



ARAB HOSPITALS FEDERATION

Certificate

— OF GOLD INITIATIVE —

PATIENT
SAFETY

Champion

— GOLD INITIATIVE CERTIFICATE —

5th Edition



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ADVANCING HEALTH IN ARAB COUNTRIES

OUR MISSION

- Foster a culture of safety and high-quality care across healthcare systems in the Arab world
- Support hospitals in adopting best practices, and continuous improvement strategies that prioritize patient well-being and reduce risks
- Unite healthcare providers, policymakers, and stakeholders to create safer environments for patients and medical professionals alike

OUR VISION

- Advance Health in the Arab Countries
- To be the leading advocate and catalyst for a zero-harm healthcare environment in the Arab world, where patient safety is a core value embedded in every aspect of healthcare delivery, fostering trust, excellence, and innovation in hospital practices





FOREWORD

"CHAMPION BY CHOICE,
TRIUMPH BY EFFORT"

FOREWORD

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

Following 4 successful editions, The Gold Initiative Certificate has gained unprecedented reputation among the Arab Healthcare Stakeholders and we are proud that a record number of 214 institutions from 7 Arab Countries have not only dedicated their valuable time but also invested significant efforts in becoming a part of this exceptional project.

Through this edition, the Federation aims to honor organizations and teams 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.

It is with immense satisfaction that we announce the selection of 32 outstanding candidates as winners of the Certificate.

These candidates represent a diverse spectrum within the healthcare landscape, ranging from relatively independent hospitals to major acute general hospitals, national health and hospital networks, esteemed health authorities, academic institutions spread across various Arab countries. Each of them has blazed a trail to guarantee patient safety, leaving an indelible mark in various facets of their services.

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.

Finally, The Arab Hospitals Federation would like to commend all those that have participated in the "Patient Safety Champion" for their pursuit to patient safety.

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



THE JURY MEMBERS

“CHAMPION BY CHOICE,
TRIUMPH BY EFFORT”



THE JURY MEMBERS

PROF. TAWFIK KHOJA

General Secretary
Arab Hospitals Federation



DR. SALLY AL-RABBAA

**Chairman of Academic
Partnership Division**
Arab Hospitals Federation



ALICE YAMMINE BOUEIZ

Chief Executive Officer
Arab Hospitals Federation



DR. ALI ELHAJ

**Chairman 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 & AI Division**
Arab Hospitals Federation



DR. MIREILLE KHALIL

Senior Projects Officer
Arab Hospitals Federation



DR. OSSAMA SHAHEEN

Executive Council Member
Arab Hospitals Federation





THE CERTIFICATE

“CHAMPION BY CHOICE,
TRIUMPH BY EFFORT”

GOLD INITIATIVE CERTIFICATE

The Arab Hospitals Federation has launched the new edition of the Gold Initiative Certificate under the theme of “Patient Safety Champion”.

This certificate was addressed to Healthcare Facilities (Hospitals, Primary Healthcare centers, ...), Healthcare Leaders or teams and Health authorities or Organizations for their commitment to ensure patient safety through Leadership, use of Innovations and technologies, for their efforts to Improve patient experience and create the safest possible working environment for staff both mentally and physically, for their stewardship in Implementing sustainability strategies and practices to achieve the highest standards of safety, environmental protection, and quality performance.

Through this edition of the Gold Initiative Certificate the “Patient Safety Champion”, we tried to cover many categories related to patient safety in order to reach all segments and to recognize the efforts done at all levels.

The certificates were divided in 6 categories from which each candidate was able to choose the ones he would like to apply for. The candidates’ files were then submitted to the jury members who selected the winners in the specific categories and defined the ranking for each winner.



THE WINNERS

“CHAMPION BY CHOICE,
TRIUMPH BY EFFORT”

THE WINNERS

The Arab Hospitals Federation is proud to recognize 32 healthcare organizations and bodies from 7 Arab countries throughout 6 categories for their actions to improve patient safety.

The following list (*By Alphabetical Order*) contains the recognized institutions:

- Abu Dhabi Health Data Services (MALAFFI)
- Ain Wazein Medical Village
- Al Kuwait Hospital - Dubai
- Al Rahba Hospital
- Al Rassoul Al-Aazam Hospital
- Amana Healthcare
- Ambulatory Healthcare Services
- Apex Health
- Cleopatra Hospitals Group
- Cleveland Clinic Abu Dhabi
- Corniche Hospital
- Department of Health - Abu Dhabi
- Egypt Healthcare Authority
 - Al-Shifa Medical Complex Hospital
 - Ismailia Medical Complex
 - Sharm El Sheikh International Hospital
 - Taiba Specialized Hospital
 - The Nephrology & Urology Hospital
- Fakeeh University Hospital
- Government Hospitals Bahrain
- Hamad Medical Corporation
- Madinat Zayed Hospital
- Maternity and Children Hospital AlKharj
- Ministry of Health and Prevention - UAE
- Ministry of Health - Sultanate of Oman
- RAK Hospital
- Salma Rehabilitation Hospital
- Sheikh Khalifa Medical City
- Sheikh Shakhbout Medical City
- Specialized Medical Center Hospitals
- Tawam Hospital

THE SAFEST HOSPITAL FOR PATIENTS

	Organization	Country
PLATINUM CHAMPION	Sheikh Shakhbout Medical City	UAE
	Sheikh Khalifa Medical City	UAE
	Government Hospitals Bahrain	BAHRAIN
	Al Kharj Maternity and Children Hospital	KSA
DIAMOND CHAMPION	Ambulatory Healthcare Services	UAE
	Specialized Medical Center (SMC) Hospitals	KSA
	Al Rahba Hospital	UAE
	Al Rassoul Al-Aazam Hospital	LEBANON
	Salma Rehabilitation Hospital	UAE
GOLD CHAMPION	The Nephrology and Urology Hospital	EGYPT
	RAK Hospital	UAE
	Madinat Zayed Hospital	UAE
	Apex Health	QATAR
	Sharm El Sheikh International Hospital	EGYPT
SILVER CHAMPION	Ismailia Medical Complex	EGYPT

PATIENT SAFETY CULTURE PARADIGM SHIFT

	Organization	Country
PLATINUM CHAMPION	Ministry of Health and Prevention in UAE	UAE
	Specialized Medical Center (SMC) Hospitals	KSA
DIAMOND CHAMPION	Al Kuwait Hospital Dubai	UAE
	Tawam Hospital	UAE
	Al Kharj Maternity and Children Hospital	KSA
	Sheikh Khalifa Medical City	UAE
	Government Hospitals Bahrain	BAHRAIN
	Fakeeh Hospital Dubai	UAE
GOLD CHAMPION	Madinat Zayed Hospital	UAE
	Taiba Specialized Hospital	EGYPT
SILVER CHAMPION	Al-Shifa Medical Complex Hospital	EGYPT

SAFETY THROUGH DIGITAL TRANSFORMATION

	Organization	Country
PLATINUM CHAMPION	Department of Health Abu Dhabi	UAE
	Abu Dhabi Health Data Services (MALAFFI)	UAE
	Cleopatra Hospitals Group	Egypt
DIAMOND CHAMPION	Apex Health	Qatar
	Sheikh Shakhbout Medical City	UAE
	Specialized Medical Center (SMC) Hospitals	KSA
	Hamad Medical Corporation	Qatar
	Amana Healthcare	UAE
	Egypt Healthcare Authority	Egypt
GOLD CHAMPION	Government Hospitals Bahrain	Bahrain
	Ministry of Health in the Sultanate of Oman	Oman

THE SAFEST WORKING ENVIRONMENT MENTALLY AND PHYSICALLY FOR STAFF CERTIFICATE

	Organization	Country
PLATINUM CHAMPION	Cleveland Clinic	UAE
DIAMOND CHAMPION	Sheikh Shakhbout Medical City	UAE

SAFETY METRICS FOR SUSTAINABILITY AND SAFETY CERTIFICATE

	Organization	Country
DIAMOND CHAMPION	Apex Health	QATAR
	Sheikh Shakhbout Medical City	UAE
GOLD CHAMPION	Egypt Healthcare Authority	EGYPT
	Fakeeh Hospital Dubai	UAE

THE BEST HOSPITAL SAFETY TEAMS CERTIFICATE

	Organization	Country
PLATINUM CHAMPION	Sheikh Khalifa Medical City	UAE
	Apex Health	Qatar
	Sheikh Shakhbout Medical City	UAE
DIAMOND CHAMPION	Ministry of Health and Prevention in UAE	UAE
	Corniche Hospital	UAE
GOLD CHAMPION	Ain Wazein Medical Village	Lebanon
	Al Kharj Maternity and Children Hospital	KSA



THE WINNERS PROFILES

**“CHAMPION BY CHOICE,
TRIUMPH BY EFFORT”**





Malaffi (Arabic for ‘My File’) is the region’s first Health Information Exchange (HIE) platform that safely and securely connects public and private healthcare providers in the Emirate of Abu Dhabi. Malaffi enables the meaningful, real-time exchange of important patient health information between healthcare providers, creating a centralised database of unified patient records to ultimately improve healthcare quality and patient outcomes.

Malaffi is operated by Abu Dhabi Health Data Services - Sole Proprietorship LLC (ADHDS), a M42 company, having been established under a Public Private Partnership with the Department of Health–Abu Dhabi (DoH). As part of the DoH’s strategic priorities, Malaffi is a key component of the digital transformation of the healthcare system in Abu Dhabi.

By providing instant access to the patient’s longitudinal medical file, Malaffi facilitates the making of better-informed and more efficient clinical decisions, enhances coordination and transition of care, reduces unnecessary duplication of tests and procedures, reduces the risk of medical error, and improves patient safety and experience. As a centralised database of robust population health information collated from nearly all patient episodes in the Emirate Malaffi informs and drives the DOH’s public health initiatives for a healthier Abu Dhabi. Malaffi has received the ISO 27001:2013 Certification (International Organization for Standardization) and accreditation by the Electronic Healthcare Network Accreditation Commission (EHNAC) for the Health Information Exchange Accreditation Program (HIEAP) – recognising excellence in data privacy and security best practices. Malaffi is the first HIE outside of the US to ever have been awarded HIEAP accreditation.

By connecting 100% of hospitals and 99% of all patient episodes in Abu Dhabi in just three years, Malaffi is noted as one of the fastest HIE rollouts in the world.

Kareem Shahin

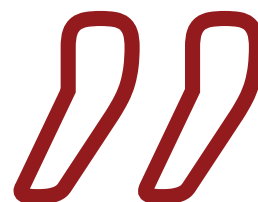
Chairman of Abu Dhabi Health Data Services (MALAFFI)



We are proud to have received the Gold Initiative Certificate from the Arab Hospitals Federation in the category of 'Safety Through Digital Transformation.'

This recognition follows last year's Certificate in Interoperability and HIEs, further affirming Malaffi's and the Department of Health's commitment to advancing digital health in the region, highlights our ongoing efforts to prioritize patient safety through innovative digital solutions.

The Gold Initiative aligns seamlessly with our belief that collaboration and shared knowledge are fundamental to digital healthcare transformation in the region. Malaffi, as MENA's premier Health Information Exchange (HIE), serves as a blueprint model for similar regional initiatives. We are very proud to have already initiated a collaboration with the Jordanian Government to support their digital transformation efforts and are eager to further share our expertise and foster a spirit of cooperation among Arab healthcare organizations, to enhance the healthcare ecosystem for the benefit of the patients we all serve.





The Health Establishment of the Druze Community (HEDC) is a non-profit organization, founded in 1978 and operational since September 1989. The Health Establishment of the Druze Community (HEDC) comprises a medical center referred to as Ain Wazein Medical Village (AWMV) that includes: Ain Wazein Hospital, Geriatric Medical Center (GMC), Home Care Center, Oncology Center, and a Nursing Institute. AWMV also manages the Primary Health Care Center in Beit Eddine and the "Al Jabal Hospital" located in the Matn region. Moreover, AWMV hosts the Faculty of Public Health branch VI of the Lebanese University.

Nestled in the picturesque mountains of Lebanon's serene Shouf area 45 km far from Lebanon's Capital-Beirut, Ain Wazein Medical Village (AWMV) is a private non-governmental not-for-profit integrated academic medical compound built on 33,360 m² in the green area of Ain Wazein village, a rural village in Mount Lebanon Governorate.

Operational since 1988, AWMV strives to serve the social and health needs of around 350,000 people from the attraction zone. The catchment area is far beyond its geographical boundaries and extends to the nearby regions, thus being considered a major referral center. AWMV is a 286-bed hospital, including 75 long-term care beds, and covers a wide range of medical and surgical, in and out-patient services of variable complexities. Its various hospital services meet the needs of patients by ensuring continuity of health care ranging from primary, secondary, tertiary, follow-up and rehabilitation care, palliative care, long-term care, and home care.

Its mission is to provide high quality of medical services to the patients without any social, racial or religious discrimination in order to attain and maintain a leadership position in terms of providing the best qualitative medical, nursing, technical, educational, academic and elderly care services to the community at large and to the surrounding region particularly.

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

AWMV adopts a customer-focused approach with a top management commitment to quality standards as per the Ministry of Public Health (MOPH) Accreditation Standards 2022 and ISO 9001-2015 requirements.

Despite the economic crisis that has befallen Lebanon since mid-2018 and escalated in the last 2019th quarter concerning the scarcity of resources and the decrease in liquidity associated with the inflation rate causing a 94 % devaluation of the Lebanese Lira; and the COVID-19 pandemic, Ain Wazein Medical Village has developed its strategic plan based on its investment in enabling and developing human capital, and constantly seeking to attract and retain the best talents within its team. The hospital took AHF Gold Initiative certificate phase II as “DISTINGUISHED HOSPITAL”, for its devotion and distinction in overcoming the COVID-19 pandemic.

The project of “Quality and Safety Champions” was developed in the core of the operations in AWMV in an attempt to enhance the quality and patient safety culture in the hospital, and in order to enlarge the quality team to work on quality improvement projects within their departments as well as to discover new potentials among the hospital’s nursing, paramedical and administrative staff.

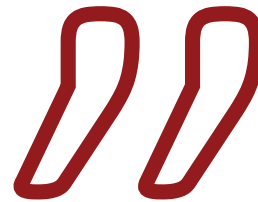
Dr. Zouheir El Imad

General Director of Ain Wazein Medical Village



Ain Wazein Medical Village has continuously strived to discover its talents, and set efforts to promote their growth and learning, through programs dedicated to developing their strengths and working on their weaknesses to address the evolving requirements within the industry.

The hospital remains committed to adapting and evolving its practices in line with industry demands and ensuring the delivery of high-quality care and fostering a culture of patient safety.



Al Kuwait Hospital - Dubai



Al Kuwait Hospital - Dubai is a government hospital that belongs to the Emirates Health Services Establishment. The Hospital was established and run by Al Kuwait Government in 1966 till 1973 when it was turned over to the UAE Ministry of Health and starting from 2021 the hospital ownership transferred to Emirates Health Services Establishment (EHS).

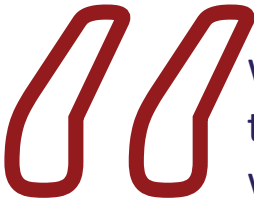
Al Kuwait Hospital Dubai is 94 bedded hospital with a total staff number of 317. The hospital offers specialized medical services and is linked to a network of primary healthcare centers in Dubai as well as other EHS hospitals.

The hospital has earned and sustained multiple national international recognitions and accreditations, including JCIA, HIMSS, HACCP, and ISO certifications, and continuously implements and tracks performance measures and indicators to improve service efficiency and patient care.

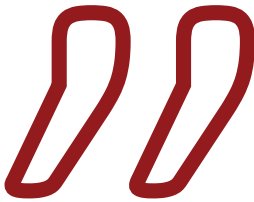
One of the main hospital objectives is to sustain and improve safety through adoption and implementation of different programs and initiatives that enhances and augment culture of safety among healthcare providers, patients and their families. In this respect the hospital culture of safety project has been recognized as one of the best projects during the international patient safety forum in Manchester -UK 2016 among more than 2000 hospitals participated in the forum.

Dr. Youssef Mohammed Al Serkal

General Manager of Emirates Health Services



We are committed to supporting the UAE's ambitions to shape a prosperous and sustainable future, in line with the 'WE THE UAE 2031' vision and the UAE Centennial 2071 Plan, and we are confident the health sector has a significant role to play in realizing these aspirations.



مستشفى الرحبة
SEHA AL RAHBA HOSPITAL

Al Rahba Hospital, founded in 2003, is part of UAE's largest healthcare network, offering integrated patient-centric care. Al Rahba Hospital currently operates as a community-based health service provider (since 2020) which has an over two decade's history of excellent service by functioning as multifaceted healthcare facility where patients receive, diagnose, treatment and preventive care for a wide range of medical conditions.

Al Rahba has high skilled healthcare professionals, with international qualifications and world class expertise. The medical team is supported by capable and professional nursing and paramedical staff who are well trained and motivated to provide quality healthcare services.

Al Rahba Hospital was the first public hospital in the UAE to be accredited by the Joint Commission International in 2006. More importantly, the hospital was granted JCI re-accreditation in 2009, confirming its credo of continuous improvement in patient care. Patient experience at SEHA Al Rahba Hospital is a top priority, with a focus on providing compassionate care. The hospital offers personalized treatment plans, ensuring that each patient's unique needs are met and contribute to a positive healthcare journey.

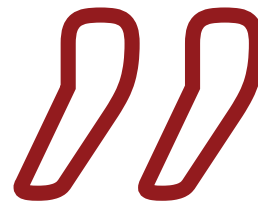
Saif Daoud Al Siksek

Hospital Director of Al Rahba Hospital



As the Hospital Director of Al Rahba Hospital, I am privileged to have our facility being shortlisted for the Gold Initiative Awards.

At ARH, Safety and excellence are not only seen as goals but strong pillars that guide every decision in the healthcare facility. These principles are embraced by every team member with unwavering commitment, recognizing that true progress is achieved through resilience, perseverance, and innovation. Our initiatives, highlighted in Safety Hospitals Certificate submission, underscores our dedication to embark on a journey of creating highest safety standards into every facet of our operations from macro processes to the minutiae of patient care.





Established in 1988, Al Rassoul Al-Aazam Hospital (R.A.H.) is a pioneering medical institution committed to providing optimal care to all patients regardless of their religious or ethnic affiliations. Our goal at RAH is to serve the community across all medical aspects, adhering to the ethical & humanitarian principles while implementing rigorous quality assurance programs in the fields of services and relations.

To ensure the highest standards of care, RAH has consistently implemented quality management systems and safety protocols:

1- Quality Management: ISO (9001:2000) certification from 2003 to 2018.

2- Food Safety: ISO (22000:2005) certification (preparing and offering safe food to patients & visitors) since 2008, supported by Qualeb.

3- Accreditation Standards: multiple accreditations sponsored by Ministry of Public Health in Lebanon, including:

a. 1st Requirement: A5 stars granted by the Lebanese MOH in January 2000

b. 2nd Requirement: Ranked second in Lebanon in June 2002. This rank was granted according to OPCV (Australian accreditation institution) surveillance sponsored by Lebanese M.O.H.

c. 3rd Requirement: Ranked Group A in November 2005, the highest rank granted by M.O.H. in Lebanon according to Accreditation Standards.

d. 4th Requirement: Ranked Group A in November 2011, the highest rank granted by M.O.H. in Lebanon according to Accreditation Standards.

e. Currently working towards the Lebanese Accreditation Standards Certificate (Version December 2022) surveillance sponsored by Lebanese M.O.H. and in agreement with the French National Authority for Health HAS (Haute Autorité de Santé)

R.A.H. has grown from a 14-bed hospital to a 310-bed facility providing a wide range of medical services. Our highly skilled and qualified medical & nursing teams utilize advanced technology and medical equipment and adhere to the safest practices of patient care. Key services include:

- **Emergency Department** equipped to serve a capacity of 32 patients.
- **Operative Department** consisting of:
 - Six operative rooms
 - Organ transplant unit (cardiac, renal, spleen, etc.); two operative rooms
 - Open heart surgery department; three cardiac operative rooms for pediatric and adult patients.
- **Medical Laboratory** equipped with state-of-the-art technology.
- **Blood Bank Department** accredited by Ministry of Public Health in Lebanon as a national center for blood & blood products distribution.
- **Medical Imaging Department** equipped with advanced devices to provide accurate & reliable imaging services (MRI - 6 tesla, CT scan, Ultrasound & digital Fluoroscopy)
- **Endoscopy & Neurology Department** performing various diagnostic & endoscopic procedures.
- **Interventional Cardiovascular Unit** specialized in procedures such as Coronary angiography, angioplasty, PTCA, TAVI, and Endoprosthesis.
- **Intensive Care Units** (adults, pediatric, neonates, & cardiac) with capacity of over 45 beds.
- **Renal Dialysis Department** equipped to serve ten patients at a time.
- **Outpatient clinics:** various specialties.

Excellence is a continuous process and not a destination. As we strive for excellence, RAH is incessantly committed to ongoing growth and expansion. We are currently developing new medical floors enabling us to increase our capacity and provide care for more patients.

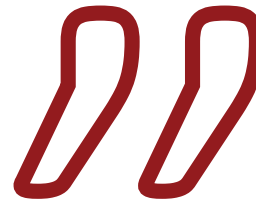
Hussein Choukair

Chief Executive Officer of Al Rassoul Al-Aazam Hospital



Building upon the vision and mission of Al Rassoul Al Aazam Hospital, which strives to be at the forefront of advanced hospitals, providing its services with the highest quality and a respectable image within the ethical and moral framework, relying on specialization in medical work according to accreditation and quality systems and standards; we would like to express our gratitude and appreciation for giving us the opportunity to participate in this competition.

We also affirm that at Al Rassoul Al Aazam Hospital, we prioritize the patient and their safety by providing the best and latest safe and sound medical services to patients with a distinguished level of our qualified and competent staff and the most modern and advanced equipment.





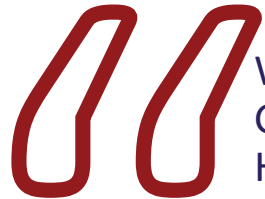
أمانة للرعاية الصحية
Amana Healthcare
Brought to you by M42

Amana Healthcare, a M42 partner, is the Middle East's leading provider of specialized long-term care, rehabilitation, and home healthcare services and is the region's pioneer in integrated continuum-of-care services.

Amana Healthcare offers a comprehensive range of services throughout the patient journey to reintegrate patients into the community. Our services feature specially designed programs to support mental wellbeing and cognitive health. **Offering 24-hour access to physicians** and skilled nursing staff for continuous care, our dedicated team of internationally trained, multidisciplinary team of experts ensures ongoing engagement and the highest levels of personalized care. Additionally, we utilize **state-of-the-art remote patient monitoring** with advanced sensors to ensure optimal health management, while our recreational spaces are designed to offer a premium experience.

Dr. Jason Gray

Chief Executive Officer of Amana Healthcare



We are honored to receive the Arab Hospitals Federation Gold Initiative Certificate, which is recognition of Amana Healthcare's high standards on patient safety and care. This speaks to the way we see our role in the healthcare industry. We are going beyond providing exceptional care, and are transforming the regional healthcare landscape through continuous innovation and excellence. Our focus on driving innovation and upholding excellence means having the highest standards of patient safety underpinning everything we do. Whether through our state-of-the-art facilities, personalized rehabilitation programs, or the seamless integration of specialized services, every single patient at Amana Healthcare receives the highest standard of care.

Our Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation demonstrates this commitment. Being chosen by the Arab Hospitals Federation jury for the Gold Initiative Certificate was made possible through the hard work and dedication of our team, who consistently go above and beyond to deliver exceptional care. Every member plays a crucial role in maintaining our standards and driving continuous improvement. Their efforts enable us to provide a safe, compassionate and high-quality care experience for all our patients. We also recognize that this achievement is part of a broader collaborative effort within the healthcare community. Engaging with other leading organizations allows us to share knowledge, learn from others, and collectively enhance the quality of care across the region and beyond. The exchange of experiences and best practices fosters a collaborative spirit that benefits not only our patients, but also the entire healthcare ecosystem. This milestone motivates us to remain committed to excellence and patient safety, continually striving to exceed expectations and set new benchmarks in care. As part of M42 group and with the support of esteemed organizations like the Arab Hospitals Federation, we look forward to making a positive and lasting impact on the future of healthcare.

Thank you for this honor and for supporting our mission to deliver the highest quality care.



الخدمات العلاجية الخارجية
Ambulatory Healthcare Services

Ambulatory Healthcare Services (AHS), a subsidiary of PureHealth, the largest healthcare platform in the Middle East, was established in 2007 and is the gateway to healthcare services in Abu Dhabi Emirate. Through its widely distributed centers, AHS provides the community with easy access to high-quality, curative and preventive specialized services.

AHS currently manages:

- 30 multi-specialty healthcare centers
- 3 dental specialty centers
- 18 Disease Prevention & Screening Centers
- School Health Services at more than 200 public schools
- 5 Mobile Clinic Solutions

Healthcare Centers

AHS manages Healthcare Centers which provide state-of-the-art outpatient facilities with easy access to primary and specialist care and comprehensive diagnostic services all under one roof.

Disease Prevention & Screening Centers (DPSCs)

The Disease Prevention & Screening Centers (DPSCs) provide visa screening and disease control services in Abu Dhabi, Al Ain and the Al Dhafra Regions.

School Health Service (SHS)

School Health Services is responsible for providing a comprehensive health program for all public school students in the Emirate of Abu Dhabi in line with best practices and international standards.

Mobile Clinic Solutions (MCS)

This unique mobile offering from AHS features the latest screening and medical care technology, offering even more accessible healthcare across the Emirate of Abu Dhabi, including remote areas.

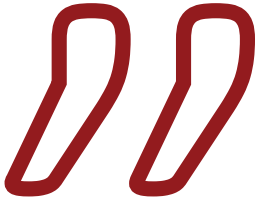
<https://ahs.seha.ae>

Asma Al Halaseh

Chief Executive Officer of Ambulatory Healthcare Services



Winning the Gold Initiative Certificate from the Arab Hospitals Federation once again, is a profound honour that reflects our unwavering commitment to excellence in healthcare. It is a testament to the dedication and hard work of our entire team at Ambulatory Healthcare Services. We are grateful for this recognition, which inspires us to continue striving for the highest standards of patient care and safety.





Apex Health (formerly Elegancia Healthcare) is a diversified international healthcare network dedicated to developing and operating healthcare facilities that deliver exceptional patient care through international standards, world-class medical expertise, and cutting-edge technologies.

We aim to form robust healthcare ecosystems that drive economic prosperity and improve community well-being.

By adopting international standards and adhering to the best clinical practices, we ensure the highest quality of medical care, while our commitment to innovation guarantees we stay at the forefront of medical advancements, providing the best possible care to our patients.

A subsidiary of Estithmar Holding, Apex Health is currently managing and developing a substantial healthcare portfolio that includes 6 Hospitals operating in 3 countries and 12 projects across 6 counties.

Through strategic public-private partnerships in the region, Apex Health contributes to shaping the future of local health systems

International Standards through International Affiliations

With a vision to be the leading, sustainable, and trusted healthcare partner, Apex Health works with world-class medical partners across its facilities. It applies international standards in healthcare innovations and cutting-edge technology.

Our current affiliations include The View Hospital in affiliation with Cedars-Sinai, The Korean Medical Center in affiliation with ASAN Medical Center, JK Medical Group, Limetree Dental and AHNKANG Hospital.

www.apexhealth-intl.com

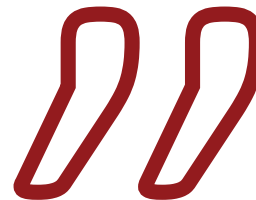
Joseph Hazel

Chief Executive Officer of Apex Health



At Apex Health, patient safety is at the heart of everything we do. Our vision is to set the gold standard for healthcare, where every patient feels safe, valued, and cared for. By integrating advanced safety protocols and fostering a culture of continuous improvement across all our hospitals, we are committed to ensuring that every step of the patient's journey is defined by excellence and trust. Patient safety is not just a priority—it is our promise.

This commitment extends beyond The View Hospital and the Korean Medical Center in Qatar to our operations in Iraq, and soon, Algeria. We are dedicated to spreading the importance of patient safety across all our facilities, ensuring that every community we serve benefits from the highest standards of care.





Cleopatra Hospitals Group (CHG) is a prominent and revered name in Egypt's healthcare landscape, synonymous with unwavering dedication to quality healthcare and an unbreakable commitment to the well-being of the nation.

Established in 2014, Cleopatra Hospitals Group (CHG) is Egypt's first and largest private hospital group by number of hospital beds and operating facilities and provides its patients with an unmatched service offering covering the entire treatment cycle. Having been amongst the first private healthcare providers to recognise the attractiveness of the Egyptian healthcare industry, the Group has played a central role in institutionalising the sector and promoting its growth and development over the years. CHG was the first to introduce a 360-degree integrated management framework to oversee its operations, allowing the Group to consistently improve the quality of its services and patient experience while driving efficiency enhancements throughout its constantly expanding facility network.

Since its listing on the Egyptian Stock Exchange (EGX) in 2016, the Group has continued to grow, expanding its geographic reach, patient base, and service offering through a carefully executed strategy focused on organic and inorganic growth. Over the last two years, the Group has expanded the number of facilities operated from four at the start of 2019 to nine as of year-end 2023. Today, the Group operates six of the nation's leading hospitals alongside two polyclinics and one of Egypt's most prominent IVF centres. CHG's hospitals enjoy a more than three-decade-long track record of success with the Group's network featuring brand names such as Cleopatra Hospital, Cairo Specialised Hospital, Nile Badrawi Hospital, and Al Shorouk Hospital, along with the two latest additions of El Katib Hospital and Cleopatra October Hospital.

CHG's hospitals offer a full suite of diagnostic, medical, and surgical services across both inpatient and outpatient settings as well as housing various centres of excellence (CoE) which offer our patients world-class care across a wide-ranging spectrum of specialities, including cardiology, radiology, orthopaedic, urology, and multiple others. The Group also operates two polyclinics located in East and West Cairo, which not only allow the Group to expand its geographic reach across Greater Cairo but also help drive up volumes at CHG's main hospitals through the referral of patients.

Behind Cleopatra Hospitals Group's success stands a diverse team of medical professionals, including world-renowned specialists, skilled surgeons, compassionate nurses, and dedicated support staff. Their collective expertise ensures that patients receive comprehensive and tailored care.

In summary, Cleopatra Hospitals Group (CHG) is more than just a healthcare provider; it is a pioneer, a catalyst for growth, and a symbol of excellence in Egypt's healthcare landscape. CHG's relentless pursuit of superior patient care and its innovative management practices continue to redefine the healthcare sector in Egypt, promising a healthier and brighter future for the nation.

Dr. Ahmed Ezz El-Din

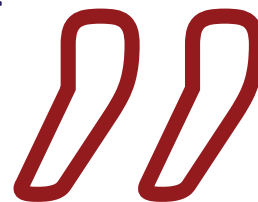
Group Chief Executive Officer of Cleopatra Hospitals Group



CHG was amongst the first private providers to recognize the attractiveness of the Egyptian healthcare industry and over the years has played an instrumental role in institutionalizing the healthcare industry, helping to promote the sector's growth. Our dually focused approach to healthcare management, which prioritizes the widespread provision of high quality, affordable healthcare while delivering exceptional financial and operational results has enabled us to quickly climb the industry's ranks, and today sees us proudly stand as Egypt's leading private provider of integrated healthcare services.

Over the years, we have leveraged our position as an industry leader and trendsetter to continue driving innovation and change across all aspects of the sector.

By continuing to invest in the latest medical technology and knowledge, CHG not only provides growing access to best-in-class care for patients all over the country but continues to be a prime catalyst for the industry's growth and development.





Cleveland Clinic Abu Dhabi, part of the M42 group, and an extension of US-based Cleveland Clinic, is the only quaternary center in the UAE, addressing a range of complex and critical care requirements unique to the local population. The hospital is home to numerous UAE medical firsts and has earned prestigious awards, accreditations and accolades, including being the youngest hospital to be named a Magnet facility and setting up the first multi-organ transplant center. The hospital has been named the UAE's top hospital in Newsweek's World's Best Hospitals and World's Best Smart Hospitals for three consecutive years.

It has also been designated as a Center of Excellence (CoE) for stroke care and adult cardiac surgery by the Department of Health – Abu Dhabi (DoH) and achieving Gold Level Center of Excellence (CoE) status for extracorporeal life support from the Extracorporeal Life Support Organization (ELSO). The hospital has also been recognized as a Center of Excellence (CoE) for antimicrobial stewardship by the Infectious Diseases Society of America (IDSA) and has received Comprehensive Stroke Center certification from the American Stroke Association (ASA), a part of the American Heart Association.

Cleveland Clinic Abu Dhabi's vision is to be the best place to receive care and the best place to work in healthcare. The vision aligns with our mission to deliver compassionate complex care, provide research for health, and educate those who serve. We continue to be committed to our 'Patients First' philosophy, and striving to achieve zero harm, while investing in research, education, and medical innovation.

Our vision is supported by clear Objectives and Key Results:

- Care compassionately and treat our patients as family
- Care for our colleagues, our caregivers
- Advance healthcare in the UAE
- Enhance the sustainability of our organization


Cleveland Clinic Abu Dhabi combines state-of-the-art amenities and world-class service standards. The hospital is a 394 (expandable to 490) bed facility, with five clinical floors, three diagnostic and treatment levels, and 13 floors of critical and acute inpatient units. It is a physician-led medical facility served by North American/European Board Certified (or equivalent) physicians.

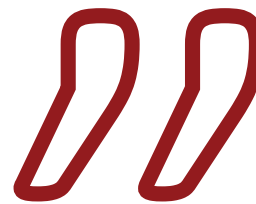
The hospital is made up of 15 specialized institutes: Heart, Vascular & Thoracic, Neurological, Digestive Disease, Eye, Respiratory, Critical Care, Oncology, Surgical Subspecialties, Medical Subspecialties, Emergency Medicine, Anesthesiology, Pathology & Laboratory Medicine, Imaging, Quality & Patient Safety, and Clinical & Nursing. In all, more than 50 medical and surgical specialties are represented at the hospital. The hospital is also home to the UAE's first stand-alone comprehensive cancer center, the Fatima bint Mubarak Center, opened in 2023. The Center houses the world's most advanced screening, diagnostic and treatment technologies in oncology, delivered by world-class expertise.

Cleveland Clinic Abu Dhabi provides patients in the region direct access to the world's best healthcare providers, closer to home, reducing their need to travel abroad for treatment.

H.E. Hasan Jasem Al Nowais

Chairman of Cleveland Clinic Abu Dhabi
Managing Director & Group Chief Executive Officer of M42

 Guided by its vision, mission and values, Cleveland Clinic Abu Dhabi is inspired to action every day, delivering compassionate, complex and patient-centric care and being the pre-eminent healthcare institution for research and cutting-edge technologies. As a part of the M42 network, Cleveland Clinic Abu Dhabi is a representation of the extraordinary power of combining state-of-the-art facilities and world-leading healthcare expertise with advancements in cutting-edge technology to deliver patient-first care at all times.



Corniche Hospital has a legacy as the most-trusted and leading referral center for Women and Newborn care in Abu Dhabi, with more than 46 years of dedication to motherhood and over 300,000 babies delivered till date.

Envisioned by H.H. Sheikha Fatima bint Mubarak , Corniche Hospital offers a comprehensive range of advanced obstetrics, gynecology, and neonatology services, with subspecialty care services and clinics dealing with fetal medicine, infertility, obstetric medicine, aesthetic gynecology, chronic pain management and allied health disciplines, including lactation and physiotherapy.

Corniche Hospital has a US accreditation as Centre of Excellence for minimally-invasive surgery and endometriosis care, and is certified by the World Health Organization (WHO) and the Unicef as mother-baby friendly hospital.

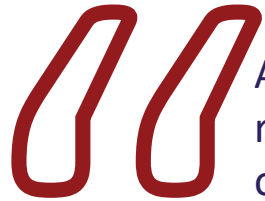
Corniche Hospital's holistic range of advanced services includes:

Low risk Obstetrics, Dedicated obstetric clinics for diabetes, cardiac, respiratory, neurological and nephrological diseases, Obstetric medicine, Recurrent miscarriage clinic, Advanced diagnostic and therapeutic fetal medicine, Dedicated obstetric anesthesia, most advanced neonatal intensive care unit, Fertility services including IVF, Outpatient general and specialized gynecology, Center of excellence in minimally invasive surgery, Center of Excellence in Endometriosis, Urogynecology, Newborn care, Full lactation support services, Physiotherapy & Dietetics, Aesthetic Gynecology, Pain Management Clinic, Sexual Health Clinic, and Sakina Clinic.

Corniche Hospital strives to meet the highest clinical and patient standards. The 179-bed hospital has been entirely renovated and equipped with state-of the art technologies, helping to maintain clinical and operational excellence. The 64-cot Level III Neonatal Intensive Care Unit (NICU) is the largest and finest in the country.

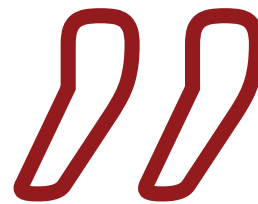
Dr. Ahmed Al Banna

Chief Executive Officer of Corniche Hospital



At Corniche Hospital, the Gold Initiative Certificate represents more than just an achievement; it signifies our promise to our patients. We strive to create an environment where they feel safe, cared for, and confident in their treatment. This award validates our efforts, but it's the trust our patients place in us that truly matters.

We will continue to learn, innovate, and evolve to ensure the highest standards of care for every patient.



دائرة الصحة
DEPARTMENT OF HEALTH



The Department of Health – Abu Dhabi (DoH), the regulator of the healthcare sector in Abu Dhabi, is committed to ensuring excellence across the healthcare sector while monitoring the health status of the Emirate’s population. DoH shapes the health system framework by inspecting against regulations, enforcing standards, and encouraging the adoption of world-class best practices across all healthcare service providers in the Emirate. DoH also drives programmes to increase awareness and adoption of healthy living standards among members of the Abu Dhabi community, in addition to regulating the scope of services, premiums and reimbursement rates of the health system in the Emirate. The main objective of the Department is to accommodate the healthcare needs of the community and ensure the continuous progress of technologies and innovation that will enhance the way the sector and related healthcare facilities operate.

DoH continues to work toward its vision of creating ‘A Healthier Abu Dhabi’ by ensuring the delivery of world-class healthcare services and solutions to its community to live a healthy and fulfilling life while reinforcing Abu Dhabi's position as a leading destination for healthcare and life sciences. Abu Dhabi’s healthcare system has also become a leading model regionally and internationally, especially following its unique response to the COVID-19 pandemic, making it the world’s most pandemic-resilient city.

Today, DoH is among the key healthcare bodies globally and has carved its position on the international map as a leader in excellence and standardisation. The Department operates following its strategy – built on three pillars: ensuring the health and well-being of members of the community, increasing the accessibility to excellent healthcare services, and building a future-proof healthcare sector, prepared and capable of adapting to emergencies and crises.

DoH's areas of interest:

The Abu Dhabi healthcare sector has seen noteworthy achievements and has demonstrated its ability to address challenges efficiently and innovatively. The support and guidance of our wise leadership is what inspires us to continue propelling the healthcare sector in the emirate forward on a path of excellence.

Our current efforts aim to reform the following areas:

- **Further enhancing the quality of services and outcome monitoring for patients:** The quality of healthcare services remains at the forefront of DoH's priorities as it strives to continue enhancing the quality of services and providing exceptional patient safety and overall patient experience.
- **Enabling and empowering UAE nationals in the healthcare workforce:** DoH remains committed to empowering national competencies, allowing them to further contribute to the healthcare system, in order to enhance its outcomes and establish a competitive knowledge-based economy in the Emirate.
- **Working towards a fully integrated health system:** the UAE is looking to have less stigmatised attitudes towards mental health issues and facilitate easier access to treatment and rehabilitation centres. DoH continues to work towards ensuring the delivery of comprehensive, continuous, and timely healthcare services to locals and residents in Abu Dhabi by providing easier access to mental health services, adopting the primary care model and introducing centres of excellence.
- **Investing in digital health technology and driving the future of the healthcare sector:** DoH is devoted to positioning Abu Dhabi as a hub for AI and innovation in healthcare globally. We are looking to fully reap the rewards of this innovative technology and harness the power of AI to transform the way healthcare is delivered in the emirate to increase positive outcomes and thereby, enhance our patients' healthcare journey. DoH continues to work in unison with strategic partners in the healthcare sector to set the stage for a future driven by healthcare technology, personalised precise medicine, innovation and artificial intelligence as part of its transformation strategy that aims to further enhance the quality of the healthcare sector's outcomes.
- **Support research and innovation in healthcare:** As the healthcare regulator in the emirate of Abu Dhabi, DoH has developed a stringent set of policies and operational guidelines that are aimed at ensuring operational efficiency and boosting medical in healthcare research. DoH actively engages in international clinical trials to enhance its research endeavours and address some of the most pressing diseases affecting our community members. DoH supports start-ups throughout the different development phases, offering support and guidance to ensure innovative outputs of high quality, efficiency, and sustainability.



Egypt Healthcare Authority (EHA) plays a pivotal role in the ongoing healthcare reform in Egypt, established under Law No. 2 of 2018 as part of the Universal Health Insurance System (UHIS). This independent authority is tasked with reshaping the public sector healthcare landscape by unifying and modernizing the provision of healthcare services across the nation. EHA aims to enhance the public's perception of state-owned healthcare services while leading a significant transformation towards a more innovative and efficient healthcare system that prioritizes the well-being of the Egyptian population.

The primary mission of EHA is to deliver high-quality healthcare services within a professional and appealing work environment. It adheres to principles of equality, equity, and justice, ensuring that all Egyptians have equal access to quality healthcare services based on the latest international standards and technologies. EHA is committed to becoming an integral part of the international health community, as evidenced by its memberships in organizations like the International Hospitals Federation (IHF) and the Arab Hospitals Federation (AHF). The authority has also achieved numerous accreditations from esteemed institutions, including the Joint Commission International (JCI) and the Global Green and Healthy Hospitals (GGHH), alongside national accreditation from the General Authority for Healthcare Accreditation and Regulation (GAHAR).



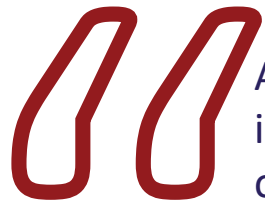
Currently, EHA operates 336 modernized and automated healthcare facilities across six Egyptian governorates, 80% of which are accredited or registered with international standards including 2 JCI accredited hospitals and 2 internationally recognized green hospitals. These facilities have successfully provided millions of healthcare services, including family medical services, advanced surgeries, and electronic prescriptions, achieving high levels of patient satisfaction. EHA's vision aligns with Egypt's broader strategic goals, including the Vision 2030 initiative, which aims to ensure that every citizen, regardless of their location, has access to universal health insurance and quality healthcare services.

The healthcare reform in Egypt is underpinned by a commitment to universal health coverage, aiming to provide financial protection, free preventive services, and equitable access to healthcare. The new system, which separates service provision from financing and oversight, is governed by three key authorities: EHA, the Universal Health Insurance Authority (UHIA), and the General Authority for Healthcare Accreditation and Regulation (GAHAR). This structure is designed to enhance governance, improve healthcare quality, and ensure that all citizens benefit from the healthcare system.

EHA's operational framework includes a focus on digital transformation and telemedicine, which are essential for modernizing healthcare delivery. The authority is also actively engaged in partnerships with private health entities and various organizations to enhance service provision and foster innovation in healthcare practices. By 2030, EHA aims to implement the universal health insurance system across all 27 governorates of Egypt, ensuring comprehensive coverage for all citizens and positioning Egypt as a leading destination for international patients.

Dr. Ahmed Elsobky

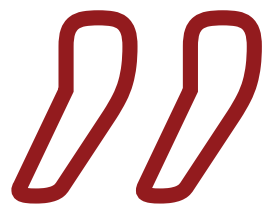
Chairman of the Board of Egypt Healthcare Authority



As Chairman of the Egypt Healthcare Authority, it is with immense pride that we champion the implementation of the E-OVR system.

This groundbreaking initiative signifies not only our dedication to elevating patient care and safety but also our unwavering commitment to pioneering digital transformation in healthcare. By setting audacious benchmarks for electronic reporting, we are forging a new paradigm in healthcare delivery, empowering our medical professionals to provide unparalleled care. Together, we transcend immediate challenges, shaping a future where healthcare in Egypt stands as a beacon of excellence.

As well, I am honored to spearhead our trailblazing journey toward environmental stewardship. The establishment of the Sustainability and Green Transformation Unit, inaugurated at the esteemed Sharm El-Sheikh International Hospital, embodies our resolute commitment to mitigating climate change and nurturing a healthier planet for our patients and communities. Through strategic adaptation and mitigation, we not only confront the pressing challenges of our era but also set a new benchmark for sustainable healthcare practices in Egypt. This transformative endeavor underscores our unwavering dedication to delivering exceptional care for generations to come. I am filled with optimism for the profound and positive impact this initiative will have on our organization and the communities we are privileged to serve.



Al-Shifa Medical Complex Hospital



Al-Shifa Medical Complex Hospital opened on the first of July 2023: our mission is to provide safe and integrated health services in the fields of surgery, oncology, orthopedics, gastrointestinal endoscopy, hematology, internal medicine, and intensive care for patients of different ages groups and dialysis patients to our clients in Port Said through a qualified and integrated medical team.

We worked on more than improvement projects and Initiatives focusing on patient safety as we aim to deliver the best possible healthcare service with the highest quality and safety. Our Quality Improvement Project is Incomplete/Wrong Medication Prescription. Our purpose is to improve the accuracy of medication prescriptions in the inpatient department from the current rate of 15% to 90% within 3 months, from January 1, 2024, to April 1, 2024.

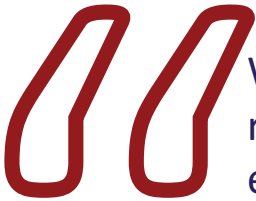
Our methodology is to utilize the FOCUS-PDCA (Find, Organize, Clarify, Understand, Select) framework to analyze the root causes and implement targeted improvements.

The project team will closely monitor progress and make adjustments as needed to achieve the stated objective within the 3-month timeline.

One month from ending of the plan we didn't reach the goal so we reviewed the steps of the project reorganized the team with new members to improve the solutions and checked monthly the improvement of KPIs till we reached the goal of 90% and we standardize the solutions till we achieve excellence.

Dr. Hussein Kassab

Director of Al -Shifa Medical Complex



We began by assembling a task force to fulfill all the requirements for obtaining this certificate. I want to express my heartfelt gratitude to our team, who worked tirelessly to reach our goal and take the necessary steps.

This is not the end of our journey; we are committed to maintaining our position as leaders in professionalism, dedication, expertise, efficiency, and excellence.



Ismailia Medical Complex



Ismailia Medical Complex (IMC), located in Ismailia Governorate, serves a population of 1.5 million people. Opened on February 16th, 2021, the complex includes a main building and several annex buildings, including facilities for water, oxygen, power, and maintenance. IMC is committed to delivering integrated preventive, curative, and educational healthcare at the highest standards, supported by a highly qualified medical team and state-of-the-art equipment. The organization values mercy, respect, responsibility, accountability, excellence, and devotion. IMC has achieved multiple accreditations, including from the Joint Commission International (JCI) and the General Authority of Healthcare Accreditation and Regulation.

Stroke Project Overview:

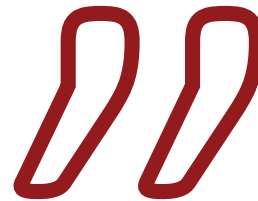
The Stroke Project at IMC commenced in December 2023 with the goal of improving the management of stroke patients, focusing on early detection, timely intervention and minimizing complications. The project has led to significant improvements, including reducing the average "Door to Needle" time from 80 minutes to 20 minutes, a decrease in stroke-related complications, and increased patient satisfaction. The project has been recognized with the WSO Angels Award Q1 2024 Platinum Status for its excellence in stroke care.

Dr. Tarek Abdel Moez Ahmed

Director of Ismailia Medical Complex (IMC)



At Ismailia Medical Complex, our unwavering commitment to patient Safety and quality care is at the heart of everything we do. Participating in the Arab Hospitals Federation's Gold Initiative is a testament to our dedication to advancing healthcare standards, not only within our institution but across the region. We believe that through continuous improvement, innovative approaches, and a patient-centered ethos, we can set new benchmarks in healthcare excellence. This certification reinforces our resolve to deliver world-class medical services and to be a beacon of hope and health for our community.



Sharm El Sheikh International Hospital



Sharm El Sheikh International Hospital is located in South Sinai Governorate, in the city of Sharm El Sheikh, which is renowned for its geographic location, making it a popular tourist destination to whom the hospital provides its services. The hospital has 40 departments both clinical and operational with a total number of 135 beds run by 1313 staff members.

The hospital serves both the residents and tourists of South Sinai Governorate because it offers many medical services and specialties and precise medical specialties that are not available elsewhere in the governorate. The hospital is accredited by GAHAR (General Authority for Health Care Accreditation and Regulation), and JCI (Joint Commission International), and is the first hospital in Egypt to receive GGHH (Global Green and Healthy Hospital, Health Care without Harm). At Sharm El Sheikh International Hospital, due to the location of the hospital in a distant area of South Sinai far from the rather population density lying in Cairo & Delta region; the practice of rotating clinical staff (weekly) and administrative staff bi-monthly contracting from other cities to ensure operations of the hospital leads to significant information gaps. This frequent turnover disrupts the transfer of critical medical information and affects the continuity of care which could deeply and directly affect patient safety and or increase the length of stay of patients and subsequently increase the financial burden on the hospital and disrupt operational knowledge, which subsequently affects the efficiency of clinical services. The hospital faces a monthly average of 4 hours of additional rework and an excess cost 8 dollars due to paperwork inefficiencies alone. Addressing this challenge is vital to foster better communication amongst staff during transitions, maintain uninterrupted operations, and reduce the unnecessary expenditure caused by this rework. The project was conducted using KAIZEN with 7 steps methodology; the method of identification of the contributing factors to the problem was through a focus group of a staff member from each department and the characteristic values to monitor the problem and its progress were set from a questionnaire to all staff with questions about average time taken in handover, average time taken in rework, impact of information gaps, quantity of paperwork consumed in rework and from reviewing Incident Reports of the last year tracing back incidents that occurred due to miscommunication

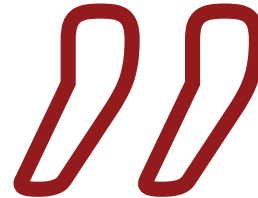
of information. A list of root causes to the problem were identified; including but not limited to; travelling a day early for handover is considered extra working hours without return (for clinical and non-clinical staff), the bed capacity in hospital dorms is only for number of staff on one shift (for clinical and non-clinical staff), HR overlooks the integrity of signature of the staff receiver of delegation, there is high HR cost to hire 2 staff members on the same position to close gaps, lack of proper qualifications in the current remote area for most positions, operational form for handover was never designed before or made available and poor and non-detailed information mentioned in clinical handover form. Of the countermeasures implemented to combat the issue; to assign the same bed between leaving staff (first 15 days) that will be already working on shift and not needing a bed on the last day of work (travelling day) and receiving staff (late 15 days), the receiver of delegation must sign the day-off permit themselves to ensure face to face meeting and solid handover, marketing for vacancies in required positions, design a form for operational handovers the medical team commitment to good quality documentation of hand over form and staff are continuously encouraged to share ideas and be creative to tackle the issue & new and beneficial ideas are celebrated. After 3 months of implementation, the number of patient safety incidents due to missed communication of info were down from 46 incidents per year to 24 incidents per year (estimated from the first 3 months), the average time consumed in rework was down from 4 hours monthly to 1 hour monthly, the percentage of daily tasks delayed down from 40% daily tasks delayed to 10% daily tasks delayed and the annual cost of paperwork rework was down from 112.5 US dollars to 28 US dollars (estimated). Addressing this challenge is vital to foster better communication amongst staff during transitions, maintain uninterrupted operations, and reduce the unnecessary expenditure caused by this rework.

Dr. Ahmed Abdelhameed

Director of Sharm El Sheikh International Hospital



Our dedication to patient safety is our top priority, and this project is a significant step towards ensuring that every person who comes to our facility receives the best possible care. By integrating methods to guarantee continuity of care for all patients and utilizing available resources, we are not only improving our safety protocols but also promoting a culture of ongoing improvement. This initiative demonstrates our commitment to safeguarding the health of our patients and their families, ultimately making our hospital a safer place for everyone.



Taiba Specialized Hospital



- Taiba Specialized Hospital is one of the hospitals affiliated with the General Authority for Health Care in Egypt. (GAHC)
- The hospital is located in Luxor Governorate, 700 kilometers south of Cairo.
- The hospital serves a rural community where most of the residents work in agriculture and a few in trade. The services provided by the hospital were determined based on the needs of the local community. The population is approximately 600,000 people (2022 census)
- The hospital began providing its services starting in 2020.

Tiba hospital description:

- Number of buildings is 3 buildings
- The number of total beds is 191 beds
- The number of Inpatient is 126 beds
- The number of (ICU) beds is 47 beds
- The number of (NECUs) is 18 unit

Tiba hospital department:

- Clinical (Outpatients)
- Emergency department
- Diagnosis departments (Labs& Radiology)
- Internal departments (Inpatients)
- Nephrology unit
- Catheter unit

- ICU
- NECU
- Operations department
- Gynecology Operations Unit
- Endoscopy unit

Tiba Hospital Vision: Providing an advanced concept of integrated health care in accordance with the latest international standards.

Tiba Hospital Mission: The Egyptian state's tool for providing health care services in all parts of Egypt with professionalism and clinical competence using the latest technologies in an attractive work environment that achieves development for workers and satisfaction for customers within an integrated framework of sustainability and financial efficiency in cooperation with active partners in the health sector and the scientific research sector to achieve health indicators that achieve prosperity and happiness for the citizen.

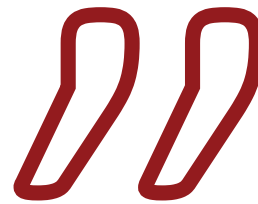
Dr. Medhat Saied

Director of Taiba Specialized Hospital



Patient safety and care are among the most important pillars of the organizational culture within Taiba Specialized Hospital.

Participation in the competition was a way of showing great interest in the issues of patient safety in our hospital. We believe in the importance of the participatory process between all interested parties, especially patients and their families. We aim to sustain the procedures taken in the hospital. We look forward to establishing multiple partnerships with major entities at the Arab area to exchange experiences and improved the level of patient safety among two interested parties. We are proud to present our project.



Nephrology & Urology Hospital



- The Nephrology and Urology Hospital (NUH) is located in Ismailia Governorate, where the population is close to one and a half million citizens.
- The building covers an area of 9612 square meters and consists of a ground floor and two upper floors.
- On February 16, 2021, the hospital was honored by the inauguration of the President of the Republic.

Achievements:

- NUH is GAHAR Accredited.
- The first and only hospital in the Canal Zone, Sinai, and East Delta to provide kidney transplant service (the unit performed eight kidney transplants with a success rate of 100%).
- The first and only hospital in the governorate, where the latest therapeutic techniques are used in the field of plasma separation (the hospital performed more than 130 plasma separation sessions).

Brief about the project:

- Medication errors are a significant patient safety concern in healthcare, particularly in specialized fields like nephrology and urology. These errors directly impact patient safety and can result in significant harm, as well as increased healthcare costs. Treatment plans in specialized hospitals are complex, increasing the risk of medication errors. Clinical pharmacists play a crucial role in adjusting treatment plans and reducing medication errors by reviewing medication appropriateness for each patient and making clinical recommendations. However, rejecting recommendations from clinical pharmacists can affect treatment plans and patient outcomes.
- After analyzing medication error KPIs, we identified medication error rejected recommendations as a critical area for improvement. We focused on analyzing and understanding the root causes of the problem to implement appropriate interventions and corrective measures, reducing the likelihood of medication errors and rejected recommendations. This will improve the overall quality of care, and patient experience, and prioritize patient well-being.

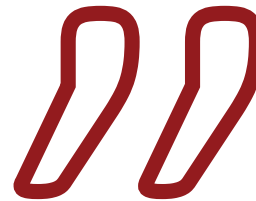
Dr. Mohamed Abdelazim

Director of The Nephrology and Urology Hospital



We are incredibly proud of our hospital's achievement in winning the award as one of the most improvement projects in patient safety.

This recognition is a testament to the dedication and hard work of our entire team.



فقيه.

مستشفى فقيه الجامعي
Fakeeh University Hospital

Redefining Healthcare Excellence in Dubai

Fakeeh University Hospital (FUH) stands as a beacon of advanced medical care and patient-centric innovation in Dubai, a city renowned for its fast-paced growth and relentless pursuit of excellence. As a premier healthcare institution with a 350-bed capacity, FUH is committed to setting new standards in quality care, patient safety, and sustainability, reflecting our unwavering dedication to enhancing the health and well-being of the communities we serve.

A Hub of Comprehensive and Specialized Care:

At FUH, our mission is to deliver comprehensive care that meets the evolving needs of our patients. As a level 2 trauma center and a newly approved stroke center, our facility is strategically positioned to offer timely, life-saving interventions. Our services span a wide spectrum, from routine health check-ups to highly specialized treatments in neuroscience and low back pain management. With our dedicated programs in telehealth, home health care, and home hemodialysis, we ensure that care extends beyond our hospital walls, delivering convenience and continuity to those we serve.

Pioneering Patient Safety and Quality: Our hospital's commitment to patient safety and quality is woven into the fabric of our culture. Through continuous investment in cutting-edge technology and innovative practices, we are not only improving clinical outcomes but also revolutionizing the patient experience. We are proud to be the only private hospital in Dubai to operate our own blood bank, ensuring a dependable and safe blood supply for our patients. This unique feature, along with our emphasis on personalized care, sets FUH apart as a leader in patient differentiation.

Leading with Innovation and Excellence: As we aim to become a Center of Excellence for Acute Myocardial Infarction (AMI), FUH is positioning itself at the forefront of specialized cardiovascular care. This development is part of our larger vision to lead the way in targeted healthcare solutions that address the most critical needs of our patients, from prevention and early diagnosis to treatment and recovery. Our journey is one of relentless pursuit to redefine what is possible in healthcare delivery.

Commitment to Sustainability and Safety: Safety and sustainability are at the core of FUH's operational philosophy. We are deeply committed to creating a safe, secure, and sustainable environment for both our patients and our staff. Our comprehensive sustainability strategies prioritize environmental stewardship while ensuring the highest standards of clinical safety and quality performance. We believe that a safe workplace is not only a physical space but a culture that nurtures mental well-being, innovation, and growth.

Our Submissions: A Testament to Our Dedication Our submissions for the Arab Hospitals Federation Awards—specifically in the categories of "Patient Safety Culture Paradigm Shift" and "Safety Metrics for Sustainability and Safety"—are more than just applications; they are a testament to our relentless drive for excellence. These entries encapsulate our strategic vision, our leadership's innovative spirit, and our team's tireless commitment to fostering a culture of safety, quality, and continuous improvement.

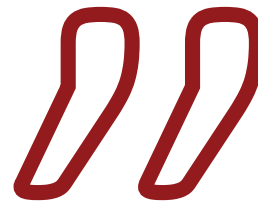
At Fakeeh University Hospital, we do not just deliver healthcare; we craft a journey of healing, safety, and trust. Our story is one of leadership, commitment, and a steadfast dedication to pioneering new horizons in healthcare. We invite you to join us in this journey, where every step is taken with purpose, and every achievement is a reflection of our mission to elevate healthcare standards in Dubai and beyond.

Dr. Mohaymen Abdelghany

Chief Executive Officer of Fakeeh University Hospital



At Fakeeh University Hospital, a proud member of the distinguished Fakeeh Care Group with over 46 years of excellence in healthcare, our mission is to integrate patient safety into the very fabric of our institution. Patient safety for us goes beyond compliance with protocols; it is a deeply ingrained value embraced by every member of our team. By driving this cultural transformation and leveraging advanced safety metrics, we have significantly improved our patient care outcomes and built a robust foundation for continuous safety and quality improvement. This holistic approach ensures that our dedication to patient safety is not only enduring but also measurable, leaving a lasting impact for generations to come.





المستشفيات الحكومية

Government Hospitals

The Kingdom of Bahrain prioritizes health with a comprehensive healthcare system overseen by the Supreme Council of Health and regulated by the Ministry of Health and the National Health Regulatory Authority (NHRA). This integrated approach ensures high-quality, regulated services, and sustainable healthcare for all citizens and residents.

Bahrain boasts an efficient and well-organized governmental medical sector that serves as the backbone of the nation's healthcare system. The Government of Bahrain aims to become a leading, high-quality healthcare provider in the Gulf region and beyond. The healthcare sector is integral to Bahrain Vision 2030, contributing to its progressive evolution into a service-oriented economy.

Government Hospitals (GH) are the major health provider in the kingdom, striving to be centres of excellence in tertiary care. They aim to provide the best experience to patients and their families, delivering high-quality services and improving care through education, research, and innovation.

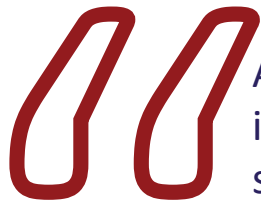
One of the main objectives of GH is to sustain the quality of services provided to patients and maintain patient safety goals. They have achieved many accreditation certificates both nationally and internationally, including from the Australian Council for Health Standards, Bahrain National Health Regulatory Authority, and ISO for Laboratory standards.

The GH network includes Salmaniya Medical Complex with 1200 bed hospital, and more than eight specialized satellite hospitals across the four governorates providing psychiatric, geriatric, maternity and rehabilitation services. All hospitals are further connected with 29 primary health care centres, referring patients to secondary and specialized care.

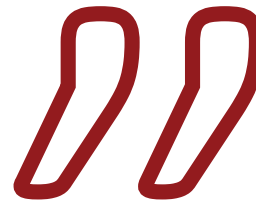
The governing body of GH consists of a Board of Trustees appointed by His Highness the King of Bahrain Sheikh Hamad Bin Isa Al Khalifa and chaired by H.E. Sheikh Hisham bin Abdulaziz Al Khalifa. The Chief Executive Officer, leads the management of the hospitals, working towards the effective implementation of the Health Insurance Law and the provision of high-quality healthcare services and a patient safety environment for all citizens and residents in Bahrain.

Dr. Maryam AlJalahma

Chief Executive Officer of Government Hospitals in Bahrain



As the Chief Executive Officer of Government Hospitals in Bahrain, I am dedicated to enhancing healthcare services through the continuous development of our medical professionals' skills and education. Our focus is on ensuring the sustainability of high-quality and efficient healthcare services. This commitment aligns with the National Health Plan, which provides a streamlined and comprehensive healthcare system accessible to all citizens and residents. Patient safety is at the forefront of our mission, and we strive to uphold the highest standards to ensure the well-being of those we serve.





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 fifteen specialist hospitals as well as the National Ambulance Service, mental health, homecare and residential care services.

HMC's transformation over the past decade is unparalleled around the world. Since 2016, HMC has opened eight new hospitals and a range of new specialist facilities – further strengthening Qatar's public sector hospital network.

Thirteen HMC hospitals hold corporate Academic Medical Center accreditation by the Joint Commission International, endorsing the quality and safety of services, while the Ambulance Service, Home Healthcare Service, Stroke Service and Palliative Care Service have all received prestigious JCI accreditation.

HMC is committed to delivering healthcare services on par with the world's best and many of our services exceed international benchmarks for quality of care, including stroke, cardiology, trauma and cancer.

In 2023, HMC had four hospitals ranked among the world's top 250 academic medical centers, with two achieving top 100 ranking; highlighting our commitment to combining patient care, medical research and education to achieve the best outcomes and experience for our patients.

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 was 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.

www.hamad.qa

Hassan Al Hail

Chief Communications Officer of Hamad Medical Corporation



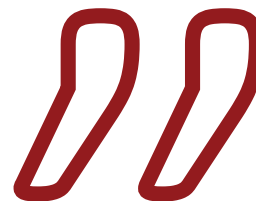
Since its establishment, Hamad Medical Corporation has prided ourselves on providing safe, effective, high-quality healthcare for all of our patients. Importantly we are committed to the continuous improvement of services to ensure patients receive the best possible care.

This prestigious accolade from the AHF is a testament to our unwavering commitment to excellence, quality care, and the dedication of our staff across all levels of the organization.

This recognition reflects the hard work, innovation, and tireless efforts by our teams in making HMC a leading healthcare provider in the region.

We deeply appreciate the work that the Arab Hospitals Federation does in advancing and highlighting healthcare across the Arab world, and we are proud to be associated with such a respected and influential organization.

This award will inspire us to continue our commitment to excellence and to strive even harder to serve our patients and communities.



Al Dhafra Hospitals is a part of the SEHA network (A Pure Health Asset), consisting of six hospitals and five primary care centers; Madinat Zayed Hospital (MZH) is a prominent healthcare facility situated in Madinat Zayed City, Al Dhafra Region, Abu Dhabi, United Arab Emirates. It is a 161 bedded secondary acute care hospital, which serves as a referral centre for other Al Dhafra Hospitals (ADH) facilities.

MZH offers a comprehensive range of healthcare services, covering acute, sub-acute, and chronic conditions. The hospital operates 7/24, ensuring continuous and reliable patient care. It is the only Hospital in the region approved by Department of Health (DOH) with a full-fledged Emergency Department.

The hospital prides itself on its dedicated team of highly qualified professionals with diverse international clinical expertise and experiences. MZH emphasizes staff competency through ongoing in-service training and continuing education programs to uphold the highest standards of patient care.

MZH offers an extensive array of clinical services, including, but not limited to, Surgery, General Internal Medicine, Cardiology, Pediatrics, and Emergency Department care. It also encompasses specialized units such as the General Adult Intensive Care Unit, Neonatal Intensive Care Unit, and Coronary Care Unit. Additionally, MZH provides allied health services, including Radiology, Pharmacy, Physiotherapy, Dietetics, and more.

Our primary objective is to provide comprehensive and high-quality healthcare that prioritizes the safety and well-being of all our patients. We envision leading the way in integrated healthcare services, adhering to the highest international quality and safety standards. This commitment is underpinned by our core values, which emphasize delivering excellence in care collaboratively.

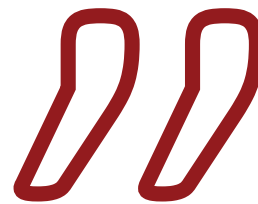
Hamad Khamis Almansoori

Chief Executive Officer of Al Dhafra Hospitals



Al Dhafra Hospital's commitment to quality and patient-centered care is at the core of our mission and values. We believe that every patient deserves not only exceptional medical treatment but also a compassionate and supportive environment that prioritizes their individual needs. We strive to deliver excellence in all we do.

We are proud to participate in the Arab Hospitals Federation (AHF) Patient Safety Champion Gold Initiative Certificate. Our participation clearly demonstrates our dedication to maintaining high healthcare standards and our focus on prioritizing patient safety. We are committed to continuous improvement and innovation in healthcare delivery, ensuring that Al Dhafra Hospitals remains a beacon of safety and quality for our community.



مستشفى الولادة والأطفال بالخرج
Maternity and Children's Hospital in Al-Kharj
Empowered by Riyadh First Health Cluster



Maternity and Children Hospital Alkharj (MCH) is a specialized institution with 200 bed capacity rendering therapeutic care to Obstetrics, Gynecology and Pediatric cases. It utilizes the National Healthcare delivery system in which Ministry of Health (MOH) is the major agency of the government which was entrusted with the provision of preventive, curative and rehabilitative healthcare for the population of the Kingdom.

Quality and Patient Safety (QPS) Department is functioning to apply and manage quality development and design, quality control, quality assurance and quality improvement. QPS department capitalizes on the contribution of the institution in fostering excellent quality services for patient's safety and satisfaction.

QPS department, AlKharj MCH is dedicated to provide and maintain a high level of staff and patient's satisfaction through continuous assurance and improvements in healthcare services by developing, documenting and maintaining a comprehensive quality and patient safety management program.

Foundations of patient safety practices were built in the hospital in accordance with the local and international safety standards and programs through the following:

- 1- Application of local accreditation standards and obtaining advanced levels of implementation and accreditation
- 2- Implementation of international safety goals and standards through comprehensive patient safety and risk management program
- 3- Early identification and management of risks and adverse events through occurrence variance reports, reported sentinel events, patient complaints and other possible sources of reliable data.
- 4- Initiation of data collection and benchmarking of potential hospital risks and the subsequent analysis of the same and to ultimately convey findings on the hospitals actual and potential risks to the Quality Management and Patient Safety Committee, patient Care Committee, Administration and other appropriate departments and teams.
- 5- Execution of measures, which prevent undesirable occurrence most often, involves educational interventions pertaining to hospital risk management (through Occurrence Variance Reports, Sentinel Events Evaluation, Root

Cause analysis, and Performance Improvement).

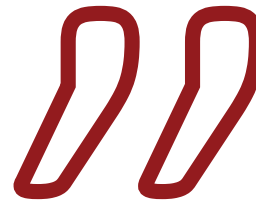
6- Continuous engagement with frontline staff to create improvement project that serve patient safety and participation in international forums concerned with patient safety to ensure the exchange of experiences and continuous development and improvement.

Saud M. AlNaddah

Hospital Director of Maternity and Children Hospital AlKharj



As a participant in the Patient Safety Gold Initiative Certificate, I would like to express my deep appreciation for the opportunity to engage with such an impactful initiative. This initiative has significantly enhanced our understanding of patient safety practices and underscored the importance of fostering a culture of vigilance and excellence. We are committed to applying the knowledge and skills gained to further elevate our standards and contribute to safer healthcare environments. Thank you for this invaluable experience.





Since the creation of the UAE's union on December 2, 1971, the country's health sector has witnessed great qualitative accomplishments in a bid to meet various health challenges and keep pace with global developments. From day one, the UAE leadership recognized the importance and necessity of making the most of all advanced technologies and resources to improve this vital sector, while providing an appropriate health environment, believing that promoting the lives of its people is the end goal and main focus of development, to help them fulfil their national responsibilities, and contribute effectively to the process of development.

The health sector is one of the most developed in the UAE and one of top ten worldwide across a number of approved health indicators, thanks to following a health system based on the highest international standard in addition to developing the readiness of the health system to deal with pandemics and health risks, which made the country one of the best countries in the quality of healthcare.

Guided and supported by our wise leadership, the Ministry has been keen to adopt and launch many initiatives and projects to promote the health of the community through comprehensive and innovative health services of top-notch quality and prioritizing patients over anything else.

The ministry has also adopted a methodology that applies the highest standards of excellence and professionalism, built state-of-the-art hospitals equipped with the latest equipment across the country, and highly experienced medical staff and launched several campaigns to enhance health awareness of the community. The UAE's interest in the health sector is also reflected in the national health strategy.

From applying international standards in infrastructure management in health facilities to building quality systems and safety therapeutic, health and pharmaceutical systems in accordance with international standards and providing a vital legislative framework and governance, the ministry has been keen to develop health information systems and provide regulatory and oversight services to the health sector.

In addition, the UAE is geared towards artificial intelligence and digital medical services. The Ministry of Health and Prevention has developed a comprehensive plan to integrate artificial intelligence 100% into medical services, in line with the UAE's AI Strategy, in accordance with the UAE's 2071 centenary to transform patient healthcare.

Vision

A world-class health system for community with long healthy life expectancy.

Mission

Govern an integrated preventive and therapeutic healthcare system through the development of world-class policies and legislation, and management of public healthcare programs to ensure proactive, interconnected, comprehensive and innovative health services based on digital data for all segments of the community by qualified and specialized professionals.

Inspired with Value

Community Health First

Innovation & Proactiveness

Agility, Resilience & Readiness

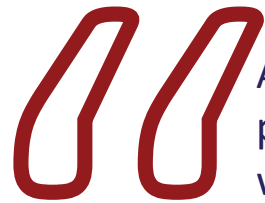
Leadership & Compatibility

Integrity & Accountability

Equality & Transparency

Dr. Nada AlMarzouqi

Director of Public Health & Prevention Department - MOHAP



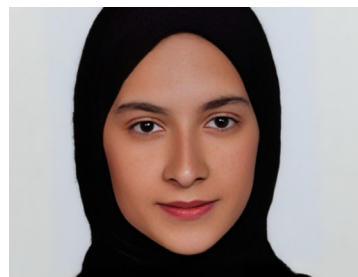
At the Ministry of Health and Prevention (MOHAP), patient safety is at the core of our mission to provide world-class healthcare. We have been dedicated to advancing the health sector by adopting cutting-edge technologies and global best practices. Our collaboration with the World Health Organization through the Patient Safety Friendly Hospital Initiative (PSFHI) reflects our commitment to ensuring the highest safety standards in our healthcare facilities.

With the support of our wise leadership, MOHAP continues to lead initiatives that integrate artificial intelligence and innovative healthcare solutions, making the UAE's health system a global leader. We rank one of top ten worldwide in several health indicators, demonstrating our readiness to address modern healthcare challenges. Our goal is to deliver proactive, quality care that promotes long, healthy lives for all UAE residents, while maintaining a relentless focus on patient safety. Through continuous improvement, integrity, and innovation, MOHAP remains dedicated to fostering a safe, compassionate, and world-class healthcare environment.

National PSFHI coordinators



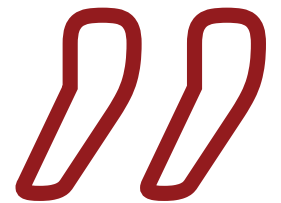
Dr. Hayat Ahmad



Eman Janeeh



Fatima AlMarzooqi





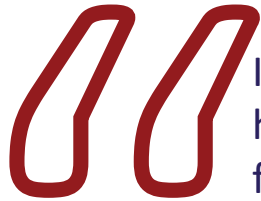
The Ministry of Health (MOH) in the Sultanate of Oman is devoted to protecting the health of all citizens and residents. They address health and disease challenges, develop the health sector, ensure efficient resource use, and strive for a healthy society free of health risks and hazards. Their vision for 2024 is that "Health is the responsibility of all".

The Quality Assurance Center at MOH is committed to the following:

- Enhance long-term success by understanding and meeting the needs and expectations of all stakeholders to support and strengthen the quality of healthcare services.
- Ensure the quality and safety of healthcare services by implementing Oman's national quality standards in alignment with statutory and regulatory requirements.
- Build the capacity of healthcare workers in the field of quality and patient safety.
- Promote Quality studies, research, and innovation that positively affect health services.
- Reinforce patient and community engagement in different patient services
- Support Strategic Direction and interested parties to provide advanced evidence-based practices through a process-based approach.
- Collaborating with a diverse range of national and international organizations to ensure patients and the community receive evidence-based care.

Dr. Qamra Al Sariri

Director General of Quality Assurance Center
Ministry of Health in the Sultanate of Oman

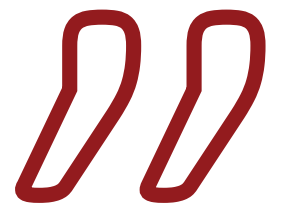


I am delighted to share with you that our organization has been honored with the Gold Initiative Certificate for Patient Safety by the Arab Hospitals Federation. This prestigious recognition highlights our commitment towards excellence and the significant strides we have made in advancing patient safety through our innovative "Safe System for Incident Reporting and Learning System (AMAN System)."

This achievement reflects the tireless efforts and dedication of entire team in implementing a robust system that ensures the accurate and timely reporting of all incidents occur in the health care institutions. AMAN System" is designed to enhance transparency, improve response times, and foster a culture of continuous learning and improvement within our healthcare environment.

The Gold Initiative Certificate not only acknowledges the effectiveness of our system but also sets a benchmark for safety and quality standards in the healthcare industry. It reaffirms our dedication to providing the highest level of care and underscores our role as a leader in promoting patient safety across the region. I would like to extend my deepest gratitude to everyone involved in this project especially DG of Information technology. The hard work, commitment, and unwavering focus on safety have been instrumental in achieving this significant milestone.

Together, we are making a profound impact on patient care and safety.





RAK HOSPITAL

RAKH (RAK Hospital) under the aegis of Arabian Healthcare Group LLC (AHG) has been set up by His Highness Sheikh Saud Bin Saqr Al Qasimi (Ruler of the Emirate of Ras Al Khaimah) with the vision of catering to a large portion of the expatriate and local population and promoting Ras Al Khaimah as a medical tourism destination. The vision envisioned a healthcare establishment that was patient-friendly, equipped with state-of-the-art medical equipment, and that enabled strategic scalability and stood for caring for life, happiness, family relationships, and community well-being.

Conceived in 2005 and operational since 2007 RAKH has in a short span been able to create a niche in the Northern Emirates by bringing together some of the most talented medical professionals with cutting-edge technology and an excellent working environment. RAKH has been able to establish itself as not only one of the most trusted and advanced healthcare providers in the region but also as one of the most ethical and compassionate healthcare providers.

RAKH envisages treading a transformative journey forged with a legacy of excellence in UAE healthcare. Clinical excellence is the foundation on which RAKH wants to create a safe patient-centric healthcare delivery system that is accessible, affordable, and best available.

Focus on Patient & Patient Care and delivering service with empathy and compassion is the guiding principle for all its Medical and Non-Medical professionals. This enables us to provide comprehensive and compassionate patient care as a team by offering the highest standards of medical service ethically and delivering extraordinary customer satisfaction. RAKH serves to touch the hearts of the patients and make a positive difference to them.

RAKH has created a unique mix of medical expertise, state-of-the-art technology, and the best facilities blended with the empathy and dedication of its staff. RAKH endeavors to facilitate regular knowledge gradation of its Medical Professionals by encouraging them to participate in national and international seminars, publishing papers, etc. It constantly upgrades the technology to make healthcare simpler and have

better results. Focus has always been to stay committed in our efforts to understand the needs of our patients and to carve out a healthcare delivery strategy that enhances patient experience while remaining uncompromising on clinical and service excellence.

Our multi-specialty collaboration helps us achieve exceptional clinical outcomes; ones that match or surpass international standards. Our thrust on innovation clinical, digital, technology, procedure, and process gives us an edge in rendering invaluable patient care. We remain equally steadfast in our aim of bringing superior healthcare within the reach of all individuals no matter where they come from or what their background is.

RAK Hospital today has made every aspect of its lofty mission a reality, touching and enriching three million lives. Today, the group's futuristic vision is to ensure that it is in a position of strength at every touch point of the healthcare delivery chain. The Group has set the agenda and plans to lead by example in the blossoming private healthcare space. The group operates under the hub and spoke model one Hospital, three clinics, and a referral path lab center.

Vision: Positioning Ras Al Khaimah as a premium quality healthcare destination for the local and regional community with international accredited standards

Mission: RAK Hospital aims to provide international quality healthcare with highly qualified medical staff and skilled nursing care by redefining the standards of excellence in patient care with premium hospitality

Values

- Patient First:** -We strive to deliver the best to every patient every day. The patient is the priority in everything we do. We strive to deliver the best to every patient every day. The Patient is the priority in everything we do.
- Compassion:** We consistently serve with empathy and integrity towards those we serve and those with whom we work. We consistently serve with empathy and integrity towards those we serve and those with whom we work.
- Integrity:** We communicate openly and honestly, build trust, and conduct ourselves according to the highest ethical standards
- Readiness:** We embrace change and work to improve all we do in a prompt and responsible manner.

Dr. Raza Siddiqui

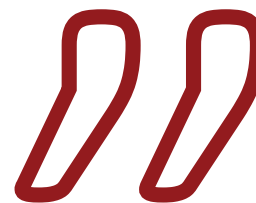
Executive Director, RAK Hospital
Chief Executive Officer Arabian Healthcare Group



On behalf of RAK Hospital and Arabian Healthcare Group, I would like to express my sincere gratitude to the Arab Hospitals Federation for recognizing our institution with the prestigious AHF Gold Initiative Certificate as a Patient Safety Champion. This acknowledgment is a reflection of our unwavering commitment to patient safety and quality care, core values that define our institution.

At RAK Hospital, "Patient comes first," we have become synonymous with exceptional care, patient safety, and service excellence. Our hospital is a place where healing is not just a practice but an art, and every patient's experience is treated with the utmost importance. This recognition is a testament to our dedication to continuously improving and upholding the highest standards of care.

We are honored to be part of this initiative alongside esteemed healthcare organizations and remain committed to advancing patient safety across the region. We look forward to the final phase of this award and to continuing our collaboration with the Arab Hospitals Federation to elevate healthcare excellence in the Arab world.





“Salma Rehabilitation Hospital” is part of SEHA network and provides specialized level of medical care to patients with chronic illness or disability, those who cannot be cared for in their home environment, or those who require sub-acute, post-acute, or long-term care. Salma Rehabilitation Hospital is a purpose-built hospital designed to feel like a "home away from home" and to start every patient's recovery in a calm and relaxing atmosphere. Salma was opened in August 2019 with 83-bed capacity initially. It features a contemporary, friendly design, spacious rooms, dedicated therapy areas and vast spaces for rehabilitation and recreation both indoors and outdoors which help our team to treat every patient with the highest level of care and expertise. Salma Rehabilitation Hospital provides comprehensive long-term care and rehabilitation services to adult & pediatric patients in the following locations with more than 270 bed capacity – Salma Children’s Hospital, SKMC Hospital, Al Ain Hospital, Al Rahba Hospital and Al Dhafra Hospital.

At Salma, we follow a holistic and multi-disciplinary approach to healthcare services, working as a team to provide exceptional care and rehabilitative services to all our patients. Our medical facilities are managed by highly-experienced physicians, therapists, and nurses using state-of-the-art medical equipment, set in a world-class hospitality environment.

Salma Rehabilitation Hospital will be the leading integrated rehabilitation hospital in the region offering world-class care for our patients and their families, adapted through understanding the local culture. Our mission is to enhance the quality of life of all our patients and their families. Our values and key concepts includes Family-focused care, adding a human touch, beyond Long-term care, Cross-Cultural skills and Form follows function.

Salma Rehabilitation Hospital considers patient safety as the “cornerstone of high-quality health care”. We strongly believe that our simple & effective processes, robust reporting system, just and learning culture, proactive risk reduction strategies enable us to provide achieve excellence in patient safety and quality of care.

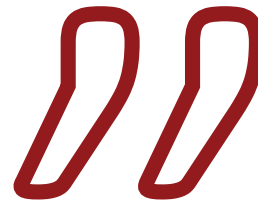
Salma undertakes various Quality improvement initiatives/projects (by identifying areas for improvement) to continuously improve the care delivery process and reduce the variations to ensure patient safety not compromised at any phase of care. Our Quality improvement projects/initiatives strive to improve safety & quality of care, encourages reporting and addressing safety concerns without fear of retribution, proactive risk-reduction exercises on priority risk processes, implementation of targeted quality improvement programs to prevent or reduce patient harm – CAUSTI prevention, Patient identification, Pressure injury reduction etc., Salma Rehabilitation Hospital is accredited by JCI (Joint Commission International Long Term Care Standards) which is a testament to our commitment to high quality care and ensuring patient safety. With continuous effort by improving our process, we are able to achieve: Tasneef-Jawda Data Certification A Grade, Muashir 3 star rating, 100% DoH Ranking, SKEA Assessment and Super Brands Award. At Salma from Physicians to specialists, nurses to therapists, all our staff comes from diverse backgrounds and countries. Our staff are well versed in local cultures, international norms, and the finer nuances that embody the true spirit of Arabian hospitality. In order to help you express yourself freely, we provide an Arabic-speaking staff in every shift and in each section of the hospital.

Philipp Mielenz

Chief Executive Officer of Salma Rehabilitation Hospital



“ In receiving the Arab Hospitals Federation’s esteemed Gold Initiative Certificate as a Patient Safety Champion, we stand among the distinguished few in this milestone. Our journey in patient safety and quality care at Salma Rehabilitation Hospital, woven with threads of unwavering dedication and hard work, is now showcased alongside over 200 healthcare organizations from seven Arab nations. This recognition underscores our commitment to excellence in long-term care and rehabilitation segment and nurtures our drive for shared wisdom and collaboration in the pursuit of providing exemplary patient care. With this honor, we are further inspired to elevate our vision and mission, as we craft a legacy of exceptional patient-centric care that resonates deep in the heart of every person in the Arab region and beyond.



Sheikh Khalifa Medical City (SKMC) is a flagship tertiary hospital in the UAE and the largest teaching medical center in Abu Dhabi. SKMC comprises of 441 beds and 16 Outpatient Specialty Clinics. As an innovative market leader, SKMC has achieved numerous milestones, including the establishment of the UAE's first and most comprehensive Kidney Transplant Center and the sole provider of pediatric kidney transplant services in the Emirate of Abu Dhabi.

We also take pride in offering the largest Heart Program for Children in the UAE and the only Pediatric Cardiac Surgery Programme in the Emirate of Abu Dhabi.

Our dedication to the younger population is evident in our position as the largest pediatric medical center in the UAE. We offer specialized services such as Pediatric Oncology and Hematology, Pediatric Nephrology, Pediatric Metabolic Disorders, and Pediatric Minimally Invasive Procedures. In addition, our state-of-the-art Pediatric Critical Care Unit and Pediatric Emergency Department are the largest in the country. SKMC is committed to providing exceptional and comprehensive adult surgical and medical services in its inpatient and outpatient facilities. SKMC also offers distinguished multidisciplinary Rehabilitation Services through its Physical Medicine and Rehabilitation Institute.

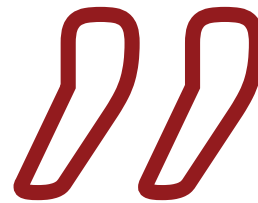
SKMC Hospital has been recognized and accredited by various service excellence organizations for outstanding efforts in improving medical standards, providing exceptional patient care and its adherence to its business best practice. These include Joint Commission International (JCI), College of American Pathologists (CAP), ISO, Sheikh Khalifa Excellence Award, Pediatric Cardiac Surgery Center of Excellence, Global Antimicrobial Stewardship Accreditation amongst many others.

Bader Al Qubaisi

Chief Executive Officer of Sheikh Khalifa Medical City



As the CEO of SKMC, I am privileged to have our facility being shortlisted for the Gold Initiative Awards. At SKMC, patient safety is not just seen as everyone's priority; but it is the foundation of our mission and vision. Our healthcare system, at SKMC, undergoes continuous re-engineering to empower patients, which fosters an environment where voices are central to the care being delivered. We have meticulously taken steps to achieve alignment in macro and micro processes to create a safety culture where patient and staff safety are paramount. Our involvement in these awards highlights our belief that achieving an excellence in patient safety is a collective effort by aspiring leaders, senior management commitment, performance metrics, and dedication of every team member.



SSMC

مدينة الشيخ شخبوط الطبية
Sheikh Shakhbout Medical City

Sheikh Shakhbout Medical City is one of the largest tertiary hospitals in the UAE and a member of the PureHealth network, offering the highest standards of medical expertise for the treatment of serious and complex conditions.

Established in 2019, SSMC has 714 patient beds, 18 operating theatres, including a hybrid operating room and a 26-bed neonatal intensive care unit. Supported by the latest diagnostic and treatment modalities available, SSMC has been elevating the standards of patient care through patient-centric multidisciplinary team based care, delivered through 46 clinical specialties, supported by medical education, innovation and research while on its the path to becoming a Destination Medical Centre in the region.

A team of locally and internationally trained physicians, nurses and allied health staff work seamlessly together, taking care of one patient at a time to provide the most integrated human-centric and compassionate care. All this while promoting comprehensive interdisciplinary learning, allowing SSMC to become a leading hub for the most integrated multispecialty care while educating the next generations of health care professionals- a key component of workforce sustainability.

SSMC's drive for innovation and excellence has seen it achieve a number of 'firsts' and key milestones, including being recognised as a Centre of Excellence for stroke by the Department of Health - Abu Dhabi. In addition, SSMC has the UAE's largest pathology lab, and one of the most advanced Clinical Trials Units in Abu Dhabi, dedicated to conducting research on areas with unmet medical needs and finding innovative solutions to these needs.

<https://ssmc.ae>

Dr. Marwan Al Kaabi

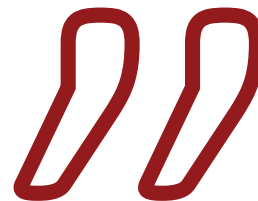
Chief Executive Officer of Sheikh Shakhbout Medical City



On behalf of Sheikh Shakhbout Medical City, we are honoured to receive the AHF Gold Initiative Certificate. This prestigious accolade underscores our dedication to exceptional patient safety and highlights SSMC's remarkable journey in advancing efforts in these areas.

Innovation is at the heart of our mission, reflected by our state-of-the-art facilities, robotic surgeries and cutting-edge, AI-guided, diagnostics and research. These technological advancements are seamlessly integrated into our approach to deliver advanced, personalised care, embodying SSMC's primary value of always putting the patient first.

This achievement not only validates ongoing efforts, it also inspires many others to set new benchmarks in healthcare and continue to contribute to the advancement of the entire healthcare ecosystem.





المركز التخصصي الطبي
SPECIALIZED MEDICAL CENTER

Specialized Medical Center (SMC) Hospitals over the years have evolved to become a “Symbol of Trust” in the Kingdom. Located on two main roads in the capital of Saudi Arabia Riyadh (King Fahad Road and King Abdullah Road), SMC Hospitals have become one of the modern healthcare landmarks in the Kingdom since its inception in 1999. SMC Hospitals consist of over 600 inpatient beds and over 250 outpatient clinics that are served by a dedicated and highly qualified international team of over 500 full time physicians and 2,500 paramedical and support staff. Over the years, we have been consistently successful in making available all types of treatments to patients with the highest standards of comprehensive health care. We have built a sound foundation to remain in the forefront of the Health Care Sector in the region. SMC is an accredited academic & training reference in the Kingdom.

As a leading group of private hospitals, the SMC is committed to delivering high-quality, patient-focused services in alignment with the Vision 2030 strategic objectives for health: access, value, and public health. We provide quality services on an in-patient, day care, and out-patient basis, focusing on accessibility, patient focus, acceptability, efficiency, and cost-effectiveness. We strive to overcome challenges and uphold the well-being and health of each individual, in keeping with the high standards of international healthcare developed in the Kingdom of Saudi Arabia. SMC is confident that it can surpass all challenges and achieve its objective by setting its goals, objectives and performance indicators. We are committed to provide preventive and therapeutic healthcare to our customers.

In pursuit to our commitment to provide high-quality care, the SMC is already building a new hospital. The SMC-3 will be a state of the art specialized tertiary care hospital housing the most complex medical specialties. It will be designed for a maximum capacity of 340 beds, all distributed in single rooms, including medical and surgical wards, dedicated pediatric and women and children units, a specialized isolation ward, VIP rooms, and critical care beds (ICU, CCU, PICU and NICU). Additionally, the facility will provide a full scope of advanced

clinical services, including emergency care, diagnostic, treatment (including Dialysis, Radiotherapy and Physiotherapy), day and general surgery, both elective or emergency. With a strong focus on health prevention the hospital will provide a strong outpatient clinics unit with approximately 260 clinics and 50 assessments, special exams and treatment rooms.

As the expansion of our hospitals continue, the SMC is challenged with a wider community to serve and has continuously used digital solutions to assist patient flow enhancement and elevate patient experience in SMC Hospitals. SMC is addressing these challenges to achieve strategic priority by building the foundations on safety culture and patient safety system.

The SAFER reporting system which allows patients or their family members to report safety events they may have observed during their inpatient stay is one of the important projects in SMC. The primary aim in developing a Patient Safety Event Reporting system was to establish a channel for patients and their families to contribute insights and have their voices heard by individuals capable of taking corrective actions. Another SMC strategy in ensuring safety culture is by implementing electronic workflow in blood ordering, Crossmatching, and incorporating barcoding in patient identification in the blood transfusion process. The initiative increased hospital safety and efficiency in numerous ways. These are only few of the significant improvements with the adoption of “Patient Safety First” approach, a major lever in engaging frontline staff and involving patients in making patient safety and quality improvements.

SMC Hospitals will continue to find ways to deliver healthcare with excellence.

Dr Khaled Al Sebaiay

President & Chief Executive Officer
of Specialized Medical Center Hospitals

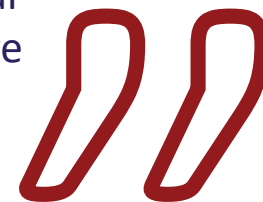


“ We are deeply honored to receive the Gold Initiative Certificate as Patient Safety Champion from the Arab Hospitals Federation. This prestigious award is a testament to our unwavering commitment to patient safety, which lies at the heart of our mission at Specialized Medical Center.

Our dedication to safety is reflected in our continuous efforts to implement the latest technologies and best practices in healthcare, ensuring that our patients receive the most advanced and reliable care available. We invest in regular training and development programs for our staff, fostering a culture of safety and excellence across all levels of our organization. All SMC staff view patients and their families as partners in their care.

This recognition is not just an accolade but a motivation to further strengthen our safety protocols and innovate in ways that enhance patient outcomes. We are proud of our team’s hard work and dedication, which make such achievements possible, and we remain committed to setting new benchmarks in patient safety for the region.

Together, we will continue to prioritize the well-being of our patients and provide them with a safe and supportive environment.



Tawam Hospital, a premier tertiary care facility, is one of the largest hospitals in the United Arab Emirates. It is part of the SEHA Health System, a PureHealth subsidiary, which is the largest integrated healthcare platform in the Middle East. Owned and operated by Abu Dhabi Health Services Company (SEHA), Tawam Hospital plays a crucial role in providing high-quality healthcare services across the Emirate of Abu Dhabi and the northern emirates.

Established in 1979, Tawam Hospital was specifically designed to address the complex and critical care needs of the residents of Al Ain City and the Abu Dhabi emirate. The hospital is dedicated to transforming healthcare services, ensuring the highest standards of medical quality and customer care in line with international benchmarks.

With a 561-bed facility in Al Ain, Tawam Hospital combines state-of-the-art amenities with world-class service standards. The hospital is led by a team of Western-trained, North American/European board-certified, and Arab board-certified physicians, all licensed by the Department of Health - Abu Dhabi. Tawam Hospital offers direct access to world-class healthcare services, including Adult & Pediatric Oncology, Palliative Care, IVF, Pediatric Intensive Care, Pediatric Genetics & Metabolic services, Pediatric Allergy & Immunology, an Obesity Centre for both adults and children, Physical Therapy, Pain Management, and a Sleep Unit. The hospital also provides specialized care in Emergency Medicine, Critical Care, General Medicine, Pediatrics, Obstetrics and Gynaecology, Surgery, Physiotherapy, Nuclear Medicine, Laboratory, and Radiology services.

Dr. Sultan Mohamed Alkaram

Chief Executive Officer of AlAin Region



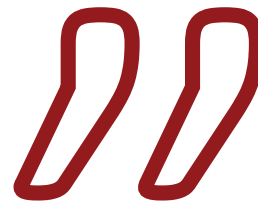
We are deeply honoured to be recognized by the Arab Hospitals Federation with the AHF Gold Initiative Certificate for our commitment to patient safety.

This achievement is a reflection of our unwavering dedication to providing the highest quality of care in a safe and secure environment for our patients.

As a proud member of SEHA, a subsidiary of PureHealth, I commend our leadership and healthcare facility teams for their commitment to excellence that enabled us to uphold the highest standards of patient safety, ensuring that every patient in our care receives the safest and most effective treatment possible.

We take pride in our cutting-edge technologies, advanced safety protocols, and continuous staff training that allowed us to set examples.

This recognition is not just a milestone for our hospital, but also a testament to the collective efforts of Tawam Hospital, SEHA, PureHealth in driving healthcare excellence across the region.



PROUD TO CELEBRATE WITH YOU
OUR SUCCESS AS A COMMUNITY

STAY TUNED

for our next edition



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