

GOLD INITIATIVE CERTIFICATE

STAR OF EXCELLENCE IN PATIENT EXPERIENCE

IN PARTNERSHIP WITH

PUREHEALTH⁺

THE BERYL
INSTITUTE



6th EDITION

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FOREWORDS

Under the Patronage & in the Presence of

H.E. SHEIKH NAHAYAN MABARAK AL NAHAYAN

Cabinet Member and Minister of Tolerance and Coexistence in the United Arab Emirates





MR. FADI ALAME

**President
Arab Hospitals Federation**

“The Gold Initiative has become a symbol of excellence and trust across the Arab healthcare sector. This year, by focusing on patient experience, we honored institutions that place humanity, dignity, and compassion at the core of care. The achievements of our winners are proof that true progress is built not only on systems and strategies, but on empathy and vision. Their stories inspire confidence, strengthen our collective resolve, and set new benchmarks for the region. As President of the Arab Hospitals Federation, I take pride in this milestone that reflects our unity, our commitment, and our shared purpose. Together, we continue to build a future where Arab healthcare leads with impact and excellence”

The Gold Initiative Certificate stands today as one of the Arab Hospitals Federation's most distinguished legacies, a beacon of excellence that has earned recognition and respect across the Arab world. More than an award, it has become a regional movement: one that celebrates institutions rising beyond challenges, shaping the future of healthcare, and proving that compassion and innovation are inseparable from progress. With every edition, this initiative has reinforced its reputation as the gold standard of recognition in Arab healthcare, inspiring providers to lead with purpose and impact.

In this 6th Edition, we chose to spotlight Patient Experience, the cornerstone of dignity, trust, and human-centered care. We proudly received 267 submissions from 10 Arab countries, each telling a story of vision, resilience, and transformation. After rigorous evaluation, 37 winners emerged, setting new benchmarks in designing care around patients, fostering healing environments, and empowering teams to serve with empathy. Their work reminds us that true excellence is measured not only by systems and strategies, but by the moments where patients feel safe, heard, and valued.

To our winners, I extend heartfelt congratulations. Your achievements shine as a testament to your leadership and dedication, and they inspire us all to strive for better. To every institution that participated, your contributions are equally

invaluable. Together, we are shaping a healthcare future that is more compassionate, resilient, and people-centered.

This milestone would not have been possible without our esteemed partners: The Beryl Institute, a global leader in advancing the patient experience movement, and PureHealth, a champion of innovation and longevity science. Their invaluable collaboration added depth, credibility, and momentum to this year's edition.

We also extend our sincere gratitude to H.E. Sheikh Nahayan Mubarak Al Nahayan, Cabinet Member and Minister of Tolerance and Coexistence in the United Arab Emirates, for his esteemed patronage and gracious presence in personally awarding the winners their certificates. His support reflects the true spirit of leadership that values healthcare as a pillar of coexistence, dignity, and human progress. As we close this chapter, we proudly open the next: the 7th Edition of the Gold Initiative Certificate – Health Tourism Excellence. With the Arab world rapidly emerging as a global hub for advanced care and wellness, health tourism today represents the most dynamic and promising economic sector in healthcare. It unites medical expertise, hospitality, and innovation to create a new model of growth, one where excellence in care meets global demand.

I invite all hospitals and healthcare institutions to rise to this challenge, showcase their pioneering efforts, and compete in this vital sector that defines the future of healthcare economies. The 7th Edition will not only celebrate leaders in health tourism but also highlight the Arab world as a destination of choice for world-class treatment, recovery, and wellness.

As CEO of the Arab Hospitals Federation, I reaffirm my commitment to ensuring that this initiative continues to empower institutions, strengthen collaboration, and elevate Arab healthcare to global standards. Together, let us continue to innovate with purpose, lead with vision, and keep excellence at the heart of all we do.



ALICE YAMMINE BOUEIZ

Chief Executive Officer
Arab Hospitals Federation

Beyond the Bedside: Why Patient Experience is a Critical Element of “Appropriate Care”

The healthcare sector places a significant emphasis on clinical outcomes, cutting-edge technology, and efficiency. And rightly so. But settled within that complex machinery of medicine lies something profoundly powerful, yet sometimes underestimated: the “patient experience”. It’s far more than just smiling faces and pleasant waiting rooms (though those help!). Excellence in Patient Experience framework brilliantly demonstrates, a truly exceptional patient experience isn't a luxury, it's the essential bedrock upon which safer, more effective, and ultimately more appropriate care is built. And achieving these demands more than good intentions; it requires essential governance, committed leadership, and the grounding force of research and academia. Think about it from the patient's perspective. Walking into a hospital can be daunting, confusing, even frightening. It’s a place where vulnerability meets complexity. How that journey feels, how they are seen, heard, understood, and supported, fundamentally shapes their engagement in their own care and their trust in the system. Appropriate and efficient healthcare system doesn't treat this as an afterthought; it places it front and center as a strategic imperative enabled by strong structures. Healthcare system is defined by its actionable blueprint? It moves beyond vague notions of "being nice" and provides concrete categories and measurable indicators. Crucially, it highlights why embracing evidence-based framework, underpinned by strong leadership and governance, is essential for delivering the right care, the right way:

1. *Patient-Centered Care & Community Engagement: The Foundation of Trust.*
2. *Leadership, Governance, Policy & Culture: The Essential Infrastructure.*
3. *Safety & Quality of Care: Experience and Safety are Inseparable.*
4. *Communication & Information Sharing: The Glue of Understanding.*
5. *Emotional & Psychological Support: Healing the Whole Person.*
6. *Care Continuity & Transition Management: Avoiding the Abyss.*
7. *Staff & Provider Engagement: Happy Staff, Healed Patients.*
8. *Accessibility & Innovation: Reaching Everyone, Embracing Advancement.*

The Impact:

Where Governance, Leadership, and Research Converge
Health systems that diligently implement appropriate frameworks, backed by robust governance and inspired leadership, and informed by rigorous research and academia, aren't just ticking boxes; they're building a resilient, learning culture. This culture cultivates:

- *Enhanced Trust & Engagement: Patients become active partners.*
- *Improved Safety & Quality: Experience focus drives vigilance.*
- *Better Clinical Outcomes: Engaged patients recover better.*
- *Reduced Costs: Fewer errors and readmissions.*
- *Staff Retention & Pride: A positive environment attracts talent.*
- *Evidence-Based Advancement: Continuous improvement fueled by data and research.*
- *Community Reputation: Excellence in experience is the ultimate differentiator.*

The adoption of these essentials and critical elements provides a powerful roadmap. It moves patient experience from hospitality into the core strategic engine of healthcare delivery. It demonstrates conclusively that when we design systems focused on the human experience with essential governance, committed leadership, a culture of learning informed by research, clear communication, holistic support, equity, and smart innovation, we aren't just making patients feel better. We are fundamentally enabling the delivery of safer, more effective, and truly appropriate care for every individual. This is the indispensable future of exceptional healthcare, “Grounded in evidence and led with purpose”.



DR. ALI ELHAJ

**Chairman of Governance
Leadership & Research Division
Arab Hospitals Federation**

On behalf of The Beryl Institute and our global community of over 60,000 people engaging in the experience conversation around the world, I am excited and honored to join the Arab Hospitals Federation in introducing this first-of-its-kind recognition for excellence in patient experience.

A commitment to patient experience is about more than simply survey scores. It reaches well beyond patient satisfaction, expands action beyond patient engagement, and extends the boundaries of person-centeredness, to the very human experience found at the heart of healthcare. A human experience where we care for patients, the healthcare workforce, and the communities we serve.

By making healthcare safer, human, and unforgettable, we must first and foremost focus on the idea that at the heart of healthcare we are human beings caring for human beings.

This idea is what weaves the guiding principles for experience excellence together. It is what the integrated perspective found in The Beryl Institute's Experience Framework is inspired by.

And it is those eight strategic lenses that comprise the framework that helped shape the thoughtful and rigorous criteria for this new recognition.

I encourage those committed to transforming the human experience and elevating the patient experience in your organization to consider this effort. The categories presented in this new Gold Initiative

Certificate are not only a means to assess your progress, they offer a clear set of guidelines to help lead your efforts forward.

We look forward to celebrating all those taking the steps to achieve experience excellence.

I know the stories you will share and the examples you will provide in this process will only serve to inform and inspire others as we work together to grow and sustain our global experience movement.

I hope we will see many of you step forward in this process or use this framing to consider how you can also stand out as a beacon of possibility for what healthcare can and must be.

With appreciation and gratitude for all you do every day.



DR. JASON WOLF

President & Chief Executive Officer
The Beryl Institute



ARAB HOSPITALS FEDERATION

This is to certify that
THIS HOSPITAL

has achieved

PLATINUM LEVEL	Patient-Centered Care & Community Engagement
PLATINUM LEVEL	Leadership, Governance, Policy & Culture
PLATINUM LEVEL	Safety & Quality of Care
PLATINUM LEVEL	Communication & Information Sharing
PLATINUM LEVEL	Innovation & Technology
PLATINUM LEVEL	Emotional & Psychological Support
PLATINUM LEVEL	Continuity of Care & Transition Management
PLATINUM LEVEL	Staff & Provider Engagement & Development
PLATINUM LEVEL	Accessibility

in the Gold Initiative Certificate 6th Edition
PATIENT EXPERIENCE
in partnership with
THE BERYL INSTITUTE
17 SEPTEMBER 2025

MR. FADI ALAMME
PRESIDENT

Fadi Alamm

Alice YAMINE BOUZIZ
CHIEF EXECUTIVE OFFICER

Alice Yamine Bouziz



OVERVIEW

GOLD INITIATIVE CERTIFICATE

In the rapidly evolving landscape of healthcare, achieving true excellence requires more than just delivering clinical services, it demands vision, resilience, innovation, and a deep commitment to the patient and community.

The Gold Initiative Certificate, launched by the Arab Hospitals Federation, stands as a vital milestone for healthcare institutions across the Arab world, symbolizing their dedication to advancing excellence, quality, safety, and patient-centered care.

This prestigious recognition represents a transformative benchmark that healthcare organizations aspire to reach on their journey of continuous improvement. It highlights those who push beyond conventional standards to innovate, lead change, and create meaningful impact in every aspect of care delivery.

Since its inception, the Gold Initiative has evolved to reflect the most urgent and relevant challenges facing the healthcare sector, from responding to the COVID-19 crisis, embracing digital transformation, addressing climate change, enhancing patient safety, to now centering on the patient experience. Each edition has set a new standard, encouraging hospitals to elevate their practices and align with international best practices.

Today, the Gold Initiative Certificate stands as a mark of excellence, proudly upheld by a growing community of visionary hospitals and healthcare leaders. Attaining this certification is a defining achievement, a testament to an institution's leadership, culture, and relentless pursuit of better health outcomes. It motivates healthcare providers to continuously evolve and serves as a beacon of inspiration for the entire sector.

Through the Gold Initiative Certificate, the Arab Hospitals Federation continues to empower healthcare institutions to transform challenges into opportunities, and to lead the way toward a more resilient, compassionate, and patient-focused healthcare future.

VISION

To be the leading certification in the Arab world that recognizes and inspires excellence, innovation, and human-centered care across healthcare institutions.

MISSION

To celebrate and certify healthcare institutions that demonstrate outstanding performance in various fields and to foster a culture of continuous improvement, leadership, and accountability in the Arab healthcare sector.

VALUES

- **Excellence**

We promote the highest standards in healthcare delivery, performance, and patient-centered outcomes.

- **Integrity**

We uphold transparency, fairness, and rigor in the evaluation and certification process.

- **Innovation**

We encourage forward-thinking solutions that transform healthcare and enhance service delivery.

- **Equity**

We believe in recognizing institutions regardless of size or location, based on merit, impact, and commitment to improvement.

- **Humanity**

We place people at the center — valuing empathy, dignity, and respect in every step of care.

- **Sustainability**

We support long-term strategies that ensure health systems are resilient, adaptable, and environmentally responsible.

GOALS

- 1. Recognize Excellence**

To honor healthcare institutions that lead the way in quality, patient safety, innovation, and experience.

- 2. Promote Best Practices**

To identify and showcase replicable, high-impact initiatives that can inspire improvement across the Arab region.

- 3. Encourage Sector-Wide Progress**

To support healthcare systems in their journey toward accreditation, digital transformation, climate responsiveness, and people-centered care.

- 4. Build a Community of Changemakers**

To create a network of participants who champion continuous learning and collaboration.

- 5. Strengthen the Culture of Recognition**

To position the Gold Initiative Certificate as a key milestone in the strategic development of healthcare institutions, reinforcing accountability and leadership at all levels.



THE EDITION

STAR OF EXCELLENCE IN PATIENT EXPERIENCE

The **6th Edition of the Gold Initiative Certificate**, launched in partnership with **The Beryl Institute** and supported by **PureHealth**, marks a pivotal chapter in the region's healthcare journey by placing **patient experience** at the very heart of transformation.

As healthcare systems across the Arab world evolve, patient experience has emerged as a critical benchmark of success. This edition recognizes that excellence in healthcare is not only about clinical outcomes, but also about how patients feel, how they are treated, and how meaningfully they are engaged throughout their care journey from admission to post-treatment support.

The **Gold Initiative Certificate – Star of Excellence in Patient Experience** honors healthcare institutions that go beyond traditional care delivery by fostering a culture of empathy, trust, and responsiveness. It highlights those who make the human experience a strategic priority and showcases innovative, sustainable models that elevate satisfaction and improve health outcomes.

Healthcare institutions across the Arab region were invited to apply across **9 core categories**, including patient-centered care, leadership and governance, safety, communication, innovation, emotional support, continuity of care, staff engagement, and accessibility.

In this edition, a remarkable **267 healthcare institutions from 10 Arab countries** submitted their initiatives, showcasing their commitment to redefining how care is delivered and experienced. Following a rigorous evaluation process led by a distinguished expert jury and based on well-defined criteria, 37 institutions emerged as winners out of which 14 were granted a recognition award in addition to the certificate .

This edition represents a **movement toward redefining what excellence in care looks like**. By celebrating institutions that lead with compassion and purpose, the Gold Initiative is shaping a future where every patient feels heard, respected, and valued.

As participation grows, this certificate continues to serve as a **milestone in every hospital's journey**, affirming their commitment to quality, accountability, and people-centered healthcare across the Arab world.

SCORING GUIDELINES

Each submission was evaluated according to five key criteria that reflect excellence in patient experience:

1. INNOVATION	20%
2. IMPACT	30%
3. SUSTAINABILITY	20%
4. SCALABILITY	15%
5. PATIENT TESTIMONIALS & FEEDBACK	15%

Based on the total score in each individual category, institutions were awarded the following performance levels:

● Silver:	70 -79 points
● Gold:	80 -89 points
● Platinum:	90 -100 points

AWARDS

Each institution earning a Platinum level in one or more than one category was granted a recognition Award in addition to the certificate.



THE STEERING COMMITTEE

ARAB HOSPITALS
FEDERATION TEAM



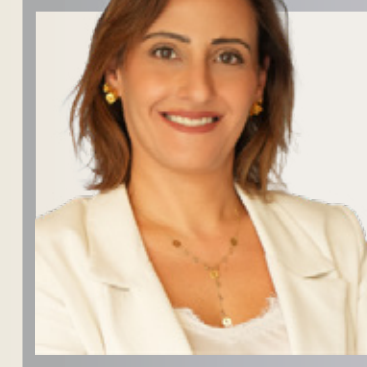
ALICE YAMMINE BOUEIZ

Chief Executive Officer
Arab Hospitals Federation



DR. ALI ELHAJ

Chairman of Governance
Leadership & Research Division
Arab Hospitals Federation



DR. MIREILLE KHALIL

Senior Projects Officer
Arab Hospitals Federation

THE BERYL
INSTITUTE TEAM



DR. JASON WOLF

President & Chief Executive Officer
The Beryl Institute



BECKY REISINGER

Vice President
Patient Experience University
The Beryl Institute



STACY PALMER

Senior Vice President & COO
The Beryl Institute

A close-up, slightly low-angle shot of a woman with dark hair pulled back, smiling warmly. She is wearing a white top and a thin necklace. The background is a softly blurred kitchen with warm lighting, featuring a sink and a curved backsplash. A semi-transparent white banner is positioned across the lower right portion of the image, containing the text 'THE PARTNER' in a bold, black, sans-serif font.

THE PARTNER



PureHealth is the largest healthcare group in the Middle East with an ecosystem that challenges lifespans and reimagines health spans. With 110+ hospitals, 316+ clinics, multiple diagnostic centres, health insurance solutions, pharmacies, health tech, procurement, investments and more, its groundbreaking innovations are at the forefront of healthcare as the company is on a mission to unlock time for humankind. By advancing the Science of Longevity, PureHealth is introducing the healthcare of the future from the United Arab Emirates to the rest of the world.

PureHealth's network comprises:

- **SEHA** – One of the largest healthcare networks of hospitals and clinics in the UAE
- **SEHA CLINICS** - Delivering comprehensive community-based healthcare services
- **Daman (The National Insurance Company)** – The UAE's leading health insurer
- **The Medical Office** – Overseeing Sheikh Khalifa Hospitals and healthcare facilities established under the initiatives of H.H. The President of the UAE
- **Rafed** – The UAE's largest healthcare Group Purchasing Organisation
- **PureLab** – Managing and operating the largest network of laboratories in the region
- **One Health** – A network that provides end-to-end medical solutions to a base of over 300 healthcare service providers
- **The Life Corner** – Abu Dhabi's first holistic pharmacy, serving the health and wellness establishment
- **Ardent Health Services** – The fourth largest privately held acute care hospital operator in the US
- **Circle Health Group** – The largest independent operators of hospitals in the UK
- **Hellenic Healthcare Group (HHG)** - the largest private healthcare provider in Greece and Cyprus
- **PureCS** - A leading cloud and technology services provider, specialising in IT management and consulting solutions, cybersecurity, cloud services and AI information systems
- **Sheikh Shakhbout Medical City (SSMC)** – The UAE's largest healthcare complex, delivering integrated complex care

A photograph of three people standing in a hallway, viewed from behind. They are all wearing white short-sleeved shirts. The person on the left is a man with a beard, the person in the middle is a woman with a ponytail, and the person on the right is another woman with her hair in a bun. They are standing in a line, looking towards the right side of the frame. The hallway has light-colored walls and a door is visible on the right.

THE WINNERS

The Arab Hospitals Federation is proud to recognize 37 healthcare organizations and bodies from 10 Arab countries throughout 9 categories for their actions to enhance patient experience.

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

- Abu Dhabi Health Data Services
- Al Dhafra Hospitals
- Al Kharj Maternity and Children Hospital
- Al Kuwait Hospital Dubai
- Al Qassimi Hospital
- AlMoosa Rehabilitation Hospital
- AlMoosa Specialist Hospital
- AlTakassusi Alliance Medical Limited
- Amana Healthcare
- American University of Beirut Medical Center
- Apex Health
 - Al Imam Al Hassan Al Mujtaba Teaching Hospital
 - Military Medical City Hospital
 - Al Nasiriya Teaching Hospital
 - The View Hospital
- Bellevue Medical Center
- Cleopatra Hospitals Group
- Cleveland Clinic Abu Dhabi
- Egypt Healthcare Authority
- Fakeeh Health
- Fujairah Hospital
- Government Hospitals Bahrain
- Kalba Hospital
- King Khaled Hospital Al Kharj
- Masafi Hospital
- Quality Assurance Center- MOH Oman
- Rehabilitation Hospital At Sheikh Tahnoon Bin Mohammed Medical City
- Salma Rehabilitation Hospital
- Saqr Hospital
- Saudi German Academy
- Saudi German Health UAE
- Security Forces Hospital - Dammam
- Seha Clinics
- Sheikh Khalifa Medical City
- Sheikh Shakhbout Medical City
- Sheikh Tahnoon Bin Mohammed Medical City
- SMC Hospitals
- Tawam Hospital

Patient-Centered Care and Community Engagement

CATEGORY 1

PLATINUM LEVEL

ORGANIZATION	COUNTRY
Amana Healthcare	UAE
American University of Beirut Medical Center	LEBANON
Cleveland Clinic Abu Dhabi	UAE
Egypt Healthcare Authority	EGYPT
Fakeeh Health	UAE
Saudi German Health UAE	UAE
Sheikh Shakhbout Medical City	UAE

SILVER LEVEL

ORGANIZATION	COUNTRY
Al Kharj Maternity & Children Hospital	KSA
Al Qassimi Hospital	UAE
Kalba Hospital	UAE
Masafi Hospital	UAE

GOLD LEVEL

ORGANIZATION	COUNTRY
Abu Dhabi Health Data Services	UAE
Al Dhafra Hospitals	UAE
Al Kuwait Hospital - Dubai	UAE
Al Takassusi Alliance Medical Limited	KSA
AlMoosa Rehabilitation Hospital	KSA
Bellevue Medical Center	LEBANON
Government Hospitals Bahrain	BAHRAIN
Quality Assurance Center- Ministry of Health	OMAN
Rehabilitation Hospital at Sheikh Tahnoon bin Mohammed Medical City	UAE
Salma Rehabilitation Hospital	UAE
Saqr Hospital	UAE
Seha Clinics	UAE
The View Hospital	QATAR

Leadership, Governance, Policy & Culture

PLATINUM LEVEL

ORGANIZATION	COUNTRY
American University of Beirut Medical Center	LEBANON
Bellevue Medical Center	LEBANON
King Khaled Hospital AlKharj	KSA
Saudi German Health	UAE

GOLD LEVEL

ORGANIZATION	COUNTRY
Al Kharj Maternity & Children Hospital	KSA
Cleopatra Hospitals Group	EGYPT
Government Hospitals Bahrain	BAHRAIN
Seha Clinics	UAE

SILVER LEVEL

ORGANIZATION	COUNTRY
Al Nasiriya Teaching Hospital	IRAQ

Safety and Quality of Care

PLATINUM LEVEL

ORGANIZATION	COUNTRY
Abu Dhabi Health Data Services	UAE
Seha Clinics	UAE

SILVER LEVEL

ORGANIZATION	COUNTRY
Al Imam Al Hassan Al Mujtaba Teaching Hospital	IRAQ
Al Kharj Maternity & Children Hospital	KSA
Government Hospitals Bahrain	BAHRAIN
Quality Assurance Center- Ministry of Health	OMAN
Security Forces Hospital in Dammam	KSA
Sheikh Tahnoon Bin Mohammed Medical City	UAE
Tawam Hospital	UAE

GOLD LEVEL

ORGANIZATION	COUNTRY
Al Dhafra Hospitals	UAE
Al Qassimi Hospital	UAE
American University of Beirut Medical Center	LEBANON
Bellevue Medical Center	LEBANON
Cleveland Clinic Abu Dhabi	UAE
Fakeeh Health	UAE
King Khaled Hospital AlKharj	KSA
Rehabilitation Hospital at Sheikh Tahnoon bin Mohammed Medical City	UAE
Saudi German Health	UAE
Sheikh Shakhbout Medical City	UAE
SMC Hospitals	KSA

Communication and Information Sharing

CATEGORY 4

GOLD LEVEL

ORGANIZATION	COUNTRY
Al Kharj Maternity & Children Hospital	KSA
American University of Beirut Medical Center	LEBANON
Cleveland Clinic Abu Dhabi	UAE
Government Hospitals Bahrain	BAHRAIN
SMC Hospitals	KSA

Innovation and Technology

CATEGORY 5

PLATINUM LEVEL

ORGANIZATION	COUNTRY
Almoosa Specialist Hospital	KSA
American University of Beirut Medical Center	LEBANON
Cleveland Clinic Abu Dhabi	UAE

GOLD LEVEL

ORGANIZATION	COUNTRY
Abu Dhabi Health Data Services	UAE
Cleopatra Hospitals Group	EGYPT
Government Hospitals Bahrain	BAHRAIN
King Khaled Hospital AlKharj	KSA
Sheikh Shakhbout Medical City	UAE

SILVER LEVEL

ORGANIZATION	COUNTRY
Al Kharj Maternity & Children Hospital	KSA
Fujairah Hospital	UAE
Military Medical City Hospital	QATAR

Emotional and Psychological Support

CATEGORY 6

PLATINUM LEVEL

ORGANIZATION

American University of Beirut Medical Center

COUNTRY

LEBANON

GOLD LEVEL

ORGANIZATION

Cleveland Clinic Abu Dhabi

COUNTRY

UAE

Saudi German Health

UAE

Security Forces Hospital in Dammam

KSA

Continuity of care and Transition Management

PLATINUM LEVEL

ORGANIZATION	COUNTRY
Abu Dhabi Health Data Services	UAE
American University of Beirut Medical Center	LEBANON
Saudi German Health	UAE

GOLD LEVEL

ORGANIZATION	COUNTRY
Al Qassimi Hospital	UAE
King Khaled Hospital AlKharj	KSA
Seha Clinics	UAE
Sheikh Shakhbout Medical City	UAE
The View Hospital	QATAR

SILVER LEVEL

ORGANIZATION	COUNTRY
Al Kharj Maternity & Children Hospital	KSA

Staff and Provider Engagement and Development

PLATINUM LEVEL

ORGANIZATION	COUNTRY
Abu Dhabi Health Data Services	UAE
American University of Beirut Medical Center	LEBANON
Bellevue Medical Center	LEBANON
Cleveland Clinic Abu Dhabi	UAE
Saudi German Academy	EGYPT

SILVER LEVEL

ORGANIZATION	COUNTRY
Al Kharj Maternity & Children Hospital	KSA
Fakeeh Health	UAE
Government Hospitals Bahrain	BAHRAIN
Masafi Hospital	UAE
Sheikh Khalifa Medical City	UAE

GOLD LEVEL

ORGANIZATION	COUNTRY
Al Dhafra Hospitals	UAE
Saudi German Health	UAE
Sheikh Shakhbout Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City	UAE
Tawam Hospital	UAE

Accessibility

CATEGORY 9

GOLD LEVEL

ORGANIZATION	COUNTRY
Al Dhafra Hospitals	UAE
American University of Beirut Medical Center	LEBANON
Al Kharj Maternity & Children Hospital	KSA
Security Forces Hospital in Dammam	KSA
Seha Clinics	UAE

RECOGNITION AWARDS

ORGANIZATION	COUNTRY
PUREHEALTH - PIONEERING HEALTHCARE LEADERSHIP AWARD	
Dr. Ali ElHaj - GOVERNANCE & LEADERSHIP AWARD	
Abu Dhabi Health Data Services	UAE
Almoosa Health	KSA
Amana Healthcare	UAE
American University of Beirut Medical Center	LEBANON
Apex Health	QATAR
Bellevue Medical Center	LEBANON
Cleveland Clinic Abu Dhabi	UAE
Egypt Healthcare Authority	EGYPT
Fakeeh Health	UAE
King Khaled Hospital AlKharj	KSA
Saudi German Health UAE	UAE
Saudi German Academy	EGYPT
Seha Clinics	UAE
Sheikh Shakhbout Medical City	UAE



THE WINNERS PROFILES



شركة أبوظبي لخدمات البيانات الصحية

ABU DHABI HEALTH DATA SERVICES

Brought to you by M42

ABU DHABI HEALTH DATA SERVICES



Abu Dhabi Health Data Services (ADHDS), at the core of M42's Digital Health Solutions Platform (DHS), is a premier digital healthcare solutions company serving as a strategic catalyst for advancing the healthcare ecosystem in Abu Dhabi and beyond. ADHDS digitally empowers health by championing innovative solutions to elevate the quality of care, expand access, optimise costs, and unleash efficiencies on a national, regional, and global scale.

Harnessing the power of data and technology, ADHDS drives transformative change across the healthcare eco-system and makes a lasting impact on the communities they serve.

ADHDS was established in 2018 as a Private-Public Partnership (PPP) with the Department of Health Abu Dhabi (DOH) to build and operate Malaffi, the trailblazing Abu Dhabi Health Information Exchange (HIE). Following the successful delivery of Malaffi, as one of the fastest rolled out and most advanced HIEs globally, ADHDS has become renowned for successfully delivering major national digital healthcare transformational projects, acting as a critical link between regulators, governments, healthcare providers, biopharma companies, and patient communities.

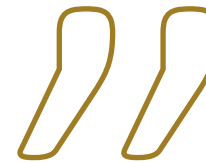


MR. KAREEM SHAHIN

CEO of M42's
Abu Dhabi Health Data Services



We are honored to be recognised by the Arab Hospitals Federation Star of Excellence in Patient Experience for our unwavering commitment to transforming healthcare through innovation, collaboration, and patient-centric digital solutions. From Malaffi's role in enhancing clinical decision-making and patient safety to Sahatna's impact in empowering individuals through accessible and personalized health services, we are proud to be contributing to a safer, more connected, and more efficient healthcare ecosystem across the region.



مستشفيات الظفرة
SEHA AL DHAFRA HOSPITALS

AL DHAFRA HOSPITALS



Our Commitment to the Al Dhafra Region

Al Dhafra Hospitals (ADH), a key SEHA network provider and a valued PureHealth asset, serves as the primary healthcare provider for the vast Al Dhafra Region of Abu Dhabi. Encompassing over 60% of the Emirate's land area, this region is home to a diverse and dispersed population of approximately 334,000 residents. Through six community hospitals, two medical centers, and two primary healthcare centers.

Our commitment to the community is reflected in the comprehensive range of services we deliver, upholding SEHA's vision of being "trusted for life." These services span the full spectrum of patient needs, from essential primary and emergency services to advanced subspecialties including Interventional Cardiology, Critical Care (ICU/CCU), Pediatrics, Internal Medicine, comprehensive surgical services, and dedicated maternity care. This clinical excellence is supported by advanced diagnostic imaging technology, including state-of-the-art CT and MRI capabilities, ensuring our teams have the tools they need for accurate and timely diagnosis.

The trust our community places in us is demonstrated by the significant number of patients we serve. In 2024 alone, we managed over 425,000 outpatient visits and cared for more than 11,500 inpatients. This trust continues to grow, with our teams already managing over 215,000 outpatient visits and more than 6,300 inpatient admissions in the first half of 2025 alone.

Powered by a dedicated team of nearly 1,400 professionals, ADH operates 237 beds across its facilities. Our operational framework is built on a seamless Hub-and-Spoke model, with Madinat Zayed Hospital as the central hub, ensuring coordinated and efficient patient care across the network.

Leadership and Vision for the Future

Al Dhafra Hospitals' commitment to quality is championed by a dedicated leadership team, from our Chief Executive Officer, Mr. Hamad Khamis Al Mansoori, to our regional divisional chiefs and their dedicated teams. Our achievements are a testament to the collective efforts of every physician, nurse, and allied health professional who are pivotal in providing safe, patient-centered care at the bedside.

As we move forward, we remain dedicated to building upon our successes, further strengthening our high-reliability framework, and continuing to set new benchmarks in healthcare excellence for the communities we are privileged to serve.



**MR. HAMAD KHAMIS
ALMANSOORI**

**Chief Executive Officer
Al Dhafra Hospitals**



At Al Dhafra Hospitals, we believe that true healthcare excellence is measured not just in clinical outcomes, but in the trust and confidence we build with every patient. Our commitment is to weave compassion and dignity into every interaction—a promise upheld by every member of our dedicated team. For us, the patient is not simply at the center of our care—they are our partner in it. Every decision, every innovation, and every process at Al Dhafra Hospitals is designed to honor the individual needs and voice of those we serve. Being recognized as a finalist for the Gold Initiative Certificate validates our unwavering dedication to placing the patient at the very heart of everything we do. It inspires us to continue setting new benchmarks for patient-centered care in the region.



مستشفى الولادة والأطفال بالخرج

Maternity and Children's Hospital in Al-Kharj

Empowered by Riyadh First Health Cluster



AL KHARJ MATERNITY AND CHILDREN HOSPITAL

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



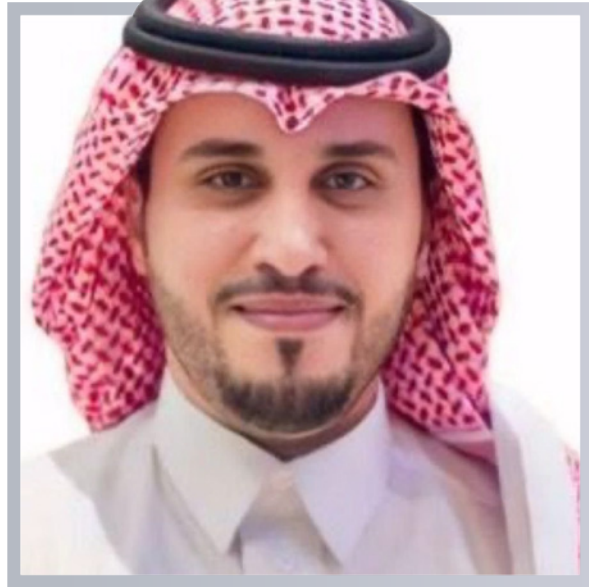
Al-Kharj Maternity and Children Hospital is a specialized institution with 200 bed capacity located in Al-Kharj city, Riyadh Region, Saudi Arabia. Al-Kharj MCH is part of Riyadh First Health Cluster rendering therapeutic care to Obstetrics, Gynecology and Pediatric cases under the supervision of Ministry of Health (MOH).

Al-Kharj Maternity and Children Hospital demonstrates a comprehensive and strategic commitment to achieving the highest levels of patient satisfaction, in full alignment with the Arab Hospitals Federation's standards of patient experience. **Leadership** within the hospital plays a proactive role in setting a clear vision for patient-centered care, empowering teams to prioritize quality and compassion in every interaction. **Communication** is a core pillar, supported by structured patient education programs, multilingual resources, and open feedback channels to ensure patients and families feel heard and informed at every stage of care.

The hospital's **patient-centered care model** ensures that services are tailored to the unique physical, emotional, and cultural needs of women and children, promoting dignity, respect, and shared decision-making. Through **community engagement**, the hospital collaborates with local stakeholders, schools, and family support organizations to extend health awareness and early intervention initiatives beyond hospital walls. By integrating **innovation and technology**, such as electronic health records, telehealth consultations, and smart tracking systems for mothers and newborns, the hospital enhances both efficiency and the personalization of care. It upholds the highest standards of **safety and quality**, implementing rigorous clinical protocols, infection control measures, and continuous quality improvement audits to ensure a safe environment for patients and staff alike.

Continuity of care and transition management is ensured through structured discharge planning, follow-up systems, and coordination with primary care providers to support patients before, during, and after hospitalization. ***Staff engagement and development*** are central to the hospital's mission, with ongoing professional development programs, well-being support, and recognition initiatives that foster a motivated, skilled, and compassionate workforce. Lastly, the hospital emphasizes ***accessibility*** by offering equitable care through extended service hours, accessible infrastructure for individuals with disabilities, and affordable care pathways that ensure all patients can receive timely, high-quality services.

Through this holistic and integrated approach, Al-Kharj Maternity and Children Hospital positions itself as a regional leader in delivering an outstanding patient experience in maternal and pediatric healthcare.

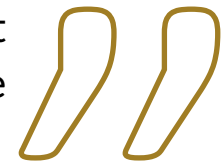


DR. SAUD ALNADDAH ←

Director of Maternity and
Children's Hospital - Al-Kharj



Patient experience is no longer a secondary metric in healthcare; it is the core of how we define quality, compassion, and trust. It reflects not only the clinical excellence we provide, but the emotional, psychological, and human journey every patient and family goes through. As a healthcare leader, I firmly believe that improving patient experience is not the responsibility of one department, it's a culture that must be embedded in every policy, decision, and interaction across the organization. That is why, as a hospital director, I commit to driving this culture from the top. I ensure that our teams are not only clinically competent, but emotionally intelligent, empowered, and aligned with the values of empathy and dignity. We invest in listening not only through surveys, but through presence and observation. We measure success not only by recovery rates, but by how safe, heard, and respected our patients feel. Because in the end, we are not just treat, we care for lives, stories, and families. True excellence in healthcare is not only seen in outcomes, but in the experience we create one patient at a time.



EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services

AL KUWAIT HOSPITAL DUBAI

AL KUWAIT HOSPITAL DUBAI



Al Kuwait Hospital - Dubai is a government facility operating under the Emirates Health Services Establishment (EHS). Originally established and managed by the Government of Kuwait in 1966. The hospital provides a wide range of specialized medical services and maintains strong linkages with primary healthcare centers in Dubai, as well as other EHS-affiliated hospitals across the emirates.

Al Kuwait Hospital has achieved and maintained numerous national and international accreditations and recognitions, including Joint Commission International Accreditation (JCIA), HIMSS, HACCP, CCPC, KARF, and various ISO certifications. The hospital is committed to continuous improvement through the implementation and monitoring of key performance indicators to enhance service efficiency, patient safety, and quality of care.

Our hospital places the patient at the heart of care delivery. We empower patients to actively participate in their treatment plans, make informed decisions, and express their feedback. Our clinical teams are trained to uphold dignity, cultural sensitivity, and transparency in every interaction

We recognize that the health of the community and the success of our hospital are interconnected. By engaging with the public, listening to their voices, and responding to their needs, we foster trust and ensure our services are relevant, inclusive, and impactful. We aim to be a proactive health partner, not just a care provider.



**H.E. DR. YOUSIF
MOHAMED AL SERKAL**

**Director General of Emirates
Health Services**

Emirates Health Services is proud to add yet another distinguished achievement to its growing record of excellence, having received the Gold Initiative Certificate – Star of Excellence in Patient Experience from the Arab Hospitals Federation, in collaboration with The Beryl Institute. This esteemed recognition reflects EHS’s unwavering commitment to placing patient experience at the heart of a proactive, resilient, and human-centered healthcare model, one that aligns with the goals of “We the UAE 2031” and “UAE Centennial 2071”.

The award stands as a testament to our dedication to global best practices and to a care model rooted in empowerment, integration, and sustainable impact. It also reflects the dedication of a values-driven team guided by compassion, excellence, and responsibility, one that has helped build a patient-focused system recognized for both its service quality and operational efficiency.

As we celebrate this achievement, Emirates Health Services reaffirms its commitment to scaling successful practices and advancing a culture of innovation and continuous improvement across all its healthcare facilities. Through these efforts, we aim to further enhance the competitiveness of the national healthcare system and strengthen the UAE’s position as a global leader in future-ready care that puts people first.

EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services
AL QASSIMI HOSPITAL

AL QASSIMI HOSPITAL



Established in 1976, Al Qassimi Hospital (AQH) is the largest tertiary teaching and acute care hospital under Emirates Health Services (EHS), serving Sharjah and the Northern Emirates. With 32 clinical specialties and subspecialties, AQH provides comprehensive inpatient, outpatient, emergency, and specialized care most notably in cardiovascular, trauma, transplant, and organ donation services.

The Cardiac Centre, inaugurated in 2012, is the tertiary referral centre for cardiovascular care in the region. Recognized as a Regional Centre of Excellence, it offers advanced technologies such as RenalGuard, Da Vinci robotic surgery, and Corindus precision robotics. Between 2022 and 2024, the centre managed 48,829 outpatient visits, 8,496 admissions, and 7,511 Cath Lab procedures.

Al Qassimi Accident and Emergency Centre, established in 2015 as a trauma centre, is a leading disaster response facility. From 2022–2024, it handled 270,294 emergency visits, including 95,047 trauma cases.

AQH is committed to international best practices and holds multiple accreditations:

- **Joint Commission International (JCI)** (2018, 2022, 2025)
- **Advanced Clinical Care Program Certification (CCPC) for four Centers of Excellence** in 2020 and reaccredited in 2023, including world-first recognitions in Advanced AV Block, Bariatric Surgery Management (first outside the USA), Acute Myocardial Infarction (AMI) and Type 2 Diabetes Mellitus Management in 2025

- **CARF Accreditation (2024)**
- **ISO Certifications (2024)** in Business Continuity, Risk Management, Environment, and Information Security
- **Adult Kidney Transplant license** (since 2020)
- **Arab Board-accredited residency and fellowship programs** in six specialties
- Certified as **Age-Friendly Institution** from Sharjah Social Services Department in 2021
- Certified as **AVEIR Training Centre for Cardiac Interventionist** in 2022

The leadership at AQH integrates innovation, empowered teams, and cross-functional collaboration to deliver high-quality, patient-centered care. The hospital's quality program emphasizes standardization, proactive risk management and data-driven performance aligned with EHS strategic objectives. We foster a culture of respect, open communication, and true partnership with patients and families, ensuring every individual feel valued, supported, and empowered throughout their care journey.

AQH excellence has been recognized through multiple prestigious international awards, including the International Hospitals Federation (IHF) Grand Hospital Award for operational excellence and patient-centered care, the American College of Healthcare Executives Leadership and Management Excellence Award for clinical innovation and the Patient Safety Congress Gold Award for advanced healthcare technology. These recognitions highlight our commitment to delivering world-class healthcare and continuous improvement in patient safety and quality.



DR. ARIF AL NOORYANI

Chief Executive Officer
Al Qassimi Hospital



At Al Qassimi Hospital, we recognize that exceptional care goes beyond the treatment. It is built on respect, open communication, and truly listening to our patients and their families. By involving them, embracing their voices, and fostering true collaboration as active partners in their care journey, we ensure every patient feels valued, supported, and empowered. Through this commitment, we elevate the patient experience and drive transformative outcomes that shape the future of compassionate patient-centered healthcare.



مستشفى موسى للتأهيل
Almoosa Rehabilitation Hospital



ALMOOSA REHABILITATION HOSPITAL



Almoosa Health, a leading healthcare provider, operates a network of 750 patient beds across the Eastern Province of Saudi Arabia. Since its inception, Almoosa has consistently endeavored to deliver innovative and patient-centered healthcare services.

The group invests in a variety of healthcare and educational pursuits, beginning with the establishment of its flagship hospital—the first private hospital in the city of Al-Ahsa in 1996.

Almoosa Health is internationally recognized as a top-quality provider in the healthcare sector, boasting an impressive infrastructure of healthcare facilities devoted to patient safety. The group provides an extensive scope of services, encompassing acute care, active rehabilitation, long-term care, home healthcare services, and pharmacies. Furthermore, it leverages its resources to foster healthcare education via the Almoosa College of Healthcare Sciences.

In the heart of Al Ahsa's oasis, our cutting-edge health facility spans over 100,000 square meters, as we journey towards achieving LEED gold certification. In partnership with the global architectural firm, HDR, we have sculpted a sanctuary that seamlessly merges modern architecture with the finest medical care

Our facility resembles a micro village that embraces the surrounding landscape. Embodying the essence of the oasis-like landform, while the building design fosters a deep connection with nature, enhancing the healing process for our patients.



DR. MONA KHAMIS

Chief Executive Officer
Almoosa Rehabilitation Hospital



At Almoosa Rehabilitation Hospital, every milestone matters in patient experience.

We stand with our patients throughout their journey, because true rehabilitation is more than restoring function.





الموسى الصحية
Almoosa Health

ALMOOSA SPECIALIST HOSPITAL



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Almoosa Specialist Hospital Al-Ahsa

Standing as the tallest medical tower in the kingdom, the hospital incorporates our leading programs and centers of excellence:

- The region's most preferred Bone and Joint Center.
- Comprehensive Cancer Center.
- A world-class neuroscience center with a stroke program.
- Advanced Heart Center featuring all the latest cardiac modalities, including a hybrid operating room and Electrophysiology lab.
- The region's largest and most comprehensive maternity and children's program.



DR. ZAINAB ALMOOSA

Chief Executive Officer
Almoosa Specialist Hospital

“ Guided by our vision to be a worldclass health system, we place patient experience at the heart of our strategic priorities, serving with passion, innovating with integrity, and empowering each individual on their journey to wellness and healing. ”

The logo features a stylized orange swoosh that starts as a thick curve on the left and tapers into a thin line extending to the right. To the right of this swoosh, the company name is written in two lines: the first line in Arabic and the second in English.

التخصصي الاينس الطبية
Altakassusi Alliance Medical

ALTAKASSUSI ALLIANCE MEDICAL LIMITED



Altakassusi Alliance Medical Limited (AAML) is a leading radiology operations company in Saudi Arabia, established to drive innovation, efficiency, and patient-centered excellence in diagnostic imaging services. AAML proudly operates under a Public-Private Partnership (PPP) with the Saudi Ministry of Health (MOH), serving as the first national privatization project with MOH of its kind across seven public hospitals.

Our Vision

To be the leading operator of imaging diagnostic centers across the Kingdom of Saudi Arabia, recognized for its outstanding quality of care.

Our Mission

Enhance the quality and efficiency of imaging diagnostic care across the Kingdom of Saudi Arabia, by introducing the standards, protocols, and trainings of a best-in-class international operator.

Patient-Centered Excellence

AAML places the patient at the core of every touchpoint. Through our proprietary IQUALITY Platform, we have digitized the full spectrum of patient feedback, incident reporting, and quality performance metrics to ensure real-time response and continuous improvement. We co-develop personalized imaging care plans with patients and referring physicians, and we prioritize transparency, multilingual communication, and emotional support throughout the imaging journey.

Innovation and Technology

We leverage advanced imaging technologies, STAT-of-Art new Radiology equipment on all 7 hospitals , mobile CT trucks, and integrated HIS/PACS connectivity, to increase access and efficiency. Our Digital Feedback Loop captures satisfaction levels from patients and referrers post-visit, supporting rapid service adjustments and improvements.

Training & Development

AAML has established an in-house training academy to support capacity building, Residency, fellowship, and internship programs. We also partner with academic institutions and invest in local workforce development. Our team includes over 450 professionals trained to deliver patient-centered, culturally appropriate, and evidence-based radiology care.

Outcomes and Impact

Patient Satisfaction consistently above 90% across all sites. 49.7% Overall Reduction in Waiting Times for radiology appointments across all modalities (CT, MRI, US, PET, NM, etc.), significantly enhancing patient access and satisfaction. 100% Implementation of IQUALITY tools across all hospitals.

Conclusion

AAML's approach combines operational excellence, compassionate care, and digital innovation to enhance the patient experience. As a Finalist for the Gold Initiative Certificate, we reaffirm our dedication to raising the standards of radiology services in the Arab region, in line with Vision 2030 and global healthcare quality benchmarks.



MR. NART MAMSER

Chief Executive Officer
Altakassusi Alliance Medical Limited



At AAML, Patient Experience is not a unit in Quality Management Department, it is our culture. Every image we take carries a promise of safety, empathy, and trust.

We believe patient experience is the foundation of Operational excellence. At AAML, every decision is guided by the needs, dignity, and voice of our patients. Our commitment to patient experience drives us to reduce waiting times, improve access, and deliver safe care that is personalized, respectful, and timely.





أمانة للرعاية الصحية
Amana Healthcare

Brought to you by M42

AMANA HEALTHCARE



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

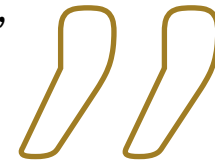
**Chief Executive Officer
Amana Healthcare**

“Amana Healthcare, part of the M42 group, is proud to be awarded the prestigious Gold Initiative Certificate by the Arab Hospitals Federation in recognition of our excellence in patient experience.

As a regional leader in long-term care, rehabilitation, and home healthcare, we champion a Person-Centered Care approach where patients and families actively shape care plans that reflect their unique needs and values. Our impact extends across the UAE and beyond, with integrated services that support recovery, dignity, and well-being.

This recognition, alongside our CARF and JCI accreditations, reflects our commitment to safety, innovation, and compassion. We thank our dedicated team, whose professionalism and empathy drive our success, and our partners across the healthcare ecosystem for supporting our mission to raise standards and transform care.

Together, we are building a more connected, compassionate, and human healthcare future.





**AMERICAN
UNIVERSITY OF BEIRUT
MEDICAL CENTER**

المركز الطبي في الجامعة الأميركية في بيروت

AMERICAN UNIVERSITY OF BEIRUT MEDICAL CENTER



The American University of Beirut Medical Center (AUBMC), founded in 1902, stands as the leading academic medical center in Lebanon and the wider Middle East. As the principal teaching hospital for the Faculty of Medicine at the American University of Beirut (AUB),

AUBMC integrates world-class patient care, education, and research in a seamless continuum. Managing over 420,000 outpatient visits, 25,000 inpatient admissions, and 13,000 surgical procedures annually, AUBMC is a beacon of medical excellence and academic leadership in the region.

AUBMC is the only institution in the region to hold the following five international accreditations simultaneously:

- **Joint Commission International (JCI)** for quality and safety
- **Magnet® Recognition** for nursing excellence
- **College of American Pathologists (CAP)** accreditation
- **JACIE** accreditation for bone marrow transplantation
- **ACGME-International** accreditation for postgraduate medical education

These achievements reflect AUBMC's commitment to global standards, continuous improvement, and transformational leadership in healthcare delivery.

As the first academic medical center in Lebanon to implement an integrated electronic health record (Epic-based AUBHealth), AUBMC has significantly advanced patient safety, care coordination, and data-driven clinical decision-making. In times of crisis—including the COVID-19 pandemic, the 2020 Beirut Port explosion, and regional conflicts, AUBMC has demonstrated resilience, ensuring continuity of care, expanding emergency services, and reaching vulnerable communities through mobile health units and humanitarian relief.

Through its AUBMC 2020 Vision, the medical center has embarked on a major expansion to develop state-of-the-art facilities and strengthen its research, simulation, and specialty care capacity, paving the way for a new era of excellence.

AUBMC's long-standing commitment to patient-centered care, equity, and excellence is deeply aligned with the mission of the Gold Initiative. This recognition would further catalyze our efforts to enhance quality, innovation, and inclusivity across our health system.



DR. FADLO KHOURY

President of AUB



Being selected as a finalist for this award speaks to one of our deepest priorities: our commitment to the patient experience, ensuring that every patient feels seen, heard, and cared for. It reflects the culture we have built at the American University of Beirut Medical Center, where compassion, teamwork, and accountability guide our leadership and service.





APEX HEALTH



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.



MR. JOSEPH HAZEL

Chief Executive Officer
Apex Health

I'd like to thank very much the Arab Hospitals Federation and the Beryl Institute for their great initiative in the Gold Initiative Certificate for patient experience. This initiative delivers innovative support to really enhancing the patient experience in all hospitals throughout the region. This achievement reflects very much the collaboration between the Arab Hospitals Federation and APEX Health and the fantastic support we've had from our teams on the ground delivering patient experience and the feedback we received from our patients. It's only through this by our continued focus on patient experience and quality that patients will choose APEX Health and our organization continues to grow and our collaboration with governments and our public private partnerships in the countries that we're expanding in will continue to grow.





**THE VIEW
HOSPITAL**

In Affiliation With
 **Cedars
Sinai**

THE VIEW HOSPITAL

**THE VIEW
HOSPITAL**

In Affiliation With
 **Cedars
Sinai**

The View Hospital, developed by Apex Health in affiliation with Cedars-Sinai, is a leading healthcare destination in Qatar offering advanced care across primary, secondary, and tertiary services. With 240 private suites, 12 operating rooms, and 20 ICU beds, it's equipped with cutting-edge technology like Da Vinci and Artis pheno robotic systems for minimally invasive surgeries and hybrid operating rooms for precision imaging.

The hospital houses Qatar's first private nuclear medicine unit, along with a 3T MRI, Open MRI, and advanced CT scanners. Robotic systems in the Pharmacy and Laboratory ensure safety and efficiency. Through its Cedars-Sinai partnership, The View Hospital brings top-tier research, innovation, and patient-centered care to the region. Learn more about The View Hospital.

**DR. FATIH MEHMET GUL**

**Chief Executive Officer
The View Hospital**

<https://www.theviewhospital.com/>



مستشفى الامام الحسن المجتبي (ع) التعليمي
Al Imam Al Hassan Al Mujtaba Teaching Hospital

Managed by
Apex
Health IRAQ

AL IMAM AL HASSAN AL MUJTABA TEACHING HOSPITAL



Al Imam Al Hasan Al Mujtaba Teaching Hospital, located in Karbala Governorate, Iraq, is a modern 600-bed facility spanning three buildings and serving as a key healthcare provider in the region.

It offers comprehensive services including advanced surgeries, inpatient care, and specialized outpatient clinics for dialysis, physiotherapy, and more—ensuring holistic, patient-centered treatment.

Now managed by Apex Health, the hospital is set to undergo major operational enhancements, focusing on the integration of cutting-edge administrative systems and expanded medical specialties. This partnership reflects a shared commitment to delivering world-class healthcare, improving efficiency, and driving sustainable development in Iraq's healthcare landscape.



MR. PAUL WELFORD

**Chief Executive Officer
Al Imam Al Hassan Al Mujtaba
Teaching Hospital
managed by Apex Health**

<https://www.apexhealth-intl.com/hospitals-and-clinics/imam-al-hasan-al-mujtaba-teaching-hospital>



مستشفى المدينة الطبية العسكرية
MILITARY MEDICAL CITY HOSPITAL

Operated by

ews

MILITARY MEDICAL CITY HOSPITAL



مستشفى المدينة الطبية العسكرية
MILITARY MEDICAL CITY HOSPITAL

Operated by
ews

Military Medical City (MMC), located west of Doha, is a state-of-the-art healthcare and wellness hub designed to integrate Health, Community, Education, and Wellness in one seamless environment. Spanning 77 hectares, MMC includes a world-class hospital, research centers, residential and commercial areas, a wellness center, sports and rehab facilities, a health museum, library, mosque, and hotel—offering a holistic approach to care and community wellbeing.

At the heart of the city is MMC Hospital, which will expand from a 126-bed general facility to a 400-bed tertiary referral center, serving approximately 250,000 people. It provides advanced inpatient and outpatient services, intensive care, emergency care, and a modern diagnostic center.

Dedicated to active and retired military personnel, their families, and civilians from key national sectors, MMC reflects the Ministry of Defence's commitment to delivering high-quality healthcare aligned with international standards and Qatar's public health strategy.



DR. AHMED ZAATARI

Chief Executive Officer
Military Medical City Hospital
managed by EWS

<https://www.apexhealth-intl.com/hospitals-and-clinics/military-medical-city-hospital>



مستشفى الناصرية التعليمي
Al Nasiriyah Teaching Hospital

Managed by
Apex
Health IRAQ

AL NASIRIYA TEACHING HOSPITAL



Al Nasiriya Teaching Hospital, located in Dhi Qar Governorate, Iraq, is a 600-bed facility delivering comprehensive medical services across 19 specialized departments—from emergency care to advanced treatments and long-term care.

With a patient-centered approach and modern infrastructure, the hospital ensures high-quality care tailored to the diverse needs of the local population. Now part of Apex Health, the hospital will benefit from global best practices in healthcare operations, innovative technologies, and streamlined service delivery.

Committed to advancing healthcare in Iraq, Al Nasiriya Teaching Hospital aims to improve access, enhance patient outcomes, and set new benchmarks for medical excellence in the region.



MR. BILAL GHAZIRI

**Chief Executive Officer
Al Nasiriya Teaching Hospital
managed by Apex Health**



BmC
bellevue medical center
مستشفى ومركز بلغو الطبي

BELLEVUE MEDICAL CENTER



Bellevue Medical Center (BMC) is a premier 130-bed tertiary care hospital located in the serene valley of Qanater Zbaideh, overlooking the historic Roman ruins between Mansourieh and Hazmieh in Mount Lebanon. Just 15 minutes from Downtown Beirut, BMC offers a unique combination of cutting-edge medical care within a serene, nature-embedded environment designed to promote healing and well-being.

Accredited by the Lebanese Ministry of Public Health, BMC proudly holds the Joint Commission International (JCI) Gold Seal for quality and patient safety, and is Gold Certified by Planetree International for excellence in person-centered care. These prestigious recognitions reflect Bellevue's commitment to clinical excellence, ethical standards, and exceptional patient experience.

Bellevue Medical Center stands as a benchmark for modern, ethical, and patient-centered healthcare in Lebanon and the region. Through its combination of advanced medical services, a skilled and compassionate team, cutting-edge technology, and a healing environment, BMC remains dedicated to improving lives.

Comprehensive Medical Services

BMC provides a full spectrum of inpatient and outpatient medical services across a wide range of specialties, including but not limited to: Internal Medicine and Critical Care, General and Specialized Surgery, Pediatrics, Oncology and Hematology, Cardiology, Neurology and Neurosurgery, Radiology and Diagnostic Imaging, Medical Laboratory & Blood Bank, and Mental Health and Psychiatry Services. Additionally, Bellevue is known for its Centers of Excellence: Spine & Orthopedic Surgery and Maternity.

Our multidisciplinary approach ensures that patients receive holistic, personalized, and evidence-based care that addresses both their medical and emotional needs throughout their healing journey.

Healthcare Professionals

Bellevue's strength lies in its dedicated team of healthcare professionals. The hospital continuously invests in recruiting and retaining certified and qualified physicians across all specialties, highly qualified nurses and allied healthcare professionals who uphold values of empathy, ethics, and excellence.

The hospital's leadership ensures ongoing training and development to maintain the highest standards of care and clinical performance.

A Culture of Safety and Quality

Patient safety is a cornerstone of Bellevue's mission and is embedded in every layer of the hospital's operation. Our comprehensive safety culture includes Evidence-Based clinical protocols, Infection prevention and control systems, Total Quality Management with continuous monitoring and evaluation processes, transparent incident reporting and improvement cycles

From policies to practice, Bellevue fosters a culture of accountability, continuous improvement, and excellence.

Cutting Edge Medical Equipment

BMC utilizes state-of-the-art medical technology, including AI-powered systems, for early detection, precise diagnostics, and effective interventions, all in line with international best practices and safety standards.

Patient Experience and Healing Environment

At Bellevue Medical Center, care goes beyond medical intervention. The hospital's architecture, location, and design all serve to promote recovery in a peaceful, patient-centered environment. Surrounded by greenery and flooded with natural light, the facility fosters psychological comfort and reduced stress, enhanced privacy, dignity, and family involvement

BMC is more than a hospital, it is a place where compassion, trust, and excellence converge to create a truly healing journey, it is a hospital with a heart.



MR. NAYEF MAALOUF

**President & Chief Executive Officer
Bellevue Medical Center**



At Bellevue Medical Center, patient experience is at the core of everything we do.

We believe healing begins the moment a patient walks through our doors, not just through advanced medical care, but through compassion, dignity, and a deep understanding of each individual's journey.

Our commitment extends beyond treatment; it's about creating a safe, supportive environment where patients feel seen, heard, and truly cared for. In every initiative, from sustainability to innovation, the well-being of our patients remains our driving force.





CLEOPATRA HOSPITALS
GROUP

CLEOPATRA HOSPITALS GROUP



CLEOPATRA HOSPITALS
GROUP

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.

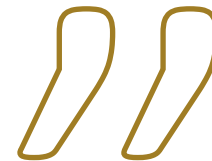


DR. AHMED EZZ

**Chief Executive Officer
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.





كليفلاند كلينك أبو ظبي

Cleveland Clinic Abu Dhabi

Brought to you by M42

CLEVELAND CLINIC ABU DHABI



Cleveland Clinic Abu Dhabi is a multispecialty hospital located on Al Maryah Island in Abu Dhabi, UAE. As an extension of Cleveland Clinic in the U.S., it is uniquely designed to address the complex and critical care needs of the UAE and the broader region. The hospital is organized into specialized Institutes, including Heart, Vascular & Thoracic; Neurological; Cancer; Digestive Disease; Medical Subspecialties; Integrated Surgical Subspecialties; Integrated Hospital Care; and Diagnostic.

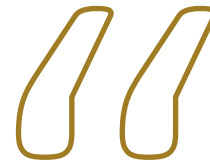
Celebrating its 10th anniversary in 2025, Cleveland Clinic Abu Dhabi is a 405-bed hospital, including 321 acute care beds, 84 critical care beds, four royal suites, and 26 operating rooms. Its state-of-the-art facilities provide patients in the region with direct access to world-class healthcare providers and Cleveland Clinic's renowned model of care. The hospital is also home to the Fatima bint Mubarak Center, a dedicated cancer center offering comprehensive diagnostics and advanced treatment across 24 clinical departments, covering a range of cancer subspecialties and programs. Committed to medical innovation, Cleveland Clinic Abu Dhabi integrates robotics across specialties, pioneers' endovascular therapy and hybrid procedures, and offers comprehensive programs in heart failure, heart transplantation, and limb salvage.

Licensed by the Department of Health – Abu Dhabi as a designated research and teaching facility, Cleveland Clinic Abu Dhabi drives medical innovation through clinical trials and advanced research to enhance patient care. It is the first hospital in the UAE accredited by both the Accreditation Council for Graduate Medical Education International (ACGMEI) and the Accreditation Council for Continuing Medical Education (ACCME), offering residency and fellowship programs, undergraduate health professional training, and Continuing Medical Education (CME).

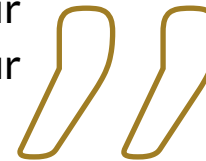


MR. PENG XIAO

**Chairman of Cleveland Clinic
Abu Dhabi
Council Member of the Artificial Intelligence
and Advanced Technology Council (AIATC)
of Abu Dhabi
& Group Chief Executive Officer of G42**



Cleveland Clinic Abu Dhabi continues to set the benchmark in healthcare, where advanced medicine meets a deeply human commitment to patient well-being. Our clinical teams bring world-class expertise and an unwavering focus on personalized care, from diagnosis through to breakthrough therapies. Every patient outcome matters, and it's this belief that drives our continuous push to innovate and lead in our region and beyond.





EGYPT HEALTHCARE AUTHORITY



Egypt Healthcare Authority (EHA) is the executive arm of Egypt's Universal Health Insurance System and a national leader in healthcare transformation. Established to modernize and manage the country's public health facilities, EHA is committed to delivering integrated, high-quality medical services that are accessible to all. Through cutting-edge technologies, international standards, and a patient-centered approach, EHA is shaping a smarter, more resilient healthcare system that meets the needs of both citizens and international patients today and for generations to come.

In Egypt, We Care Program

The Official Medical and Wellness Tourism Initiative by Egypt Healthcare Authority

In Egypt, We Care is the national program led by Egypt Healthcare Authority, dedicated to offering international patients world-class medical services alongside unforgettable wellness and cultural experiences. The initiative combines Egypt's advanced healthcare capabilities with its timeless heritage and hospitality.

Through "In Egypt , We Care", patients benefit from:

- Accredited, high-quality medical care
- Healing experiences in iconic Egyptian destinations
- Full coordination from arrival to departure

Currently Operating in 6 Governorates:

- | | |
|--------------|------------|
| •South Sinai | •Suez |
| •Luxor | •Port Said |
| •Aswan | •Ismailia |



What sets us apart?

- Comprehensive Healthcare Network 43 hospitals across Egypt, offering both secondary and tertiary care
- Accredited by Joint Commission International (JCI) for global standards in healthcare quality and patient safety
- Accredited by GAHAR for national excellence in medical care and facility standards.
- Member of Global Green and Healthy Hospitals (GGHH) – committed to sustainable healthcare
- World-Class Infrastructure & Technology State-of-the-art hospitals equipped with cutting-edge medical technologies for advanced, reliable care

Our Achievements “In Egypt , We Care” Program

- Global Reach

We have proudly served patients from 112 countries around the world.

- Trusted by Thousands

More than 25,000 international patients have received care through our program.

- High Satisfaction

Maintaining a 96% patient satisfaction rate, reflecting our commitment to quality and compassionate care.



DR. AHMED ELSOBKY

Chairman of the Board of Directors
of Egypt Healthcare Authority



We believe the most successful healthcare systems are profoundly patient-centered honoring every moment with a patient as an opportunity to restore dignity, build trust, and deliver care with uncompromising excellence. Our mission is not merely to treat illness, but to elevate the human experience at every touchpoint.



فقيه.

فقيه هيلث

Fakeeh Health

HEALTH.ELEVATED.

FAKEEH HEALTH



Fakeeh Health is one of the fastest-growing integrated healthcare systems in the UAE, dedicated to delivering clinical excellence, research innovation, and compassionate care. With a strong academic foundation, state-of-the-art facilities, and a commitment to sustainability, Fakeeh Health offers a comprehensive continuum of care that spans hospitals, medical centres, smart clinics, pharmacies, and day surgery services.

Facilities & Network

- Fakeeh University Hospital (FUH) – 1 million sq. ft. facility, strategically located in Dubai Silicon Oasis, 15 minutes from Dubai International Airport.
- Network Clinics & Centres:
 - o Fakeeh Smart Clinics – First of their kind in Dubai.
 - o Fakeeh Daysurge – One Day Surgery Centre.
 - o Fakeeh Medicentres – Located in Dubai Mall, Motor City, Dubai Silicon Oasis, Al Furjan, and Jumeirah Park.
- Capacity & Capabilities:
 - o 350 inpatient beds, 70 clinics, 200+ doctors.
 - o 40 Adult ICU beds, 16 NICU beds, 4 PICU beds, and 21 emergency beds.
 - o 12+1 operating theatres, 8 water birth suites, and a helipad.

Specialized Services

- Tertiary & Advanced Care: Robotic surgery (gynecology, urology, orthopedics), pediatric neurology and gene therapy, vascular surgery, interventional radiology, deep brain surgeries and Inpatient mental health care.
- Emergency & Critical Care: DHA-accredited advanced trauma center, stroke unit, heart attack center.
- Specialized Clinics: Thyroid, endometriosis, back pain, cardiopulmonary center, endoscopy, dialysis, sleep lab, dermatology, and preventive medicine.
- Women's Health: Mother & Baby Friendly Hospital, first doula-friendly hospital in Dubai, gentle birth (including water births), gynecologic oncology, laparoscopic and vaginal surgery, lactation clinic.

Academic & Research Integration

- Aligned with national and international universities.
- Offers undergraduate, postgraduate, and master's rotations, internships, and residency programs.
- AHA-licensed Life Support Training Center.
- Institutional Research Board driving innovation and evidence-based practice.

Digital & Smart Healthcare

- AI collaboration, home-grown HIS, robotic pharmacy, HIMSS-accredited electronic EMR, CRM & Command Control Center.
- FUH Care mobile app and online drug store.
- NABIDH connected for integrated patient record access.

Sustainability & Healing Environment

- LEED-certified, energy-efficient, and environmentally conscious design to promote faster recovery.

International Patient Services

- Dedicated team for global patients, offering treatment coordination, translation in 9+ languages, visa support, and partnerships with nearby hospitality providers.



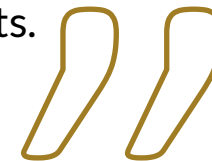
DR. MAZEN FAKEEH

Chairperson
Fakeeh Health



At Fakeeh Health, we are building a future where healthcare is more accessible, more innovative, and profoundly compassionate.

Our commitment to integrating education, research, and technology into our healthcare practices ensures that we are not just treating ailments but also enhancing the quality of life for all our patients.



EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services
FUJAIRAH HOSPITAL

FUJAIRAH HOSPITAL



Fujairah Hospital, operating under Emirates Health Services (EHS), is the leading healthcare provider in the Emirate of Fujairah and a cornerstone of the UAE's national health system. Strategically located on the East Coast, the hospital serves as a regional hub for comprehensive medical care, delivering high-quality services to the community with a strong focus on patient-centered care, safety, and innovation.

Capacity and Services:

With a capacity of over 200 beds, Fujairah Hospital offers a wide range of specialized and general healthcare services. The hospital is equipped with state-of-the-art diagnostic, surgical, and treatment facilities, supported by highly skilled physicians, nurses, and allied health professionals.

Core services include:

- Emergency and Critical Care
- Internal Medicine and Surgery
- Pediatrics and Neonatal Care
- Obstetrics and Gynecology
- Cardiology, Orthopedics, and Ophthalmology
- Dialysis and Renal Care
- Thalassemia &
- Diagnostic services

Commitment to Excellence:

The hospital is accredited by leading healthcare quality and safety bodies, reflecting its adherence to international standards of clinical excellence including JCIA, WHO PSFH, SRC, Integrated Management System (ISO) and LEED (GOLD). Patient safety, continuous quality improvement, and evidence-based practices are central to all operations.

Innovation and Sustainability:

As part of EHS, Fujairah Hospital is committed to advancing the UAE's vision of a sustainable and resilient healthcare system. The hospital actively promotes green healthcare initiatives, efficient resource management, and environmentally responsible practices, aligning with the UAE's broader sustainability goals.

Community Role:

Beyond medical treatment, Fujairah Hospital plays an active role in health promotion, education, and community engagement. Through outreach programs, public health awareness campaigns, and partnerships with local and national entities, the hospital ensures the well-being of the community it serves.

Our Vision

To be among the world's leading destinations in providing the best health services. Fujairah Hospital – Emirates Health Services

Our Mission:

Enhance the people wellbeing by providing preemptive and integrated health services, empowering the health system with partnerships and latest therapeutic technologies, and creating an (innovative and research) based work environment enriched with talented professionals



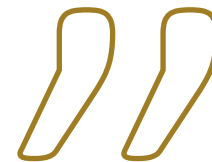
**DR. AHMED OBAID
ALKHADEIM**

Director
Fujairah Hospital

“ At Fujairah Hospital, receiving the prestigious Gold Award from the Arab Hospitals Federation is both a celebration of excellence and a reflection of our unwavering mission to advance healthcare in the UAE. As a leader entrusted with guiding outstanding teams and driving transformative initiatives, I have witnessed how vision, innovation, and dedication can elevate services to meet, and surpass international standards.

This recognition stands as a tribute to the compassion, expertise, and relentless pursuit of quality that define our hospital's culture. It honors the collective efforts of our exceptional staff, whose passion turns healthcare into a meaningful, life-changing experience for every patient and family we serve.

Standing at this proud milestone, we renew our pledge to lead with purpose, set new benchmarks, and shape a sustainable, patient-centered future continuing a legacy of excellence that reflects the spirit of the Emirates.





المستشفيات الحكومية
Government Hospitals

GOVERNMENT HOSPITALS BAHRAIN



The Bahrain Government Hospitals forms the backbone of the Kingdom's public healthcare system, providing comprehensive, accessible, and high-quality medical services to Bahraini citizens and residents. The system plays a critical role in delivering universal health coverage, ensuring equity, safety, and sustainability in healthcare delivery.

Mission: We aim to provide the best experience for our patients and their families, delivering high quality healthcare and improving care through education, research, and the establishment of centers of excellence.

Vision: Government Hospitals are committed to become accountable health care providers of secondary care. We aim to lead the delivery of patient centered care with defined centers of excellence in tertiary care, in an integrated healthcare network. We are dedicated to improving quality and increasing value.

Core Values

Sustainability: To create an environment that is financially, environmentally, and socially sustainable.

Quality & Excellence: To provide high quality services through the establishment of center of excellence in defined clinical domains and adherence to the highest standards.

Accountability: To foster the culture of accountability by everyone at government hospitals, in order to achieve our financial and strategic aspiration.

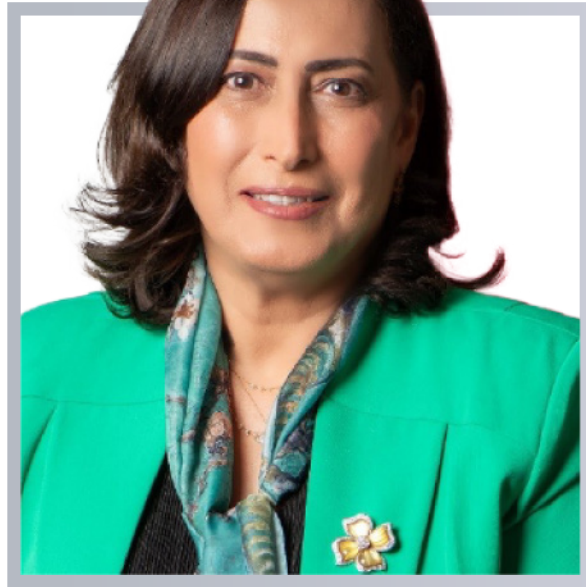
Equity: To provide universal access to every individual in the Kingdom of Bahrain.

Patient Focus: To improve patient satisfaction by prioritizing patient centered care delivery.

Empowerment: To enable everyone at government hospitals to achieve their individual and organizations aspiration.

Strategic Priorities

- Strengthening patient safety and clinical governance
- Patient centered care by improving patient experience and satisfaction
- Expanding digital transformation and smart health services
- Enhancing capacity building and healthcare workforce development
- Promoting research, education, and innovation



DR. MARYAM AL JALAHMA

**Chief Executive Officer
Bahrain Government Hospitals**



It is both an honor and a responsibility to serve our community through the provision of qualified healthcare services at Bahrain Government Hospitals. We are fully committed to delivering patient-centered care that upholds the principles of equity, dignity, and excellence.

Our mission is to ensure that every individual who enters our facility receives care that is respectful, compassionate, and tailored to their unique needs. We believe that a truly patient-centered approach must be rooted in active listening, collaborative decision-making, and continuous improvement across all dimensions of the patient experience.

To that end, we are undertaking strategic efforts to enhance service delivery by reducing wait times, strengthening communication between patients and care providers, and fostering a culture of empathy and accountability throughout our organization. Our focus extends beyond treating illness to promoting overall health and well-being in a manner that is culturally sensitive and professionally sound.

The trust placed in us by the community is both valued and taken seriously. We welcome ongoing feedback from our patients, families, and stakeholders, as it plays a critical role in shaping a healthcare environment that is responsive, safe, and of the highest standards.



EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services
KALBA HOSPITAL

KALBA HOSPITAL

Kalba Hospital is considered one of the public hospitals that provide primary and specialized medical services, serving as a vital center in the Eastern region. Established in 2005, the hospital comprises of 22 departments, units, and specialized clinics, with a total bed capacity of 90.

Key clinical departments include: Accident & Emergency (available 24/7) & Intensive Care Unit.

Outpatient specialties: Pediatrics, Obstetrics & Gynecology, General Surgery, Orthopedics, ENT, Ophthalmology, Urology, Internal Medicine, Respiratory, Gastroenterology, Dermatology, Endocrinology & Nephrology.

Kalba hospital offers advanced diagnostic and procedural services such as radiology (MRI, CT scan, X-ray), endoscopy, dialysis, physiotherapy, central laboratory, pharmacy, blood bank, and e-clinic services.

Introduction

To reduce waiting times in the Emergency Department (ED), Kalba Hospital introduced a Fast Track system to streamline the management of minor or low-acuity cases. This system diverts Level 4 and Level 5 patients - those with low to moderate urgency-away from major emergency cases. The aim is to improve patient flow, reduce overcrowding, and enhance the overall care experience. In 2023, 33% of ED visits were by patients classified as Level 4, Level 5, or those who left without triage, highlighting the clear need for a dedicated Fast Track pathway.

Project Overview

The Fast Track project reflects Kalba Hospital's commitment to clinical quality, safety, and patient-centered care. Developed following benchmarking visits to Khorfakkan and Al Qassimi Hospitals, the initiative included the creation of a dedicated Fast Track area, enhanced staff training, and the implementation of standardized care pathways. These steps ensured that low-acuity patients received timely, evidence-based treatment in a separate, streamlined environment. Since its launch on May 20, 2024, the Fast Track system has led to significant improvements. The average length of stay for Level 4 and 5 patients dropped from 88 minutes to 38 minutes, which is a 56% reduction. Patients experienced quicker discharges, shorter wait times, and better communication, resulting in a noticeable increase in satisfaction.

Outcomes and Impact

The initiative has enhanced patient care, reduced ED congestion, and improved team workflows. Staff engagement has also increased due to clearer roles and reduced pressure in the main emergency area. Performance has been closely monitored through audits, feedback surveys, and regular reviews, ensuring that progress is sustained and issues are addressed promptly.

Conclusion

The Fast Track project has transformed how non-urgent cases are managed in Kalba Hospital's Emergency Department. By reducing delays, improving satisfaction, and maintaining high standards of care, the hospital has demonstrated its leadership in efficient and innovative emergency care delivery. The success of the project underscores Kalba Hospital's ongoing commitment to quality improvement and patient safety.



**DR. KHALEIL EBRAHEIM
ALMATROOSHI**

Director
Kalba Hospital



The end of a pleasant
customer's experience,
means the beginning of
another one.



مستشفى الملك خالد بالخرج

King Khaled Hospital in Al-Kharj

Empowered by Riyadh First Health Cluster



KING KHALED HOSPITAL AL KHARJ

مستشفى الملك خالد بالخرج
King Khaled Hospital in Al-Kharj
Empowered by Riyadh First Health Cluster



King Khaled Hospital (KKH) is a general Saudi governmental hospital, it is CBAHI accredited Hospital with three hundred fifty (350) beds, serving 534,983 Population.

Our main value is passion for excellence that is driving us to achieve sustained patient-centered care throughout holistic management approach. We are maintaining adherence to CBAHI & patient safety standards throughout highly engaged leadership & highly oriented front-line staff grantee providing service of high quality & safety. Patient experience team oversee all initiatives related to improving patient experience. We won Saudi MOH award as patient experience champions.

Our Vision is to become a leading integrated healthcare system in Kingdom of Saudi Arabia by 2030.

We have 6 Strategic Goals support the realization of the strategic plan:

- 1- Improve access to healthcare
- 2- Transform into population-health driven healthcare system
- 3- Provide Value Based Healthcare with excellence in outcomes & cost.
- 4- Build best-in-class workforce
- 5-Deliver superior experience of care.
- 6- Establish Accountable Care Organization within Riyadh First Health Cluster.



MR. FAHAD AL-MAMK HOUR

Hospital Director
King Khaled Hospital Al Kharj



Driven by our passion and responsibility to serve, we are committed to delivering an exceptional patient experience, one rooted in compassion, teamwork and excellence, as we work to become Saudi Arabia's leading integrated healthcare system by 2030.



EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services

MASAFI HOSPITAL

MASAFI HOSPITAL



Masafi Hospital is a government hospital under Emirates Health Services (EHS), located in Masafi, Fujairah. It was established as a health center in 2010 and became a general hospital in 2015. The hospital provides high-quality medical and therapeutic services to the local community and surrounding areas, with a strong focus on patient safety and care.

Masafi Hospital has achieved multiple prestigious accreditations, including Joint Commission International Accreditation (JCIA) and (ISO) certifications in Risk Management, Business Continuity, Environmental Management, IT Service Management, Information Security, and Emergency Management. It also holds the Clinical Care Program Certification for Diabetes (CCPC), CARF Accreditation for Rehabilitation, and the DAISY Award for Nursing Excellence.

Additionally, the hospital received the Gold Stevie Award for Most Innovative Leader in Building and Developing Teams.

The three projects participating in the Star of Excellence in Patient Experience:

Project 1: Enhancing Patient Satisfaction in Nursing Care

This project aims to improve patient satisfaction by assessing nursing care quality, identifying gaps in communication and responsiveness, and implementing staff training and feedback systems. The goal is to foster better nurse-patient relationships and increase overall satisfaction.

Project 2: School-based Hearing Screening

This innovative project implements the first structured hearing screening program in UAE schools to detect hearing loss in children early. Screening was conducted at a primary school in Masafi, identifying 20% of children needing further evaluation. The project raises awareness, provides follow-up care, and emphasizes the importance of ongoing hearing monitoring beyond neonatal screening. Its success supports expanding the program nationwide to prevent the hidden impacts of childhood hearing loss.

Project 3: Patient Experience Improvement – Iron Infusion Wait Time Reduction

This quality improvement initiative focuses on reducing wait times for iron infusions to enhance patient satisfaction and clinical outcomes. Strategies include optimizing appointment scheduling, improving clinic workflows, enhancing patient communication, and leveraging technology. Patient feedback is collected via surveys to monitor progress. Expected results are shorter wait times, higher satisfaction, and better resource efficiency.

Masafi Hospital remains committed to innovation, excellence, and sustainable healthcare delivery, striving to be a leading model in patient centered care.

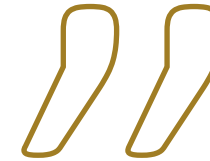


DR. AMNA ALSAADI

Hospital Director
Masafi Hospital



As part of EHS participation in the Gold Initiative Certificate for excellence in patient experience; we thrive to provide the best patient's experience by treating our patients as guest of honor, caring for their needs with compassion and providing them with proactive, safe and timely mannered service.





مركز ضمان الجودة
Quality Assurance Center



وزارة الصحة
Ministry of Health

QUALITY ASSURANCE CENTER- MOH OMAN



The Ministry of Health (MOH) in Oman focuses on the health and well-being of all citizens and residents. It addresses health challenges, enhances the healthcare sector, and promotes efficient resource use, aiming for a society free from health risks. Oman's vision for 2024 emphasises that "Health is the responsibility of all."

The Quality Assurance Centre (QAC) at MOH is crucial for improving the quality, safety, and effectiveness of healthcare services. It develops, implements, and monitors national strategies for continuous quality improvement and patient safety across public and private healthcare sectors.

The Quality Assurance Centre at the MOH is dedicated to:

- Enhancing long-term success by meeting stakeholders' needs to improve healthcare quality.
- Ensuring safety and quality of services through the National Quality Indicator and quality projects.
- Building capacity among healthcare workers in quality and patient safety.
- Promoting innovation and research that positively impact health services.
- Strengthening patient and community engagement in healthcare.
- Supporting evidence-based practices through a strategic, process-based approach.
- Collaborating with national and international organisations to provide evidence-based care.

Vision

The Quality Assurance Centre (QAC) is working to enhance the quality of healthcare services and patient safety in all Ministry of Health institutions, collaborating with these institutions through the application of international standards tailored to local realities.

Mission

The Quality Assurance Centre (QAC) is to be the national reference body in healthcare quality and patient safety that meets international standards



DR.QAMRA SAID AL SARIRI

**Director General of the Quality
Assurance Centre
Ministry of Health - Oman**



Our participation in the Gold Initiative Certificate – Star of Excellence in Patient Experience reflects our unwavering commitment to putting patients at the heart of everything we do. This recognition is not just an honour—it is a testament to our team's dedication to compassionate, high-quality care that truly makes a difference in the lives we touch every day.





مدينة الشيخ
طحنون بن محمد الطبية
SHEIKH TAHNOON BIN
MOHAMMED MEDICAL CITY

REHABILITATION HOSPITAL AT SHEIKH TAHNOON BIN MOHAMMED MEDICAL CITY



At STMC Rehabilitation Hospital, we're dedicated to restoring hope and independence through advanced rehabilitation services. With a mission to provide the highest level of quality care, our vision is to empower patients of all ages to regain function and achieve their fullest potential. Our Rehabilitation Hospital sets new standards in comprehensive care, seamlessly integrated with our tertiary hospital to ensure a smooth transition from acute care to full recovery. Advanced rehabilitation programs utilize cutting-edge technologies to address complex medical needs.

Accredited for our unwavering dedication to quality care, what truly sets us apart is our innovative approach, offering a comprehensive range of evidence-based treatments and specialized programs tailored to the unique needs of each patient, ensuring holistic rehabilitation and fostering independence.

At STMC Rehabilitation Hospital, we offer a comprehensive range of specialized medical services tailored to meet the unique needs of our patients:

1. Comprehensive Inpatient Rehabilitation: Our multidisciplinary team provides comprehensive rehabilitation services for patients recovering from disabling illnesses or injuries, focusing on rebuilding strength, restoring function, and maximizing independence through personalized treatment plans.
2. Outpatient Rehabilitation Programs: Our active specialized outpatient rehabilitation programs cater to patients discharged from inpatient care or those not requiring inpatient admission, offering continued support and therapy to facilitate their recovery and enhance their quality of life.

3. Physical Therapy: Utilizing advanced techniques and equipment, our physical therapists design individualized exercise programs to improve mobility, strength, and endurance, helping patients regain function and independence.
4. Occupational Therapy: Our occupational therapists assist patients in relearning daily activities, such as self-care tasks and work-related skills, through specialized interventions and adaptive strategies, promoting greater independence and participation in daily life.
5. Speech-Language Pathology: Our speech-language pathologists assess and treat communication and swallowing disorders, using innovative therapies and technologies to enhance speech, language, and swallowing function for improved quality of life.
6. Paediatric Rehabilitation: Our paediatric rehabilitation services address the unique needs of children with developmental delays, neurological disorders, or injuries, fostering their growth and development through specialized therapies and family-centered care.
7. Sports Rehabilitation: Our sports rehabilitation program focuses on returning athletes to peak performance following sports-related injuries, combining advanced techniques with sports-specific training to optimize recovery and prevent future injuries.

With a commitment to excellence, advanced technologies, and a multidisciplinary approach, STMC Rehabilitation Hospital is dedicated to empowering patients of all ages to achieve their rehabilitation goals and regain independence.



DR. SULTAN MOHAMED ALKARAM

**Chief Executive Officer
SEHA Al Ain**



Rehabilitation Hospital at Sheikh Tahnoon bin Mohammed Medical City feels honoured for being recognized by the Arab Hospitals Federation with the AHF Gold Initiative Certificate for our commitment to patient safety. Rehabilitation is not just a clinical journey, it's a deeply personal one. Our team is passionately devoted to empowering every patient with dignity, empathy, and unwavering support throughout their recovery. This recognition reinforces our belief in delivering care that not only heals but inspires.

As part of leading hospitals network by SEHA, a subsidiary of PureHealth, we remain steadfast in our pursuit of excellence, guided by patient feedback, personalized therapies, and a culture of continuous improvement to ensure the highest standards in patient-centered rehabilitation care.



مستشفى سلمى لإعادة التأهيل
SEHA SALMA REHABILITATION HOSPITAL

SALMA REHABILITATION HOSPITAL



Named after the first and oldest Emirati nurse Salma Al Sharhan, Salma Rehabilitation Hospital is the only holistic premium facility in the UAE designed specially to provide the ultimate care for your precious ones.

At Salma Rehabilitation Hospital, we provide continuous care to patients requiring long-term medical and non-medical assistance in their daily life.

Whether it is a simple or severe case, a temporary or a permanent stay, we provide a wide range of holistic rehabilitation and personalized therapy services. We offer next generation medical, nursing and rehabilitation treatments which are tailor-made for mechanically ventilated, non-ventilated as well as other chronic care patients.

Our medical facilities are managed by highly-experienced physicians, rehabilitation specialists, therapists, and nurses using state-of-the-art medical equipment, set in a world-class hospitality environment. We are accredited by Joint Commission International (JCI) and are poised to be accredited by Commission on Accreditation of Rehabilitation Facilities (CARF).

Salma Rehabilitation Hospital is a purpose-built hospital that is designed to feel like a "home away from home" and to LEVELt every patient's recovery in a calm and relaxing atmosphere. 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. Every room and suite is furnished with contemporary comforts and luxury. The interior of the entire facility boasts of special touches that will delight the family and residents alike. 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.



MR. PHILIPP MIELENZ

**Chief Executive Officer
Salma Rehabilitation Hospital**



We are honoured to receive the Arab Hospitals Federation's Gold Initiative Certificate – Star of Excellence in Patient Experience.

At Salma Rehabilitation Hospital, patient-centered care is at the core of our every decision and interaction. This recognition highlights our commitment to building trust, empowering patients, especially those with long-term and complex needs and engaging families in meaningful ways throughout the care journey.

Through inclusive care models, open communication, and community involvement, we aim to deliver experiences that are not only clinically effective but emotionally and culturally responsive. We proudly share this achievement with our dedicated teams, our patients, and their families who inspire our continued pursuit of excellence. This milestone strengthens our mission to lead rehabilitation care in the UAE and beyond, by listening, learning, and delivering care that truly centers around the patient and the community which we are a meaningful part of.



EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services

SAQR HOSPITAL

SAQR HOSPITAL



Emirates Health Services: Advancing Excellence in Patient-Centered Care

Established in 2021 as a federal entity under UAE Cabinet Resolution (9/2016), Emirates Health Services (EHS) leads the delivery of public healthcare across the Northern Emirates and Dubai. With a growing network of 17 hospitals, 64 primary healthcare centers, and specialized facilities including public health centers, blood banks, and medical fitness centers, EHS serves a population spanning Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah, Fujairah, and Dubai. The organization is staffed by over 10,600 healthcare professionals, including doctors, nurses, allied health teams, administrators, and IT experts. EHS is the first organization globally to achieve institutional accreditation from the Joint Commission International (JCI) across all affiliated hospitals, affirming its commitment to international quality and patient safety standards.

Saqr Hospital: A Flagship Center for Specialized Surgical Care

As one of EHS's key surgical institutions, Saqr Hospital in Ras Al Khaimah has been serving the northern emirates since its establishment in 1981. With a capacity of 278 beds across five floors and over 880 staff, the hospital is recognized for delivering comprehensive, multidisciplinary care. It provides advanced services across a wide spectrum of specialties including general surgery, emergency care, pediatrics, thoracic and vascular surgery, neurosurgery, ophthalmology, ENT, maxillofacial surgery, physical therapy, intensive care, and services for people of determination.

Saqr Hospital obtained international accreditation from JCI in 2019 and successfully achieved reaccreditation in 2022, reflecting its consistent dedication to healthcare quality, patient experience, and clinical safety.

The Breast Care Unit: A Pioneer in Early Detection and Community Outreach

In 2018, Saqr Hospital took a bold step forward in women's health by launching Breast Care Unit, under the leadership of Dr. Muna Obaid Alayyan. This service marked the first of its kind in the Northern Emirates, addressing a critical gap where patients were previously referred outside the region due to a lack of specialized care.

Today, the Breast Care Unit functions as a comprehensive, one-stop center equipped with cutting-edge imaging technology and a multidisciplinary team. Its mission is to ensure early detection, accurate diagnosis, and timely intervention for breast disease.

Key initiatives include:

- **Early Breast Cancer Screening:** Saqr Hospital launched free screening campaigns targeting women over 40 or those with a family history of breast cancer based on the national breast cancer screening guidelines
- **Comprehensive Care:** The unit offers clinical evaluations, diagnostic breast imaging: mammograms, ultrasound , MRI breast imaging, and medical consultations in a streamlined, patient-friendly environment.
- **Mobile Clinics – “Initiate Action, Receive Hope” Campaign:** Led by Dr. Muna Alayyan, this outreach initiative brings mammography and ultrasound services to remote areas across Ras Al Khaimah, ensuring equitable access to early detection and promoting awareness through educational sessions.
- **Strategic Partnerships:** Collaboration with FOCP and other stakeholders has strengthened service delivery and broadened community engagement.

By aligning with national goals of UAE Centennial 2071, ZERO government bureaucracy, community wellness, and early cancer detection, Saqr Hospital's Breast Care Unit stands as a model of integrated, equitable, and accessible healthcare for women across the UAE.



**H.E. DR. YOUSIF
MOHAMED AL SERKAL**

**Director General of Emirates
Health Services**



Emirates Health Services is proud to add yet another distinguished achievement to its growing record of excellence, having received the Gold Initiative Certificate – Star of Excellence in Patient Experience from the Arab Hospitals Federation, in collaboration with The Beryl Institute. This esteemed recognition reflects EHS’s unwavering commitment to placing patient experience at the heart of a proactive, resilient, and human-centered healthcare model, one that aligns with the goals of “We the UAE 2031” and “UAE Centennial 2071”.

The award stands as a testament to our dedication to global best practices and to a care model rooted in empowerment, integration, and sustainable impact. It also reflects the dedication of a values-driven team guided by compassion, excellence, and responsibility, one that has helped build a patient-focused system recognized for both its service quality and operational efficiency.

As we celebrate this achievement, Emirates Health Services reaffirms its commitment to scaling successful practices and advancing a culture of innovation and continuous improvement across all its healthcare facilities. Through these efforts, we aim to further enhance the competitiveness of the national healthcare system and strengthen the UAE’s position as a global leader in future-ready care that puts people first.





Saudi German Health
Caring like family

SAUDI GERMAN HEALTH UAE



Our purpose, vision, and values have laid the foundation for our ethos of “Caring like family” across our global network of hospitals, clinics, pharmacies, and educational facilities, ensuring that our patients, partners, staff, and community receive the best care.

Our purpose

At Saudi German Health, our purpose is to positively impact people’s health and relieve their suffering.

Our Vision

We aim to be the most accessible & agile healthcare group in the region and provide innovative, comprehensive, patient-centric care to all patients anywhere, anytime.

Core values that bring us all together

Our core values lie at the heart of everything we do, guiding our actions and behaviours each day while creating a strong foundation for our dynamic, open and resilient corporate culture.

Integrity

We conduct ourselves with the highest ethical standards. We believe in transparency and always doing what is right.

Passion & Dedication

We are deeply passionate about the work we do every day for our patients and their families. We work from the heart and are dedicated to meet the needs of our patients, staff and shareholders.

Respect

We always treat our healthcare professionals, staff, patients and their families with utmost respect.

Family and People Centric Culture

We encourage a healthy, supportive and family-like environment within our organization. We treat our patients, employees and partners like family, keeping them at the center of everything we do.

Responsibility

We take ownership of our work and the well-being of our patients, their families and other staff members.

Trust

We encourage and facilitate behaviors that develop, restore and extend trust to our patients and between our staff.

Education & Innovation

Continued education and innovation are the main drivers that put us ahead of our competitors. We seize opportunities and continuously implement tools and techniques to provide the highest standards of education & care.

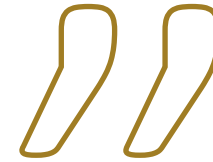


ENG. SOBHI BATTERJEE

Chairman of the Board
Saudi German Health



Caring like family isn't just our slogan,
it's our commitment.





**Saudi
German
Academy**

Hospital Management Excellence

SAUDI GERMAN ACADEMY



Leading the Change: Academy for Hospital Management and Healthcare Development

Saudi German Academy

A Human-Centered Approach to Transforming Patient-Centered Care through Managerial Capacity Building

Saudi German Hospital Cairo (SGHC) is committed to elevating patient satisfaction through a pioneering initiative that reshapes healthcare delivery via enhanced staff engagement and professional development. Through the Saudi German Academy (SGA), we have launched a world-first modular training program tailored to the operational needs of hospital departments, ensuring that our dedication to patient care is reflected in every aspect of our services.

This initiative fosters knowledge sharing and scalable training while aligning with national health strategies to professionalize healthcare leadership. Key highlights include the establishment of an RCS-accredited surgical training center, training over 100 surgeons, resulting in a 5% reduction in procedure times and improved patient outcomes.

Our commitment to clinical excellence is evident in significant improvements in patient satisfaction, fewer intraoperative complications, and enhanced departmental efficiency. By implementing rigorous Key Performance Indicators (KPIs), we measure success in critical areas such as patient satisfaction and readmission rates, ensuring that managerial training translates directly into superior patient experiences. SGHC is dedicated to continuous improvement, establishing itself as a regional leader in healthcare excellence and transforming lives through enhanced medical care.



DR. MOHAMED HABLAS

**Regional Director
Saudi German Health
Egypt & North Africa**



At SGH, our slogan will always remain:
Caring Like Family.





مستشفى قوى الأمن

SECURITY FORCES HOSPITAL

Dammam | الدمام

SECURITY FORCES HOSPITAL - DAMMAM



Security Forces Hospital in Dammam is a leading healthcare facility in the Eastern Province, specializing in the provision of secondary healthcare services. It is one of three hospitals affiliated with the General Directorate of Medical Services at the Ministry of Interior, dedicated to serving Ministry employees and personnel from State Security and their families across the KSA (Riyadh, Dammam, and Makkah). The Dammam hospital ranks as the second largest in terms of service coverage area and beneficiary population.

The hospital officially opened in 2012 with a capacity of 158 beds. Since then, it has continued to grow as a medical hub that serves a valued segment of the nation - employees of the Ministry of Interior, State Security, and their families - by addressing a wide range of healthcare needs under one roof. The hospital operates with a comprehensive medical and administrative staff, comprising approximately 900 employees, and functions as an integrated system committed to continuously improving the patient experience.

The hospital is committed to delivering comprehensive, high-quality, and safe healthcare services. It aims to excel in patient care by focusing on individuals injured or ill during active service from the Ministry of Interior and State Security, while also expanding the scope of its services to include retired personnel and their families.



DR. MOHAMMED DHAFER ALAHMARI

**Supervisor of Security Forces
Hospital Program in Dammam
with affiliated Center and Clinics**



Our achievement of the “Gold Initiative Certification - Star of Excellence in Patient Experience” from the Arab Hospitals Federation in collaboration with the beryl institute embodies our ongoing commitment to improving the quality of healthcare and the patient journey, promoting a culture of excellence and innovation, and adopting international best practices.



عيادات
صحة
SEHA
CLINICS

SEHA CLINICS



Ambulatory Healthcare Services (AHS) (known now as “SEHA CLINICS”) established in 2007 is the gateway to the health system in the Emirate of Abu Dhabi.

Offering high-quality, curative and preventive specialized services through its wide network of centers across the emirate of Abu Dhabi makes healthcare easily accessible and appropriate for all community members.

Following its integration into “PureHealth”, the largest healthcare platform in the Middle East, the entity rebranded as “SEHA CLINICS”, while maintaining the same level of service and quality care.

SEHA CLINICS currently manages:

- 32 multi-specialty healthcare centers
- 3 dental specialty centers
- 19 Disease Prevention & Screening Centers
- School Health Services at 250 public schools
- 5 Mobile Clinic Solutions

Healthcare Centers

SEHA CLINICS 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 SEHA CLINICS features the latest screening and medical care technology, offering even more accessible healthcare across the Emirate of Abu Dhabi, including remote areas.



DR. KHADIJA AL MARASHDA

**Acting Chief Executive Officer
SEHA CLINICS**



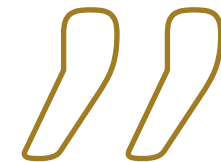
Dear team,

Providing an exceptional care and improving the lives of our patients is a core value for us at SEHA CLINICS. Achieving this goal is not the responsibility of one individual but the result of seamless teamwork across all departments. Whether you are a clinician, nurse, administrator, technician, or support staff, your role is essential in creating a positive and healing environment for our patients.

Collaboration, communication, and mutual respect among team members lead to better patient outcomes, increased safety, and a more compassionate experience for those who trust us with their care. By working together, sharing knowledge, and supporting one another, we can enhance efficiency, reduce errors, and ensure every patient receives the highest quality of care.

Let us continue to foster a culture of teamwork, where every voice is heard, and every contribution is valued. When we unite with a common purpose, we make a real difference in the lives of our patients and their families.

Thank you for your dedication and commitment to excellence.



مدينة الشيخ
خليفة الطبية
SEHA
SHEIKH KHALIFA
MEDICAL CITY

SHEIKH KHALIFA MEDICAL CITY



Welcome to Sheikh Khalifa Medical City (SKMC), the UAE's flagship tertiary hospital and the largest teaching medical center in Abu Dhabi.

Our world-class facilities include a 441-bed acute care hospital complemented by 17 Outpatient Specialty Clinics that provide more than 45 subspecialties. Additionally, SKMC operates the largest Emergency Department in the UAE, equipped with an 82-bed capacity.

As a pioneering market leader, SKMC has achieved numerous milestones, including the establishment of the UAE's first and most comprehensive Kidney Transplant Center and being the sole provider of pediatric kidney transplant services in the Emirate of Abu Dhabi. Additionally, SKMC is one of the few Hospitals offering liver transplant Services in Abu Dhabi. SKMC proudly hosts the largest Heart Program for Children in the UAE and has been designated by the Department of Health – Abu Dhabi as The Centre of Excellence for Pediatric Cardiac Surgery.

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.



MR. BADER AL QUBAISI

**Chief Executive Officer
Sheikh Khalifa Medical City**

“We extend our gratitude to the Arab Hospitals Federation for this prestigious recognition, which highlights our performance across key pillars.

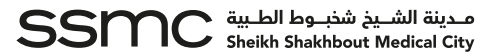
Delivering high-quality care, ensuring patient safety, and embracing digital innovation are core to how we move forward at Sheikh Khalifa Medical City.

Our participation in this initiative reflects our commitment to continuous improvement, clinical excellence and contributing to the advancement of healthcare in the region. This achievement would not have been possible without the dedication and collaboration of our teams, whose efforts continue to drive better outcomes for our patients and communities.



ssmc مدينة الشيخ شخبوط الطبية
Sheikh Shakhbout Medical City

SHEIKH SHAKHBOUT MEDICAL CITY



Sheikh Shakhbout Medical City (SSMC), a member of the PureHealth network is one of the UAE's largest hospitals in UAE with a focus on providing integrated healthcare to patients with serious and complex illnesses.

Established in 2019, SSMC has 660 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 offers care in 46 specialties bringing advanced and trusted quality care closer to the UAE and the wider region.

SSMC distinctively functions as an academic medical centre where continuous medical, health sciences, and nursing education programmes are provided through the Education department.

SSMC's Research department conducts clinical research and various clinical trials with an aim to facilitate the development of new methodologies and treatments tailored to address key healthcare areas for patients with unmet and pressing needs.



DR. MARWAN ALI ALKAABI

Chief Executive Officer
Sheikh Shakhbout Medical City



At SSMC, we are proud to be part of the PureHealth network, united by a shared commitment to putting patients at the centre of everything we do. We believe that exceptional healthcare is not defined by clinical outcomes alone, but by how patients feel throughout their journey. Through empathy, personalised care, and breakthrough innovation, we strive to elevate our services and provide high-quality care, making every interaction impactful.





مدينة الشيخ
طحنون بن محمد الطبية
SHEIKH TAHNOON BIN
MOHAMMED MEDICAL CITY

SHEIKH TAHNOON BIN MOHAMMED MEDICAL CITY



SEHA's flagship tertiary hospital in Al Ain, Sheikh Tahnoon Bin Mohammed Medical City (STMC) provides the highest standards of advanced healthcare in patient-focused setting. A 718 beds hospital, STMC is designed to deliver planned care more efficiently, in a much-improved patient environment with a "Healing Oasis" concept of reflecting the nature of the Al Ain region. With over 35 unique subspeciality services, STMC is committed to providing exceptional medical care across a wide array of specialties, integrating expertise, advanced technologies, and compassionate care to ensure the best possible outcomes. Facilities at STMC include a standalone Rehabilitation Hospital with 131 inpatient beds, an Emergency Department with 72 beds capacity including UCC, and advanced operating rooms catering to various surgical specialties.

STMC is home to the most comprehensive and state-of-the-art Rehabilitation Hospital within the region. Fully Integrated within STMC, Rehabilitation Hospital provides a smooth and safe patient care journey managed by the most qualified multidisciplinary team, from the acute care to a full recovery. STMC Rehabilitation Hospital is equipped with modern rehabilitation equipment and specialized units tailored to patient needs, including comfortable patient rooms, specialized clinics, and on-site support services, ensuring a seamless and comfortable rehabilitation experience for all patients.

Sheikh Tahnoon bin Mohammed Medical City ensures highest-quality treatment for both emergency and elective cases. With the help of untiring efforts from its world-renowned medical professionals, Sheikh Tahnoon Bin Mohammed City aims to treat an annual turnover of 35,000 Inpatient, 360,000 Outpatient and 180,000 ED patients. As a planned teaching hospital and research center affiliated with the United Arab Emirates University, the state-of-the-art academic facilities at STMC drive groundbreaking research initiatives, shaping the future of healthcare.



DR. SULTAN MOHAMED ALKARAM

**Chief Executive Officer
SEHA Al Ain**

“ Sheikh Tahnoon Bin Mohammed Medical City (STMC), in its first year of activation, being recognized by the Arab Hospitals Federation’s prestigious AHF Gold Initiative Certificate is a momentous achievement. This milestone speaks volumes of our team's unwavering commitment to delivering compassionate, patient-centered care rooted in safety, dignity, and excellence. As a proud member and the latest addition to the tertiary hospitals network of SEHA, a subsidiary of PureHealth, we at STMC believe that every patient encounter is an opportunity to heal and connect meaningfully. This achievement is a testament to the dedication of our clinicians, staff, and support teams who strive each day to uphold the highest standards. Their unwavering commitment to the highest standards of patient safety is the bedrock of this accomplishment. We remain fully committed to continuously improving the patient journey and setting new benchmarks in healthcare excellence. ”



SMC HOSPITALS



Founded in 1999 and headquartered in Riyadh, SMC ranks among the top three healthcare providers in the capital city. SMC's two hospitals, SMC 1 and SMC 2, have a combined capacity of approximately 578 inpatient beds and 266 outpatient clinics, collectively serving over 226,000 inpatient and 1.26 million outpatient visits annually. The Company has a clearly defined expansion strategy, with three new hospitals planned for Northern Riyadh, which will more than double its bed capacity by 2029.

With these new facilities, SMC is set to become one of the leading healthcare providers in Northern Riyadh, accounting for over 20% of all hospital and bed capacity in this fast up and coming and underpenetrated region of Riyadh.

In 2026, SMC will begin operating the SABIC Mental Health Facility – the Kingdom's first-ever healthcare Public-Private Partnership (PPP) in the sector. As the first private healthcare operator in Saudi Arabia selected for such a project, SMC is proud to pioneer this model, delivering essential mental health services and expanding access to care in one of the nation's most critical and underserved areas.

SMC's expansion and modernization plans are aligned with Vision 2030 objectives of improving access to healthcare, increasing private sector investment, expanding e-health services and digital solutions, significantly improving the customer journey, enhancing the quality of care, and adopting international standards. The Company is committed to providing exceptional healthcare experiences to its patients, while delivering superior value to its stakeholders.

SMC Healthcare over the years have evolved to become a Symbol of Modern Care in the Kingdom. Located on 2 main roads in the capital of Saudi Arabia Riyadh (King Fahad Road and King Abdullah Road), SMC Healthcare have become one of the modern healthcare landmarks in the Kingdom since its inception in 1999. SMC Healthcare 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 Healthcare is an accredited academic & training reference in the Kingdom.

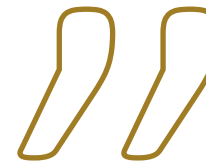


MR. BASSAM CHAHINE

Chief Executive Officer
SMC Healthcare



At SMC Hospitals, we believe every patient encounter is a moment to make someone feel seen, safe, and valued. Our commitment to patient experience comes from the heart of who we are, people caring for people. With compassion as our compass, we continue to build a healthcare system where trust, empathy, and dignity shape every decision we make.



مستشفى توام
SEHA TAWAM HOSPITAL

TAWAM HOSPITAL



For over four and a half decades, Tawam Hospital has been a cornerstone of specialized healthcare in the UAE. Since its establishment in 1979, Tawam Hospital has evolved into a national referral center for oncology, maternal and newborn care, emergency medicine, and critical care-serving as a trusted destination for patients across the country.

Throughout its journey, Tawam Hospital has continuously expanded its services and embraced innovation, introducing advanced cancer therapies, cutting-edge surgical techniques, and state-of-the-art diagnostic tools. It was among the first in the region to offer comprehensive cancer care programs and remains the only facility in the UAE accredited for nine Clinical Care Programs in oncology by the Joint Commission International.

As it marks 45 years of service, Tawam Hospital has embarked on an exciting transformation, reaffirming its commitment to delivering world-class healthcare through specialized and patient-centred care. As a renowned institution with a legacy of excellence, Tawam Hospital is evolving to focus on key areas that address the most critical health needs of the community. This transformation brings cutting-edge innovations and novel approaches in the fields of Paediatrics, Women's Health, including IVF and Andrology, Diabetes and Endocrine Care, Weight Management, Genetic Services, and Oncology.

These specialties are not only pillars of the hospital's expertise but also reflect its mission to offer highly specialized, compassionate care using the latest medical technologies and best practices. By concentrating on these core areas, Tawam Hospital aims to elevate patient care to new heights, providing tailored treatments that improve outcomes and enhance quality of life.



DR. SULTAN MOHAMED ALKARAM

**Chief Executive Officer
SEHA Al Ain**



Tawam Hospital being honoured by the Arab Hospitals Federation with the AHF Gold Initiative Certificate for our commitment to patient safety, reflects the values we live by respect, empathy, and excellence in care. This achievement underscores our commitment to excellence and the implementation of cutting-edge technologies, advanced safety protocols, and continuous staff training.

With our longstanding history of over 45 years and as a proud member of SEHA, a subsidiary of PureHealth, I admire the leadership and healthcare facility teams for their commitment to continuously uphold the highest standards of patient safety.

Every department and team member has played a vital role in elevating the quality and consistency of our patient experience. We view this moment not just as a celebration, but as a renewed commitment to innovate, listen, and lead in creating a care environment where people feel truly heard and valued.

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.



WE WOULD LIKE TO THANK THE PARTNERS

PURSHALTH⁺

T H E B E R Y L
I N S T I T U T E





Join us in the next edition!



إتحاد المستشفيات العربية
ARAB HOSPITALS FEDERATION

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