



إتحاد المستشفيات العربية
ARAB HOSPITALS FEDERATION



ROLE MODEL

IN HEALTHCARE EXCELLENCE

GOLD INITIATIVE CERTIFICATE

IN PARTNERSHIP WITH:

PUREHEALTH⁺

SUPPORTERS

THE BERYL
INSTITUTE



HIMSSSM



WORLD COUNCIL FOR
MEDICAL TOURISM

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A large yellow paper boat is positioned in the upper right quadrant of the page. Below it and to the right, a series of five smaller white paper boats are arranged in a descending diagonal line towards the bottom right corner. The background is a solid dark blue.

01 OVERVIEW

Gold Initiative Certificate

GOLD INITIATIVE CERTIFICATE

Overview

Launched by the Arab Hospitals Federation, the Gold Initiative Certificate has grown into one of the most meaningful distinctions a healthcare institution in the Arab world can earn, a recognition that speaks not merely to achievement, but to purpose. It reflects an organization's genuine commitment to the values that define exceptional care: quality, safety, accountability, and the unwavering placement of patients at the heart of every decision.

Over seven editions, the Gold Initiative has remained responsive to the realities of its time. It has challenged hospitals to rise through the disruption of a global pandemic, to harness the possibilities of digital innovation, to meet the growing imperatives of environmental responsibility, and to deepen their focus on the full patient experience. Each edition has asked more, and each year, institutions across the Arab world have answered.

What distinguishes this certification is not only what it measures, but what it signals: that an institution has embedded a culture of continuous improvement into its very fabric. Across the Arab world, the Gold Initiative Certificate has become a seal of excellence that healthcare institutions aspire to attain, a mark that sets apart those truly committed to raising the bar of care. Earning it is a declaration that leadership is active, standards are lived rather than displayed, and the pursuit of better outcomes for patients and communities is ongoing rather than occasional.

To the institutions honored in this 7th Edition, welcome to a community defined by vision, integrity, and the shared conviction that healthcare excellence is never a destination, but a direction.

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 & certify healthcare institutions that demonstrate outstanding performance in various fields & foster a culture of continuous improvement, leadership, & 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 patient-centered care.

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, environmental responsibility, and people-centered care.

4. Build a Community of Changemakers

To create a network of healthcare leaders and participants who champion continuous learning and collaboration across the Arab world.

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 page is decorated with several paper airplanes. There are four dark blue ones and one gold one. They are scattered across the page: one in the top left corner, one in the top center, one in the middle left, one in the middle right, one in the bottom left, and one in the bottom center. The gold one is positioned in the middle left area.

02 THE EDITION

Role Model In Healthcare Excellence

ROLE MODEL IN HEALTHCARE EXCELLENCE

7th Edition · 2026

The 7th Edition of the Gold Initiative Certificate, launched in partnership with The Beryl Institute, HIMSS, and the World Council for Medical Tourism, marks a defining evolution in the region's pursuit of healthcare excellence by introducing a bold new concept: the Role Model in Healthcare Excellence.

Where previous editions challenged institutions to excel within a single transformative theme, this edition recognizes that healthcare excellence is multidimensional and that every institution, regardless of size or context, leads somewhere.

Institutions across the Arab world were invited to apply across eight comprehensive dimensions: Quality Management and Patient Safety, Leadership and Governance, Operational Excellence, Workforce Development and Wellbeing, Patient-Centered Care and Experience, Sustainability and Hospital Design, Digital Health and Technology Innovation, and Medical Tourism and International Patient Care Excellence. Each submission was evaluated against five criteria, Innovation, Impact, Sustainability, Scalability, and Evidence, by a distinguished expert jury comprising regional and international healthcare leaders.

Recognition was awarded at three levels: Silver, Gold, and Platinum Role Model, with institutions achieving Platinum distinction across three or more dimensions earning the prestigious title of Holistic Role Model. This edition invited healthcare institutions not to claim perfection, but to step forward, share their achievements, and inspire the Arab healthcare community, because excellence shared becomes excellence multiplied.

EVALUATION CRITERIA

Innovation	20%
Impact	30%
Sustainability	20%
Scalability	15%
Evidence	15%

SILVER

55-69 pts

GOLD

70-84 pts

PLATINUM

above 85 pts

HOLISTIC
ROLE MODEL

- A holistic role Model Award was granted to Institutions achieving Platinum in at least 3 dimensions.

- Institutions that ranked first in each dimension received a star next to the specific dimension on the certificate.
- Each institution that acquired 1 or 2 platinum scores received a trophy.

03

THE STEERING COMMITTEE



The Steering Committee



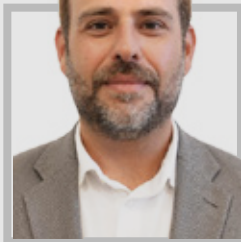
MP. Fadi Alame

President
Arab Hospitals Federation



Alice Yammine Boueiz

Chief Executive Officer
Arab Hospitals Federation



Dr. Sally Al-Rabbaa

Chairman of Academic Partnership Division
Arab Hospitals Federation



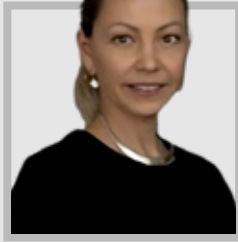
Dr. Jason Wolf

President & Chief Executive Officer
The Beryl Institute



Mr. John Rayner

Senior Director for the EMEA Region
HIMSS



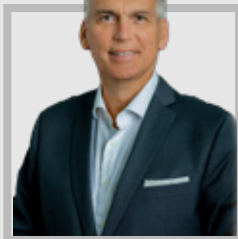
Prof. Diana Soriano

President
World Council For Medical Tourism



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 Kaddissi

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

THE STEERING COMMITTEE

Recognition Awards

INNOVATIVE LEADERSHIP IN HEALTHCARE EXCELLENCE AWARD



DR. SALLY AL-RABBAA

Chairman Of Academic Partnership Division
Arab Hospitals Federation



04 THE PARTNER

PUREHEALTH

PURΣHEALTH⁺



PUREHEALTH

The Largest Healthcare Group in the Middle East

PureHealth is the UAE's largest healthcare group, built on a singular mission: to unlock time for humankind.

Operating across the full healthcare continuum from insurance and hospitals to diagnostics, pharmacies, technology, and procurement PureHealth brings together a portfolio of entities that collectively serve millions of patients across the UAE and beyond. Its network spans SEHA, Sheikh Shakhbout Medical City, Sheikh Khalifa Medical City, Tawam Hospital, SEHA Clinics, Corniche Hospital, Al Rahba Hospital, Al Dhafra Hospitals, Salma Rehabilitation Hospital, and the Sheikh Tahnoon Bin Mohammed Medical City, alongside global platforms including Circle Health Group in the United Kingdom, Ardent Health Services in the United States, and the Hellenic Healthcare Group in Greece and Cyprus.

Guided by the science of longevity and powered by AI-driven innovation, PureHealth operates at the intersection of compassionate care and transformative technology. With Q2026 1 revenues reaching AED 7.3 billion , a 10% year-on-year growth , and total assets of AED 57.3 billion, PureHealth stands as one of the most consequential healthcare groups in the world today.

Its presence in the Gold Initiative Certificate – 7th Edition, recognized across multiple institutions at the highest levels, reflects an organization that does not merely invest in healthcare infrastructure, but in the relentless pursuit of excellence across every dimension of care.

Network Across
05
Countries



110 +
Hospitals

316 +
Clinics

200 +
Specialties

145 +
Laboratories

3 M +
Insured Members

52 M +
Claims Processed

61,000 +
Employees

PUREHEALTH

Recognition Awards

CHAMPION OF HEALTHCARE EXCELLENCE AWARD



STRATEGIC SUPPORTER



06 THE WINNERS

50 Institutions · 10 Countries · 8 Dimensions



RECOGNIZED INSTITUTIONS IN ALPHABETICAL ORDER

TOP Winners in all Dimensions

● Alameda Healthcare ★ ★	● American University of Beirut Medical Center ★
● Aster DM Healthcare ★	● Authority for Medical Responsibility (AMR) ★
● Bellevue Medical Center ★	● Cleopatra Hospitals Group ★
● Hamad Medical Corporation ★	● Saudi German Health Madinah ★
● Seha Clinics ★	● Sheikh Shakhbout Medical City ★
● Tawam Hospital ★	● Fakeeh Care Group - KSA ★



RECOGNIZED INSTITUTIONS IN ALPHABETICAL ORDER

All 50 Winners

The Arab Hospitals Federation is proud to recognize 50 healthcare organizations and bodies from 10 Arab countries throughout 8 dimensions for their actions to enhance healthcare excellence.

● Al Amal Psychiatric Hospital	● The View Hospital
● Al Dhafra Hospitals	● Military Medical City Hospital
● Al Dhaid Hospital	● Al Nasiriyah Teaching Hospital
● Al Kuwait Hospital Dubai	● Al-Imam Al-Hassan Al-Mujtaba Teaching Hospital
● Al Rahba Hospital	★ Aster DM Healthcare
★ Alameda Healthcare ★	★ Authority for Medical Responsibility (AMR)
● Almoosa Health	★ Bellevue Medical Center
● AlTakassusi Alliance Medical Limited	★ Cleopatra Hospitals Group
● American Hospital - Dubai	● Corniche Hospital
★ American University of Beirut Medical Center	● Czech Rehabilitation Hospital
● Apex Health	● Department of Health Abu Dhabi

RECOGNIZED INSTITUTIONS IN ALPHABETICAL ORDER

● Dibba Hospital	● Salma Rehabilitation Hospital
● Dr. Soliman Fakeeh Hospital – Jeddah	● Saqr Hospital
● Dr. Soliman Fakeeh Hospital – Madinah	● Saudi German Health KSA
● Dr. Soliman Fakeeh Hospital – Riyadh	★ Saudi German Health Madinah
● Egypt Healthcare Authority	● Saudi German Health Egypt
★ Fakeeh Care Group – KSA	● Saudi German Health UAE
● Fakeeh Health – UAE	★ Seha Clinics
● Government Hospitals Bahrain	● Sharjah Kuwait Hospital
★ Hamad Medical Corporation	● Sheikh Khalifa Medical City
● Masafi Hospital	★ Sheikh Shakhboud Medical City
● Notre Dame des Secours University Hospital	● Sheikh Tahnoon Bin Mohammed Medical City
● Royal Bahrain Hospital	● Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital

RECOGNIZED INSTITUTIONS IN ALPHABETICAL ORDER

● SMC Hospital King Abdullah Road	★ Tawam Hospital
● SMC Hospital King Fahad Road	● The Specialty Hospital

HOLISTIC ROLE MODEL

	COUNTRY
Al Dhafra Hospitals	UAE
Alameda Healthcare	Egypt
AlTakassussi Alliance Medical Limited	KSA
American University of Beirut Medical Center	Lebanon
Apex Health	Qatar
Aster DM Healthcare	UAE
Bellevue Medical Center	Lebanon
Cleopatra Hospitals Group	Egypt
Fakeeh Care Group	KSA
Saudi German Health Egypt	Egypt
Saudi German Health UAE	UAE
Seha Clinics	UAE
Sheikh Khalifa Medical City	UAE
Sheikh Shakhbout Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital	UAE
Tawam Hospital	UAE

DIMENSION 1

Quality Management & Patient Safety

PLATINUM LEVEL	COUNTRY
Al Dhafra Hospitals	UAE
Alameda Healthcare	Egypt
AlTakassussi Alliance Medical Limited	KSA
American University of Beirut Medical Center	Lebanon
Aster DM Healthcare	UAE
Cleopatra Hospitals Group	Egypt
Corniche Hospital	UAE
Czech Rehabilitation Hospital	UAE
Department of Health Abu Dhabi	UAE
Government Hospitals Bahrain	Bahrain
Military Medical City Hospital	Qatar
Saudi German Health UAE	UAE
★ Seha Clinics	UAE
Sheikh Khalifa Medical City	UAE
Sheikh Shakhbout Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital	UAE
Tawam Hospital	UAE

GOLD LEVEL	COUNTRY
Al Dhaid Hospital	UAE
Al Nasiriyah Teaching Hospital	Iraq
Al Rahba Hospital	UAE
Bellevue Medical Center	Lebanon
Fakeeh Health	UAE
Notre Dame des Secours University Hospital	Lebanon
Salma Rehabilitation Hospital	UAE
The View Hospital	Qatar

SILVER LEVEL	COUNTRY
Masafi Hospital	UAE

DIMENSION 2

Leadership, Governance & Continuous Improvement

PLATINUM LEVEL	COUNTRY
Al Kuwait Hospital Dubai	UAE
American University of Beirut Medical Center	Lebanon
Apex Health	Qatar
★ Authority for Medical Responsibility (AMR)	Kuwait
Cleopatra Hospitals Group	Egypt
Masafi Hospital	UAE
The View Hospital	Qatar

GOLD LEVEL	COUNTRY
Alameda Healthcare	Egypt
Al-Imam Al-Hassan Al-Mujtaba Teaching Hospital	Iraq
AlTakassussi Alliance Medical Limited	KSA
Bellevue Medical Center	Lebanon
Government Hospitals Bahrain	Bahrain
Seha Clinics	UAE
Sheikh Khalifa Medical City	UAE
Sheikh Shakhbout Medical City	UAE

SILVER LEVEL	COUNTRY
Saudi German Health UAE	UAE

DIMENSION 3

Operational Excellence & Resource Optimization

PLATINUM LEVEL		COUNTRY
★ Alameda Healthcare		Egypt
Almoosa Health		KSA
AlTakassussi Alliance Medical Limited		KSA
American University of Beirut Medical Center		Lebanon
Bellevue Medical Center		Lebanon
Cleopatra Hospitals Group		Egypt
Dr. Soliman Fakeeh Hospital – Jeddah		KSA
Fakeeh Health		UAE
Saudi German Health KSA		KSA
Saudi German UAE		UAE
Seha Clinics		UAE
Sheikh Khalifa Medical City		UAE
Sheikh Shakhbout Medical City		UAE
Tawam Hospital		UAE

GOLD LEVEL		COUNTRY
Al Dhafra Hospitals		UAE
Aster DM Healthcare		UAE
Egypt Healthcare Authority		Egypt
Masafi Hospital		UAE
Sharjah Kuwait Hospital		UAE
Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital		UAE
The View Hospital		Qatar

DIMENSION 4

Workforce Development & Wellbeing

PLATINUM LEVEL	COUNTRY
★ American University of Beirut Medical Center	Lebanon
Saudi German Health Egypt	Egypt
Sheikh Khalifa Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital	UAE
★ Tawam Hospital	UAE

GOLD LEVEL	COUNTRY
Al Dhafra Hospitals	UAE
AlTakassussi Alliance Medical Limited	KSA
Apex Health	Qatar
Aster DM Healthcare	UAE
Bellevue Medical Center	Lebanon
Cleopatra Hospitals Group	Egypt
Dibba Hospital	UAE
Dr. Soliman Fakeeh Hospital - Madinah	KSA
Government Hospitals Bahrain	Bahrain
Saudi German Health UAE	UAE
Seha Clinics	UAE
Sheikh Shakhbout Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City	UAE

DIMENSION 5

Patient-centered Care & Experience

PLATINUM LEVEL	COUNTRY
Al Amal Psychiatric Hospital	UAE
Al Dhafra Hospitals	UAE
★ Alameda Healthcare	Egypt
AlTakassussi Alliance Medical Limited	KSA
American Hospital Dubai	UAE
Aster DM Healthcare	UAE
Bellevue Medical Center	Lebanon
Dr. Soliman Fakeeh Hospital – Madinah	KSA
Government Hospitals Bahrain	UAE
★ Hamad Medical Corporation	Qatar
★ Saudi German Hospitals Madinah	KSA
Saudi German Health UAE	UAE
Seha Clinics	UAE
Sheikh Khalifa Medical City	UAE
Sheikh Shakhbout Medical City	UAE
Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital	UAE
The Specialty Hospital	Jordan
The View Hospital	UAE

GOLD LEVEL	COUNTRY
American University of Beirut Medical Center	Lebanon
Al Nasiriyah Teaching Hospital	Iraq
Al-Imam Al-Hassan Al-Mujtaba Teaching Hospital	Iraq
Cleopatra Hospitals Group	Egypt
Masafi Hospital	UAE
Military Medical City Hospital	Qatar
Royal Bahrain Hospital	Bahrain
Salma Rehabilitation Hospital	UAE
Saqr Hospital	UAE
Saudi German Health Egypt	Egypt
SMC Hospital King Abdullah Road	KSA
Tawam Hospital	UAE

SILVER LEVEL	COUNTRY
Sharjah Kuwait Hospital	UAE

DIMENSION 6

Sustainability, Hospital Design & Resilience

PLATINUM LEVEL	COUNTRY
Alameda Healthcare	Egypt
American University of Beirut Medical Center	Lebanon
★ Aster DM Healthcare	UAE
★ Bellevue Medical Center	Lebanon
Cleopatra Hospitals Group	Egypt
Saudi German Health Egypt	Egypt

GOLD LEVEL	COUNTRY
Al Dhaid Hospital	UAE
Al Nasiriyah Teaching Hospital	Iraq
Al-Imam Al-Hassan Al-Mujtaba Teaching Hospital	Iraq
Government Hospitals Bahrain	Bahrain
Masafi Hospital	UAE
Saudi German Health UAE	UAE
Seha Clinics	UAE
Sheikh Shakhbout Medical City	UAE

SILVER LEVEL	COUNTRY
Sheikh Khalifa Medical City	UAE

DIMENSION 7

Digital Health & Technology Innovation

PLATINUM LEVEL	COUNTRY
Al Dhafra Hospitals	UAE
Aster DM Healthcare	UAE
Cleopatra Hospitals Group	Egypt
★ Fakeeh Care Group	KSA
Government Hospitals Bahrain	Bahrain
Saqr Hospital	UAE
Sheikh Khalifa Medical City	UAE
★ Sheikh Shakhbout Medical City	UAE
SMC Hospital King Fahad Road	KSA

GOLD LEVEL	COUNTRY
AlTakassussi Alliance Medical Limited	KSA
American University of Beirut Medical Center	Lebanon
Military Medical City Hospital	Qatar
Saudi German Health UAE	UAE
Sharjah Kuwait Hospital	UAE
The View Hospital	Qatar

DIMENSION 8

Medical Tourism & International Patient Care Excellence

PLATINUM LEVEL	COUNTRY
Aster DM Healthcare	UAE
American University of Beirut Medical Center	Lebanon
★ Cleopatra Hospitals Group	Egypt
Saudi German Health Egypt	Egypt
Sheikh Shakhbout Medical City	UAE
Tawam Hospital	UAE

07 THE WINNERS PROFILES

Institutions That Lead by Example



Al Amal Hospital is considered the first internationally accredited specialized hospital in the field of mental health in the Middle East, accredited by the Joint Commission International (JCI). It has also received international accreditation for health and occupational safety from the British accreditation body. The new hospital building was introduced on December 2016, 13, and it serves patients from Dubai and the Northern Emirates.

SERVICES

■ Mental Health services in outpatient Clinics

- Child and Adolescent Psychiatry Clinic
- General Adult Psychiatry clinic
- Older Adult Psychiatry Clinic
- Addiction Psychiatry Clinic
- Intellectual Disability Psychiatry Clinic
- Forensic psychiatry clinic (for referrals from public prosecution and courts)

■ Inpatient Mental Health Services

■ Community Mental Health Services

■ Supportive Medical Services (internal referrals only)

- Electroconvulsive Therapy
- Occupational Therapy
- GP and Family Medicine
- Radiology Services
- Laboratory Services
- Psychology Clinic

■ Customer Happiness Center Services:

- Submit Enquiries
- Submit Suggestions
- Submit Complaints and concerns
- Book A Medical Appointment
- Request A Medical Report
- Submit Medical Complaints

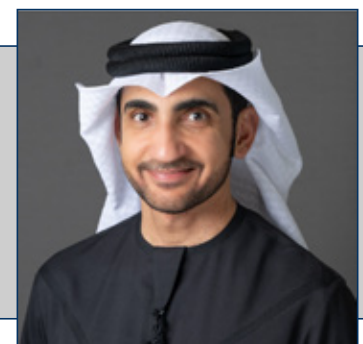
www.ehs.gov.ae

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At Al Amal Psychiatric Hospital, under Emirates Health Services, we believe true excellence in mental healthcare is measured by the hope we restore, the dignity we protect, and the lives we transform. Being recognized for the Gold Initiative Certificate reflects our teams unwavering commitment to compassionate, innovative, and patient-centered psychiatric care.

Dr. Ammar Humaid Albanna

Director of Al Amal Psychiatric Hospital - Emirates Health Services





ARAB HOSPITALS FEDERATION

This is to certify that

AL AMAL PSYCHIATRIC HOSPITAL

has achieved

| **PLATINUM LEVEL** | Patient-centered Care & Experience

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

THE BERYL INSTITUTE | HIMSS | WORLD COUNCIL FOR MEDICAL TOURISM

MP. FADI ALAME
PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



مستشفيات الظفرة
SEHA AL DHAFRA HOSPITALS

Al Dhafra Hospitals

UAE

HOLISTIC
ROLE MODEL

Al Dhafra Hospitals (ADH) is part of the SEHA network, a subsidiary of PureHealth, the largest healthcare group in the Middle East. As the primary healthcare provider for the Al Dhafra Region of Abu Dhabi, it covers more than 60% of the Emirate's land area and serves a diverse population of approximately 334,000 residents across five cities and three islands.

SEHA's ADH delivers care through an integrated network of six community hospitals, two medical centres, one medical clinic, and two primary healthcare centres, strategically distributed to provide accessible, timely, and high-quality healthcare close to the communities it serves.

With a total operational capacity of 237 beds and a dedicated workforce of approximately 1,400 professionals, SEHA's ADH provides a comprehensive range of services, including primary care, emergency care, preventive care, secondary care, long-term care, home care, maternity services, paediatrics, internal medicine, critical care, surgical services, interventional cardiology, intensive Care Units (ICU) and Cardiac Care Units (CCU), vascular surgery, paediatric surgery, and advanced diagnostic imaging.

Guided by SEHA's vision of being "Trusted for Life", SEHA's ADH is committed to delivering safe, compassionate, and patient-centred care. All SEHA's ADH facilities are accredited by Joint Commission International, including JCI Enterprise Accreditation, reflecting the organisation's commitment to international standards, continuous quality improvement, and patient safety.

Through its well-structured hub-and-spoke model, with Madinat Zayed Hospital serving as the central hub, SEHA's ADH ensures coordinated care, seamless patient transfers, continuity of care, and efficient resource utilisation across the region. Supported by visionary leadership and multidisciplinary teams, SEHA's Al Dhafra Hospitals continues to advance healthcare excellence, strengthen high-reliability practices, and improve the health and wellbeing of the communities it is privileged to serve.

www.seha.ae

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At Al Dhafra Hospitals, excellence is shaped by our people, strengthened by quality and safety, and defined by our commitment to the communities we serve.

Mr. Hamad Khamis Almansoori
Chief Executive Officer - Al Dhafra Hospitals





ARAB HOSPITALS FEDERATION

This is to certify that
AL DHAFRA HOSPITALS

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **GOLD LEVEL** | Operational Excellence & Resource Optimization
- | **GOLD LEVEL** | Workforce Development & Wellbeing
- | **PLATINUM LEVEL** | Patient-centered Care & Experience
- | **PLATINUM LEVEL** | Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
 IN HEALTHCARE EXCELLENCE

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MP. FADI ALAME
 PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
 CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Al Dhaid Hospital
UAE

Al Dhaid Hospital is a 71-bed acute care facility operating under Emirates Health Services, dedicated to serving the community of Al Dhaid in Sharjah. Supported by a diverse and highly skilled multidisciplinary workforce of over 360 professionals, the hospital delivers comprehensive healthcare services aligned with national standards of excellence.

The institution is firmly committed to providing safe, high-quality, and evidence-based care, ensuring optimal patient outcomes and enhanced patient experience. This commitment is reinforced through robust clinical governance frameworks, strong leadership engagement, and a culture of accountability and transparency.

Al Dhaid Hospital continuously advances its services through structured quality improvement initiatives, innovation in clinical practice, and ongoing staff development. By fostering a patient-centered approach and adhering to best practices, the hospital plays a vital role in strengthening the healthcare system and promoting the well-being of the community it serves.

www.ehs.gov.ae

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At Al Dhaid Hospital, advancing quality management and patient safety is an ongoing journey. By integrating sustainability and resilient design, we are shaping healthcare environments that enhance outcomes, protect communities, and define the future of care.

Dr. Salama AlKetbi

Al Dhaid Hospital Director - EHS





ARAB HOSPITALS FEDERATION

This is to certify that
AL DHAID HOSPITAL
 has achieved

GOLD LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Sustainability, Hospital Design & Resilience

in the Gold Initiative Certificate 7th Edition



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THE BERYL INSTITUTE | HIMSS | WORLD COUNCIL FOR MEDICAL TOURISM

MP. FADI ALAME
 PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
 CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



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

Al Kuwait Hospital Dubai is a 110-bedded hospital with a total staff of 317. The hospital offers specialized medical services and is linked to a network of primary healthcare centers in Dubai as well as other EHS hospitals.

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

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

www.ehs.gov.ae

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At Al Kuwait Hospital Dubai, under Emirates Health Services, we are honoured to participate in the Arab Hospitals Federation Award through our excellence project, The Leadership Model Program, recognized with the Gold Initiative Certificate in Leadership and Governance. This achievement reflects our unwavering commitment to the aspirations of We the UAE 2031 and UAE Centennial 2071 by advancing innovative leadership, institutional excellence, and patient-centred healthcare. Through empowering our healthcare professionals, strengthening governance, and fostering a culture of quality, sustainability, and digital transformation, we continue striving to align with the UAE's vision for a world-class healthcare system and healthier future generations.

Dr. Sharifa Al Amadi

Hospital Director – Al Kuwait Hospital Dubai





ARAB HOSPITALS FEDERATION

This is to certify that

**AL KUWAIT HOSPITAL
DUBAI**

has achieved

| **PLATINUM LEVEL** | Leadership, Governance & Continuous Improvement

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

THE BERYL INSTITUTE | HIMSS | WORLD COUNCIL FOR MEDICAL TOURISM

MP. FADI ALAME
PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Al Rahba Hospital

UAE

SEHA Al Rahba Hospital plays a pivotal role in delivering comprehensive and integrated healthcare services to the community through a patient centered care model that combines clinical excellence with advanced healthcare technologies.

The hospital delivers services across 26 specialized outpatient clinics, encompassing a broad range of medical and surgical specialties. These include Family Medicine, Internal Medicine, Pediatrics, Cardiology, Ophthalmology, Ear, Nose and Throat (ENT), Orthopedics, Obstetrics and Gynecology, Endocrinology and Diabetes, Gastroenterology, Nephrology, Urology, Adult and Child Psychiatry, Memory Rehabilitation, Pain Management, Plastic Surgery, In Vitro Fertilization (IVF), and Physiotherapy and Rehabilitation. These services are fully supported by comprehensive diagnostic and laboratory facilities.

To ensure continuity of care and timely access to services, SEHA Al Rahba Hospital operates a 7/24 Urgent Care Center, a fully equipped Radiology Department available around the clock, and a 7/24 Pharmacy, enabling prompt diagnosis, treatment, and follow up for patients at all times.

The hospital also includes dedicated adult and pediatric inpatient wards, designed to provide a safe, supportive, and age appropriate healing environment that promotes clinical quality, patient comfort, and overall wellbeing.

As part of SEHA, a PureHealth network, SEHA Al Rahba Hospital is guided by a clear mission focused on community proximity, excellence in care, and patient safety. Through continuous investment in service quality, patient experience enhancement, and sustainable healthcare delivery, the hospital remains committed to achieving positive long term health outcomes and strengthening trust within the community.

www.seha.ae

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As Hospital Director, my focus is on shaping a clear strategic direction that ensures operational excellence, clinical quality, and patient safety across every aspect of our work. Together with our multidisciplinary teams, we are committed to delivering safe, highquality, and patientcentred care, while driving service growth, financial sustainability, and continuous performance improvement. By championing innovation, empowering our workforce, and strengthening our community impact, we align our hospital's outcomes with national healthcare priorities and organisational excellence standards.

Dr. Muna Al Hammadi

Hospital Director - SEHA Al Rahba Hospital





ARAB HOSPITALS FEDERATION

This is to certify that
AL RAHBA HOSPITAL
has achieved

| **GOLD LEVEL** | Quality Management & Patient Safety

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

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MP. FADI ALAME
PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz




Alameda Healthcare

UAE

HOLISTIC
 ROLE MODEL

Alameda Healthcare Group is one of Egypt's leading integrated healthcare providers, committed to delivering high-quality medical services in line with international standards, while placing strong emphasis on innovation and continuous development in healthcare practices. The group contributes to advancing healthcare standards through strategic partnerships with internationally renowned institutions and by adopting the latest medical technologies and advanced specialties.

The group operates 1,023 beds and 128 outpatient clinics across four major hospitals accredited by the Joint Commission International (JCI), including:

- Al Salam International Hospital Maadi
- Al Salam International Hospital New Cairo
- Dar Al Fouad Hospital Nasr City
- Dar Al Fouad Hospital 6th of October

In addition, the group includes:

- Elixir Gastro Endoscopy Center
- German Rehabilitation Center
- Tabibi Primary Care Clinics — a 7/24 primary healthcare clinic network

About Alameda's Expansion Across Egyptian Governorates

As part of the group's strategy to expand across Egypt and improve access to advanced healthcare services beyond Greater Cairo, Alameda Healthcare Group has launched and developed a network of regional clinics across various governorates with the aim of:

- Providing specialised diagnostic and consultation services closer to patients
- Connecting patients with the group's tertiary and referral hospitals whenever needed
- Supporting an integrated healthcare ecosystem

These clinics operate through an advanced medical referral system supported by trained medical teams, as well as continuous assessment, follow-up, and treatment planning services to ensure efficiency, speed, and effectiveness in service delivery.

This network represents a key pillar in Alameda's strategy to support the concept of community-based healthcare and reduce the need for patients to travel long distances in order to access reliable and specialised medical services.

alameda-hc.com

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At Alameda Healthcare Group, our commitment goes beyond building hospitals and clinics, we are building a sustainable healthcare ecosystem driven by quality, innovation, and trust. Every expansion, partnership, and medical achievement reflects our responsibility towards delivering world-class care closer to every community we serve.

Dr. Fahad Khater

Chairman - Alameda Healthcare





ARAB HOSPITALS FEDERATION

This is to certify that
ALAMEDA HEALTHCARE

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **GOLD LEVEL** | Leadership, Governance & Continuous Improvement
- ★ | **PLATINUM LEVEL** | Operational Excellence & Resource Optimization
- ★ | **PLATINUM LEVEL** | Patient-centered Care & Experience
- | **PLATINUM LEVEL** | Sustainability, Hospital Design & Resilience

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Alice Yammine Boueiz




Almoosa Health

Saudi Arabia

Almoosa Health is a leading, integrated healthcare provider in the Eastern Province of Saudi Arabia, operating a comprehensive network of healthcare services with a capacity of approximately **750 patient beds** across multiple facilities. Established with the opening of its flagship hospital, the first private hospital in **Al-Ahsa in 1996**, Almoosa Health has grown into a nationally and internationally recognized health system committed to excellence, innovation, and patient-centered care.

The group delivers a **full continuum of care**, including **acute care, specialty services, rehabilitation, long-term care, home healthcare, primary care, telemedicine, and pharmaceutical services**, supported by advanced infrastructure and digital health solutions. Almoosa Health also invests in healthcare education through the **Almoosa College of Healthcare Sciences**, reinforcing its role in workforce development and knowledge advancement.

At the heart of the group is **Almoosa Specialist Hospital - Al-Ahsa**, the tallest medical tower in the Kingdom, hosting multiple **centers of excellence** such as the Heart Center, Comprehensive Cancer Center, Neuroscience Center with an integrated stroke pathway, Orthopedic Center, Women's Health and Children's Programs, and advanced surgical services including hybrid and digital operating rooms.

The organization is distinguished by state-of-the-art facilities, including a fully automated laboratory, advanced CSSD, cath labs, robotics-enabled pharmacies, patient infotainment systems, and a healing environment designed around wellness, natural light, greenery, and privacy.

Almoosa Health's **vision** is to be a world-class health system that promotes wellness and heals illness. Its **mission** emphasizes compassionate service, innovation, and community transformation, guided by core values of **Human-Centered Care, Innovation, Ethics, Empowerment, and Excellence**. Strategic priorities focus on **People, Patient Safety and Quality, Patient Experience, Promoting Wellness, Performance, and Promise**, ensuring sustainable growth, strong governance, and measurable outcomes.

Almoosa Health's commitment to excellence is demonstrated through **measurable clinical outcomes, robust governance**, and adherence to national and international accreditation standards, including CBAHI and Joint Commission International where applicable. The organization leverages advanced digital infrastructure, data analytics, and continuous quality improvement methodologies to ensure patient safety, and superior clinical performance.

The group continues to expand through **new hospitals and medical centers** in Al-Hofuf and Al-Khobar, designed to meet **LEED Gold standards**, alongside a growing network of primary care clinics, home healthcare services, and international patient programs. Collectively, Almoosa Health stands as a **trusted healthcare partner**, delivering high-quality, safe, and patient-focused care while advancing healthcare transformation in Saudi Arabia.

almoosahealthgroup.org

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At Almoosa Health Group, operational excellence is a leadership responsibility and a key driver of high-quality care. Through strong governance, structured methodologies, and disciplined resource stewardship, we delivered measurable impact while ensuring patient safety and sustainable, value-based healthcare.

Dr. Zainab Almoosa

Hospital CEO - Almoosa Health





ARAB HOSPITALS FEDERATION

This is to certify that
ALMOOSA HEALTH
has achieved

| **PLATINUM LEVEL** | Operational Excellence & Resource Optimization

in the Gold Initiative Certificate 7th Edition



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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Altakassusi Alliance Medical Limited

Saudi Arabia

HOLISTIC
ROLE MODEL

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.

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

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 & 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 & 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.

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.

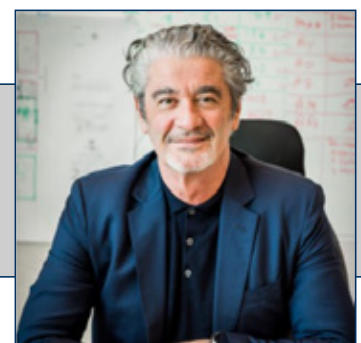
aaml.com.sa

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“Transforming Radiology in Saudi Arabia “
Shaping the future of Medical Imaging

Mr. Nart Mamser

Chief Executive Officer - Altakassusi Alliance Medical Limited (





ARAB HOSPITALS FEDERATION

This is to certify that

ALTAKASSUSI ALLIANCE MEDICAL LIMITED

has achieved **HOLISTIC ROLE MODEL**

PLATINUM LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Leadership, Governance & Continuous Improvement
PLATINUM LEVEL	Operational Excellence & Resource Optimization
GOLD LEVEL	Workforce Development & Wellbeing
PLATINUM LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
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المستشفى الأمريكي
AMERICAN HOSPITAL

American Hospital Dubai

UAE

American Hospital Dubai (AHD), the flagship healthcare division of the Dubai-based Mohamed & Obaid AlMulla Group, is a 252-bed hospital in Oud Metha. AHD delivers technology-enabled primary, secondary and selected tertiary care to patients across the UAE, the region and internationally.

Investment in medical research, Artificial Intelligence (AI) and advanced clinical technology supports better diagnosis, treatment and care delivery - strengthening AHD's position among the region's pioneering healthcare institutions.

STRATEGIC DIFFERENTIATORS

Research & Innovation Hub

Region-first AI research supports improved outcomes and proactive health management.

Complex Disease, Multi-specialty Care

Integrated expertise helps advance complex disease-management protocols and outcomes.

Robotic Centre of Excellence

AI-assisted technology and robotic surgery strengthen benchmark care and medical tourism.

International Patient Program

Personalized, coordinated support for patients travelling to Dubai for specialist care.

FACILITIES & CAPACITY

- 8 Operating Rooms + 2 C-Section Units
- 2 Triage Rooms + 20 Emergency Rooms
- 2 Resuscitation Bays + 1 Minor Procedure Room
- 24 Dialysis Units
- 8 Labor & Delivery Rooms
- 16 Neonatal Intensive Care Units
- 20 Acute Rehabilitation Centers + 22 Intensive Care Units

www.ahdubai.com

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Our vision is to unite human compassion with intelligent innovation. By placing patients at the center of every decision and responsibly harnessing artificial intelligence, we can enhance healthcare experiences, strengthen regional collaboration, and create lasting value for the communities we serve.

Mr. Sherif Beshara

Group Chief Executive Officer - American Hospital Dubai





ARAB HOSPITALS FEDERATION

This is to certify that
AMERICAN HOSPITAL DUBAI
has achieved

| **PLATINUM LEVEL** | Patient-centered Care & Experience

in the Gold Initiative Certificate 7th Edition



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Alice Yammine Boueiz





AMERICAN
UNIVERSITY OF BEIRUT
MEDICAL CENTER
المركز الطبي في الجامعة الأميركية في بيروت

American University of Beirut Medical Center

Lebanon

HOLISTIC
ROLE MODEL

The American University of Beirut Medical Center (AUBMC) is a leading not-for-profit academic medical center in Beirut, with roots dating back to 1862 and the hospital officially opening in 1902. Over more than a century, AUBMC has evolved into a regional and international center of excellence in healthcare, education, and research.

AUBMC is recognized for pioneering advanced clinical programs, including CAR T-cell therapy, adaptive radiotherapy, and Lebanon's first Frozen Elephant Trunk cardiac surgery. It continues to contribute to global science through high-impact research and participation in international conferences and live clinical demonstrations.

The Medical Center is the first institution in the region to achieve seven major international accreditations and designations, including Joint Commission International (JCI), American Nurses Credentialing Center Magnet Recognition (four consecutive designations), College of American Pathologists (CAP), JACIE, Accreditation Council for Graduate Medical Education International, Accreditation Council for Continuing Medical Education, and ANCC accreditation with distinction. AUBMC also demonstrates leadership in digital health transformation through Healthcare Information and Management Systems Society accreditation.

Its specialized centers of excellence include the Abu-Haidar Neuroscience Institute, the Children's Cancer Center of Lebanon, the Naef K. Basile Cancer Institute, the Multiple Sclerosis Center, and the Heart and Vascular Institute. Together, these achievements reflect AUBMC's longstanding commitment to innovation, quality, patient safety, and world-class care.

aubmc.org

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Being chosen as a finalist in recognition of the American University of Beirut Medical Center's efforts and its ongoing dedication to excellence in patient safety, quality, and experience is a source of institutional pride. It demonstrates once more the strength of the university medical center as an organization that consistently works to translate its clinical and academic goals into real benefits for the patients and communities we serve throughout the region.

Dr. Fadlo Khuri

President - American University of Beirut





ARAB HOSPITALS FEDERATION

This is to certify that

AMERICAN UNIVERSITY OF BEIRUT MEDICAL CENTER

has achieved **HOLISTIC ROLE MODEL**

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

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Apex Health
Qatar

HOLISTIC
ROLE MODEL

Apex Health is the fastest-growing private healthcare company in the Middle East and North Africa. Headquartered in Lusail City, Qatar, the Group develops and operates hospitals, clinics and specialised health centres that combine the operational discipline of a regional conglomerate with the clinical standards of the world's leading medical institutions.

The Group's evolved into a portfolio of eight hospitals across Qatar, Iraq, Libya and Algeria, with a further thirteen projects in development across six countries. The growth model is deliberately dual-track. In Qatar, Apex Health develops and majority-owns flagship assets, most notably The View Hospital and the Korean Medical Center, that anchor the country's premium and specialised medicine landscape in addition the group manages and operates the Military Medical City Hospital through its company EWS. Beyond Qatar, the Group has established itself as one of the most capable hospital management companies in the region, partnering with sovereign governments to operate and transform major public assets in Iraq, Libya and Algeria. This combination of develop-and-operate and manage-and-operate capability is rare in MENA and increasingly highly valued.

Underpinning the platform are working clinical affiliations with some of the world's most respected medical institutions: Cedars-Sinai in Los Angeles for The View Hospital, and Asan Medical Center, JK Medical Group, for the Korean Medical Center. These are not licensing arrangements. They are live affiliations involving visiting physicians, joint protocols, second-opinion access for complex cases, and shared training frameworks.

As Apex Health prepares for the next phase of its growth, the platform stands as a credible, scaling proof point of MENA's capacity to build healthcare institutions that meet, and increasingly help set, global standards.

www.apexhealth-intl.com

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The shortlisting of Apex Health and our full portfolio of operating hospitals by the Arab Hospitals Federation this year is significant not simply as a recognition, but as an external validation of a deliberate and consistent strategy after being awarded for the last couple of years. We have invested substantially in building governance frameworks, clinical standards and operational protocols that are designed to deliver the best patient outcome across every market in which we operate. That a credible, independent body has assessed our hospitals collectively and found them worthy of nomination at this level tells us that our model is working.

The Arab Hospitals Federation plays a genuinely important role in shaping the quality agenda for healthcare across the region. Our engagement with the Federation is not ceremonial it is part of how we benchmark ourselves, identify areas for continued improvement and position Apex Health as a serious, long-term contributor to the development of clinical services in the Arab world. We value that relationship deeply, and we intend to build on it as we scale.

Mr. Joseph Hazel

Group Chief Executive Officer - Apex Health





ARAB HOSPITALS FEDERATION

This is to certify that

APEX HEALTH

has achieved **HOLISTIC ROLE MODEL**

| **PLATINUM LEVEL** | Leadership, Governance & Continuous Improvement
 | **GOLD LEVEL** | Workforce Development & Wellbeing

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
 IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

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MP. FADI ALAME
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Fadi Alame

ALICE YAMMINE BOUEIZ
 CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



The View Hospital

Qatar



THE VIEW HOSPITAL

In Affiliation With
 Cedars
Sinai

By **Apex**
Health

The View Hospital opened on 18 December 2022, Qatar National Day, and the day the country hosted the FIFA World Cup final. The timing was symbolic. The hospital represented a new chapter in Qatar's healthcare ambition: the moment when the country could credibly offer world-class private tertiary care without sending patients abroad.

Located in the prestigious Al Qutaifiya area, adjacent to Lusail, Katara and The Pearl, The View Hospital is architecturally as distinctive as it is clinically advanced. Its fifteen-storey waterfront façade, with curvilinear lines and integrated LED elements that evoke flowing water, signals the hospital's positioning at the intersection of medical precision and hospitality. Inside, 240 single private suites, including 62 VIP rooms and 3 royal suites, sit alongside 12 operating rooms and 20 intensive care beds across 95,000 square metres of contemporary clinical space.

The hospital is the flagship of Apex Health and a genuine clinical affiliation with Cedars-Sinai in Los Angeles, one of the highest-ranked hospitals in the United States. The relationship gives The View Hospital direct access to Cedars-Sinai specialists for complex case reviews, a visiting physician programme that brings world-renowned clinicians from Los Angeles, Beverly Hills, Spain and Germany to Doha, and an annual international symposium that has now run for three consecutive years across leading clinical specialties.

Clinical capability spans primary, secondary and tertiary care, supported by Da Vinci and Artis pheno robotic systems, hybrid operating rooms with intra-operative imaging, Qatar's first private nuclear medicine unit, 3T MRI, Open MRI and advanced CT, and robotic systems in the pharmacy and laboratory. Centres of excellence cover cardiology, oncology, orthopaedics and sports medicine, OBGYN, gastroenterology, neurosciences, paediatrics, dialysis and ophthalmology.

In 2025, The View Hospital became the first private hospital in Qatar to earn the Joint Commission International Gold Seal of Approval® 8th Edition, a recognition of patient safety, digital integration, sustainability and continuous improvement. In the same year it was named in Newsweek's Global Hospital Ratings and earned Gold from the Arab Hospitals Federation in both Safety and Quality of Care and Continuity of Care.

For Apex Health, The View Hospital is more than a flagship asset. It is the proof point that the Group can build, operate and accredit a globally competitive hospital from a standing start, and the destination of choice for premium care in the Gulf.



ARAB HOSPITALS FEDERATION

This is to certify that
THE VIEW HOSPITAL
 has achieved

GOLD LEVEL	Quality Management & Patient Safety
PLATINUM LEVEL	Leadership, Governance & Continuous Improvement
GOLD LEVEL	Operational Excellence & Resource Optimization
PLATINUM LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



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Alice Yammine Boueiz



Al Imam Al Hassan Al Mujtaba Teaching Hospital

Iraq



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



Al Imam Al Hassan Al Mujtaba Teaching Hospital is one of the largest and most strategically important teaching hospitals in central Iraq. Located in Karbala Governorate, it serves a populous and historically under-served catchment, providing tertiary clinical care to its surrounding communities while training the next generation of Iraqi physicians, nurses and allied health professionals.

The hospital's size and dual mandate of frontline tertiary care plus structured medical education make it a foundational institution for the future of Iraq's healthcare workforce. With 600 beds and a service mix that spans advanced surgery, comprehensive inpatient and outpatient care, dialysis, physiotherapy and specialised teaching clinics, it offers both serious clinical capability and a structured clinical learning environment.

What distinguishes the hospital today is the operating model behind it. Al Imam Al Hassan Al Mujtaba Teaching Hospital is managed and operated by Apex Health under a long-term partnership with the Iraqi Government. This is part of the Group's broader strategy to strengthen sovereign healthcare capacity in Iraq through governance, clinical operations and technology transfer rather than purely through capital. International clinical protocols, patient-experience standards and quality systems aligned to Apex Health Group practice are being introduced across the institution, raising operational standards while preserving the hospital's role as a public asset.

The early results are visible. In September 2025, the Arab Hospitals Federation recognised the hospital with a Silver award in Safety and Quality of Care, an external validation of the patient-safety culture and clinical protocols that have been built into the operating model. In a country where rebuilding healthcare capacity is a generational priority, that kind of independent recognition matters.

For Apex Health, Karbala hospital is a strategic anchor in its Iraq portfolio. Together with Al Nasiriya Teaching Hospital and the upcoming 400-bed Baghdad International Hospital (for which Apex Health received an Investment Licence from Iraq's National Investment Commission in August 2025), Al Imam Al Hassan Al Mujtaba positions the Group as the most credible private healthcare partner to the Government of Iraq, delivering measurable improvements in safety, quality and patient experience to one of the region's most populous markets.



ARAB HOSPITALS FEDERATION

This is to certify that

AL-IMAM AL-HASSAN AL-MUJTABA TEACHING HOSPITAL

has achieved

GOLD LEVEL	Leadership, Governance & Continuous Improvement
GOLD LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Sustainability, Hospital Design & Resilience

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

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PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



Military Medical City Hospital

Qatar



مستشفى المدينة الطبية العسكرية
MILITARY MEDICAL CITY HOSPITAL

Operated by

ews

The Military Medical City Hospital is the clinical heart of an integrated 77-hectare medical city west of Doha, one of the most ambitious healthcare developments anywhere in the Gulf. Conceived as a holistic environment that brings together health, community, education and wellness in a single setting, the wider campus is more than a hospital site. It is a small city in itself: research centres, residential and commercial developments, sports and rehabilitation facilities, a wellness centre, a health museum, a library, a mosque, a community centre and a hotel are all part of the masterplan.

At its centre stands MMCH itself, a 90,000-square-metre hospital inaugurated on 24 January 2024 by His Excellency Sheikh Khalid bin Mohammed Al Attiyah, Deputy Prime Minister and Minister of State for Defence Affairs. The opening marked one of the most significant milestones in Qatar's recent medical landscape, a state-of-the-art national facility designed to serve a defined and demanding population: active and retired members of Qatar's Armed Forces, the Emiri Guard, Internal Security Forces (Lekhwiya) and the Ministry of Interior, together with their families. In total, MMCH supports a population of approximately 250,000 people.

The hospital's clinical capacity is being delivered in phases. It opened with 126 inpatient beds and is on track to expand to 400 beds, transforming progressively from a general hospital into a tertiary referral centre that integrates education, research and clinical training. Service lines include advanced inpatient and outpatient programmes, intensive care, emergency services and a complete modern diagnostic centre.

MMCH is operated by EWS, an Apex Health company, under the auspices of the Ministry of Defence. This structure demonstrates the Group's ability to deliver complex, mission-critical, government-linked operations at international standards. In December 2025, less than two years after opening, MMCH secured Joint Commission International (JCI) accreditation under the Continuous Accreditation Model, becoming the first hospital in Qatar, and the first in the region, to earn this distinction under the 8th Edition standards. Earlier the same year, the Arab Hospitals Federation recognised the hospital with a Silver award in Sustainability, Innovation & Technology, and public patient feedback consistently cites the dedication of the clinical, nursing and administrative teams.

For Apex Health, the Military Medical City Hospital is the operational flagship of its hospital management business. It is the most powerful proof point in the Group's portfolio of the capacity to win, build and run mission-critical national assets at scale, and a cornerstone of Qatar's public health strategy for the uniformed services and their families.



ARAB HOSPITALS FEDERATION

This is to certify that

MILITARY MEDICAL CITY HOSPITAL

has achieved

PLATINUM LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

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ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



Al Nasiriyah Teaching Hopsital

Iraq



مستشفى الناصرية التعليمي Al Nasiriyah Teaching Hospital

Managed by
Apex
Health | IRAQ
أبيكس هيلث | العراق

Al Nasiriya Teaching Hospital is a major tertiary and teaching facility in Dhi Qar Governorate of southern Iraq. With 600 beds and 19 specialised departments, it provides one of the most comprehensive continuums of care available in the south of the country, from emergency and acute services through advanced specialty treatment to long-term and rehabilitative care, for one of Iraq's largest provincial populations.

The hospital's clinical breadth is matched by its educational mandate. Internal medicine, surgery, obstetrics and gynaecology, paediatrics, emergency medicine, intensive care, diagnostics and a wide range of specialised outpatient services sit alongside structured clinical training designed to strengthen the medical workforce in southern Iraq. For a region where access to advanced multi-specialty care has long been constrained, that combination is consequential.

Al Nasiriya Teaching Hospital is managed and operated by Apex Health under a partnership with the Iraqi Government, the same operating model that anchors Al Imam Al Hassan Al Mujtaba Teaching Hospital in Karbala. The hospital is being progressively transformed through global best practices in healthcare operations, modern operating models, governance frameworks and patient-experience standards. The objective is precise: to position Al Nasiriya Teaching Hospital as a regional model for modern healthcare in central and southern Iraq.

In September 2025 that transformation received independent validation. The Arab Hospitals Federation awarded the hospital a Silver in Leadership, Governance, Policy & Culture, a recognition that goes to the heart of what Apex Health brings to a public-sector partnership. Where many international operators bring capital or branding, Apex Health is being recognised for changing how a major teaching hospital is led, governed and operated. That is rare in the region, and rarer still in the most challenging operating environments.

Together with Al Imam Al Hassan Al Mujtaba Teaching Hospital and the forthcoming Baghdad International Hospital, Al Nasiriya Teaching Hospital forms the backbone of Apex Health's Iraq strategy. The Group's approach in Iraq is not to replace public capacity but to lift it, to take large, complex, under-served institutions and build them into models of safe, modern, patient-centred care. Al Nasiriya Teaching Hospital is one of the clearest examples of that approach delivering tangible results.



ARAB HOSPITALS FEDERATION

This is to certify that

AL NASIRIYAH TEACHING HOSPITAL

has achieved

GOLD LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Sustainability, Hospital Design & Resilience

in the Gold Initiative Certificate 7th Edition



ROLE MODEL IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

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MP. FADI ALAME
PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz




Aster DM Healthcare

UAE

HOLISTIC
 ROLE MODEL

Founded in 1987 by visionary entrepreneur and physician Dr. Azad Moopen, Aster DM Healthcare has grown into one of the leading integrated healthcare providers in the region, with a strong and expanding presence across five countries in the GCC and Jordan. Guided by its core philosophy of delivering accessible, affordable, and high-quality healthcare, Aster has continuously evolved to meet the dynamic needs of the communities it serves. The organization's promise, "We will treat you well," reflects not only its commitment to clinical excellence but also its focus on compassion, empathy, and patient-centered care.

Aster's robust, integrated healthcare model spans the entire spectrum of care from primary and preventive services to highly specialized quaternary treatments. With a network comprising 15 hospitals, 124 clinics, and 333 pharmacies across the GCC, the group ensures seamless continuity of care and improved patient outcomes. Through its three differentiated brands, Aster, Medcare, and Access, Aster caters to diverse segments of society, offering tailored healthcare solutions that bridge gaps in accessibility and affordability while maintaining consistently high standards of quality and safety.

Innovation and digital transformation remain central to Aster's growth strategy. The launch of myAster, the region's first healthcare super app, exemplifies the organization's commitment to leveraging technology to enhance patient experience. The platform integrates teleconsultations, pharmacy services, home healthcare, appointment scheduling, and digital health records, enabling patients to access care anytime, anywhere. This digital-first approach strengthens Aster's vision of building a patient-centric ecosystem that extends beyond physical facilities.

Aster DM Healthcare is also widely recognized for its strong emphasis on clinical governance, quality assurance, and international accreditation standards. Many of its facilities are accredited by globally respected bodies such as Joint Commission International (JCI), reflecting its dedication to maintaining world-class clinical protocols and patient safety practices. The organization continually invests in advanced medical technologies, highly skilled healthcare professionals, and ongoing training programs to ensure excellence in service delivery.

Beyond clinical care, Aster plays a vital role in community engagement and corporate social responsibility. Through the Aster Volunteers program and various outreach initiatives, the organization actively contributes to public health awareness, preventive care campaigns, and humanitarian efforts, particularly for underserved populations. This reinforces Aster's mission of not just treating illnesses, but promoting overall wellbeing and improving the quality of life for communities at large.

With a strong foundation built on trust, innovation, and patient-centric values, Aster DM Healthcare continues to expand its footprint while adapting to the evolving landscape of global healthcare. Its strategic focus on integration, digital transformation, and compassionate care positions the organization as a future-ready healthcare leader committed to delivering excellence at every touchpoint.

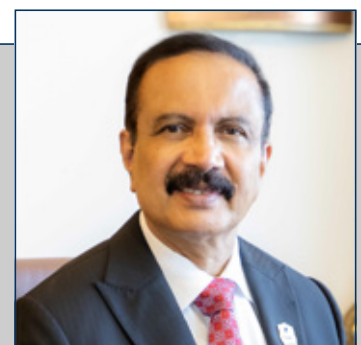
www.asterdmhealthcare.com

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Excellence is not a destination but a continuous journey. At Aster, our commitment has always been to uphold the highest standards of clinical quality, patient safety, and compassionate care across every touchpoint. As healthcare continues to evolve, we remain steadfast in our pursuit of innovation, operational excellence, and world-class outcomes, ensuring that every patient receives care that is not only advanced but also deeply humane. This unwavering commitment to excellence is at the heart of our purpose and will continue to guide our growth and service to communities around the world.

Dr. Azad Moopen

Founder Chairman - Aster DM Healthcare





ARAB HOSPITALS FEDERATION

This is to certify that

ASTER DM HEALTHCARE

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **GOLD LEVEL** | Operational Excellence & Resource Optimization
- | **GOLD LEVEL** | Workforce Development & Wellbeing
- | **PLATINUM LEVEL** | Patient-centered Care & Experience
- ★ | **PLATINUM LEVEL** | Sustainability, Hospital Design & Resilience
- | **PLATINUM LEVEL** | Digital Health & Technology Innovation
- | **PLATINUM LEVEL** | Medical Tourism & International Patient Care Excellence

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Alice Yammine Boueiz



جهاز
المسؤولية
الطبية
Authority for
Medical Responsibility



Authority for Medical Responsibility (AMR)

Kuwait

The Authority for Medical Responsibility (AMR) in Kuwait represents a national model of excellence in healthcare governance, transforming medical accountability into a strategic driver of patient safety, system transparency, and continuous improvement. Operating at the intersection of healthcare regulation and quality oversight, AMR has established a robust, evidence-based governance framework that aligns legal, clinical, and operational dimensions to deliver measurable, system-wide impact.

Enabled by Law 2020/70, AMR has implemented structured governance, multidisciplinary expert committees, and standardized medico-legal protocols, supported by a fully integrated digital case management system. This has significantly enhanced operational performance, reducing case resolution timelines, eliminating backlog, and ensuring consistency and fairness in decision-making.

At the national level, AMR has demonstrated measurable and sustained outcomes.

These include improved compliance with medical responsibility regulations across public and private healthcare sectors, and increased adoption of system-level corrective actions by healthcare providers. By shifting the focus from individual accountability to organizational learning, AMR has indirectly contributed to enhancing patient safety and reducing preventable harm.

A defining strength of AMR is its closed-loop governance model, whereby medico-legal insights are systematically translated into policies, clinical guidelines, and risk mitigation frameworks implemented across the healthcare system. This ensures institutional learning, continuous improvement, and long-term sustainability.

AMR's model is scalable, data-driven, and aligned with international best practices, with continuous performance monitoring enabling adaptability and resilience. Strong stakeholder trust - supported by transparent engagement and alignment with national regulators - reinforces its credibility and effectiveness.

Through visionary leadership and measurable results, AMR demonstrates how regulatory excellence can drive healthcare transformation at scale, delivering sustained improvements in quality, safety, and public trust.

amr.gov.kw

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We're not just building a system of accountability; we're shaping the future of healthcare in Kuwait. At the Authority for Medical Responsibility (AMR), our work is based on independence, precision, and integrity, ensuring fairness in every case and protecting the rights of every patient. With a clear vision for a safer, more advanced healthcare system, we look beyond today's challenges to anticipate tomorrow's needs. By embracing innovation, fostering collaboration, and upholding the highest standards, we're turning challenges into progress, building a system defined by trust, safety, transparency, and lasting public confidence.

Dr. Salman Al-Sabah

President of the Authority for Medical Responsibility (AMR)





ARAB HOSPITALS FEDERATION

This is to certify that
**AUTHORITY FOR MEDICAL
 RESPONSIBILITY**
 has achieved

★ | **PLATINUM LEVEL** | Leadership, Governance & Continuous Improvement

in the Gold Initiative Certificate 7th Edition



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Alice Yammine Boueiz





Bellevue Medical Center is a leading 130-bed tertiary care hospital located in the peaceful valley of Qanater Zbaideh, between Mansourieh and Hazmieh in Mount Lebanon, only 15 minutes from Downtown Beirut.

Combining advanced healthcare services with a serene healing environment surrounded by greenery and historic Roman ruins, BMC offers a unique person-centered healthcare experience.

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 the only hospital in Lebanon to achieve Gold Certification by Planetree International for excellence in person-centered care. These recognitions reflect Bellevue's unwavering commitment to clinical excellence, ethical practices, patient safety, and exceptional patient experience.

BMC provides comprehensive inpatient and outpatient services across a wide range of specialties, including Internal Medicine, Critical Care, Surgery, Pediatrics, Oncology, Cardiology, Neurology, Radiology, Laboratory Services, Psychiatry, and Mental Health. The hospital is also recognized for its Centers of Excellence in Spine & Orthopedic Surgery and Maternity Care. Through a multidisciplinary and evidence-based approach, patients receive holistic and personalized care tailored to both their medical and emotional needs.

The hospital's greatest strength lies in its highly qualified physicians, nurses, and allied healthcare professionals who uphold the values of compassion, ethics, and excellence. Continuous professional development and ongoing training ensure the highest standards of clinical performance and patient care.

Patient safety and quality improvement are embedded in every aspect of Bellevue's operations through evidence-based clinical protocols, infection prevention systems, transparent incident reporting, and continuous monitoring and evaluation processes.

BMC fosters a strong culture of accountability, innovation, and continuous improvement.

In addition, Bellevue utilizes state-of-the-art medical technologies, including AI-powered systems, to support early detection, accurate diagnosis, and effective treatment in line with international best practices.

What truly distinguishes Bellevue Medical Center is its ability to combine advanced medical technology with a deeply humanistic approach to healing. By integrating world-class clinical care within a therapeutic and compassionate environment, BMC has become a benchmark for modern healthcare in Lebanon and the region a hospital with a heart, dedicated to transforming lives through excellence, dignity, and person-centered care.

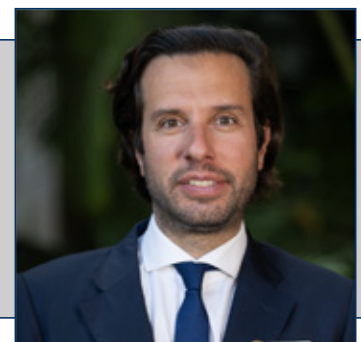
www.bmc.com.lb

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At Bellevue Medical Center, excellence is not a goal we pursue occasionally but a standard we uphold in every decision, interaction, and outcome, driven by a core commitment to combine clinical excellence with genuine compassion and create care that truly makes a difference.

Mr. Nayef Maalouf

President and CEO - Bellevue Medical Center





ARAB HOSPITALS FEDERATION

This is to certify that

BELLEVUE MEDICAL CENTER

has achieved **HOLISTIC ROLE MODEL**

GOLD LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Leadership, Governance & Continuous Improvement
PLATINUM LEVEL	Operational Excellence & Resource Optimization
GOLD LEVEL	Workforce Development & Wellbeing
PLATINUM LEVEL	Patient-centered Care & Experience
★ PLATINUM LEVEL	Sustainability, Hospital Design & Resilience

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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





CLEOPATRA HOSPITALS
GROUP

Cleopatra Hospitals Group

Egypt

HOLISTIC
ROLE MODEL

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.

www.cleopatrahospitals.com

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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.

Dr. Ahmed Ezz

Chief Executive Officer - Cleopatra Hospitals Group





ARAB HOSPITALS FEDERATION

This is to certify that

CLEOPATRA HOSPITALS GROUP

has achieved **HOLISTIC ROLE MODEL**

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

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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Corniche Hospital

UAE

Corniche Hospital is the premier tertiary Women's and Newborn Hospital serving Abu Dhabi since 1977, delivering over 300,000 babies to citizens and residents. We offer a comprehensive range of advanced and low risk Obstetrics, Gynecology, Neonatology, Obstetric Medicine, Fetal Medicine, Perinatal Mental Health Clinic and Fertility services including IVF. The existing hospital was built in 1984 and has been recognized as a modern iconic historic building, but is no longer fit for purpose for a modern-day hospital and we are awaiting our new building.

Corniche Fertility includes Fertility Center, Main Site, Area: 32000 m² and Women's Health Centre Satellite Facility Area: 750 m²

Corniche Hospital is a premier teaching facility offering an Obstetric-Gynaecology Residency Program, Advanced Training Skills Modules (ATSM) in Maternal and Fetal Medicine, and a Neonatal Fellowship Program. SEHA and PureHealth, Corniche Hospital are committed to delivering world-class healthcare services using the most advanced diagnostics and systems. These partnerships have significantly contributed to Corniche Hospital's growth and development in knowledge transfer, education, promoting healthcare excellence, safety and achieving goals with a competitive advantage.

The leadership plays a crucial role in supporting the hospital's successful performance in delivering high level of patient care benchmarked to international standards. Leadership is also responsible for ensuring the availability of appropriate resources, materials, and a conducive physical environment. Corniche Hospital has undergone transformational changes to meet patient expectations.

Corniche Hospital's leadership culture is characterized by openness, transparency, inclusivity, and a steadfast focus on doing what is best for the patients, while also ensuring the efficient use of the government's resources in Abu Dhabi. The Ethical framework is effectively communicated and reinforced through the Governance leadership & Direction (GLD) Policy, Ethics Committee, Mandatory education, and annual Declarations.

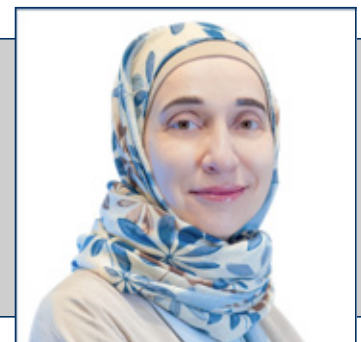
www.seha.ae

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At Corniche Hospital, we believe every mother and newborn deserves the safest start to life. Our participation in the Gold Initiative Certification reflects our unwavering commitment to excellence, compassion, and delivering care that truly makes a difference, every day.

Dr. Asma Ali Al Halaseh

Chief Executive Officer - Corniche Hospital





ARAB HOSPITALS FEDERATION

This is to certify that
CORNICHE HOSPITAL
 has achieved

| **PLATINUM LEVEL** | Quality Management & Patient Safety

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Alice Yammine Boueiz





**Czech
Rehabilitation
Hospital**

المستشفى التشيكي للعلاج التأهيلي

Czech Rehabilitation Hospital

UAE

Established in March 2019, Czech Rehabilitation Hospital (CRH), operated by Royal Health Group and led by CEO Dr. Mohammad Al Seiari, is a JCI-accredited institution delivering comprehensive, patient-centered rehabilitation and specialized services for both adults and children within a single, integrated setting. The hospital combines advanced technology with evidence-based, holistic care models to promote patient independence, improve quality of life, and achieve measurable clinical outcomes while maintaining dignity and respect.

Recognizing that high-quality care must extend beyond clinician-reported outcomes, CRH embraced the principles of value-based healthcare by systematically integrating the patient voice into care delivery. This approach includes Physical Medicine and Rehabilitation (PM&R) and Internal Medicine outpatient clinics, aimed at strengthening clinical decision-making, enhancing care quality, and improving patient outcomes.

The “Care That Listens” project represents a transformative initiative embedding PROMs into daily clinical practice. By capturing patients’ perspectives on mobility, pain, functional status, and emotional wellbeing, the project translates subjective experiences into measurable quality indicators. These insights have driven targeted improvements in pain management, multidisciplinary collaboration, and early identification of risks, thereby enhancing both patient safety and clinical effectiveness. Integrating PROMs into governance and decision-making frameworks ensures continuous monitoring and supports value-based performance. Launched in May 2025, the project emerged from a recognized gap between traditional clinical indicators and patients’ lived experiences in outpatient services. While metrics such as waiting times, appointment availability, and satisfaction scores reflected acceptable performance, they did not fully capture patients’ functional recovery or psychological wellbeing. Leadership therefore prioritized capturing outcomes that only patients can directly report.

Quantitatively, the initiative achieved a high PROMs completion rate of 80%, ensuring meaningful patient representation in routine care. Findings highlighted opportunities to enhance early rehabilitation referrals, strengthen multidisciplinary planning, and improve patient education. The identification of psychological distress among some patients supported the integration of mental health screening and referral pathways. Additionally, the need for more specialized pain management services became evident.

Qualitatively, patients reported feeling heard and more engaged in shared decision-making, while clinicians noted improved alignment between care plans and patient expectations. CRH leadership has used these insights to guide resource allocation, refine care pathways, and introduce outcome-based performance indicators. The subsequent phase will focus on scaling and standardizing the project across all outpatient clinics and inpatient departments, ensuring consistent delivery of patient-centred care and strengthening quality improvement across the organization.

www.royalhealthrehab.ae

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At Czech Rehabilitation Hospital, we lead scalable, patient-centered innovation that delivers measurable impact on quality, safety, and outcomes. Through our ‘Care That Listens’ Project, we embed Patient-Reported Outcome Measures (PROMs) into routine care to ensure every clinical decision is guided by the patient voice. This approach drives measurable improvements in patient outcomes, enhances safety, and establishes a sustainable, data-driven model for continuous quality improvement.

Dr. Mohammed Al Seiari

Chairman & Chief Executive Officer - Royal Health Group





ARAB HOSPITALS FEDERATION

This is to certify that

CZECH REHABILITATION HOSPITAL

has achieved

| **PLATINUM LEVEL** | Quality Management & Patient Safety

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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



دائرة الصحة
DEPARTMENT OF HEALTH



Department of Health

Abu Dhabi

The Department of Health launched the Centres of Excellence (CoE) initiative as a premier regulatory framework to certify and promote healthcare facilities that deliver world-class, specialized medical services.

Vision and Mission

The program aims to transform Abu Dhabi into a leading global healthcare destination by concentrating high-level expertise and multidisciplinary resources into specialized hubs. By designating specific facilities as CoEs, the DoH ensures that patients with complex medical conditions have access to best-in-class outcomes without the need to seek treatment abroad.

Strategic Objectives

- Defining Excellence

Establishing rigorous standards for specialized care that exceed standard licensing requirements.

- Operational Efficiency

Optimizing payment models and healthcare spending to ensure the long-term sustainability of the sector.

- Patient Navigation

Guiding patients and families to the most appropriate, high-resource facilities for complex procedures and services.

- Innovation & Research

Fostering an environment for cutting-edge clinical research, medical education, and the adoption of advanced technologies.

www.doh.gov.ae

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In Abu Dhabi, we are building a people first, prevention-led healthcare ecosystem that empowers communities to live longer, healthier lives. Our Centres of Excellence (CoE) stand as clear examples of excellence, dedication and progress, shaping a healthier future for our community. With patients at the heart of our ecosystem, quality is embedded across the Emirate's sector. Receiving the 7th Edition Gold Initiative Certificate reflects the Department of Health – Abu Dhabi's steadfast commitment to setting global benchmarks in healthcare leadership and excellence, while reinforcing Abu Dhabi's position as a leading global healthcare destination and advancing a legacy of trust, compassion and innovation for generations to come.

H.E. Dr. Fayeza Al Yafei

Executive Director of the Healthcare Quality Sector
Department of Health – Abu Dhabi





ARAB HOSPITALS FEDERATION

This is to certify that

DEPARTMENT OF HEALTH ABU DHABI

has achieved

| **PLATINUM LEVEL** | Quality Management & Patient Safety

in the Gold Initiative Certificate 7th Edition



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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



Dibba Hospital is a governmental facility providing General & specialized healthcare services. The hospital was opened in 1986 at the city of Dibba in the Emirate of Fujairah, offering healthcare services to the residents of Dibba & the surrounding areas. The hospital holds Joint Commission International accreditation & represents Emirates Health Services in global leadership initiatives, including the International Hospital Federation's Young Executive Leaders program.

Aligned with the vision of the United Arab Emirates and the objectives of the National Strategy for Wellbeing 2031, Dibba Hospital launched the Improving Staff Happiness, Positivity, Wellbeing & Quality of Life initiative in 2024, and it remains actively ongoing. The initiative was designed in response to several workforce challenges, including declining job satisfaction, low participation in improvement projects & organizational initiatives, reduced sense of job security, lower productivity, and an increase in staff grievances. Recognizing that employee wellbeing is a critical driver of service excellence, Dibba Hospital leadership adopted a strategic and structured approach to build a happier, safer, and more engaging workplace culture.

To lead this transformation, a dedicated Staff Happiness, Positivity, Wellbeing & Quality of Life Team was established under the supervision of the Hospital Director, with the engagement of all hospital department heads. The initiative is built around six integrated pillars: Inspiring & Attractive Work Environment, Recognition and Appreciation, Professional & Skill Development, Strengthening Workplace Relationships, Mental Wellbeing, and Physical Wellbeing. Through these pillars, Dibba Hospital implemented a broad range of interventions, including employee engagement activities, recognition programs, leadership communication channels, training and development opportunities, psychological support, health awareness initiatives, and supportive workplace practices. This comprehensive model positioned staff wellbeing as a strategic organizational priority rather than a standalone activity

www.ehs.gov.ae

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At Dibba Hospital, we believe that employee happiness is the true foundation of excellence in healthcare. Through aware and qualified leadership, we launched an integrated framework to promote happiness, positivity, and employees' mental and physical wellbeing, reflected in the establishment of a dedicated team focused on staff wellbeing and quality of life. As a holder of a membership card as a Consultant and Ambassador for Happiness and Positivity, I believe that investing in people is the strongest path to achieving sustainable results, enhancing staff satisfaction, and building an inspiring work environment that positively reflects on service quality and patient experience.

Mrs. Wedad Mohamed Al Fardh
Dibba Hospital Director





ARAB HOSPITALS FEDERATION

This is to certify that
DIBBA HOSPITAL
has achieved

| **GOLD LEVEL** | Workforce Development & Wellbeing

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Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Dr. Soliman Fakeeh Hospital – Jeddah (DSFH-J)

KSA

Established in 1978, Dr. Soliman Fakeeh Hospital - Jeddah (DSFH-J) is one of Saudi Arabia's leading private hospitals, with a long-standing legacy of clinical excellence, innovation, and academic healthcare.

DSFH-J provides comprehensive tertiary and quaternary healthcare services across a wide range of medical and surgical specialties. The hospital operates 400 inpatient beds, 120 outpatient clinics, and 15 operating theatres, supported by advanced medical technologies.

With a strong focus on clinical excellence,

Operational excellence, quality and patient safety, innovation, and person-centered care, DSH-J continues to advance healthcare delivery while maintaining a strong role in medical education, training, and specialized care.

- First private hospital in Saudi Arabia to offer IVF services, since 1984
- First private hospital in Saudi Arabia to perform a renal transplant, in 1985
- First private hospital in the Western
- Region to perform a heart transplant, in 1990
- First private hospital in the Kingdom accredited by JCI
- First private hospital in Saudi Arabia to offer da Vinci robotic surgery
- First private-sector hospital in Saudi Arabia to perform an autologous hematopoietic stem cell transplant

Key Accreditations and Recognitions

- #1 Named the Best Private Hospital in Saudi Arabia for the fifth consecutive year (2026-2022)
- 250 Ranked among the World's Best 250 Hospitals for 2026
- Ranked 2nd among all hospitals in Saudi Arabia
- Ranked 3rd among all hospitals in the Arab world
- 14 Centers of Excellence accredited by the Surgical Review Corporation (SRC)
- Gold Level Patient Safety Standards Certificate by the Saudi Patient Safety Center (SPSC)
- Planetree Gold Certification for Person-Centered Care

dsfhjeddah.fakeeh.care

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At Dr. Soliman Fakeeh Hospital - Jeddah, we remain committed to advancing healthcare through excellence, innovation, and continuous improvement. Our participation in the Gold Initiative reflects our dedication to achieving the highest standards and contributing to the advancement of healthcare in the region.

Dr. Sohail Bajammal

CEO, Makkah Region Cluster - Fakeeh Care Group





ARAB HOSPITALS FEDERATION

This is to certify that

DR. SOLIMAN FAKEEH HOSPITAL – JEDDAH

has achieved

| **PLATINUM LEVEL** | Operational Excellence & Resource Optimization

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
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PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Dr. Soliman Fakeeh Hospital – Madinah (DSFH-M)

KSA

Dr. Soliman Fakeeh Hospital – Madinah (DSFH-M) is a tertiary, prominent healthcare conglomerate in Saudi Arabia, providing a comprehensive range of healthcare services to meet the needs of the population served. DSFH-M's pioneering approach has led to notable achievements in advanced medical procedures, earning it recognition in Saudi Arabia's private sector. Additionally, in alignment with Vision 2030.

Fakeeh Care's subsidiaries complement their healthcare delivery arm, spanning technology, ambulance services, logistics, medical supplies, and home health care.

The hospital provides inpatient, outpatient, emergency, surgical, diagnostic, therapeutic, and supporting healthcare services through a multidisciplinary team of qualified healthcare professionals.

The hospital operates in accordance with its approved mission, vision, values, organizational structure, and Scope of Services. Services are planned and delivered based on patient needs, available resources, applicable laws and regulations, and recognized quality and patient safety standards.

DSFH-M is committed to providing safe, effective, patient-centered, and high-quality care while continuously monitoring and improving the performance and outcomes of its clinical and non-clinical services.

dsfhmadinah.fakeeh.care

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We are committed to delivering high-quality, patient-centered healthcare that contributes to the well-being of the Madinah community and its visitors.

Dr. Nezar Khalifah

Chief Executive Officer - Dr. Soliman Fakeeh Hospital - Madinah





ARAB HOSPITALS FEDERATION

This is to certify that

**DR. SOLIMAN FAKEEH
HOSPITAL – MADINAH**

has achieved

| **GOLD LEVEL** | Workforce Development & Wellbeing

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

THE BERYL INSTITUTE | HIMSS | WORLD COUNCIL FOR MEDICAL TOURISM

MP. FADI ALAME
PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



فقيه

مستشفى د. سليمان فقيه
Dr. Soliman Fakeeh Hospital
الرياض Riyadh

Dr. Soliman Fakeeh Hospital – Riyadh (DSFH-R)

KSA

About DSFH-Riyadh

A comprehensive multidisciplinary hospital within Fakeeh Care Group, serving neonatal, pediatric, adult and geriatric populations through integrated emergency, inpatient, ambulatory, surgical, critical care, maternal-child, diagnostic, therapeutic and rehabilitation services.

Vision

To be the reference where compassion meets excellence to empower healthier communities.

Mission

To deliver patient-centered, efficient, innovative and accessible healthcare, prioritizing preventive medicine, population health and cutting-edge research.

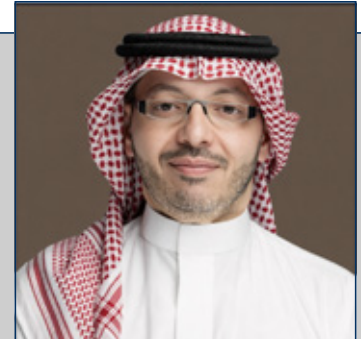
dsfhriyadh.fakeeh.care

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At Dr. Soliman Fakeeh Hospital Riyadh, excellence is not merely an aspiration but a fundamental responsibility. By placing our patients at the centre of every decision, we remain steadfast in our commitment to delivering safe, high-quality, and patient-centred healthcare that enhances lives and fosters trust within the communities we serve. Through continuous innovation, clinical excellence, and an unwavering dedication to quality, we strive to advance healthcare delivery and establish new benchmarks for excellence in patient care.

Prof. Thamer

Chief Executive Officer - Dr. Soliman Fakeeh Hospital - Riyadh





ARAB HOSPITALS FEDERATION

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**DR. SOLIMAN FAKEEH
HOSPITAL – RIYADH**

has achieved

| **PLATINUM LEVEL** | Patient-centered Care & Experience

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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



الهيئة العامة
لرعاية الصحة
EGYPT HEALTHCARE AUTHORITY



Egypt Healthcare Authority
Egypt

Egypt Healthcare Authority (EHA) is a governmental healthcare provider in Egypt, established under Law No. 2 of 2018 as part of the country's comprehensive healthcare reform. The establishment of EHA marked a fundamental shift in the governance of the Egyptian healthcare system, introducing a more structured and efficient model aimed at improving service delivery, quality of care, and system accountability.

Within the reformed healthcare framework, EHA is responsible for the provision and delivery of healthcare services across Egypt. This includes the operation and management of hospitals, primary healthcare centers, and specialized medical facilities under its network. EHA plays a central role in ensuring accessible, equitable, and high-quality healthcare services for all citizens.

EHA operates as one of the three main pillars of Egypt's Universal Health Insurance system, which introduced a clear separation of roles within the healthcare ecosystem. While EHA focuses on service delivery, the system assigns other key functions to dedicated entities, including the General Authority for Healthcare Accreditation and Regulation (GAHAR) and the Universal Health Insurance Authority (UHIA), which are responsible for regulation, accreditation, and financing.

This separation has significantly enhanced governance, efficiency, and transparency within the national health system.

Currently, EHA manages approximately 360 healthcare facilities distributed across six governorates in the first phase of implementation of the Universal Health Insurance System. These governorates include Port Said, Ismailia, Suez, Luxor, Aswan, and South Sinai. This phase represents a foundational step in a nationwide rollout plan designed to achieve full Universal Health Coverage across Egypt in successive stages.

EHA is now actively preparing for the expansion into the next phases of implementation, which will include additional governorates, starting with Minya. This expansion is supported by ongoing efforts to strengthen infrastructure, enhance service capacity, and improve operational readiness across all facilities.

EHA places strong emphasis on continuous improvement, clinical excellence, and patient-centered care. It is also committed to strengthening healthcare workforce capabilities through training, capacity building, and collaboration with national and international partners. In parallel, EHA is advancing the adoption of digital health solutions to improve efficiency, support clinical decision-making, and enhance the overall patient experience.

Through its growing network and reform-driven mandate, Egypt Healthcare Authority continues to play a vital role in transforming healthcare delivery in Egypt and supporting the country's vision of Universal Health Coverage by 2032.

eha.gov.eg

Dr. Ahmed El Sobky
Chairman- Egypt Healthcare Authority





ARAB HOSPITALS FEDERATION

This is to certify that
**EGYPT HEALTHCARE
 AUTHORITY**
 has achieved

| **GOLD LEVEL** | Operational Excellence & Resource Optimization

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
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مجموعة فقيه للرعاية الصحية
Fakeeh Care Group

Fakeeh Care Group

KSA

Fakeeh Care Group (FCG) is one of Saudi Arabia's leading integrated healthcare groups, with a longstanding commitment to clinical excellence, patient centered care, education, innovation, and digital transformation. The Group delivers a comprehensive continuum of care spanning primary, secondary and tertiary healthcare, home healthcare, virtual care, and specialized medical services.

Clinical Excellence and Innovation

At the heart of Fakeeh Care Group is a commitment to advancing healthcare through clinical excellence and innovation. The Group has pioneered several advanced medical services in the Kingdom, including one of the first robotic surgery programs in the private sector, alongside advanced cardiac and neurosurgical services, integrated cancer care, transplantation, and other highly specialized clinical programs.

Education and Research

Education and research are integral to the Group's mission. Through Fakeeh College for Medical Sciences and its postgraduate training programs, Fakeeh Care Group contributes to developing the next generation of healthcare professionals across medicine, nursing, pharmacy, and allied health disciplines.

An Integrated Healthcare Ecosystem

Fakeeh Care Group operates an expanding network of hospitals, medical centers, home healthcare services, and other healthcare businesses across Saudi Arabia. Its integrated ecosystem is further supported by specialized capabilities in healthcare technology, emergency medical services, healthcare logistics, medical supplies, and home healthcare. The Group also brings extensive experience in healthcare management and operations, including partnerships with major organizations and large scale healthcare developments.

Digital Transformation

Digital transformation and innovation are central to Fakeeh Care Group's strategy. The Group continues to invest in integrated digital platforms, data and analytics, artificial intelligence, automation, virtual care, and emerging technologies to enhance clinical outcomes, patient experience, operational performance, and healthcare accessibility.

Shaping the Future of Care

Aligned with Saudi Vision 2030, Fakeeh Care Group continues to expand its healthcare footprint while pursuing new models of care that combine clinical excellence, technology, education, and innovation. Its ambition is not simply to adopt the future of healthcare, but to help shape it by delivering safer, smarter, more connected, and more personalized care for the communities it serves.

www.fakeeh.care

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At Fakeeh Care Group, digital transformation is not about technology alone. It is about using innovation to improve patient outcomes, empower our healthcare teams, and create a safer, more connected and sustainable model of care. This recognition reflects the collective commitment of our leadership and teams to continuously advance healthcare excellence through meaningful digital innovation.

Dr. Tamara Jaffer Sunbul

Group Chief Information Officer - Fakeeh Care Group





ARAB HOSPITALS FEDERATION

This is to certify that
FAKEEH CARE GROUP

has achieved **HOLISTIC ROLE MODEL**

★ | **PLATINUM LEVEL** | Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
 IN HEALTHCARE EXCELLENCE

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Alice Yammine Boueiz





Fakeeh Health

UAE

Fakeeh Health is a pioneering healthcare group brought to the UAE by the esteemed founders of Fakeeh Care Group, KSA. With over 48 years of legacy in clinical excellence, research & innovation, and academic integration, Fakeeh Health stands as a testament to our unwavering commitment to deliver holistic, high-quality, and accessible healthcare.

Our flagship facility, Fakeeh University Hospital, is a 350-bed tertiary and super-specialized hospital. Here, we provide advanced medical care across a range of specialized fields, ensuring that our patients receive the highest standard of treatment and support.

We currently operate five primary care facilities under the name Fakeeh Medicentres, located in various neighborhoods across Dubai. These centers serve as the first point of contact for patients, offering comprehensive primary care services that address a wide range of health needs.

The Fakeeh Smart Clinic is our innovative approach to healthcare. Equipped with the latest smart healthcare technologies, this clinic offers both physical and virtual care, providing convenient and efficient services to our catchment communities.

Fakeeh DaySurge is our first large Day Surgery centre. This state-of-the-art facility will provide primary and secondary care services, focusing on minimally invasive procedures and same-day surgeries to ensure quick recovery and reduced hospital stays.

www.fakeeh.health

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We are honored to be recognised by the Arab Hospitals Federation, an organization that continues to play an important role in advancing healthcare quality, collaboration, innovation, and patient-centered care across the Arab world.

For us at Fakeeh Health, this recognition is not about a single achievement. It reflects the collective effort, commitment, and values lived every day by our clinicians, nurses, and support teams across the organization.

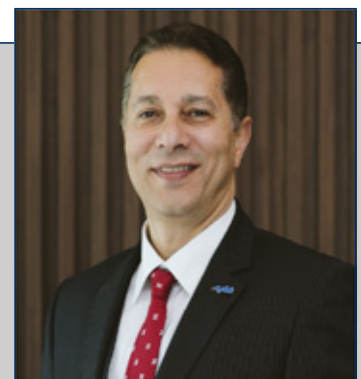
It also comes at a meaningful time for Fakeeh University Hospital. Alongside our recent Baby-Friendly Hospital Initiative accreditation by WHO and UNICEF, our Planetree Gold Certification continues to reinforce a philosophy we deeply believe in: that great healthcare is measured not only by clinical outcomes, but also by compassion, dignity, safety, and the human experience behind every patient journey.

Healthcare excellence is never one milestone or one award. It is a continuous daily commitment reflected in every patient interaction, every clinical decision, and every moment where trust is placed in our hands.

I am proud of the entire Fakeeh Health family and grateful to the Arab Hospitals Federation for its continued efforts in elevating healthcare standards and fostering collaboration across the region.

Dr. Mohaymen Abdelghany

Group CEO | Board Member – Fakeeh Health
CEO – Fakeeh University Hospital





ARAB HOSPITALS FEDERATION

This is to certify that
FAKEEH HEALTH

has achieved

GOLD LEVEL	Quality Management & Patient Safety
PLATINUM LEVEL	Operational Excellence & Resource Optimization

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
 IN HEALTHCARE EXCELLENCE

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Alice Yammine Boueiz





Government Hospitals Bahrain

Bahrain

HOLISTIC
ROLE MODEL

Government hospitals in Bahrain are designed to ensure universal health coverage, offering services across secondary, and tertiary levels of care. The system is guided by national healthcare strategies focused on quality, safety, efficiency, and patient-centered care.

Key Services Provided

Government hospitals deliver a wide range of services including:

- Specialized & tertiary care
- Emergency and trauma care
- Specialized surgeries and intensive care
- Maternal and child health services
- Chronic disease management
- Outpatient & specialty clinics
- Diagnostic and laboratory services
- Rehabilitation and long-term care
- Physiotherapy & occupational therapy
- Mental health services
- Multiple sclerosis specialized center
- Geriatric services
- Digital health & support services

Strategic Focus Areas

The system emphasizes:

- Patient safety and quality improvement
- Digital transformation (eHealth systems integration)
- Clinical governance and performance measurement
- Workforce development and training
- Accreditation and international standards compliance
- Innovation in healthcare delivery

Role in National Healthcare System

Government hospitals in Bahrain play a pivotal role in the national healthcare system as the primary provider of comprehensive, accessible, and high-quality healthcare services to citizens and residents. Operating under the Supreme Council of Health, we deliver an integrated continuum of care that spans secondary and tertiary services. Collectively, Government Hospitals also function as centers for medical education, training, research, and clinical governance, while driving national initiatives in quality improvement, patient safety, and digital health transformation.

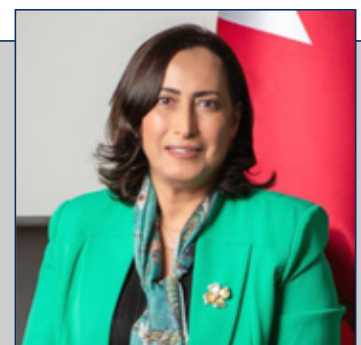
www.hospitals.gov.bh

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At Bahrain Government Hospitals, Excellence is not a milestone but a continuous commitment, anchored in a clear governance-driven vision and supported by a strong, integrated healthcare system. We have built a patient-centered model of care that places safety, clinical effectiveness, and innovation at its core. Our participation in the Arab Hospitals Federation Gold Initiative Certificate reflects our unwavering determination to elevate standards of care, empower our healthcare workforce, and consistently deliver safe, high-quality services. We remain firmly focused on advancing as a role model in excellence and a source of pride for our healthcare system.

Dr. Maryam Al Jalahma

CEO of Bahrain Government Hospitals





ARAB HOSPITALS FEDERATION

This is to certify that

GOVERNMENT HOSPITALS BAHRAIN

has achieved **HOLISTIC ROLE MODEL**

PLATINUM LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Leadership, Governance & Continuous Improvement
GOLD LEVEL	Workforce Development & Wellbeing
PLATINUM LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Sustainability, Hospital Design & Resilience
PLATINUM LEVEL	Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



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Alice Yammine Boueiz





Hamad Medical Corporation

Qatar

Hamad Medical Corporation (HMC) is Qatar's principal provider of specialist secondary and tertiary healthcare and one of the leading healthcare systems in the Middle East.

Through a network of 15 hospitals, alongside ambulance, mental health, community and home-based services, HMC delivers safe, effective and compassionate care.

Over the past decade, HMC has expanded significantly, opening eight new hospitals, multiple specialist facilities and advancing its range of clinical services. HMC holds numerous internationally recognized accreditations for quality, safety and person-centred care, and delivers healthcare services that exceed global benchmarks in areas including stroke, cardiology, trauma and cancer.

www.hamad.qa

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We are honored that Hamad Medical Corporation has been selected as a finalist for the Gold Initiative Certificate within the Patient-Centered Care and Experience dimension. This recognition reflects our sustained commitment to placing patients at the heart of everything we do. HMC has achieved multiple international certifications in person-centered care, reflecting our high standards in patient experience. Through a strong focus on innovation and patient partnership, we continue to deliver measurable improvements in experience and outcomes, reinforcing our position as a regional leader in patient-centered care.

Dr. Khalid Mohammed Al Jalham

Chief Medical Officer - Hamad Medical Corporation





ARAB HOSPITALS FEDERATION

This is to certify that
**HAMAD MEDICAL
 CORPORATION**
 has achieved

★ | **PLATINUM LEVEL** | Patient-centered Care & Experience

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
 IN HEALTHCARE EXCELLENCE

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 CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



Masafi Hospital is a government hospital under Emirates Health Services (EHS), located in Masafi, Fujairah. Established in 2010 as a health center and upgraded to a general hospital in 2015, the hospital provides high-quality, patient-centered healthcare services with a strong commitment to safety, innovation, and continuous improvement.

Masafi Hospital has achieved multiple prestigious accreditations, including Joint Commission International Accreditation (JCIA), ISO certifications across several domains, Clinical Care Program Certification (CCPC) for Diabetes, and CARF Accreditation for Rehabilitation. These recognitions reflect the hospital's commitment to international standards and excellence in healthcare delivery.

As part of its participation in the Gold Initiative Certificate "Role Model in Healthcare Excellence," Masafi Hospital is submitting a portfolio of high-impact projects across multiple categories :

1 .Improving Patient Admission Process within 1 Hour

A quality improvement initiative aimed at reducing admission time from decision to ward transfer to within 60 minutes, enhancing patient flow, safety, and satisfaction .

2 .Masafi Clinical Leadership Excellence (MCLE)

A structured leadership development program designed to enhance nursing competencies, improve workforce engagement, and drive measurable improvements in clinical and operational performance .

3 .School-Based Hearing Screening Program

A preventive healthcare initiative targeting early detection of hearing issues among school children, with scalable impact extending to national-level implementation .

4 .Unifying Environmental Monitoring Documentation & Digital Crash Cart Checklist

A sustainability and digital transformation initiative that standardizes environmental monitoring and ensures emergency readiness through a unified digital system .

5 .LAMA Patient Tracking Project

A patient safety initiative that established a structured tracking and follow-up system for patients leaving against medical advice, reducing risks and supporting better clinical outcomes.

These initiatives collectively demonstrate Masafi Hospital's commitment to delivering innovative, sustainable, and high-quality healthcare services with measurable outcomes and continuous improvement .

www.ehs.gov.ae

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The recognition from the Arab Hospital Federation is a testament to the dedication of every single member of the Masafi Hospital family. We believe that true excellence in healthcare is achieved not just through technology, but through compassionate care and strong leadership. Empowering our staff members and fostering a culture of collaboration are essential to delivering the safe, high-quality care our community deserves, a principle that is at the very heart of this Gold Initiative.

Dr.Amna Alsaadi

Hospital Director - Masafi Hospital - EHS





ARAB HOSPITALS FEDERATION

This is to certify that
MASAFI HOSPITAL

has achieved

SILVER LEVEL	Quality Management & Patient Safety
PLATINUM LEVEL	Leadership, Governance & Continuous Improvement
GOLD LEVEL	Operational Excellence & Resource Optimization
GOLD LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Sustainability, Hospital Design & Resilience

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
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**NOTRE DAME
DES SECOURS**
UNIVERSITY HOSPITAL



**Notre Dame des Secours
University Hospital** Lebanon

Notre Dame des Secours University Hospital (NDSUH) is a leading academic healthcare institution in Lebanon tied with the Holy Spirit University of Kaslik (USEK). For decades, NDSUH has been committed to delivering high-quality, patient-centered care while advancing medical education, clinical excellence, research, and community service.

Located in Byblos, Lebanon, NDSUH offers a comprehensive range of medical, surgical, diagnostic, and specialized healthcare services through a multidisciplinary team of physicians, nurses, health professionals, and support staff dedicated to excellence and compassion.

As a university hospital, NDSUH combines healthcare delivery with education and scientific advancement, contributing to the development of future healthcare professionals and the continuous advancement of medical knowledge. The institution is committed to aligning its practices with international healthcare standards through continuous quality improvement, patient safety practices, patient experience initiatives, digital transformation, evidence-based medicine, and innovation in healthcare delivery.

Over recent years, NDSUH has undertaken a significant institutional transformation focused on strengthening governance, enhancing patient experience, modernizing infrastructure and technology, expanding clinical capabilities, and reinforcing a culture of quality and safety across all levels of the organization.

Today, NDSUH continues its mission of providing safe, compassionate, and high-quality healthcare while contributing to the educational, social, and economic development of society. Through excellence in patient care, teaching, research, and innovation, the hospital remains committed to shaping the future of healthcare in Lebanon and the region.

www.chu-nds.org

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This recognition reflects the collective commitment of our quality and patient safety teams together with our physicians, nurses, healthcare practitioners, employees, and leadership team to advancing excellence in healthcare. At Notre Dame des Secours University Hospital, we remain dedicated to continuously improving our services, aligning with international standards, advancing medical education and knowledge, and delivering compassionate, patient-centered care that serves our community and future generations

Mr. Elias Abou Fadel

CEO - Notre Dame des Secours University Hospital





ARAB HOSPITALS FEDERATION

This is to certify that

NOTRE DAME DES SECOURS UNIVERSITY HOSPITAL

has achieved

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ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Royal Bahrain Hospital
Bahrain

Royal Bahrain Hospital (RBH), the flagship multi-specialty institution of the KIMSHEALTH Group, stands as a premier healthcare provider in the Kingdom of Bahrain. Our true identity is defined by an unwavering "Patient First" philosophy, a core commitment that views the patient experience as the ultimate measure of clinical success. This dedication to empathetic, personalized care is underpinned by our NHRA Diamond Accreditation the highest quality tier awarded by the National Health Regulatory Authority.

While this status marks us for the most rigorous international standards of safety and clinical excellence, our ultimate priority remains the lived experience, dignity, and satisfaction of every patient we serve.

By combining world-class clinical expertise with an agile, tech-forward, and socially responsible approach, RBH ensures that the "Standard of Care" is not just a clinical metric, but a human one.

The "Patient First" Initiative: A Strategic Evolution In April 2025, RBH launched the 'Voice of the Patient' phase to eliminate institutional blind spots in the patient journey. By early 2026, following a high-level mandate from the KIMSHEALTH Board, this evolved into the "Patient First Initiative: Scaling Value and NPS through 'Voice of the Patient' Insights." This transformation moved the hospital from traditional satisfaction monitoring to a comprehensive, Board-led ecosystem. By integrating Real-Time Feedback (PREMs), ESG-driven inclusive hiring, and Evidence-Based Clinical Governance, RBH established a robust "Push-Pull" strategy that holds leadership accountable while empowering frontline staff.

Innovative Methodology & Clinical Governance: Our strategy utilizes a continuous Plan-Do-Study-Act (PDSA) cycle to bridge the gap between patient expectations and service delivery:

- **Inclusive Feedback Collection:** RBH is a regional pioneer in integrating staff members with Down Syndrome into frontline data-collection teams, successfully merging ESG goals with operational excellence.
- **Clinical Safety & Care Continuity:** We utilize the evidence-based LACE Tool to identify high-risk patients at discharge and conduct complimentary postnatal home visits by specialized nurses to ensure safety beyond the hospital walls.
- **Zero-Lag Service Recovery:** We have achieved a 95% resolution rate for patient concerns within 24 hours—ensuring service recovery occurs before the patient is discharged.
- **System-Level Sustainability:** Our model is hard-coded into the Hospital Information System (HIS), with automated triggers and appraisal-linked KPIs ensuring a permanent culture of excellence.

Measurable Impact and Outcomes (April 2025 – April 2026)

Our commitment to "Diamond Standard" care is validated by significant growth in key performance indicators:

- **Elite Loyalty Growth:** Our Net Promoter Score (NPS) surged from 54 to 80, a 48.1% increase, positioning RBH at the pinnacle of regional healthcare benchmarks.
- **Digital Reputation Leadership:** Our organic Google Rating ascended from 4.1 to 4.4, reflecting a powerful culture of patient advocacy.
- **Clinical Efficiency:** Maintained a consistent Average Length of Stay (ALOS) of 2.0 days via mandatory Medical Board reviews for complex cases.
- **Scale of Engagement:** Captured over 7,400 combined feedback responses, ensuring the "Voice of the Patient" drives every operational improvement.

Royal Bahrain Hospital serves as a regional role model by proving that clinical efficiency and deep compassion are mutually reinforcing. We view our current success not as a final destination, but as a foundation for continuous evolution. Through our "Patient First" framework, we have established a culture of constant refinement, utilizing real-time insights to elevate our care daily.

RBH offers a scalable, sustainable, and digitally-integrated blueprint for healthcare organizations across the GCC, committed to the relentless pursuit of an ever-improving patient journey.

www.royalbahrainhospital.com

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We are a patient-centric organization and maintain our 'patient-first' philosophy in everything we do.

Dr. Sheriff M Sahadulla

Group Chief Executive Officer - KIMSHEALTH





ARAB HOSPITALS FEDERATION

This is to certify that
ROYAL BAHRAIN HOSPITAL
has achieved

| **GOLD LEVEL** | Patient-centered Care & Experience

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
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Alice Yammine Boueiz



مستشفى سلمى لإعادة التأهيل
SEHA SALMA REHABILITATION HOSPITAL

Salma Rehabilitation Hospital

UAE

Named after the first and oldest Emirati nurse Salma Al Sharhan, SEHA Salma Rehabilitation Hospital is the only holistic premium facility in the UAE designed specially to provide the ultimate care for your precious ones. 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). SEHA Salma Rehabilitation Hospital is a purpose-built hospital that is designed to feel like a "home away from home" and to start 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. SEHA 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.

www.salmahospital.com

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We are honoured to receive the Arab Hospitals Federation's Gold Initiative Certificate, a recognition that reflects not only our clinical outcomes, but the human impact behind every recovery journey. At SEHA Salma Rehabilitation Hospital, we are committed to building sustainable, family-centered models of care that deliver both measurable results and meaningful experiences.

This milestone affirms our dedication to delivering high-impact, evidence-driven care that is both scalable and sustainable across the healthcare continuum. Our model demonstrates how vision is translated into measurable outcomes, particularly for patients requiring long-term and post-acute rehabilitation.

We proudly share this achievement with our teams, our patients, and their families, as we continue to lead rehabilitation with purpose across the UAE and beyond.

Philipp Mielenz

Chief Executive Officer - Salma Rehabilitation Hospital





ARAB HOSPITALS FEDERATION

This is to certify that

SALMA REHABILITATION HOSPITAL

has achieved

GOLD LEVEL	Quality Management & Patient Safety
GOLD LEVEL	Patient-centered Care & Experience

in the Gold Initiative Certificate 7th Edition



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ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz



Emirates Health Services: Advancing Excellence in Patient-Centered Care

Established in 2021 as a federal entity under UAE Cabinet Resolution (2016/9), 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.

www.ehs.gov.ae

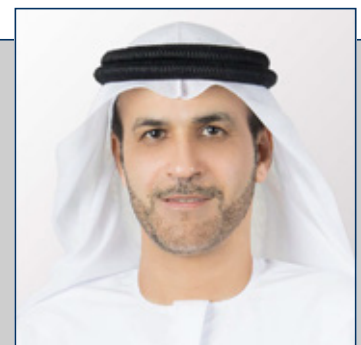
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Emirates Health Services is proud to add yet another distinguished achievement to its growing record of excellence, having received the Gold Initiative Certificate – Role Model in Healthcare Excellence from the Arab Hospitals Federation, in collaboration 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.

H.E. Dr. Yousif Mohamed Al Serkal
 Director General of Emirates Health Services





ARAB HOSPITALS FEDERATION

This is to certify that
SAQR HOSPITAL

has achieved

| **GOLD LEVEL** | Patient-centered Care & Experience
| **PLATINUM LEVEL** | Digital Health & Technology Innovation

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
IN HEALTHCARE EXCELLENCE

IN PARTNERSHIP WITH

THE BERYL INSTITUTE | HIMSS | WORLD COUNCIL FOR MEDICAL TOURISM

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PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Saudi German Health

Saudi Arabia

Building on a long family legacy as medical pioneers in the Kingdom, Saudi German Health was founded by the Batterjee family and has grown to become one of the leading private healthcare providers across the Middle East and North Africa.

Today, the Group is recognized for setting regional benchmarks in quality and innovation.

22+ Medical Facilities Across 6 Countries

37+ Years of Healthcare Excellence

3900+ Beds

2.5M+ Patients a year

9000+ Employees

44+ Specialties

50+ Awards & Accreditations

saudigermanhealth.com

“

This initiative embodies SGH's relentless pursuit of excellence, redefining emergency care through a data-driven, patient-centered model that delivers measurable impact and establishes a bold new benchmark for sustainable performance across the region, all under our promise of Caring like family.

Dr. Nezar Bahabri

Group Chief Executive Officer - Saudi German Health





ARAB HOSPITALS FEDERATION

This is to certify that

**SAUDI GERMAN HEALTH
KSA**

has achieved

| **PLATINUM LEVEL** | Operational Excellence & Resource Optimization

in the Gold Initiative Certificate 7th Edition



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المستشفى السعودي الألماني
Saudi German Hospital
 نرعاكم كأهالينا Caring like family



Saudi German Health - Madinah

Saudi Arabia

At Saudi German Health – Madinah, healthcare is not just about treating illness...
 It's about transforming lives.

With over two decades of medical excellence in Madinah, the hospital was founded by the Batterjee family with one clear mission: to ease suffering and deliver world-class care to the community. From day one, the vision was bold. In collaboration with leading German university hospitals, Saudi German Hospital brought advanced German medical standards to the Kingdom setting a new benchmark in quality, precision, and patient trust.

Today, Saudi German Hospital – Madinah stands as a 300-bed, multi-specialty tertiary care center, offering comprehensive healthcare under one roof powered by expertise, innovation, and compassion.

A New Era of Patient-Centered Care :

Here, patients are not passive recipients of care they are partners in their healing journey. Through a pioneering Patient Activation & Engagement Model, the hospital empowers every patient to take an active role in their treatment, supported by:

- Smart communication tools like Ask Me 3
- Patient & Family Advisory Councils (PFAC)
- Dedicated Care Partner Programs
- Real-time feedback systems

The result?

A remarkable increase in patient engagement (PAM tool) from 68% to 89% - a transformation that goes beyond numbers: Stronger communication, Safer care and Better treatment outcomes

And it doesn't stop there.

With 100% staff training and a culture built around patient-first thinking, every interaction is designed to deliver clarity, confidence, and comfort.

saudigermanhealth.com

“

We are committed to advancing patient-centered care through innovation, data-driven excellence, and a culture of safety-ensuring that every patient receives the right care, at the right time, with the highest standards of quality.

Dr. Mohamed Salah
 SGH Madinah CEO





ARAB HOSPITALS FEDERATION

This is to certify that

SAUDI GERMAN HEALTH MADINAH

has achieved

★ | **PLATINUM LEVEL** | Patient-centered Care & Experience

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Alice Yammine Boueiz





السعودي الألماني الصحية مصر
Saudi German Health Egypt
Caring like family نعاكم كأهالينا

Saudi German Health - Cairo

Egypt

HOLISTIC
ROLE MODEL

Saudi German Health – Egypt is a premier healthcare provider and a vital pillar of the region’s healthcare landscape, operating as part of the Saudi German Hospitals Group, a leading MENA private healthcare provider founded in 1988. Since the 2016 establishment of SGH Cairo, the group’s first landmark tertiary care outpost in Africa and the subsequent 2023 opening of the state-of-the-art SGH Alexandria, the group has set the gold standard for patient-centered care and clinical excellence. SGH Egypt integrates rigorous international standards, evidenced by an elite portfolio of global recognitions including JCI and Canadian accreditations, alongside the historic milestone of SGH Alexandria becoming the first hospital in Africa to achieve ACHS accreditation.

Further distinguishing its clinical leadership, SGH Cairo is the first in Africa to achieve TEMOS accreditation and is officially accredited by the Royal College of Surgeons of England as a premier surgical training center. As a member of the prestigious Mayo Clinic Care Network, SGH Egypt delivers value-based healthcare through a philosophy of "Caring Like Family," manifesting a culture of trust and compassion across its work. By leveraging state-of-the-art technology and adhering to rigorous international standards for hospital operation, Saudi German Health continues to bridge the gap between regional needs and global medical standards, actively contributing to the well-being of the community and the advancement of healthcare delivery across Egypt and beyond.

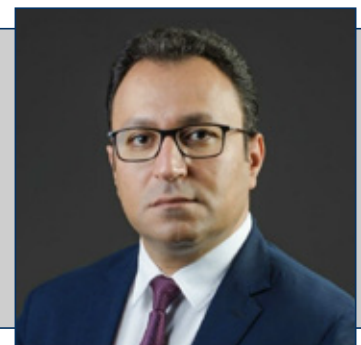
sgheg.com

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At Saudi German Health - Egypt, our pursuit of excellence is not a destination, but a continuous journey of impact, defined by our dedication to pioneering world-class medical standards. By integrating historic clinical achievements with our 'Caring Like Family' ethos, we are doing more than treating patients; we are building a resilient healthcare landscape that serves as a regional role model and a promise of a healthier future for all.

Dr. Mohamed Hablas

Regional Director of Saudi German Health – Egypt & North Africa





ARAB HOSPITALS FEDERATION

This is to certify that

SAUDI GERMAN HEALTH EGYPT

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Workforce Development & Wellbeing
- | **GOLD LEVEL** | Patient-centered Care & Experience
- | **PLATINUM LEVEL** | Sustainability, Hospital Design & Resilience
- | **PLATINUM LEVEL** | Medical Tourism & International Patient Care Excellence

in the Gold Initiative Certificate 7th Edition



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Saudi German Health
Caring like family



Saudi German Health

UAE

HOLISTIC
ROLE MODEL

At Saudi German Health, we understand that healthcare is all about people. That is why we treat every patient, staff member and partner like family, combining global medical expertise with heartfelt compassion in a warm, supportive environment to enhance the health of our patients and the well-being of humanity.

Building on a long family legacy as medical pioneers in the Kingdom, Saudi German Health was founded by the Batterjee family and has grown to become the leading private healthcare provider across the Middle East and North Africa.

With a vast network of existing and upcoming hospitals and clinics across Saudi Arabia, the UAE, Yemen, Egypt, Morocco and Pakistan, Saudi German Health is a pillar in countless communities, providing comprehensive care and exceptional service to millions of patients each year.

By bringing together a talented team of highly qualified and experienced healthcare professionals, state-of-the-art technologies, intuitive and compassionate patient experience, and the highest international standards and practices, we are proud to be a force for positive development and transformation in our region and beyond.

saudigermanhealth.com

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Caring Like Family is our motto.

Dr. Ahmed Eissa

CEO - Saudi German Health - UAE





ARAB HOSPITALS FEDERATION

This is to certify that

SAUDI GERMAN HEALTH UAE

has achieved **HOLISTIC ROLE MODEL**

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

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ROLE MODEL
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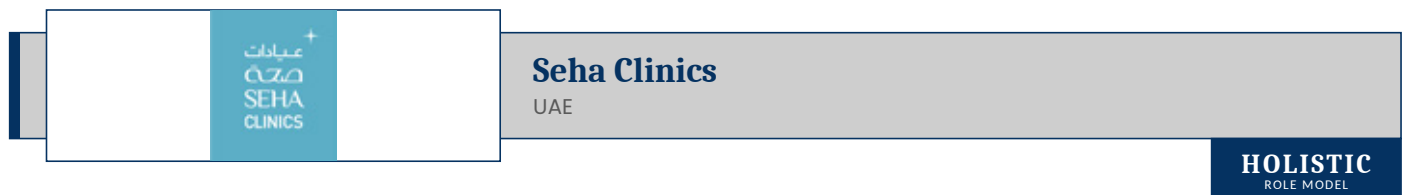
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PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





SEHA CLINICS represents the evolution of Ambulatory Healthcare Services (AHS), which was established in 2007, and today serves as the gateway to the healthcare system in the Emirate of Abu Dhabi and a trusted primary healthcare service provider for communities across the emirate. Through its extensive network of centers across Abu Dhabi, Al Ain, and Al Dhafra, SEHA CLINICS delivers high-quality preventive and specialised healthcare services, making care more accessible and convenient for communities across the emirate.

Following its integration into PureHealth - the largest healthcare platform in the Middle East - SEHA CLINICS further strengthened its role as a connected, community-centred healthcare provider, while continuing the longstanding legacy of trusted care and clinical excellence.

SEHA CLINICS currently manages:

- 37 multi-specialty healthcare centers
- 20 Visa Screening Centers across the emirate
- 250+ School Health Services supporting public schools
- 5 mobile healthcare solutions extending care into communities and remote areas
- 800+ physicians and specialists across more than 20 medical fields

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, including primary care, specialist consultations, diagnostics, radiology, laboratory services, preventive medicine, and chronic disease management. The centers are designed to provide accessible, coordinated, and patient-centered care under one roof.

Visa Screening Centers

SEHA CLINICS delivers integrated visa screening and occupational health services aligned with national healthcare regulations and population health priorities. Through its network of screening centers across Abu Dhabi, Al Ain, and Al Dhafra, the organization supports efficient medical screening and disease prevention initiatives.

School Health Services

School Health Services is responsible for providing a comprehensive health program for all public-school students in the Emirate of Abu Dhabi the services focus on early detection, preventive care, health education, and continuous student wellbeing, aligned with international healthcare standards and best practices.

Mobile Clinic Solutions

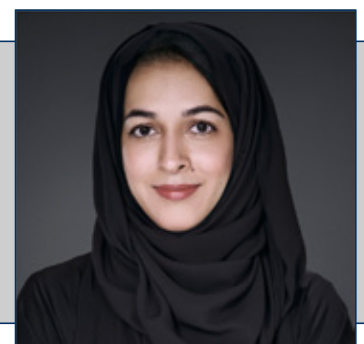
SEHA CLINICS extends healthcare access through advanced mobile medical units equipped with modern screening and consultation technologies. These mobile solutions deliver preventive and community-based healthcare services directly to underserved and remote areas across the emirate, ensuring greater accessibility and continuity of care.

clinics.seha.ae

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As a trusted primary care provider in Abu Dhabi, SEHA CLINICS is committed to shaping a healthcare system that is accessible, integrated, and responsive to the evolving needs of our communities, ensuring seamless access to high-quality, patient-centred care at every stage of life.

Dr. Khadija Yousif Al Marashda
Chief Executive Officer - SEHA CLINICS





ARAB HOSPITALS FEDERATION

This is to certify that
SEHA CLINICS

has achieved **HOLISTIC ROLE MODEL**

- ★ | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **GOLD LEVEL** | Leadership, Governance & Continuous Improvement
- | **PLATINUM LEVEL** | Operational Excellence & Resource Optimization
- | **GOLD LEVEL** | Workforce Development & Wellbeing
- | **PLATINUM LEVEL** | Patient-centered Care & Experience
- | **GOLD LEVEL** | Sustainability, Hospital Design & Resilience

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Alice Yammine Boueiz



Sharjah Kuwait Hospital is considered one of the leading government hospitals in the Emirate of Sharjah, within the medical services sector, aiming to provide comprehensive, high-quality health services to the community, in accordance with the approved healthcare standards.

The hospital seeks to enhance individual health by providing distinguished therapeutic, diagnostic, and preventive services, supported by qualified medical and nursing teams, and utilizing the latest modern medical technologies. The hospital is also committed to achieving the vision of the Emirates Health Services in elevating the level of health services and ensuring patient safety and satisfaction.

The hospital includes several specialized medical departments, such as Emergency, Internal Medicine, General Surgery, Orthopedic Surgery, Outpatient Clinics, Intensive Care, and Cardiac Care.

The hospital focuses on developing a positive work environment and improving operational efficiency through the implementation of quality systems, adopting smart initiatives, and enhancing training and professional development programs for the staff.

Key figures and data:

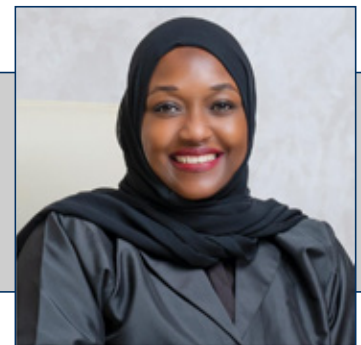
- Operational capacity (number of beds): about 67 beds.
- Average annual number of visitors: about 55,463 visitors in 2025, including approximately 31,002 outpatient clinic visitors, and about 21,229 emergency department visitors.

www.ehs.gov.ae

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Providing exceptional comprehensive, sustainable healthcare that improves quality of life through patient centered excellence.

Ms. Afra Salim Mubarak Faraj
Director of Sharjah Kuwait Hospital





ARAB HOSPITALS FEDERATION

This is to certify that
SHARJAH KUWAIT HOSPITAL
 has achieved

GOLD LEVEL	Operational Excellence & Resource Optimization
SILVER LEVEL	Patient-centered Care & Experience
GOLD LEVEL	Digital Health & Technology Innovation

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Alice Yammine Boueiz





Sheikh Khalifa Medical City

UAE

HOLISTIC
ROLE MODEL

SEHA Sheikh Khalifa Medical City (SKMC) is one of the UAE's most respected and advanced healthcare institutions. Located in the heart of Abu Dhabi, we are proud to be the largest teaching medical center in the Emirate and a flagship tertiary hospital in the region.

Our hospital is more than just a building, it's a place where lives are saved, hope is restored, and innovation leads the way. With 441 beds in our acute care hospital, 17 Outpatient Specialty Clinics, and a dedicated 125-bed Behavioural Sciences Pavilion, we care for patients of all ages with compassion, professionalism, and advanced medical expertise.

skmc.seha.ae

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At Sheikh Khalifa Medical City, excellence is not an aspiration - it is a responsibility. Advancing to the finalist stage of the Gold Initiative Certificate affirms our dedication to delivering measurable impact, sustaining innovative healthcare models, and setting benchmarks that support the future of healthcare in our region.

Mr. Bader Al Qubaisi

Chief Executive Officer - Sheikh Khalifa Medical City





ARAB HOSPITALS FEDERATION

This is to certify that
**SHEIKH KHALIFA
 MEDICAL CITY**

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **GOLD LEVEL** | Leadership, Governance & Continuous Improvement
- | **PLATINUM LEVEL** | Operational Excellence & Resource Optimization
- | **PLATINUM LEVEL** | Workforce Development & Wellbeing
- | **PLATINUM LEVEL** | Patient-centered Care & Experience
- | **SILVER LEVEL** | Sustainability, Hospital Design & Resilience
- | **PLATINUM LEVEL** | Digital Health & Technology Innovation

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Alice Yammine Boueiz



ssmc مدينة الشيخ شخبوط الطبية
Sheikh Shakhbout Medical City

Sheikh Shakhbout Medical City

UAE

HOLISTIC
ROLE MODEL

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 69 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.

www.ssmc.ae

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At SSMC, every recognition reflects our unwavering commitment to the people we serve and those who care for them. Being shortlisted for the Arab Hospitals Federation Gold Initiative Certificate is a testament to our shared dedication at SSMC and PureHealth to compassionate, patient centered care. It reinforces our purpose to seamlessly combine advanced technologies, exceptional clinical expertise and a deeply human approach to ensure every patient feels supported, respected and cared for.

Dr. Marwan Alkaabi

Chief Executive Officer - Sheikh Shakhbout Medical City





ARAB HOSPITALS FEDERATION

This is to certify that

SHEIKH SHAKHBOUT MEDICAL CITY

has achieved **HOLISTIC ROLE MODEL**

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

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ROLE MODEL
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ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Sheikh Tahnoon Bin Mohammed Medical City

UAE

Sheikh Tahnoon Bin Mohammed Medical City (STMC) is SEHA's flagship tertiary medical center in Al Ain, providing advanced, patient-centered care across a wide range of specialties and subspecialties. Designed as a 596-bed medical city inspired by the "Healing Oasis" concept, STMC combines advanced technologies, clinical expertise, and compassionate care within a healing environment focused on optimal patient outcomes.

The medical city delivers comprehensive emergency, elective, and critical care services supported by advanced operating theatres, a high-capacity Emergency Department, and specialized interventional and diagnostic capabilities, including cardiac catheterization laboratories and advanced endoscopy services. Its multidisciplinary approach is further strengthened by an integrated rehabilitation hospital that supports continuity of care from acute treatment through recovery.

STMC has also established strategic international collaborations with Columbia HeartSource (USA) and Schoen Klinik Group (Europe) to enhance expertise in cardiovascular care, orthopaedics, and complex surgical services through internationally recognized clinical practices and multidisciplinary treatment models.

Through its advanced tertiary care capabilities, innovation-driven approach, and global partnerships, STMC is positioned as a regional leader in specialized healthcare and internationally benchmarked clinical excellence.

www.seha.ae

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Sheikh Tahnoon Bin Mohammed Medical City (STMC), in its second 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.

Dr. Sultan Mohamed Alkaram

Chief Executive Officer





ARAB HOSPITALS FEDERATION

This is to certify that
**SHEIKH TAHNOON
 BIN MOHAMMED
 MEDICAL CITY**
 has achieved

| **PLATINUM LEVEL** | Quality Management & Patient Safety
 | **GOLD LEVEL** | Workforce Development & Wellbeing

in the Gold Initiative Certificate 7th Edition



ROLE MODEL
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 CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





Sheikh Tahnoon Bin Mohammed Medical City Rehabilitation Hospital – UAE

HOLISTIC
ROLE MODEL

STMC Rehabilitation Hospital is a specialized rehabilitation center dedicated to restoring independence and improving quality of life through advanced, patient-centered rehabilitation services. Integrated within Sheikh Tahnoon Bin Mohammed Medical City, the hospital ensures seamless continuity of care from acute treatment to recovery, supporting patients of all ages with complex rehabilitation needs.

The hospital delivers evidence-based rehabilitation programs tailored to individual patient goals, combining multidisciplinary care with advanced technologies to promote functional recovery and long-term independence. Its services focus on neurological, orthopaedic, and post-acute rehabilitation, emphasizing early mobilization, holistic care, and measurable patient outcomes.

Through its strategic partnership with Schoen Klinik Group, the hospital incorporates internationally recognized expertise, global best practices, and specialized clinical protocols into its rehabilitation model. This collaboration strengthens clinical excellence, enhances knowledge exchange, and supports more personalized and effective rehabilitation journeys for patients across the region.

www.seha.ae

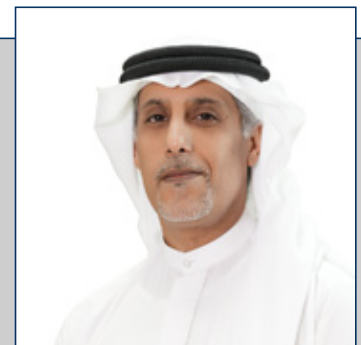
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Rehabilitation Hospital at Sheikh Tahnoon bin Mohammed Medical City feels honoured for being recognized by the Arab Hospitals Federation with the AHF Gold Initiative Certificate for our commitment to patient safety. Rehabilitation is not just a clinical 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.

Dr. Sultan Mohamed Alkaram
Chief Executive Officer





ARAB HOSPITALS FEDERATION

This is to certify that

SHEIKH TAHNOON BIN MOHAMMED MEDICAL CITY REHABILITATION HOSPITAL

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **GOLD LEVEL** | Operational Excellence & Resource Optimization
- | **PLATINUM LEVEL** | Workforce Development & Wellbeing
- | **PLATINUM LEVEL** | Patient-centered Care & Experience

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ROLE MODEL
IN HEALTHCARE EXCELLENCE

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CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





SMC Hospital King Abdullah Road

Saudi Arabia

SMC Hospital King Abdullah Road is based in Riyadh, Saudi Arabia, is a premier facility under SMC Healthcare, was launched in 2020 as the newest addition to the company's expanding network of hospitals in Riyadh. Designed with modern healthcare standards in mind, the hospital offers 191 beds and an extensive outpatient infrastructure featuring 116 clinics. In 2026, SMC2 further strengthened its service capacity by adding 20 new clinics, enhancing patient access to specialized medical consultations and follow-up care. This strategic expansion reflects SMC Healthcare's ongoing commitment to accommodating growing demand while maintaining high-quality, patient-centered services across its facilities aligned with Saudi Vision 2030 and international healthcare excellence standards. SMC operates advanced inpatient, outpatient, and emergency care services, supported by a strong governance framework, digital health infrastructure, and internationally accredited quality and patient safety programs. The organization has achieved national and international recognition for its leadership in patient safety, quality management, and person-centered care innovation.

Initiative Overview

Under the Patient-Centered Care & Experience dimension, SMC Hospital King Abdullah Road has implemented the WAFA Program (Wellbeing, Assistance, Faithfulness & Accessibility) a transformative, organization-wide initiative designed to enhance accessibility, dignity, engagement, and continuity of care for vulnerable populations, including elderly patients, patients with disabilities, and those requiring additional support throughout their healthcare journey.

The WAFA Program represents a structured and proactive model that integrates clinical care, operational workflows, digital systems, and patient experience services. Through age specific EMR-based patient identification, priority access pathways, dedicated patient support teams, and coordinated multidisciplinary care, the program ensures patients receive timely, respectful, and individualized care. It also strengthens communication, promotes shared decision-making, and enhances continuity through post-discharge follow-up and care coordination. The program is continuously improved using co-design with its recipients. Improvements are designed, delivered, and sustained with the active involvement with those individuals and/or groups that are most impacted by it.

Since implementation, the program has contributed to measurable improvements in patient experience, operational efficiency, and care accessibility. Key outcomes include improved patient satisfaction scores, faster access to care for vulnerable patients, enhanced complaint resolution performance, and improved engagement of patients and families in care planning. The initiative has also strengthened staff awareness and fostered a sustainable culture of compassion, safety, and person-centered care across the organization.

SMC's experience demonstrates that patient-centered care can be systematically implemented at scale through strong leadership, integrated digital infrastructure, multidisciplinary collaboration, and a culture of continuous improvement. The WAFA Program provides a replicable and scalable model that can guide other healthcare institutions across the region in advancing patient-centered care excellence and improving outcomes for vulnerable populations.

www.smc.com.sa

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At SMC Hospital King Abdullah Road, our commitment is not just to provide healthcare, but also to treat every patient at SMC Hospitals with the same compassion and excellence we would want for our own families. Every decision we make starts and ends with the well-being of our patients by providing safe, high-quality, and patient-centered care supported by the most advanced technology in the Healthcare market.

Our hospital strength lies in our people. We are committed to fostering an environment where medical expertise meets human empathy, ensuring that our facility remains a sanctuary of healing and a leader in healthcare quality.

Dr. Abdullah Alkhorayyef

Hospital Executive Director SMC Hospital King Abdullah Road





ARAB HOSPITALS FEDERATION

This is to certify that
SMC HOSPITAL
KING ABDULLAH ROAD
has achieved

| **GOLD LEVEL** | Patient-centered Care & Experience

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ROLE MODEL
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PRESIDENT

Fadi Alame

ALICE YAMMINE BOUEIZ
CHIEF EXECUTIVE OFFICER

Alice Yammine Boueiz





SMC Hospital King Fahad Road

Saudi Arabia

Founded in 1999 and headquartered in Riyadh, SMC Healthcare is recognized as one of Saudi Arabia's leading integrated healthcare providers. The organization delivers comprehensive primary, secondary, and tertiary care services to meet the needs of a rapidly growing population. With a strong presence in Riyadh and a proven track record of high-quality clinical operations, SMC Healthcare is distinguished by its commitment to innovation, advanced medical expertise, and a patient-centered approach.

SMC Hospital King Fahad Road is the flagship facility of SMC Healthcare and has been a cornerstone of private healthcare in Riyadh since its establishment in 1999. Strategically located on one of the capital's main arterial roads, the hospital was designed to support phased expansion. Outpatient services commenced in 2004, followed by the opening of Tower 2 in 2006 and Tower 3 in 2011.

Today, the hospital employs 1,915 staff, operates 390 beds across its towers, and houses 207 clinics. It serves approximately 142,000 inpatients and 1.41 million outpatient visits annually. In response to increasing healthcare demand, the hospital expanded its clinical capacity in 2026 with the addition of 57 new clinics. This expansion has significantly improved access to specialized outpatient services and reduced patient waiting times across the Riyadh region.

This continued growth reflects SMC Hospital King Fahad Road's evolution into one of the largest and most comprehensive private healthcare institutions in Saudi Arabia.

www.smc.com.sa

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At SMC Hospital King Fahad Road, healthcare excellence is not merely an objective, it defines who we are. Guided by a clear strategic commitment, we deliver safe, high-quality, and patient-centered care.

We strive to foster an environment where every patient feels respected and valued, every staff member is empowered to contribute, and every service reflects our dedication to quality and safety.

Through continuous learning, effective teamwork, and a culture of innovation, we work to strengthen patient safety, improve clinical outcomes, and enhance the overall patient experience. This commitment shapes our future direction and reinforces our role as a trusted healthcare partner within the community

Dr. Ahmed Alenezi, MD,EMHA,FCCP

Hospital Executive Director - SMC Hospital-King Fahad Road





ARAB HOSPITALS FEDERATION

This is to certify that
**SMC HOSPITAL
KING FAHAD ROAD**
has achieved

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Tawam Hospital
UAE

HOLISTIC
ROLE MODEL

Founded in 1979, Tawam Hospital is a leading tertiary referral hospital in the UAE, recognized for excellence in oncology, maternal and newborn care, emergency medicine, and critical care. The hospital has built a strong reputation for delivering advanced, specialized healthcare supported by innovative technologies and evidence-based practices.

Its oncology program is a key area of distinction, offering advanced cancer treatments such as CyberKnife stereotactic radiosurgery, histotripsy, and LINAC-based radiotherapy to provide precise and personalized care. Tawam Hospital is also the first and only hospital in the UAE accredited by Joint Commission International for nine oncology Clinical Care Programs.

In addition to oncology, the hospital is expanding specialized services in paediatrics, women's health, IVF and andrology, diabetes and endocrine care, weight management, and genetic services. Through its focus on innovation, specialized expertise, and patient-centered care, the hospital continues to enhance clinical outcomes and improve quality of life for the communities it serves.

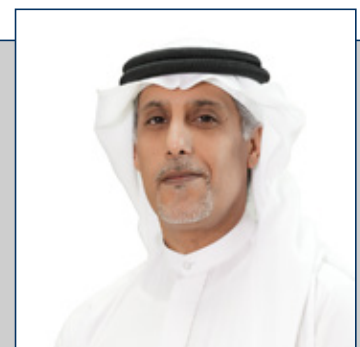
www.seha.ae

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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 47 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.

Dr. Sultan Mohamed Alkaram
Chief Executive Officer





ARAB HOSPITALS FEDERATION

This is to certify that
TAWAM HOSPITAL

has achieved **HOLISTIC ROLE MODEL**

- | **PLATINUM LEVEL** | Quality Management & Patient Safety
- | **PLATINUM LEVEL** | Operational Excellence & Resource Optimization
- ★ | **PLATINUM LEVEL** | Workforce Development & Wellbeing
- | **GOLD LEVEL** | Patient-centered Care & Experience
- | **PLATINUM LEVEL** | Medical Tourism & International Patient Care Excellence

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Alice Yammine Boueiz





The Specialty Hospital

Jordan

A safe surgery does not always translate into a reassuring experience.

At our hospital, baseline data and patient feedback told a consistent story. While the clinical side of care was strong, the overall patient journey felt uneven. Patients and their families faced long waiting times, limited preparation before surgery, gaps in communication, and uncertainty at key moments. These issues showed up clearly in satisfaction results and pointed to the need for a more structured, patient-centered approach. To address this, a multidisciplinary team set out to redesign the perioperative journey using the FOCUS-PDCA methodology. The intent was simple: move beyond a purely process-driven model and create a more coordinated experience that supports patients and families at every stage.

The changes focused on what would make the biggest difference in practice. A pre-operative readiness clinic was introduced so patients arrive better prepared, reducing last-minute delays and cancellations. Patient navigators were brought in to guide patients and offer continuous support throughout the journey. Communication was strengthened through more proactive outreach and clearer coordination across departments. In parallel, a real-time tracking system gave families visibility into the patient's progress during surgery. Patient education was also standardized using clear materials and the teach-back method to ensure understanding. Psychological and emotional support was made available to patients and families when needed. To support continuity of care, a patient mobile application was rolled out to improve access to information.

These interventions were implemented gradually and embedded into day-to-day workflows. The impact was tangible. Waiting times decreased, same-day cancellations were reduced, and patient satisfaction improved significantly. Patients felt more prepared and confident going into surgery, and families reported greater reassurance through improved communication and transparency.

This initiative shows that improving patient experience goes beyond clinical outcomes.

When processes, communication, and patient engagement are aligned, the surgical journey becomes more predictable, transparent, and supportive. The approach is practical, sustainable, and adaptable across other clinical services.

<https://www.specialty-hospital.com/>

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We believe that excellence is not defined by standards alone, but by the trust we build with every patient and every family; the moment when worry begins to fade, and is gently replaced by the reassurance of being in safe hands. We believe that true healthcare begins when anxiety ends.

Through our project, we aim to transform the surgical journey into a carefully guided experience of safety, trust, and human-centered care.

Dr. Fawzi Al Hammouri

Chairman & General Manager - The Specialty Hospital





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