational efficiency, and healthcare delivery.

## **Priorities**

- **Strong Governance & Leadership:**  
Providing direction and strategic leadership to guide the sector's evolution.
- **Digital Transformation & Innovation:**  
Advancing digital healthcare operations and preparing hospitals for the future.
- **Sustainable Healthcare Systems:**  
Ensuring climate-resilient healthcare models that focus on environmental health.
- **Health Ecosystem Centered Care:**  
Prioritizing people-centered healthcare delivery.
- **Workforce Development:**  
Ensuring healthcare teams are equipped with the skills needed to address future challenges.

## **Values**

- **Commitment to Community:** A focus on improving health for all.
- **Professional Ethics:** Upholding integrity and standards.
- **Quality and Excellence:** Driving improvements in healthcare services.
- **Teamwork and Collaboration:** Building strong partnerships across sectors.
- **Transparency and Accountability:** Ensuring good governance in all actions.

## **Commitment**

The action plan aligns closely with the Leadership Team's message of celebrating 25 years of progress and resilience while embarking on a forward-looking journey of healthcare transformation.

**Together, we aim to:**

- Establish inclusive, sustainable, and resilient healthcare systems.
- Promote regional collaboration to achieve shared goals for health and well-being.
- Lead the digital health revolution while prioritizing patient-centered care and innovation.
- Ensure that patient safety in Hospitals is sustainable.

This vision ensures that AHF remains a beacon of healthcare excellence, uniting stakeholders to create a brighter, healthier future for the Arab world.



# Strategic Vision

## A New Era of Healthcare Transformation

In alignment with the priorities of the Arab Ministries of Health and the WHO Eastern Mediterranean Regional Office, AHF's action plan reflects a steadfast commitment to building a resilient, accessible, equitable, and sustainable healthcare sector.

This vision emphasizes strengthening capacities in healthcare facilities, integrating digital transformation to prepare hospitals for the future, fostering healthcare sustainability under the theme "Climate Action is Health Action," advancing mental health initiatives, and enhancing patient safety and care quality.

These strategic objectives are seamlessly integrated into key initiatives, including the Healthcare Executive Leaders Program (HELP), the Arab Healthcare Sustainability Center, and the new edition of the Gold Initiative Certificate.



# KEY GOALS FOR 2025

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## **Empowering Leadership and Capacity Building:**

- Nurturing the next generation of healthcare leaders through the Healthcare Executive Leaders Program -HELP.
- Expanding training programs and capacity-building activities to equip professionals with the tools to tackle emerging challenges.

## **Fostering Technological Innovation and Digital Transformation:**

- Establishing standards for digital health, AI, and technological advancements to enhance operational efficiency and care quality.
- Prioritizing value-based care delivery models to create more inclusive, patient-centered services.

## **Advancing Sustainability and Environmental Health:**

- Strengthening the role of the Arab Healthcare Sustainability Center in supporting healthcare leaders to address environmental determinants of health.
- Advocating for climate-resilient healthcare systems as a cornerstone of future resilience.

## **Enhancing Patient Safety and Experience:**

- Building a Patient Safety Resource Library (PSR Library) for hospitals to benchmark practices, share insights, and drive regional improvements.

## **Deepening Partnerships and Regional Collaboration:**

- Expanding alliances with international bodies like the WHO and regional stakeholders to align with global healthcare transformation trends.
- Enhancing AHF's leadership role in healthcare integration and collaboration across Arab countries, with a special focus on low- and middle-income nations.



# MEMBERSHIP EMPOWERMENT AND PARTNERSHIP

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The target of the Executive Council will focus on three main pillars: Engagement, Empowerment and partnership, which will drive collaboration, growth, and innovation in the healthcare sector.

## **A. Engaging Members Through Meaningful Involvement:**

- Enhancing visibility and accessibility of AHF products, services, and benefits.
- Expanding networking opportunities at MedHealth forums to make them indispensable for the Arab healthcare sector.
- Developing new initiatives and capacity-building programs, focusing on research, sustainability, and innovative practices.

## **B. Providing Unique Member Benefits:**

- **1. Strengthened Networking Opportunities:**  
By enhancing the Annual Forum and associated activities, AHF offers members increased opportunities to network with healthcare leaders, policymakers, and stakeholders across the region and globally.
- **2. Access to Knowledge Products:**  
Members will gain exclusive access to cutting-edge knowledge products, research, and insights that drive innovation and inform best practices within the healthcare sector.
- **3. Targeted Groups and Technical Divisions:**  
AHF will create specialized groups and technical divisions to address specific healthcare challenges, allowing members to participate in focused discussions and initiatives that impact their areas of expertise.
- **4. Expanded Awards and Initiatives:**  
By broadening the scope of awards and initiatives, AHF members will have more opportunities to gain recognition for excellence and leadership in healthcare.
- **5. Activation of the Arab Healthcare Sustainability Center:**  
AHF members will benefit from the active role of the Arab Healthcare Sustainability Center in promoting environmental health initiatives and advocating for sustainable healthcare practices, positioning them as leaders in the global sustainability movement.
- **6. Expanded Alliances and Partnerships:**  
Strengthening AHF's alliances with international and regional stakeholders will provide members with enhanced access to global networks, resources, and collaborative opportunities in advancing healthcare transformation.

## C. Enhancing partnership and Collaboration & Expanding markets

AHF is dedicated to strengthening partnerships with key players and stakeholders across the region to drive improvements in healthcare quality, patient safety, and sustainability. The Federation is committed to expanding its presence in all 22 Arab countries while ensuring inclusivity and equitable access for all members.

By focusing on emerging markets such as the UAE, KSA, Qatar, Bahrain, Egypt and other Arab countries, AHF aims to forge deeper collaborations and create sustainable opportunities for mutual growth. AHF plays a pivotal role in fostering the integration of healthcare systems across the region, with a focus on accelerating digital health transformation and innovation.

The Federation is committed to advancing the shift to the hospital of the future, incorporating cutting-edge technologies and digital solutions to improve patient care and operational efficiency. AHF serves as a unique hub for the strategic exchange of skills and knowledge, promoting effective communication among its members and showcasing the distinct value and capabilities of the AHF platform.





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# 04 AHF PRODUCTS & SERVICES

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*In alignment with AHF's vision and mission, our products and services are designed to deliver comprehensive solutions that support the transformation of the Arab healthcare Sector. These include:*

## **1. Healthcare Transformation & Digital Innovation**

AHF is a driving force in advancing digital health transformation throughout the Arab region. Our initiatives support the integration of cutting-edge technologies and innovative solutions in hospitals, ensuring that healthcare providers are prepared for the future and equipped to deliver high-quality care while improving operational efficiency.

## **2. Policy Advocacy & Collaboration**

With a long history of collaboration with governments, policymakers, and international organizations, AHF advocates for healthcare policies that advance systems, promote sustainability, and address emerging health challenges. Our efforts ensure that healthcare systems in the region remain adaptive, inclusive, and forward-thinking.

## **3. Strategic Partnerships & Networking**

AHF strengthens the collaboration between the public and private sectors across all 22 Arab countries. We create opportunities for stakeholders to connect, share knowledge, and collaborate on joint initiatives aimed at improving healthcare delivery, fostering technological advancements, and addressing key sector challenges.

## **4. Capacity Building & Workforce Development**

Through programs like the Healthcare Executive Leaders Program (HELP) among many others, AHF is dedicated to building the leadership capacity of healthcare professionals across the region. By addressing skill gaps and enhancing competencies, AHF empowers professionals to lead healthcare institutions towards excellence and better patient outcomes.





## 5. Healthcare Sustainability

AHF is committed to promoting sustainable healthcare practices through the Arab Healthcare Sustainability Center. We lead efforts to integrate climate-resilient practices into healthcare delivery and advocate for policies that ensure healthcare systems can thrive in a changing global environment.

## 6. Patient Safety & Experience

AHF supports hospitals in enhancing patient safety and care experience through initiatives such as the Gold Initiative Certificate . These initiatives help hospitals benchmark practices, share best practices, and drive regional improvements, ensuring that patient outcomes are consistently prioritized.

## 7. Research & Data-Driven Insights

AHF conducts research and provides data-driven insights that inform policy development, highlight the impact of healthcare interventions, and guide future healthcare strategies. Our research helps stakeholders understand and address the evolving needs of the healthcare system.

## 8. Public Awareness & Advocacy

AHF raises awareness of critical healthcare issues by advocating for policy changes, promoting public health initiatives, and ensuring stakeholders are informed about the latest healthcare developments. We aim to be a trusted source of information on healthcare policies, innovations, and best practices.

# EVENTS





# 05 EVENTS

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## **AHF 2025: Advancing Healthcare for the Next 25 Years**

The year 2025 marks a new chapter for the Arab Hospitals Federation, building on the successful initiatives and achievements of the past 25 years. As we continue our journey, we focus on the future—one shaped by evolving healthcare needs, technological innovations, and our commitment to improving access to quality care for all.

Looking ahead, AHF is ready to address the pressing challenges facing the healthcare sector, including digital transformation, workforce migration, climate change, emerging health threats, and the need for inclusive healthcare systems. With collaboration and adaptability at the core of our mission, AHF will lead the way in driving sustainable healthcare practices and fostering advancements that benefit the entire Arab region.

### **AHDAF 2025**

AHF will organize the Arab Healthcare Development Annual Forum (AHDAF) this year, bringing together healthcare leaders and policymakers to discuss key healthcare challenges and opportunities across the Arab world. The forum will focus on fostering collaboration, sharing innovations, and enhancing partnerships to improve patient care, promote health tourism, and drive digital transformation in healthcare systems.

### **MedHealth Riyadh 2025 - Shaping the Future of Healthcare**

AHF will host the MedHealth Forum in Riyadh, Saudi Arabia. This important event will provide a platform for discussing critical issues in healthcare transformation, digitalization, sustainability, and policy-making. Ministers of Health from across the Arab world, along with industry experts and healthcare leaders, will come together to explore the future direction of the sector and recognize the achievements of healthcare systems in the region.

The forum will host Ministers of Health from Arab countries to celebrate this occasion, recognize personalities who have contributed to the success of this journey, and discuss critical issues that align with the Federation's approach.

MedHealth Riyadh will feature networking opportunities, panel discussions, award ceremonies, and roundtable conversations focused on driving innovation, improving patient experience, and fostering a resilient healthcare system for the future.

### **Global, Regional, and Arab Contributions**

In addition to organizing these pivotal events, AHF will continue to participate in a wide range of global, regional, and Arab healthcare events as supporters, contributors, and speakers. Our active involvement in these platforms will help shape the future of healthcare by driving positive change across the healthcare landscape and strengthening collaborations with stakeholders.

*Stay tuned for more details on upcoming events through our website: [www.ahfonline.net](http://www.ahfonline.net)*



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# HEALTHCARE EXECUTIVE LEADERS PROGRAM



# 06 Healthcare Executive Leaders Program

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## (HELP)

The Healthcare Executive Leaders Program (HELP) is a flagship initiative of the Arab Hospitals Federation aimed at equipping the next generation of healthcare leaders in the Arab region with essential managerial, leadership, and strategic skills to navigate the complexities of modern healthcare systems.



### *Program Objectives:*

#### **1. Leadership Development:**

Build skilled managers adept in clinical operations, team leadership, decision-making, and conflict resolution.

#### **2. Operational Excellence:**

Train professionals in best practices for workflow optimization, resource management, and strategic planning.

#### **3. Financial Management:**

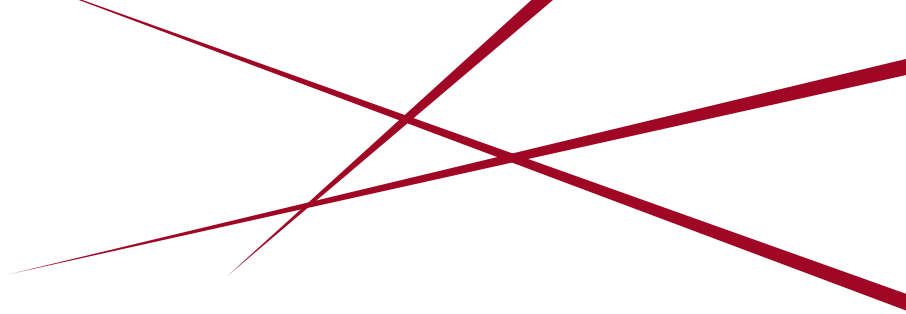
Enhance expertise in budgeting, cost control, and financial decision-making.

#### **4. Regulatory Compliance:**

Provide knowledge to ensure adherence to ethical and legal standards.

#### **5. Team Collaboration:**

Emphasize team-building and collaborative leadership for improved cooperation and support.



The program will be delivered in collaboration with prominent academic institutions such as the American College of Healthcare Executives, Lebanese American University, and the British University in Egypt. It will feature virtual training followed by a 15-day immersion program at designated hospitals for hands-on experience tailored to the participants' specializations.

#### *Specialization Tracks:*

- 1. Governance in Healthcare**
- 2. Leadership**
- 3. Digital Transformation and IT in Healthcare**
- 4. Innovation, Virtual Care, and AI**
- 5. Value-Based Healthcare**
- 6. Supply Chain and Management**
- 7. Revenue Cycle Management**
- 8. Environmental Sustainability in Healthcare**

The HELP initiative, that aligns with the WHO EMRO priorities and the objectives set by the Arab Health Ministries, reflects the Arab Hospitals Federation's commitment to fostering leadership excellence, driving innovation, and creating a future-ready healthcare workforce to meet regional and global healthcare demands.



# PRECISIONCARE ACCREDITATION



AHF works to be a leading force in driving digital health transformation across the Arab region, championing the integration of advanced technologies and innovative solutions in healthcare. In this context, AHF is working on developing PrecisionCare Accreditation that establishes high standards for technology adoption, promoting patient-centered care, safety, and continuous improvement.



## PRECISIONCARE — ACCREDITATION —

**PrecisionCare Accreditation** aligns with AHF's mission to prepare healthcare systems for future challenges, fostering innovation, accessibility, and resilience across the region and it goes along the priorities set by the WHO EMRO and the Arab Health Ministries to strengthen the health systems through technology integration.

This Accreditation serves as a pivotal framework for healthcare organizations to advance safe and effective integration of digital health technologies, foster innovation and best practices in technology use, enhance accessibility and quality of healthcare through technology and protect patient data, ensuring privacy and security.

*The accreditation includes comprehensive standards and guidelines across the following areas:*

- **Digital Technology Integration**
- **Advanced Data Analytics**
- **Artificial Intelligence in Clinical Care**
- **Precision and Personalized Medicine**
- **Internet of Medical Things (IoMT)**



- Telemedicine and Telehealth
- Innovation Management
- Patient Engagement and Data Security
- Integration of Care Across Settings
- Quality Monitoring of Patient Care
- Disaster Recovery and Business Continuity
- Regulatory Compliance and Ethical Use of Technology

*The document goes in details through the various chapters covering a wide range of topics related to :*

### **1. Framework for technology Integration:**

Strategies for deploying and managing technologies like EHR, AI, and telemedicine.

### **2. Compliance and Ethics:**

Protocols for adherence to regulations and ethical guidelines.

### **3. Documentation and Reporting Requirements:**

Documentation and reporting protocols to ensure transparency and accountability in technology implementation.

### **4. Quality Improvement Processes:**

Continuous improvement using data analytics and patient feedback.

### **5. Patient Safety and Risk Management:**

Implementation of safety protocols, risk assessments, and preventive strategies for technology use in healthcare.

### **6. Training and Capacity Building:**

Comprehensive staff training and professional development.

### **7. Disaster Recovery and Business Continuity Planning:**

Robust strategies to ensure operational continuity during failures or crises.

### **8. Patient Rights and Accessibility:**

Ensuring equitable access and safeguarding patient rights in digital healthcare.

# ARAB HEALTHCARE SUSTAINABILITY CENTER



# 08 ARAB HEALTHCARE SUSTAINABILITY CENTER

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In 2023, the Arab Hospitals Federation launched the Arab Healthcare Sustainability Center (AHS Center), a groundbreaking initiative dedicated to advancing climate resilience and sustainability within healthcare systems across the Arab region. This center is aligned with AHF's broader vision to promote sustainability, resilience, and innovation in the healthcare sector. It also addresses the urgent call from the World Health Organization (WHO) for the integration of health into climate change negotiations and strategies, emphasizing the essential connection between the two sectors and underlining the fact that the climate crisis is also a health crisis.



The AHS Center goes beyond merely committing to the Sustainable Development Goals (SDGs); it actively supports their implementation in healthcare across the region. Through partnerships with WHO EMRO, the Geneva Sustainability Center, and other reputable organizations, the AHS Center equips healthcare leaders with the tools to measure their sustainability maturity and implement effective sustainability strategies. This collaboration helps healthcare systems prepare for and mitigate the impacts of climate change, ensuring they are resilient in the face of evolving environmental and health challenges.

*The AHS Center's core activities are focused on key objectives:*

- 1. Building Awareness and Education**
- 2. Promoting Green Practices in Healthcare Facilities**
- 3. Developing Climate-Resilient Healthcare Facilities**
- 4. Supporting Policy Advocacy and Collaboration**
- 5. Advocating for Advancing Climate-Resilient Healthcare**

Through education, advocacy, and collaboration, the Arab Healthcare Sustainability Center plays a crucial role in transforming the healthcare sector in the Arab region by driving climate resilience and sustainability and helping healthcare organizations integrate green practices, build climate-resilient infrastructure, and lead efforts to mitigate the health impacts of climate change. By aligning with WHO EMRO priorities and fostering partnerships across sectors, the center is ensuring that healthcare systems in the Arab region are well-equipped to address both the immediate and long-term challenges of climate change, safeguarding the health of both present and future generations.





**SAFETY KPIs**  
**LIBRARY**

## ESTABLISHING A SAFETY KPIs LIBRARY AND DATABASE FOR ARAB HOSPITALS

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Patient safety is not only essential for delivering high-quality care but also for building trust, improving patient outcomes, and reducing healthcare costs. AHF is dedicated to promoting a culture of safety and continuous improvement, aligning with global standards and advocating for practices that safeguard patients while fostering an exceptional healthcare journey for all.

Hospitals across the Arab world, driven by the increasing need to improve medical care and patient safety, are now focusing on establishing safety measures as part of their commitment to medical excellence. However, a standardized and robust set of Key Performance Indicators is still needed to effectively measure and improve patient safety across the region.

The Arab Hospitals Federation has proposed the establishment of a Safety KPIs library to promote excellence, enhance safety protocols, and allow hospitals to benchmark their performance regionally and internationally.

This project aims to establish a comprehensive library of safety metrics, developed with support from WHO and key global, regional, and Arab stakeholders. The goal is to help hospitals across the region elevate their safety practices and ensure the well-being of patients, staff, and visitors. The Safety KPIs library will be reviewed annually, ensuring it remains up-to-date and reflective of best practices in patient safety.



*The key objectives from this project revolve around:*

**1. Standardization of Safety KPIs:**

Establish a consistent set of KPIs for hospitals across the region, enabling comparability and learning opportunities.

**2. Enhance Compliance and Accountability:**

Promote a culture of compliance and accountability by using KPIs to measure and control safety practices.

**3. Promote Benchmarking:**

Allow hospitals to benchmark their performance against local, national, and international standards, improving service delivery.

**4. Foster Continuous Improvement:**

Support continuous improvement in safety practices by regularly updating the KPIs.

**5. Implement Statutory and Regulatory Standards:**

Align with Ministry of Health regulations and international safety guidelines.

**6. Encourage Capacity Building and Training:**

Promote ongoing training and capacity building in patient safety practices, data collection, and KPI development.

**7. Advocate for Community Engagement and CSR:**

Position hospitals as social models that can engage and improve their surrounding communities through safety measures.



# GOLD INITIATIVE CERTIFICATE

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# 10 THE GOLD INITIATIVE CERTIFICATE

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The Gold Initiative certificate launched by the Arab Hospitals Federation stands as a beacon illuminating the path to success, highlighting the outstanding progress of Arab healthcare organizations in their steadfast commitment to excellence across various fields.

The widespread adoption of the Gold Initiative Certificate highlights its transformative value in advancing healthcare across the region and its role in driving meaningful change in the Arab healthcare sector. It stands as a testament to AHF's capacity to create impactful initiatives that empower healthcare providers, foster innovation, and align with global health priorities.

Beyond recognizing their achievements, it is our shared objective to facilitate the exchange of invaluable experiences and knowledge, fostering a collaborative spirit among Arab healthcare organizations.

Through this united effort, we strive to enhance and elevate the entire healthcare ecosystem in our region.

The remarkable success of the Gold Initiative Certificate in the five previous editions has encouraged the federation to sustain this certificate and launch two new editions in 2025.

Let us share with you the 6 upcoming edition theme: **"Patient Experience Ambassador"** that aims to recognize and honor the organizations and teams, celebrating their pursuit of excellence in patient-centered care and experience within healthcare institutions across the region. By recognizing and celebrating excellence in patient safety, experience, and engagement, 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.

Additionally, the theme for the 7 edition will focus on the vital role of **"Hospitals without Walls"** that is closely related to the community as it seeks to integrate healthcare services into the everyday lives of individuals, fostering a holistic and inclusive approach in access, equity and patient centered focus ensuring better health outcomes for all.

Let's collaborate to encourage hospitals to lead in excellence.







ALLIANCES



# 11 ALLIANCES

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The Arab Hospitals Federation (AHF) is enhancing regional collaboration and forming key partnerships with organizations like WHO-EMRO, IHF, ISQUA, and others to strengthen healthcare systems across the Arab world. By engaging with academic bodies and participating in international platforms, AHF aims to improve healthcare quality, set international benchmarks, and shape policies that address shared challenges. These efforts foster networking, visibility, and regional health initiatives to improve health outcomes and promote equity in care.

AHF's strategic approach includes addressing common healthcare challenges, sharing best practices, and driving innovation in service delivery. Through alliances with healthcare providers, governments, and international organizations, AHF is advocating for policy changes and providing access to valuable resources, research, and medical innovations.

One of the key initiative in this collaboration is the launch of the **Alliance for Mental Health & Addiction (AMHA)**, aimed at tackling mental health and addiction issues in the Arab region. In partnership with WHO EMRO and other stakeholders, AMHA integrates mental health and addiction care into existing healthcare systems, promoting culturally sensitive, sustainable solutions and equitable access. This initiative focuses on six areas: governance and policy development, capacity building, service delivery, research, community engagement, and monitoring and evaluation.

The **AMHA** initiative benefits all stakeholders—WHO EMRO gains a strong regional partner, AHF members enhance their leadership in mental health care, and the wider community sees improved mental health outcomes and reduced addiction prevalence. Hospitals, policymakers, and pharmaceutical companies play key roles in integrating care, reducing stigma, developing relevant treatments, and supporting public awareness campaigns.

In conclusion, **AMHA** is a transformative initiative that aligns regional efforts with global standards, ensuring mental health services are accessible, culturally appropriate, and integrated into the healthcare system. By uniting stakeholders, this initiative aims to drive lasting change, improve mental health outcomes, and build a more resilient healthcare system.



# EXECUTIVE CIRCLE



# 12 EXECUTIVE CIRCLE

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The AHF Executive Circle is an elite platform designed for top healthcare executives from across the Arab region to share best practices, discuss challenges, and collaborate on raising healthcare standards. Exclusively for CEOs, healthcare executives, and leaders of Arab hospitals and healthcare organizations, this Circle fosters a professional environment where members can network, learn, and address mutual issues. The discussions center around key values upheld by the Arab Hospitals Federation: commitment to community, professional ethics, quality and excellence, teamwork, and transparency.

Building on the success of the previous Circles, AHF plans to expand this hub by inviting executives to come together to discuss the latest healthcare trends, challenges, and innovations. This collaborative platform plays a crucial role in shaping the strategic direction and leadership of healthcare organizations.

*The key aspects that highlight the importance of this platform include:*

- **Strategic Leadership:**  
Defining long-term goals and aligning them with the mission of the organization.
- **Operational Excellence:**  
Focusing on delivering high-quality care and efficient use of resources.
- **Financial Stewardship:**  
Ensuring sustainability, profitability, and quality service delivery.
- **Innovation and Adaptation:**  
Embracing technological advancements and evolving healthcare trends.
- **Stakeholder Engagement:**  
Building and maintaining relationships with stakeholders.
- **Crisis Management and Preparedness:**  
Navigating unexpected challenges and ensuring healthcare continuity.
- **Talent Development and Retention:**  
Attracting and retaining skilled professionals through a supportive work environment.

The AHF Executive Circle will be organized this year in Egypt, aligning with our mission to continue advancing healthcare across the Arab world. By empowering healthcare leaders and fostering collaboration, we ensure a brighter, healthier future for all, aligned with our vision for innovation, equity, and excellence in healthcare. Through this circle, we reaffirm our commitment to improving healthcare standards, addressing shared challenges, and empowering leaders to shape the future of healthcare across the Arab region.



# AWARDS



# 13 AWARDS

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Over the years, the Arab Hospitals Federation has proudly recognized and honored outstanding individuals and healthcare organizations across the Arab region for their exceptional contributions to advancing the healthcare sector. These accolades have highlighted the significant achievements that have positively impacted healthcare delivery and patient care throughout the Arab world.

As we continue this journey, AHF will select future honorees from various Arab nations, spotlighting their remarkable efforts that benefit patients and strengthen healthcare systems.

*The recognition and honoring of distinguished personalities and healthcare organizations by AHF serve multiple key purposes:*

- **Celebrating Excellence:**

Acknowledging those who set the standard for healthcare excellence.

- **Inspiring and Motivating:**

Encouraging others to strive for similar achievements.

- **Benchmarking Best Practices:**

Showcasing exemplary practices that others can learn from and adopt.

- **Advancing Quality Healthcare:**

Promoting efforts that improve healthcare standards across the region.

- **Fostering Networking and Collaboration:**

Providing opportunities for healthcare leaders to connect and collaborate.

- **Enhancing Global Visibility:**

Raising the profile of Arab healthcare achievements on the world stage.

- **Supporting Professional Growth:**

Contributing to the ongoing development of healthcare professionals.

- **Boosting Credibility:**

Strengthening the reputation of honorees and the sector as a whole.

- **Highlighting Innovation:**

Recognizing those at the forefront of medical innovation.

- **Engaging Communities:**

Building connections that empower local communities and improve patient care.

- **Promoting a Positive Image of Healthcare:**

Shaping a forward-looking, progressive view of the healthcare landscape.

The AHF's recognition of distinguished personalities and organizations plays an integral role in promoting excellence, inspiring future progress, encouraging collaboration, and advancing the healthcare sector. Through these efforts, AHF continues to lead the way in fostering a vibrant, high-quality healthcare environment across the Arab world.



اتحاد المستشفيات العربية  
ARAB HOSPITALS FEDERATION

accredited as  
OBSERVER by the Regional Committee of WHO EMRO

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