

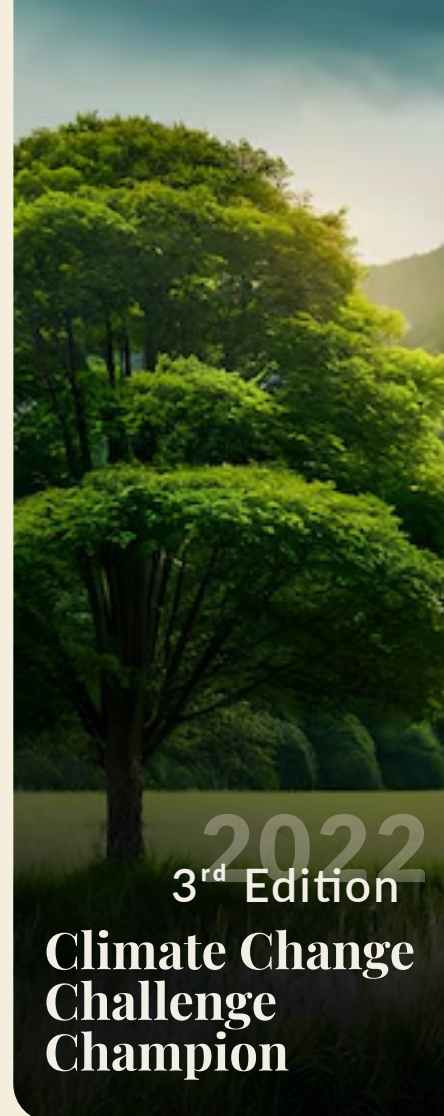


ARAB HOSPITALS FEDERATION

*Certificate*

— OF GOLD INITIATIVE —

## ECHOES OF PREVIOUS EDITIONS



2022  
3<sup>rd</sup> Edition

Climate Change  
Challenge  
Champion



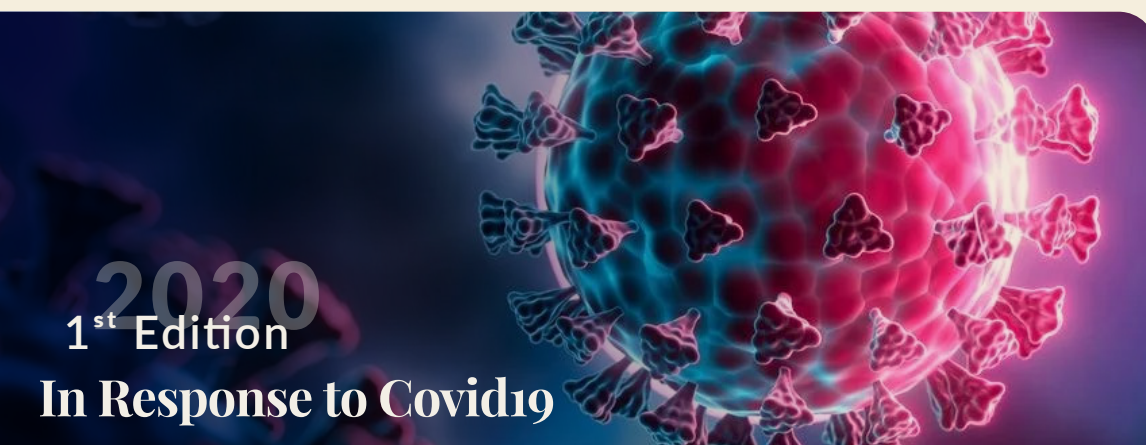
2023  
4<sup>th</sup> Edition

Arab Healthcare Digital  
Transformation Star



2024  
5<sup>th</sup> Edition

Patient Safety Champion



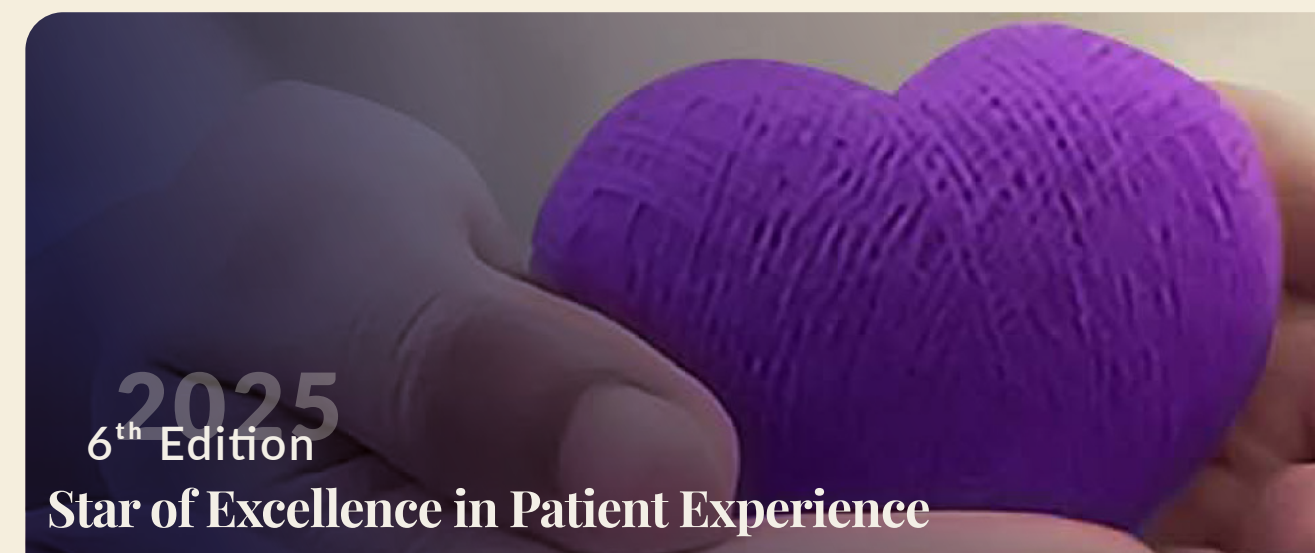
2020  
1<sup>st</sup> Edition

In Response to Covid19



2021  
2<sup>nd</sup> Edition

Overcoming the Pandemic



2025  
6<sup>th</sup> Edition

Star of Excellence in Patient Experience



اتحاد المستشفيات العربية  
ARAB HOSPITALS FEDERATION

accredited as OBSERVER by  
REGIONAL COMMITTEE OF WHO EMRO





# Foreword

Excellence in healthcare is not just about innovation or cutting-edge technology, it is about the unwavering commitment to humanity, resilience in the face of challenges, and the relentless pursuit of better patient outcomes. At the Arab Hospitals Federation, we believe that true transformation begins with recognizing and celebrating those who lead the way, setting new benchmarks of quality, safety, and patient care. This belief gave birth to the Gold Initiative, a prestigious recognition that has, over the years, evolved into one of the most respected certifications in the Arab healthcare sector. It is not merely an award but an initiative to encourage healthcare institutions to go beyond the expected, to break barriers, and to shape the future of healthcare with dedication and vision.

From the very beginning, the Gold Initiative has been a reflection of the dynamic evolution of healthcare. The first edition was launched at a time when the world faced an unprecedented crisis, the COVID-19 pandemic. It honored the healthcare institutions that stood on the frontlines, responding with unmatched bravery, dedication, and innovation to save lives. As the crisis continued, the second edition recognized those that not only endured but overcame the pandemic, reinforcing the resilience of healthcare systems and ensuring continuity of care.

As the world shifted focus toward sustainability, so did the Gold Initiative. The third edition honored institutions that took significant steps in addressing climate change challenges and implementing eco-friendly, sustainable healthcare models, proving that a healthier planet is key to healthier people. The fourth edition turned the spotlight on the digital revolution in healthcare, celebrating institutions that successfully embraced digital health transformation, leveraging technology to improve patient outcomes, enhance accessibility, and modernize hospital operations.

With patient well-being at the heart of healthcare, the fifth edition was dedicated to patient safety, recognizing institutions that reinforced a culture of trust, quality, and accountability to safeguard lives and elevate standards of care. In the sixth edition, we turned our attention to an essential pillar of modern healthcare, the patient experience. This chapter honored hospitals that go beyond treatment, focusing on the entire patient journey, fostering empathy, engagement, and holistic well-being to create a healthcare system that truly puts people first.

Now, in its seventh edition, the Gold Initiative introduces Health Tourism Excellence, spotlighting healthcare facilities that seamlessly combine world-class medicine and advanced treatments with exceptional hospitality. This new milestone recognizes institutions that not only attract and serve patients from beyond our borders but also facilitate safe and seamless patient flows between Arab countries themselves—positioning the region as a trusted global hub for high-quality, compassionate, and patient-centered health tourism.

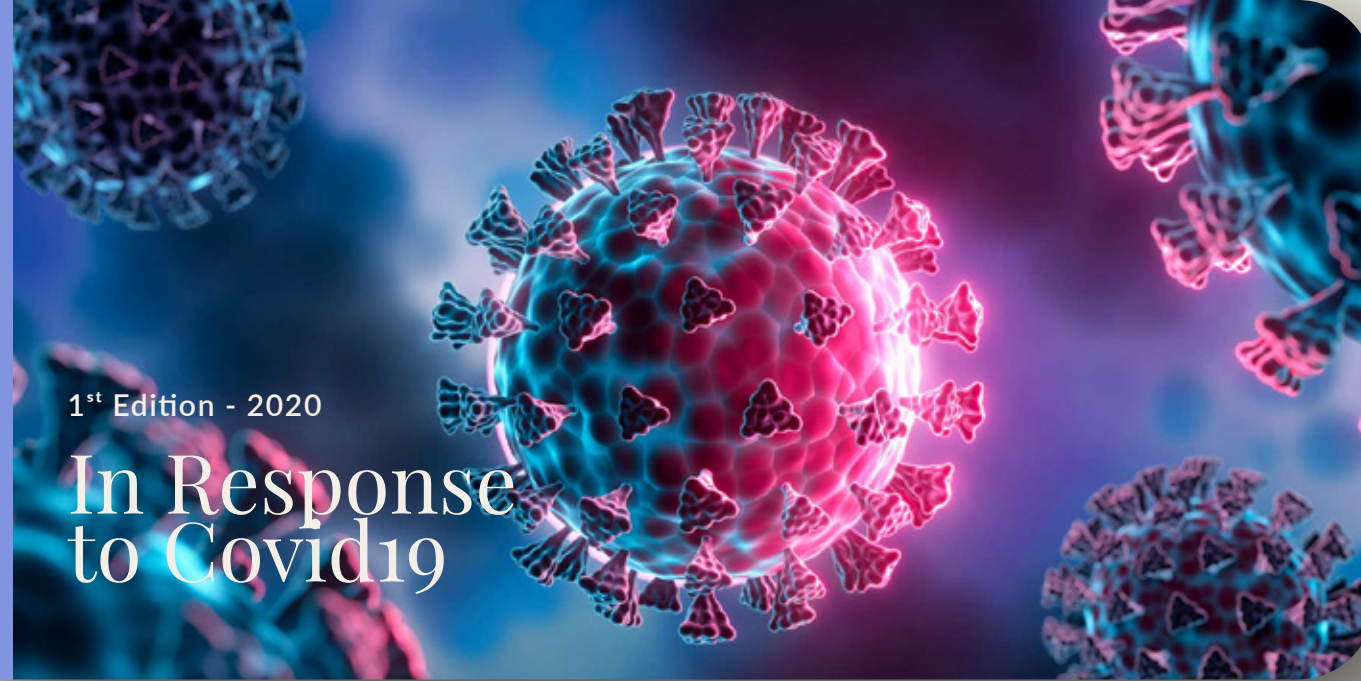
Over the course of these seven remarkable editions, the Gold Initiative has grown into a mark of distinction that hospitals strive to achieve. This success would not have been possible without the unwavering belief and trust of the healthcare sector, which has embraced this initiative and transformed it into a prestigious and highly regarded certification. For this, we extend our deepest gratitude to every institution, leader, and healthcare professional who has contributed to making this initiative what it is today.

To all the winners over the years, congratulations! Your dedication and achievements are paving the way for a brighter, stronger, and more patient-centered healthcare system. You are the pioneers, the visionaries, and the changemakers who inspire the entire sector to rise to greater heights. And to those striving for this recognition in the future, let this serve as a call to action to continue pushing boundaries, innovating, and prioritizing the well-being of those who entrust you with their care.

The Gold Initiative is not just about honoring excellence; it is about shaping the future. Together, we are building a healthcare ecosystem that is resilient, compassionate, and transformative. Let us continue this journey by creating a healthier world for generations to come.

Alice Yammine Boueiz  
Chief Executive Officer





1<sup>st</sup> Edition - 2020

# In Response to Covid19



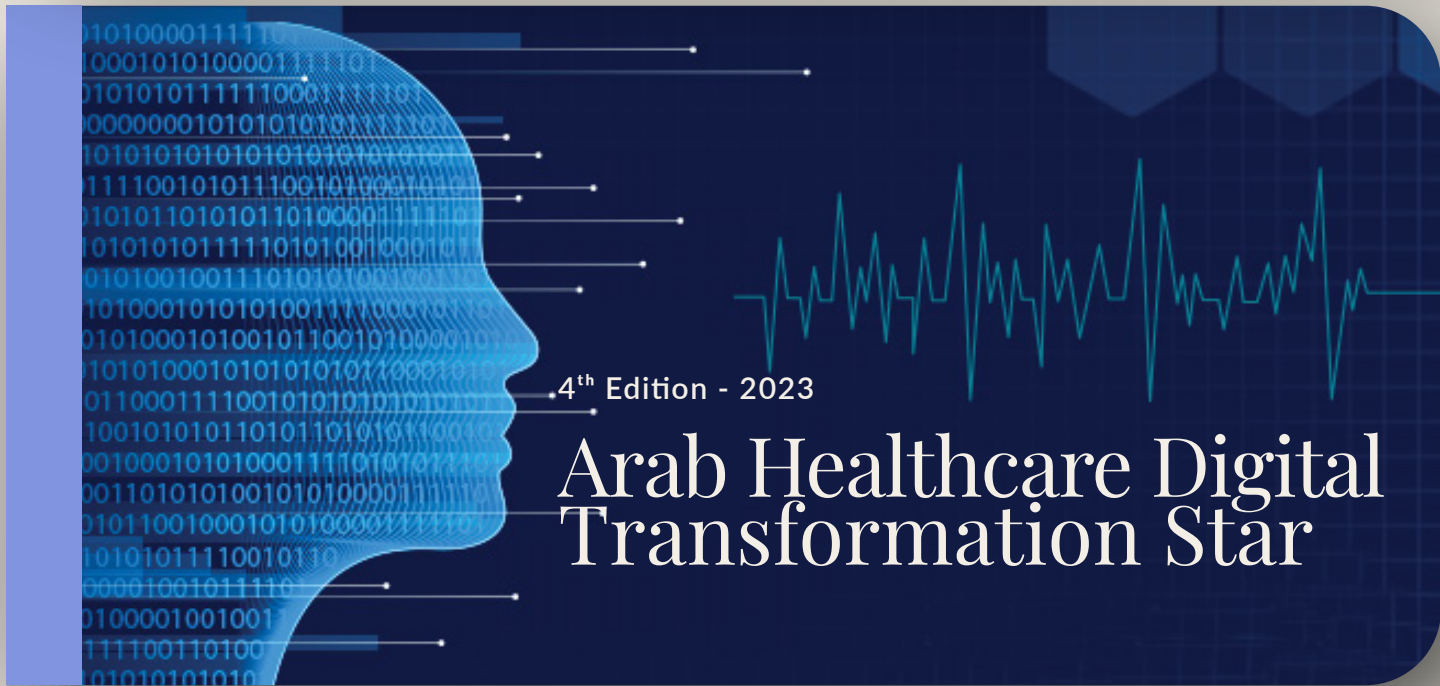
2<sup>nd</sup> Edition - 2021

# Overcoming the Pandemic



3<sup>rd</sup> Edition - 2022

# Climate Change Challenge Champion



4<sup>th</sup> Edition - 2023

# Arab Healthcare Digital Transformation Star



5<sup>th</sup> Edition - 2024

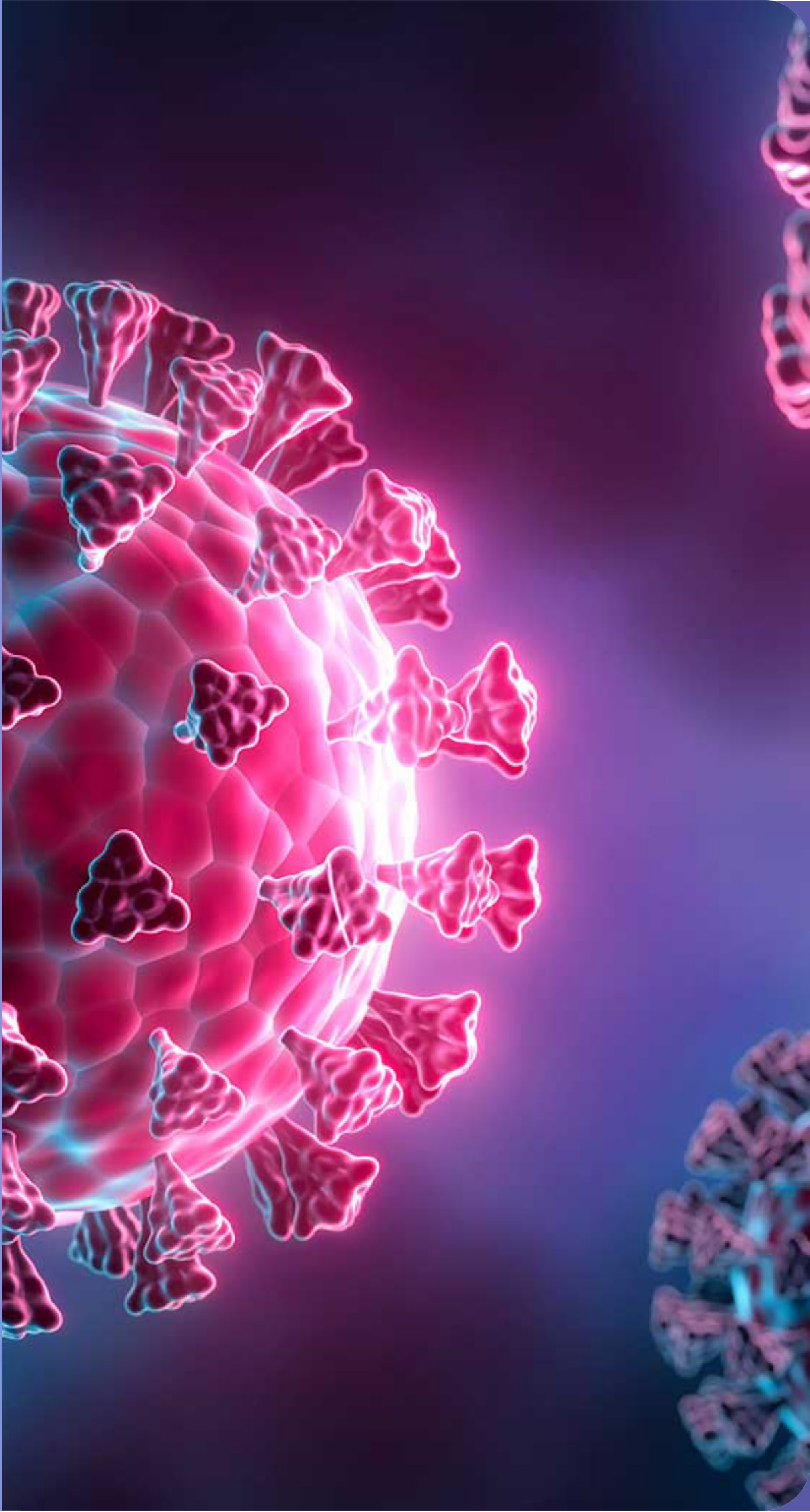
# Patient Safety Champion



6<sup>th</sup> Edition - 2025

# Star of Excellence in Patient Experience





1<sup>st</sup> Edition - 2020  
THE GOLD INITIATIVE CERTIFICATE

# In Response to Covid19

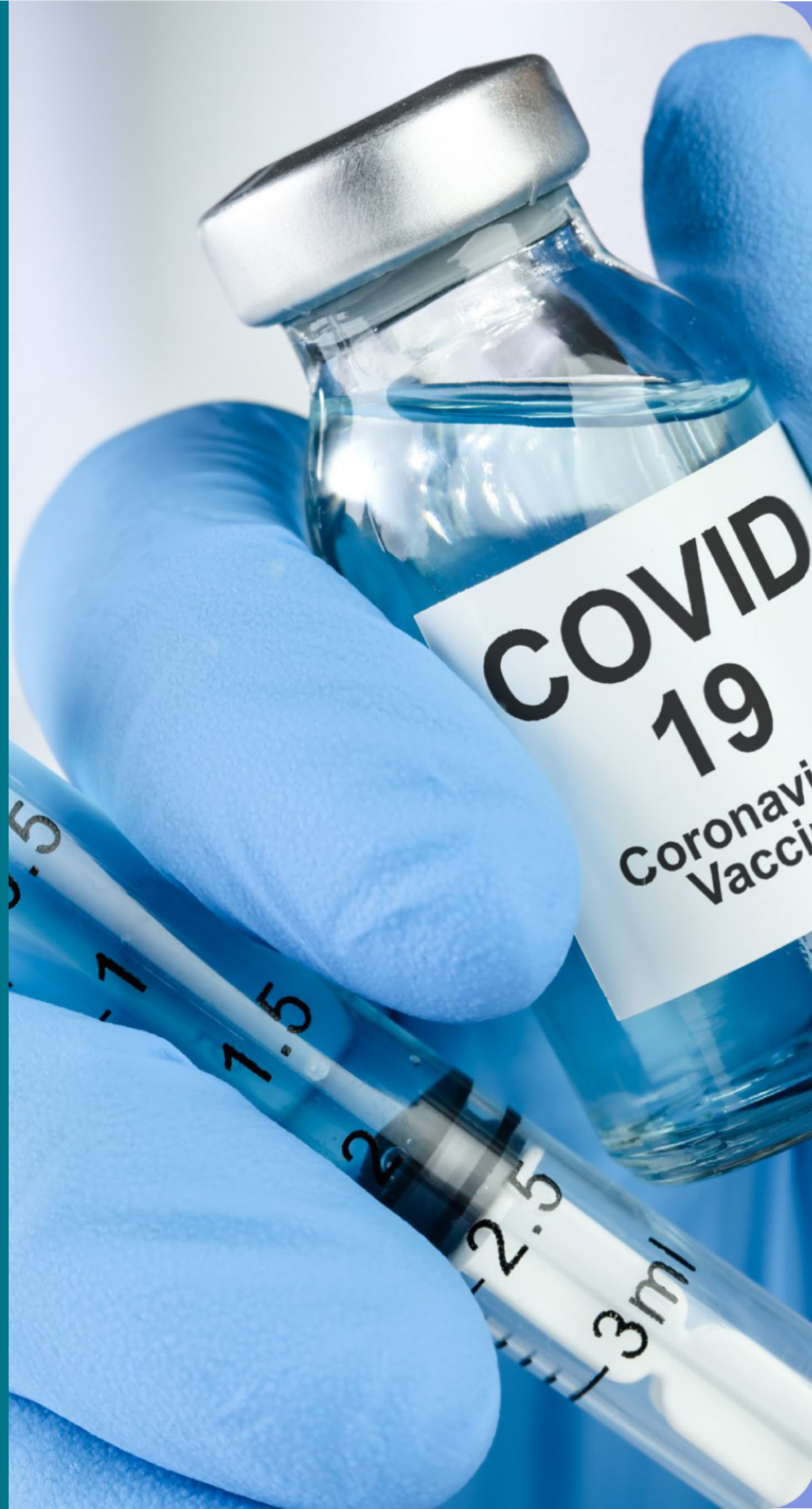
# In Response to Covid19

In light of the crisis of the Coronavirus (COVID-19) pandemic, the Arab Hospitals Federation launched the "Gold Initiative" to build trust in our Healthcare sector and acknowledge the efforts and procedures of Hospitals that were present to face this challenge and provide distinguished services for the patient. These Healthcare Institutions ( Hospitals, Primary Healthcare centers & Pharmaceutical Companies) have faced the challenge efficiently despite all the difficult circumstances and mysteries that this pandemic has hidden, and have presented a distinctive performance that deserves appreciation from the Federation because they provided a remarkable response experience and set a distinct and innovative organizational procedures to face the pandemic of COVID-19 in their region or country. Throughout the confrontation period, the Arab Hospitals Federation was concerned about the Healthcare sector and its resources, pursuing and attempting through its pioneering role in developing the Arab Healthcare workers to be supportive and available. Many Healthcare Institutions have demonstrated a rapid response and excellence in this confrontation, and we must highlight on their experiences so that we can all learn from them and be ready to face the future and provide the best.

The 6 categories in the evaluation process were

- 1- REGULATORY STAFF TO THE GOVERNMENT
- 2- LEADERSHIP & GOVERNANCE
- 3- SAFETY OF STAFF, VISITORS & PATIENTS
- 4- AWARENESS
- 5- EFFICIENCY & SCARCE RESOURCES
- 6- RESEARCH & DEVELOPMENT





2<sup>nd</sup> Edition - 2021  
THE GOLD INITIATIVE CERTIFICATE

# Overcoming the Pandemic

# Overcoming the Pandemic

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

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

Throughout the confrontation period, the Arab Hospitals Federation was committed to supporting Healthcare Organizations and Health systems overcome the pandemic and prepare for a post-COVID-19 environment.

The certificates were divided in 8 categories:

- 1- REGULATORY STAFF TO THE GOVERNMENT
- 2- GOOD GOVERNANCE AND LEADERSHIP
- 3- COMMUNITY ENGAGEMENT
- 4- TRAINING & EDUCATION, STAFF SUPPORT & PROTECTION
- 5- VACCINATION PLANNING, ADMINISTRATION AND DISTRIBUTION
- 6- INFECTION CONTROL MANAGEMENT
- 7- INNOVATIVE TECHNOLOGY
- 8- BUILDING POST COVID -19 SERVICES





3<sup>rd</sup> Edition - 2022  
THE GOLD INITIATIVE CERTIFICATE

# Climate Change Challenge Champion



# Climate Change Challenge Champion

Following both success of the previous editions of the “Gold Initiative” certificate the Arab Hospitals Federation has launched the third edition of the Gold Initiative under the theme of “Arab Healthcare Climate Change Challenge Champion” simultaneously with COP 27 addressed to Organizations (Leaders, Health authorities, Hospitals, Primary Healthcare centers, Academic Bodies, Medical and Pharmaceutical Companies.... ) for their commitment to environmental stewardship and their sustainability achievements.

This initiative recognizes and honors the Healthcare sector, Leaders & Institutions committed to effective climate action on various levels and that are contributing to confront this new challenge and drive the transformation towards sustainability.

Through this edition, AHF tried to cover many Categories related to the climate change challenge in order to reach all segments of sustainability and to recognize the efforts done at all levels to face this challenge.

The certificates were divided in 7 categories:

- 1- SUSTAINABLE HEALTHCARE FACILITY DESIGN CERTIFICATE
- 2- VISIONARY LEADER IN HEALTHCARE SUSTAINABILITY
- 3- GREEN HOSPITAL CERTIFICATE
- 4- CLIMATE-SMART HEALTHCARE CERTIFICATE
- 5- RENEWABLE ENERGY & ENERGY EFFICIENCY CERTIFICATE
- 6- WATER, WASTE & RESOURCE MANAGEMENT CERTIFICATE
- 7- RISING SUSTAINABILITY STAR



4<sup>th</sup> Edition - 2023

THE GOLD INITIATIVE CERTIFICATE

# Arab Healthcare Digital Transformation Star





# Arab Healthcare Digital Transformation Star

This certificate was addressed to Organizations (Leaders, Health authorities, Hospitals, Primary Healthcare centers, Medical and Pharmaceutical Companies, Digital Platform and solutions.... ) for their commitment to implementing the most advanced technologies in healthcare facilities to serve patients more effectively.

This initiative recognized and honored the Healthcare sector, Leaders & Institutions who have made outstanding contributions to this mission by implementing innovative solutions and processes in their facilities, resulting in improved patient outcomes, enhanced efficiency, and cost savings.

Through this edition of the Gold Initiative certificate the “Arab Healthcare Digital Transformation Star”, we tried to cover many categories related to the Digital Health Transformation in order to reach all segments and to recognize the efforts done at all levels.

The certificates were divided in 7 categories:

- 1- INTEROPERABILITY AND HEALTH INFORMATION EXCHANGE
- 2- BEST USE OF HEALTH ANALYTICS
- 3- EXCELLENCE IN HEALTH TECH
- 4- IOMT APPLICATIONS IN HEALTHCARE FACILITIES
- 5- SUPPLY CHAIN EXCELLENCE
- 6- CYBERSECURITY AND DATA PRIVACY
- 7- PATIENT ENGAGEMENT AND EMPOWERMENT





5<sup>th</sup> Edition - 2024  
THE GOLD INITIATIVE CERTIFICATE

# Patient Safety Champion



# 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:

- 1- THE SAFEST HOSPITAL FOR PATIENTS
- 2- PATIENT SAFETY CULTURE PARADIGM SHIFT
- 3- SAFETY THROUGH DIGITAL TRANSFORMATION
- 4- THE SAFEST WORKING ENVIRONMENT MENTALLY AND PHYSICALLY FOR STAFF
- 5- SAFETY METRICS FOR SUSTAINABILITY AND SAFETY
- 6- THE BEST HOSPITAL SAFETY TEAMS CERTIFICATE



6<sup>th</sup> Edition - 2025  
THE GOLD INITIATIVE CERTIFICATE

# Star of Excellence in Patient Experience



# Star Of Excellence In Patient Experience

This certificate recognizes the commitment of healthcare organizations to delivering care that is not only clinically effective but also compassionate, respectful, and responsive to patient needs.

It is a distinguished honor awarded to organizations that excel in patient-centered care and foster exceptional healthcare experiences.

This recognition celebrates leading institutions that demonstrate excellence in innovation, quality, and patient satisfaction, while serving as a benchmark for healthcare transformation.

The certificates were divided in 9 categories:

- 1- PATIENT-CENTERED CARE AND C OMMUNITY ENGAGEMENT
- 2- LEADERSHIP, GOVERNANCE, POLICY & CU LTURE
- 3- SAFETY AND QUALITY OF CARE
- 4- COMMUNICATION AND INF ORMATION SHARING
- 5- INNOVATION AND TE CHNOLOGY
- 6- EMOTIONAL AND PS YCHOLOGICAL SUPPORT
- 7- CONTINUITY OF CARE AND TRANSI TION MANAGEMENT
- 8- STAFF AND PR OVIDER ENGAGEMENT AND DEVEL OPMENT
- 9- ACCESSIBILITY



# Winners of Previous Editions



# Our Trophies





# The Certificate





## 1<sup>st</sup> Edition - In Response to Covid19- 2020

- THE SPECIALTY HOSPITAL - AMMAN - JORDAN
- ASTER DM HEALTHCARE - DUBAI - UAE
- BELLEVUE MEDICAL CENTER - BEIRUT - LEBANON
- CLEOPATRA HOSPITALS GROUP - CAIRO - EGYPT
- HAMAD MEDICAL CORPORATION - QATAR
- KING HUSSEIN CANCER CENTER - AMMAN - JORDAN
- RAFIK HARIRI UNIVERSITY HOSPITAL - BEIRUT - LEBANON
- AHL MASR FOUNDATION - CAIRO - EGYPT
- MINISTRY OF HEALTH - QUALITY & ACCREDITATION DIRECTORATE - KUWAIT

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## 2<sup>nd</sup> Edition - Overcoming the Pandemic- 2021

- HAMAD MEDICAL CORPORATION - QATAR
- DEPARTMENT OF HEALTH (DOH) - UAE
- SAUDI GERMAN HEALTH - KSA
- THE SPECIALTY HOSPITAL - JORDAN
- THE UNIVERSITY OF BALAMAND - LEBANON
- AIN WAZEIN MEDICAL VILLAGE - LEBANON
- AI-ESRAA HOSPITAL - JORDAN
- QUALITY & ACCREDITATION DIRECTORATE - KUWAIT
- GANZOURI SPECIALIZED HOSPITAL - EGYPT
- FARUK MEDICAL CITY - SULMANIYA - IRAK

## 3<sup>rd</sup> Edition - Climate Change Challenge Champion - 2022

- AL MOOSA SPECIALIST HOSPITAL - KSA
  - BELLEVUE MEDICAL CENTER - LEBANON
  - AMBULATORY HEALTHCARE SERVICES - UAE
  - DEPARTMENT OF HEALTH ABU DHABI- UAE
  - EGYPT HEALTHCARE AUTHORITY - EGYPT
  - CLEVELAND CLINIC ABU DHABI- UAE
  - SHARM EL SHEIKH INTERNATIONAL HOSPITAL - EGYPT
  - AMANA HEALTHCARE- UAE
  - SAUDI GERMAN HOSPITAL - CAIRO - EGYPT
  - HAMAD MEDICAL CORPORATION - QATAR
- 

## 4<sup>th</sup> Edition - Arab Healthcare Digital Transformation Star - 2023

- CLEVELAND CLINIC ABU DHABI - UAE
- SHEIKH SHAKHBOUT MEDICAL CITY - UAE
- UNIVERSITY OF BALAMAND - LEBANON
- EGYPT HEALTHCARE AUTHORITY - EGYPT
- AMANA HEALTHCARE - UAE
- ABU DHABI HEALTH DATA SERVICES- MALAFFI - UAE
- HAMAD MEDICAL CORPORATION - QATAR
- AMBULATORY HEALTHCARE SERVICES - UAE
- HEAPS DEC INFORMATION TECHNOLOGY - UAE



# 5<sup>th</sup> Edition - Patient Safety Champion - 2024

- ABU DHABI HEALTH DATA SERVICES (MALAFFI) - UAE
- AIN WAZEIN MEDICAL VILLAGE - LEBANON
- AL KUWAIT HOSPITAL - DUBAI - UAE
- AL RAHBA HOSPITAL - UAE
- AL RASSOUL AL-AAZAM HOSPITAL - LEBANON
- AMANA HEALTHCARE - UAE
- AMBULATORY HEALTHCARE SERVICES - UAE
- APEX HEALTH - QATAR
- CLEOPATRA HOSPITALS GROUP - EGYPT
- CLEVELAND CLINIC ABU DHABI - UAE
- CORNICHE HOSPITAL - UAE
- DEPARTMENT OF HEALTH - ABU DHABI - UAE
- EGYPT HEALTHCARE AUTHORITY - EGYPT
  - AL-SHIFA MEDICAL COMPLEX HOSPITAL - EGYPT
  - ISMAILIA MEDICAL COMPLEX - EGYPT
  - SHARM EL SHEIKH INTERNATIONAL HOSPITAL - EGYPT
  - TAIBA SPECIALIZED HOSPITAL - EGYPT
  - THE NEPHROLOGY & UROLOGY HOSPITAL - EGYPT
- FAKEEH UNIVERSITY HOSPITAL - UAE
- GOVERNMENT HOSPITALS - BAHRAIN
- HAMAD MEDICAL CORPORATION - QATAR
- MADINAT ZAYED HOSPITAL - UAE
- MATERNITY AND CHILDREN HOSPITAL ALKHARJ - KSA
- MINISTRY OF HEALTH AND PREVENTION - UAE
- MINISTRY OF HEALTH - SULTANATE OF OMAN
- RAK HOSPITAL - UAE
- SALMA REHABILITATION HOSPITAL - UAE
- SHEIKH KHALIFA MEDICAL CITY - UAE
- SHEIKH SHAKHBOUT MEDICAL CITY - UAE
- SPECIALIZED MEDICAL CENTER HOSPITALS - KSA
- TAWAM HOSPITAL - UAE

# 6<sup>th</sup> Edition - Star Of Excellence In Patient Experience - 2025

- ABU DHABI HEALTH DATA SERVICES - UAE
- AL DHAFRA HOSPITALS - UAE
- AL KHARJ MATERNITY AND CHILDREN HOSPITAL - KSA
- AL KUWAIT HOSPITAL DUBAI - UAE
- AL QASSIMI HOSPITAL - UAE
- ALMOOSA REHABILITATION HOSPITAL - KSA
- ALMOOSA SPECIALIST HOSPITAL - KSA
- ALTAKASSUSI ALLIANCE MEDICAL LIMITED - KSA
- AMANA HEALTHCARE - UAE
- AMERICAN UNIVERSITY OF BEIRUT MEDICAL CENTER - LEBANON
- APEX HEALTH
  - AL IMAM AL HASSAN AL MUJTABA TEACHING HOSPITAL - IRAQ
  - MILITARY MEDICAL CITY HOSPITAL - QATAR
  - AL NASIRIYA TEACHING HOSPITAL - IRAQ
  - THE VIEW HOSPITAL - QATAR
- BELLEVUE MEDICAL CENTER - LEBANON
- CLEOPATRA HOSPITALS GROUP - EGYPT
- CLEVELAND CLINIC ABU DHABI - UAE
- EGYPT HEALTHCARE AUTHORITY - EGYPT
- FAKEEH HEALTH - UAE
- FUJAIRAH HOSPITAL - UAE
- GOVERNMENT HOSPITALS BAHRAIN - BAHRAIN
- KALBA HOSPITAL, EMIRATES HEALTH SERVICES - UAE
- KING KHALED HOSPITAL AL KHARJ - KSA
- MASAFI HOSPITAL - UAE



- QUALITY ASSURANCE CENTER- MOH OMAN - OMAN
- REHABILITATION HOSPITAL AT SHEIKH TAHNOON BIN MOHAMMED MEDICAL CITY - UAE
- SALMA REHABILITATION HOSPITAL - UAE
- SAQR HOSPITAL EMIRATES HEALTH SERVICES - UAE
- SAUDI GERMAN ACADEMY - EGYPT
- SAUDI GERMAN HEALTH - UAE
- SECURITY FORCES HOSPITAL IN DAMMAM - KSA
- SEHA CLINICS - UAE
- SHEIKH KHALIFA MEDICAL CITY - UAE
- SHEIKH SHAKHBOUT MEDICAL CITY - UAE
- SHEIKH TAHNOON BIN MOHAMMED MEDICAL CITY - UAE
- SMC HOSPITALS - KSA
- TAWAM HOSPITAL - UAE



Join us in the

7<sup>th</sup> Edition - 2026

THE GOLD INITIATIVE CERTIFICATE

# Health Tourism Excellence

Where Healing Meets Hospitality!

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