



ROLE MODEL IN HEALTHCARE EXCELLENCE

GOLD INITIATIVE CERTIFICATE



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The Gold Initiative Certificate has become a recognized marker of excellence, trust and reliability within the Arab healthcare sector. It reflects the Federation's commitment to promoting high standards, responsible leadership, and continuous progress across our region.

With Edition 7, the initiative evolves to recognize institutions that lead by example, those that demonstrate excellence in areas where they have achieved meaningful and measurable impact. By highlighting Role Models in Healthcare Excellence, we reinforce a culture of learning, knowledge sharing, and collective advancement.

As President of the Arab Hospitals Federation, I am proud of this initiative, which embodies our shared commitment to strengthening healthcare systems, fostering collaboration, and positioning Arab healthcare as a regional and global reference for excellence.

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MP. FADI ALAME

PRESIDENT
Arab Hospitals Federation



ALICE YAMMINE BOUEIZ

CHIEF EXECUTIVE OFFICER
Arab Hospitals Federation

Excellence doesn't announce itself with fanfare. It shows up quietly in a hospital corridor at 3 AM when a nurse stays late to comfort a frightened patient. It lives in the spreadsheet where a finance director finds a way to fund both quality improvements and staff development. It emerges in the boardroom where a CEO chooses long-term sustainability over short-term profit.

For over two decades, I have watched Arab healthcare leaders make these choices. I've stood beside ministers as they signed policies that would transform entire health systems. I've witnessed CEOs invest in digital infrastructure when budgets were tight because they knew the future demanded it.

I've seen entire organizations refuse to compromise on patient safety even during a global pandemic.

And I've learned this: Arab healthcare doesn't follow trends. We set them.

The Gold Initiative Certificate was born from this conviction. Since 2020, we've recognized excellence across Emergency Preparedness, Digital Health, Sustainability, Patient Safety, and Patient Experience. Each edition proved something powerful: when we create a platform for Arab institutions to showcase their achievements, the response is overwhelming.

But Edition 7 is different.

We're not asking you to be the best at everything.

We're asking: where do you lead?

Because here's the truth most organizations miss, you don't need perfection to inspire others, you need one area where you've achieved something remarkable.

Maybe you've reduced surgical infections by implementing a protocol others said was impossible. Maybe your IT team connected systems that vendors claimed couldn't talk to each other. Maybe your HR department cut turnover in half when everyone predicted nurses would keep leaving.

Maybe your facilities team designed a healing environment that patients describe as transformative. That's your story. That's what makes you a Role Model.

This isn't just recognition. When you win, you gain something far more valuable: you become the institution others study. Your success story gets shared across 22 countries.

Healthcare leaders facing your same challenges discover that solutions exist because you proved it's possible. Your government sees tangible evidence of your institution's impact.

Your staff feels the pride of working somewhere that sets regional standards.

I've had the honor of working with WHO leadership, health ministers, and international organizations like The Beryl Institute, HIMSS, and the World Council for Medical Tourism. I've watched what happens when Arab healthcare institutions collaborate instead of compete. The entire region advances faster.

So here's my challenge to you: Stop waiting for the perfect moment. Stop thinking you need to excel in all eight domains. Pick the one where you've achieved something worth sharing. Show the Arab world what you've built. Inspire the institution struggling with the same problem you solved.

**Because excellence shared becomes excellence multiplied.
And Arab healthcare deserves nothing less.**



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On behalf of the Judging Committee, I am pleased to address institutions participating in the Gold Initiative Certificate - 7th Edition, held under the theme "Role Model in Healthcare Excellence."

The role of the Judging Committee is to ensure a rigorous, independent, and evidence-based assessment process. Our responsibility is not to compare institutions against one another, but to evaluate how effectively each organization demonstrates leadership, maturity, and measurable impact within the domain(s) it has chosen to present.

This edition reflects a clear assessment philosophy: excellence does not require uniformity. Institutions operate in different contexts and at different stages of development. What matters is the ability to demonstrate credible outcomes, sound governance, and practices that can serve as meaningful references for others.

Applications will be reviewed through a structured methodology aligned with international best practices, supported by expert judgment and transparency throughout the evaluation process. The Jury's focus is on substance, consistency, and real-world impact.

We commend all participating institutions for their willingness to subject their work to independent review and to contribute to shared learning across the Arab healthcare sector. The institutions recognized through this edition will stand as practical role models—valued not for claims of perfection, but for demonstrated leadership and experience worth sharing.

With appreciation,

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DR. SALLY AL-RABBAA

CHAIRMAN OF THE JURY
Gold Initiative Certificate - 7th Edition
Arab Hospitals Federation

OVERVIEW

02



From Recognition to Transformation

Since its launch in 2020 during the COVID-19 pandemic, the Gold Initiative Certificate of the Arab Hospitals Federation has become the most prestigious seal of Excellence in healthcare. What began with limited applications in Edition 1 grew to huge number of applications from more than 10 countries in Edition 6.

The Gold Initiative Certificate - 6th Edition, focusing on Excellence in Patient Experience, proved something critical: when patient experience became the focus, hospitals, healthcare centers, and digital platforms across the region stepped forward to demonstrate their commitment. They invested resources, engaged their teams, and showed that patient-centered care is not a luxury, but a core priority of Arab healthcare systems.

Six editions. Six transformative themes: Covid challenge, Emergency Preparedness, Digital Health Transformation, Sustainability, Patient Safety, Patient Experience. Each one pushed our healthcare systems forward. And now, we're ready for something bigger.

Edition 7 doesn't ask you to excel in one domain. It invites you to show the Arab world where you lead across eight domains. This is your moment to step forward, not as a perfect institution, but as a Role Model.

The Reality of 2026

Hospitals that contacted us after Edition 6 said: "We are leading the region in operational efficiency, and we need a platform to demonstrate this. What will be your next theme?"

Digital health platforms told us: "We are pioneers in AI integration, and we need a dedicated dimension that reflects our role."

Healthcare groups managing 20+ facilities asked: "We are eager to showcase our system-wide transformation, will there be a framework that recognizes this scale?"

They were right.

Healthcare excellence isn't one-dimensional. A hospital can have exceptional patient experience but struggle with financial sustainability. Another might lead in digital health but need to improve workforce wellbeing. A third could demonstrate world-class operational efficiency while working toward better patient engagement.

Every institution has a story. Every institution has achieved something worth celebrating. Every institution can teach others something valuable.

| Why "Role Model"

We chose "Role Model in Healthcare Excellence" because we stopped asking hospitals to be perfect. We started asking: Where are you excellent? What can others learn from you?

Think about it: When a hospital shares how they reduced hospital-acquired infections by 60%, hospitals across the region benefit. When a digital platform explains how they achieved seamless health information exchange, struggling initiatives find guidance. When a healthcare system demonstrates workforce retention strategies that reduce turnover by 40%, HR directors across the Arab world discover solutions.

This is what Role Models do. They don't claim perfection, they share excellence.

Eight Domains, Infinite Possibilities

I 1 Quality & Safety

because nothing matters without this foundation

I 3 Operational Excellence

because sustainability requires operational viability

I 5 Patient Experience

because humanity defines healthcare

I 7 Digital Health & AI

because the future is already here

I 2 Leadership & Governance

because transformation starts at the top

I 4 Workforce Wellbeing

because burned-out staff cannot deliver excellent care

I 6 Sustainability & Design

because infrastructure must endure

I 8 Medical Tourism

because Arab healthcare competes globally

| Why You Should Participate

Because 270 hospitals trusted Edition 6. Because leaders such as **H.E. Sheikh Nahayan Mabarak Al Nahayan**, Cabinet Member and Minister of Tolerance and Coexistence in the United Arab Emirates, were present to recognize the winners and present the certificates and awards. Because WHO trusted our journey and signed an MOU with us to advance healthcare in the region together. Because international leaders such as The Beryl Institute in the USA, HIMSS, and the World Council for Medical Tourism support this initiative and serve on our jury.

Because when you win, you don't just get a certificate. You get a platform. You get regional reputation as a reference on the healthcare sector map.

In a nutshell you get a Seal of Excellence that is unmatched and unparalleled in both the Arab and MENA regions.

You become the institution others look to as an example. The hospital that sets the standard. The system that proves excellence is achievable in our region. Your achievements get showcased across the Arab healthcare community. Your story inspires others. Your success becomes the benchmark.

More importantly: You prove to your staff, your patients, your government, your board, your nation and the World, you prove to everyone, that your institution isn't just good. You're a Role Model.

| This Is Your Moment

We're not asking if you're the best hospital in the Arab world. We're asking: Where do you lead? What have you achieved that others should learn from? What transformation have you accomplished that deserves recognition? And the most important how to show your credibility, reputation and excellence to the patients.

If you've improved quality, reduced costs, engaged your workforce, enhanced patient experience, built sustainable infrastructure, adopted digital health, or attracted international patients, you belong here.

270 institutions participated in Edition 6 focused on one theme.

How many will step forward for Edition 7 with eight opportunities to lead?

Don't wait for perfection. Showcase your excellence. Become the Role Model.

03



SUPPORTERS & JURY

SUPPORTERS

THE BERYL
INSTITUTE



JURY

| CHAIRMAN



ALICE YAMMINE BOUEIZ

CHIEF EXECUTIVE OFFICER
Arab Hospitals Federation



DR. SALLY AL-RABBAA

CHAIRMAN OF ACADEMIC
PARTNERSHIP DIVISION
Arab Hospitals Federation

| MEMBERS



DR. JASON WOLF

PRESIDENT &
CHIEF EXECUTIVE OFFICER
The Beryl Institute - USA



PROF. DIANA C. SORIANO

PRESIDENT
of the World Council
for Medical Tourism - USA



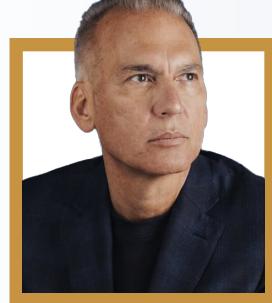
MR. JOHN RAYNER

SENIOR DIRECTOR
for the EMEA region
HIMSS - UK



DR. ALI ELHAJ

CHAIRMAN OF GOVERNANCE
LEADERSHIP & RESEARCH DIVISION
Arab Hospitals Federation



MR. BRIAN DE FRANCESCA

SPECIAL ENVOY FOR
AI & SYNTHETIC
WORKFORCE DEVELOPMENT
Arab Hospitals Federation



DR. BASSAM KADDISI

CHAIRMAN OF THE
ARAB HEALTHCARE
SUSTAINABILITY CENTER
Arab Hospitals Federation



DR. YOUSSEF BASSIM

CHAIRMAN OF DIGITAL
HEALTH TRANSFORMATION
& AI DIVISION
Arab Hospitals Federation



DR. MIREILLE KHALIL

SENIOR PROJECTS OFFICER
Arab Hospitals Federation



04 TESTIMONIALS

“ 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. This esteemed recognition reflects EHS’s unwavering commitment to placing patient experience at the heart of a proactive, resilient, and human-centered healthcare model.

H.E. DR. YOUSIF MOHAMED AL SERKAL
Director General of Emirates Health Services - UAE

“ Through the Gold Initiative Certificate, 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.

MR. PENG XIAO
Chairman - Cleveland Clinic Abu Dhabi - UAE

“ 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 with the Arab Hospitals Federation through this initiative is not merely to treat illness, but to elevate the human experience at every touchpoint.

DR. AHMED ELSOBKY
Chairman - Egypt Healthcare Authority - Egypt

“ The recognition through the Gold Initiative Certificate 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.

DR. SULTAN MOHAMED ALKARAM
Chief Executive Officer- SEHA Al Ain -UAE

“ Our achievement of the “Gold Initiative Certificate Star of Excellence in Patient Experience” from the Arab Hospitals Federation 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.

DR. MOHAMMED DHAFER ALAHMARI
Supervisor of Security Forces Hospital Program
in Dammam with affiliated Center and Clinics - KSA

“ I'd like to thank very much the Arab Hospitals Federation for their great initiative in the Gold Initiative Certificate for patient experience. This initiative delivers innovative support to really enhance the patient experience in all hospitals throughout the region.

MR. JOSEPH HAZEL
Group Chief Executive Officer- Apex Health- QATAR

“ 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 honor, 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.

DR. QAMRA SAID AL SARIRI
Director General of the Quality Assurance Centre
Ministry of Health - Sultanate of Oman

From the 6th Edition



05 USEFUL INFORMATION

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

| Each Organization is allowed to apply for one or many dimensions.

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

| Date Of Submission

The Submission will start	on 20 January till 20 April 2026
All supported documents should be sent	before 20 April 2026
The finalists will be notified	on 27 April 2026
The Announcement of Winners will be	on 20 May 2026
The Ceremony will be	on 16 June 2026
For any information, please contact us at:	ahfonline@ahfonline.net

| Who Should Apply?

| Healthcare Facilities

Acute Care, Ambulatory Care, Long-Term Care, Specialized Facilities, Emergency & Urgent Care, Other

| Health Authorities , Healthcare Groups & Organizations

| Digital Health Platforms and Virtual Hospitals

Pioneering technology, AI integration, or patient engagement solutions

| How Are Applications Evaluated?

Applications are reviewed by an expert jury comprising regional and international healthcare leaders. *Each submission is evaluated on:*

- | **Innovation (20%)** Novel approaches and creative solutions
- | **Impact (30%)** Measurable outcomes and improvements
- | **Sustainability (20%)** Long-term viability and embedded practices
- | **Scalability (15%)** Potential for replication and wider adoption
- | **Evidence (15%)** Quality of documentation and validation

| Selection Process

The evaluation follows a rigorous two-phase process to ensure fairness and excellence in recognition.

Phase One: Initial Review & Finalist Selection All applications are independently reviewed and scored by the Jury. The panel convenes to discuss submissions and reach consensus on the finalist list for each dimension.

Phase Two: Final Evaluation & Winner Determination Finalists undergo comprehensive assessment by the Jury, which determines recognition levels (Silver, Gold, or Platinum Role Model) based on evidence quality, measurable impact, innovation, sustainability, and scalability.

Organizations may achieve recognition in one or multiple dimensions.

| Why Participate?

Regional Recognition

Position your institution as a healthcare excellence benchmark across 22 Arab countries

International Validation

Jury includes International Experts from The Beryl Institute, HIMSS, World Council for Medical Tourism, and WHO EMRO

Stakeholder Proof

Demonstrate to your board, government, patients, and staff that your institution sets regional standards

Knowledge Sharing Platform

Share your success story and learn from other regional leaders

Network Access

Connect with the wide network of AHF member institutions committed to healthcare transformation

| Finalist Fees

To ensure a rigorous, independent, and internationally aligned evaluation process, organizations selected as finalists will be notified and invited to proceed to the final evaluation stage. To complete the assessment process and determine recognition levels (Silver, Gold, or Platinum Role Model), a finalist fee is required which is \$3,800 USD per certificate for Single Dimension finalist and \$5,800 USD for Multiple Dimensions finalist. This fee supports the comprehensive evaluation process, including expert jury review, comparative benchmarking, and recognition ceremonies.

| Recognition Levels

Winners in each dimension receive recognition at Four levels based on their achievement:

SILVER ROLE MODEL

Strong performance, emerging excellence

GOLD ROLE MODEL

High achievement, regional benchmark

PLATINUM ROLE MODEL

Exceptional, world-class standard

THE HOLISTIC ROLE MODEL

a candidate that got platinum in five dimensions & more

| Winners Benefits

All winners receive a Certificate of Recognition and are featured in the AHF Winner Showcase across regional platforms.

Platinum Role Model winners additionally receive an Award presented at the official recognition ceremony.

Institutions, achieving Platinum recognition in five dimensions or more, earn the prestigious Holistic Role Model Certificate and Award, recognizing comprehensive excellence across multiple domains and exclusive spotlight as regional healthcare transformation leaders.

06



THE DIMENSIONS

Eight Dimensions At A Glance

A quick guide to help leaders identify where they excel.

Dimension	Core Focus	Ideal Applicant Type
Quality Management & Patient Safety	Clinical quality systems, patient safety culture, accreditation readiness, measurable outcome improvement	Hospitals, Healthcare Facilities, Health Authorities
Leadership, Governance & Continuous Improvement	Strategic leadership, governance structures, ethics, innovation culture, stakeholder engagement	Hospital Leadership Teams, Healthcare Groups, Authorities
Operational Excellence & Resource Optimization	Efficiency, workflow optimization, cost control, resource utilization without compromising quality	Hospitals, Healthcare Facilities, Healthcare Groups
Workforce Development & Wellbeing	Staff engagement, retention, training, wellbeing programs, positive work environments	Hospitals, Healthcare Groups, Healthcare Facilities
Patient-Centered Care & Experience	Patient engagement, communication, dignity, shared decision-making, experience outcomes	Hospitals, Ambulatory Centers, Digital Health Platforms
Sustainability, Hospital Design & Resilience	Environmental sustainability, resilient infrastructure, green design, emergency preparedness	Hospitals, Healthcare Facilities, Healthcare Groups
Digital Health & Technology Innovation	EHRs, interoperability, AI, cybersecurity, digital engagement, innovation impact	Hospitals, Digital Health Platforms, Virtual Hospitals
Medical Tourism & International Patient Care Excellence	International accreditation, global patient programs, cross-border care excellence	Hospitals, Healthcare Groups

Quality Management & Patient Safety

The Foundation of Trust and Reliability in Healthcare

Recognizes institutions with robust quality systems, comprehensive patient safety protocols, and measurable improvements in care outcomes. Evaluates quality management frameworks, accreditation readiness, risk management, and safety culture.

Deliverables:

- | Evidence of continuous improvement in patient safety outcomes
- | Reduction in hospital-acquired infections and adverse events
- | Achievement or maintenance of accreditation standards
- | Implementation of evidence-based clinical protocols
- | Documentation of root cause analysis and corrective actions

Key Indicators Example:

Adverse event reduction, hospital-acquired infection rates, accreditation compliance, medication safety, quality improvement project outcomes, safety training completion, hygiene audit results.

Leadership, Governance & Continuous Improvement

Leading with Vision, Governing with Purpose

Recognizes institutions where leadership demonstrates commitment to transformation, establishes strong governance frameworks, and fosters continuous improvement culture. Evaluates strategic vision, ethical practices, stakeholder engagement, and innovation.

Deliverables:

- | Strategic plan with specific, measurable goals and documented achievement percentage
- | Board governance documentation (meeting frequency, attendance, committee structure)
- | Evidence of completed innovation or continuous improvement initiatives with measurable outcomes
- | Staff engagement survey results demonstrating organizational culture
- | Documentation of stakeholder engagement mechanisms
(patient advisory councils, community partnerships, staff forums)

Key Indicators Example:

Strategic goal achievement percentage, board meeting effectiveness, number of innovation initiatives implemented, staff engagement scores, stakeholder satisfaction, ethics and transparency mechanisms, leadership development programs.

Operational Excellence & Resource Optimization

Efficiency That Enables Quality

Recognizes institutions demonstrating efficient resource utilization, optimized workflows, and effective operational management while maintaining or improving care quality. Evaluates process optimization, waste reduction, and sustainable operational practices that ensure long-term organizational viability.

Deliverables:

- | Evidence of improved operational efficiency without compromising quality
- | Metrics demonstrating optimized resource utilization
- | Documentation of waste reduction and cost-containment initiatives
- | Implementation of process improvements with measurable outcomes
- | Evidence of sustainable operational practices and efficiency gains

Key Indicators Example:

Length of stay optimization, operating room efficiency and turnover times, bed utilization rates, supply chain efficiency and inventory management, waste reduction (clinical, operational, material), energy and resource consumption improvements.

Workforce Development & Wellbeing

Empowered Staff, Exceptional Care

Recognizes institutions prioritizing staff development, wellbeing, and engagement. Evaluates professional development programs, mental health support, work-life balance, recognition systems, and positive work environments.

Deliverables:

- | Staff satisfaction and engagement survey results showing improvement trends
- | Documentation of training and continuing education programs with completion rates
- | Evidence of retention improvement initiatives and their impact (percentage improvement rather than absolute rates)
- | Implementation of wellbeing programs with participation data and staff feedback
- | Examples of career advancement pathways and professional development success stories

Key Indicators Example:

Staff satisfaction improvement trends, retention rate improvements, training completion percentages, wellbeing program participation, staff recognition initiatives, work-life balance feedback, career advancement opportunities, burnout reduction measures.

Patient-centered Care & Experience

Humanity at the Heart of Healthcare

Recognizes institutions placing patients and families at the core of every decision. Evaluates how organizations respect individual preferences, ensure dignity, facilitate communication, and empower patients throughout their healthcare journey.

Deliverables:

- | Patient satisfaction survey results demonstrating high performance or improvement trends
- | Evidence of patient feedback collection and responsiveness
(patient-reported experience measures, complaint resolution data, or patient advisory mechanisms)
- | Documentation of patient engagement in care decisions
(shared decision-making tools, informed consent processes, or care plan co-creation)
- | Examples of patient-centered initiatives with measured impact on experience
- | Evidence of communication quality and cultural sensitivity in care delivery

Key Indicators Example:

Patient satisfaction scores and trends, feedback response time and resolution rates, shared decision-making documentation, communication quality assessments, cultural sensitivity measures, family engagement programs, digital engagement tools (for platforms).

Sustainability, Hospital Design & Resilience

Building Healthcare That Endures

Recognizes institutions implementing sustainable practices, thoughtful facility design, and resilience measures. Evaluates environmental stewardship, resource conservation, infection prevention through design, disaster preparedness, and patient-centered physical environments.

Deliverables:

- | Implementation of waste segregation and reduction programs (medical waste, recycling, general waste)
- | Evidence of resource conservation initiatives (energy-saving measures, water conservation, or sustainable procurement)
- | Green building certification (if available): LEED, BREEAM, Estidama, or equivalent sustainability certifications
- | Documentation of disaster preparedness and emergency response capabilities
- | Examples of facility design or modifications supporting infection control, patient safety, or healing environment
- | Evidence of environmental health measures (indoor air quality, natural ventilation, or lighting improvements)

Key Indicators Example:

Waste segregation compliance and reduction percentages, resource conservation achievements, green building certifications (LEED, BREEAM, Estidama), emergency preparedness drills and response times, infection control through design measures, patient and staff feedback on facility environment, sustainability initiatives implemented.

Digital Health & Technology Innovation

Innovation That Transforms Care Delivery

Recognizes healthcare organizations and digital health platforms driving technological advancement in the region. Institutions demonstrate excellence across digital health technologies—from foundational systems to cutting-edge innovations. Choose the deliverables that showcase your organization's digital health strengths.

Deliverables:

- | Digital infrastructure implementation: EHR/EMR systems, telemedicine platforms, patient portals, clinical decision support systems, or health information systems with measurable adoption and impact
- | Cybersecurity and data protection: Documentation of security measures, data governance frameworks, compliance certifications, and patient data protection practices
- | Digital literacy and adoption: Evidence of staff training programs, technology utilization rates, and user competency assessments
- | Advanced technologies (if applicable): AI/ML applications, predictive analytics, automation, or clinical algorithms with demonstrated clinical or operational impact
- | Interoperability and data exchange (if applicable): Health information exchange capabilities, system integration, data sharing with external partners, or participation in regional health networks
- | Patient digital engagement: Mobile apps, patient portals, digital communication tools, or remote monitoring solutions with usage and satisfaction metrics
- | Measurable impact: Metrics demonstrating how technology improved patient care, operational efficiency, clinical outcomes, access to care, or healthcare delivery at scale

Key Indicators Example:

Technology adoption and utilization rates, EHR/EMR optimization levels, telemedicine consultation volumes, AI/ML applications and outcomes, interoperability connections and data exchange volumes, cybersecurity compliance and certifications, staff digital competency, patient digital engagement metrics, system reliability and performance, innovation ROI and measurable healthcare impact.

Medical Tourism & International Patient Care Excellence

World-Class Care for a Global Community

Recognizes hospitals and healthcare groups excelling in international patient programs, achieving international accreditation, and delivering exceptional care to patients traveling from abroad. Positions institutions as global healthcare destinations.

Deliverables:

- | Evidence of growing international patient volume and diversification of source markets
- | Achievement of international accreditation (JCI or equivalent)
- | High satisfaction scores from international patients
- | Documentation of successful international patient cases and outcomes
- | Examples of innovative international patient services

Key Indicators Example:

National or International accreditation (JCI, ...), international patient volume growth, source market diversity, patient satisfaction, clinical outcomes, multilingual services, cultural competency, medical tourism facilitation, international partnerships.

07



APPLICATION GUIDELINES

Eligibility & Submission

Each healthcare organization may apply to one or multiple dimensions. Applications must be submitted officially by the CEO or President on behalf of the organization. Healthcare groups managing multiple facilities must submit separate applications for each individual facility.

All submissions must be sent to: ahfonline@ahfonline.net

Required Documentation

All applications must include the following supporting materials:

- | Completed application form indicating chosen dimension(s)
- | PowerPoint presentation of your initiative or achievement
- | One-page executive summary (maximum 1 page A4, Word format)
- | Evidence and deliverables as specified in your chosen dimension(s), including:
 - Measurable outcomes and improvements
 - Documentation of implemented initiatives and their impact
 - Data demonstrating sustainability and scalability
 - Validation from relevant stakeholders or third parties
- | Supporting certificates, registrations, or accreditations (if applicable)
- | Photographs demonstrating your achievement (maximum 3 images)
- | Video links showcasing your initiative (if available)
- | Any additional relevant documentation supporting your application

Submission Requirements

- | Accepted file formats: PDF, Word, PowerPoint, JPG
- | Maximum total file size: 10 MB or share materials through Google drive
- | Documents marked "Confidential" will be restricted to the AHF Jury team only and not shared with third parties or public domains
- | All submitted materials are used exclusively for internal assessment purposes
- | Organizations must adhere to the eligibility criteria, deliverables, and key indicators examples outlined for each dimension
- | Ensure all claims are supported by documented evidence to facilitate comprehensive evaluation
- | The key indicators examples outlined for each dimension are for reference, more detailed assessment grids will be sent to applicants to provide the related evidence and information.

The Assessment Process

Each application undergoes rigorous evaluation:

- | Document review by dimension-specific expert panel members
- | Validation of evidence through documentation review and possible field visits or onsite assessments
- | Comparative assessment against regional and international benchmarks
- | Jury deliberation and consensus building to determine recognition levels



APPLICATION FORM



ROLE MODEL
IN HEALTHCARE EXCELLENCE
GOLD INITIATIVE CERTIFICATE

We would like to participate in the Gold Initiative Certificate

INSTITUTION NAME:

INSTITUTION MANAGER:

COUNTRY:

ADDRESS:

PHONE:

MOBILE:

EMAIL:

We would like to submit to:

- Quality Management & Patient Safety
- Leadership, Governance & Continuous Improvement
- Operational Excellence & Resource Optimization
- Workforce Development & Wellbeing
- Patient-centered Care & Experience
- Sustainability, Hospital Design & Resilience
- Digital Health & Technology Innovation
- Medical Tourism & International Patient Care Excellence

Each submission is evaluated on:

- 1- Innovation (20%) – Novel approaches and creative solutions
- 2- Impact (30%) – Measurable outcomes and improvements
- 3- Sustainability (20%) – Long-term viability and embedded practices
- 4- Scalability (15%) – Potential for replication and wider adoption
- 5- Evidence (15%) – Quality of documentation and validation

KEY DATES:

January 20, 2026	Submission of application begins
April 20, 2026	Submission of entry closed
April 27, 2026	Finalists Notification

The organizations selected as finalists are requested to pay Finalist fees to finalize the study of their files, define the ranking level (Silver, Gold, or Platinum Role Model), and announce the winners. The fees are USD 3,800 for finalists in a single dimension, and USD 5,800 for finalists in multiple dimensions.

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

- I Acknowledge receipt of this form and approval of the terms mentioned by signing it and sending it back.

Please submit your entry form by maximum **April 20, 2026** by email to: ahfonline@ahfonline.net

Should you have any questions, please don't hesitate to contact us

by WhatsApp Message on: **009613269812** or by email to ahfonline@ahfonline.net

SIGNATURE & STAMP

Edition 7 offers
EIGHT OPPORTUNITIES
to showcase your excellence.

**BECOME THE
ROLE MODEL**



ROLE MODEL
IN HEALTHCARE EXCELLENCE
GOLD INITIATIVE CERTIFICATE



اتحاد المستشفيات العربية
ARAB HOSPITALS FEDERATION

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