



2017

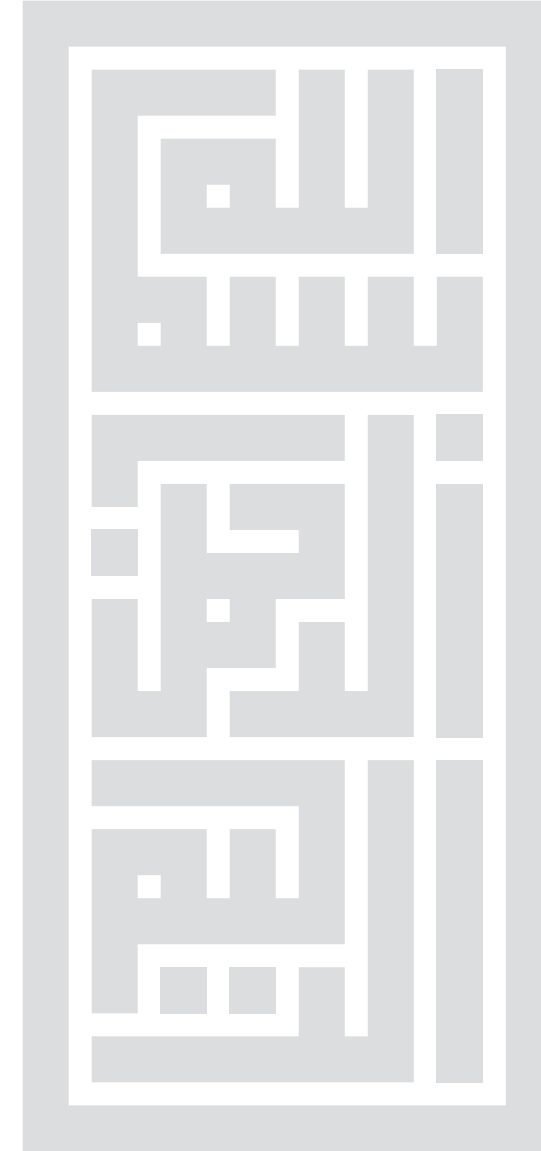
Annual Report



مؤسسة حمد الطبية
Hamad Medical Corporation

HEALTH • EDUCATION • RESEARCH صحة • تعليم • بحوث







His Highness Sheikh Tamim Bin Hamad Al Thani
Amir of the State of Qatar



2017 was a year of momentous growth and development at Hamad. We opened three new hospitals and numerous specialist facilities, achieved multiple international quality accreditations and continued to strengthen our commitment to

health promotion. None of this would have been possible without the vision and direction of Qatar's leadership. We are immensely grateful to His Highness the Amir, Sheikh Tamim Bin Hamad Al Thani, and His Excellency Sheikh Abdullah Bin Nasser Bin Khalifa Al Thani, Prime Minister and Minister of Interior, for their leadership and support.

The official inauguration in December 2017 of our three new hospitals in Medical City by His Highness the Amir was one of the most significant days in the history of Hamad.

These new hospitals – Qatar Rehabilitation Institute, Ambulatory Care Center and Women's Wellness and Research Center – significantly increase our capacity and provide world-class environments in which our expert teams can deliver care to our patients for generations to come.

The formal opening sent out a clear message that these hospitals are up and running, but throughout 2017 care teams in these facilities had already made a positive impact on the lives of thousands of patients. In fact, across the three hospitals, more than 90,000 outpatient visits took place throughout 2017.

The additional capacity provided by the new hospitals enabled us to meet the increased demand for services during 2017, with outpatient visits, inpatient admissions, births and calls to the Ambulance Service all increasing throughout the year.

As well as the new hospitals, we also opened a range of specialist facilities and services across our hospitals network. The new National Obesity Center in Hamad Bin Khalifa Medical City, Travel Clinic at the Communicable Disease Center and Breast Care Clinic at the National Center for Cancer Care and Research have all boosted our ability to provide innovative specialist care services to our patients.

We are always striving to deliver the very highest quality care to our patients – to not only do more, but to do it better. We often talk about our vision to deliver the safest, most effective and most compassionate care to our patients, and these three key elements go a long way towards defining what quality in healthcare really means to us at Hamad.

The quality and safety of our services has once again been independently endorsed by leading international accreditation bodies. In 2017, the Joint Commission International reaccredited both our Ambulance Service and Stroke Service, while our Year 1 Pharmacy Residency Program and Hospitality Department also both received prestigious accreditations.

We are, of course, not the only public healthcare provider in Qatar. It is important that we are all actively working together for the benefit of our patients, to ensure that referrals and pathways between providers are as smooth as possible, and this is where the National Patient Safety Collaborative is playing such an important role. This program, which is already making a positive impact, has been launched to harness the combined knowledge and expertise within the partner organizations to raise safety standards across the whole public healthcare system.

Looking ahead we will maintain our momentum and continue to develop for the benefit of our patients. In 2018 we will open our new hospital in Doha's Industrial

Area, Hazm Mubarek General Hospital, providing general healthcare services to people living in the surrounding area, thereby reducing their need to travel far for their healthcare services. This will be followed by the new Trauma and Emergency Tower at Hamad General Hospital, which will more than quadruple the existing Emergency Department's space, providing greater capacity to care for patients presenting with a range of illnesses and injuries, with a focus on life-threatening medical conditions.

Our progress throughout 2017 has put us in a strong position for 2018 and beyond, yet our journey of transformation – expanding capacity, advancing quality and pushing the boundaries of innovation – will continue. We are focused on continuing to develop our services so that we can provide the best care possible for our patients.

Her Excellency Dr. Hanan Mohamed Al Kuwari

Minister of Public Health and Managing Director of Hamad Medical Corporation





We aim to deliver the
safest, most effective
and most compassionate
care to each and every
one of our patients.

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We are the main provider of secondary and tertiary healthcare in Qatar and one of the leading hospital providers in the Middle East. For nearly four decades we have been dedicated to delivering the safest, most effective and compassionate care to all our patients.

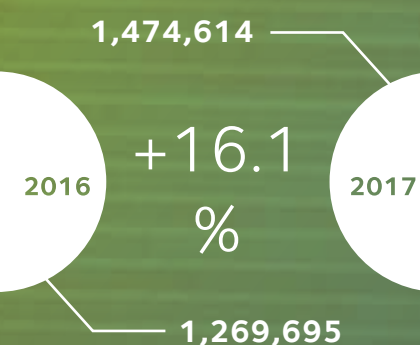
3,000,000+

Patient episodes
of care in 2017

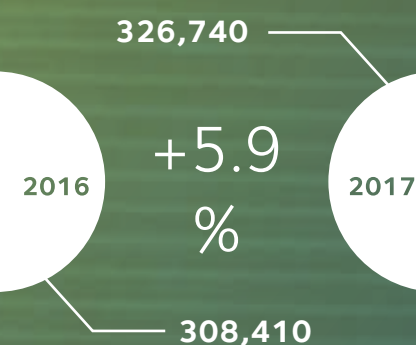
2300

Number of beds
across 12 hospitals

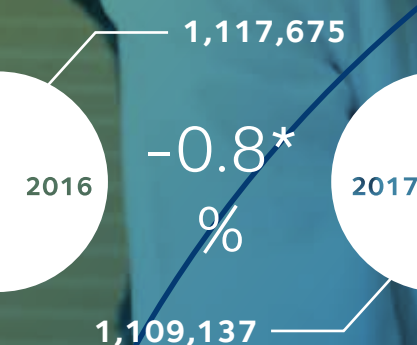
Outpatient visits



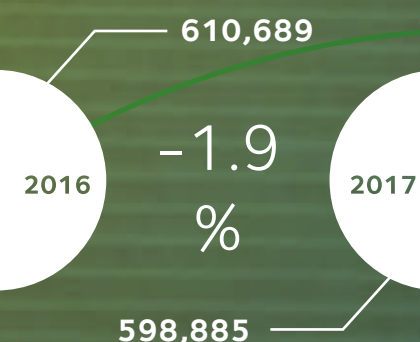
Admitted patients



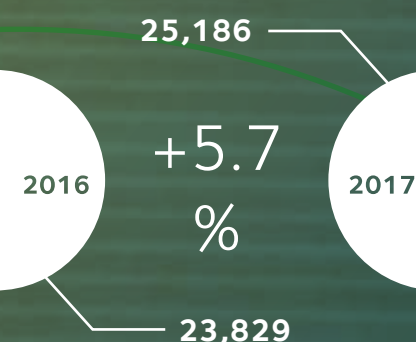
Emergency visits



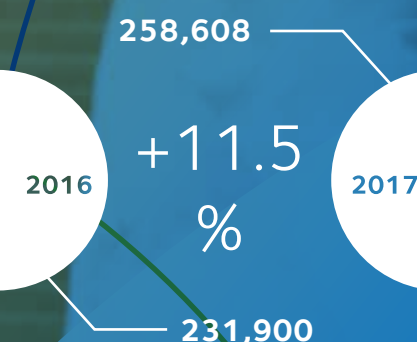
Pediatric Emergency Center visits



Births



Ambulance Service calls



*A new initiative with Qatar Red Crescent (QRC) has meant greater numbers of non-urgent patients are now treated at QRC centers rather than at Hamad General Hospital Emergency Department.

Our network is made up of twelve hospitals – nine specialist hospitals and three community hospitals – as well as the national Ambulance Service, home and residential care, and mental health service.

We are continually measuring our services against the highest international standards. In 2016, we achieved the significant distinction of becoming the first healthcare system across the globe to have all its hospitals accredited by Joint Commission

International under the Academic Medical Center accreditation program. Additionally, the Ambulance Service, Home Healthcare Service, Stroke Service and Palliative Care have all received this prestigious accreditation since 2011.

Academic health is central to our healthcare vision, which at its heart combines innovative research, top-class education and excellent clinical care.

Focusing on both preventative and curative care, we are guided by the principle that a healthy population, served by a world-class, well-managed healthcare system, is essential to the country's development.

Tertiary Hospitals

Hamad General Hospital

1

Bed capacity: 600

Areas of specialty include: Trauma, Emergency Medicine, Pediatrics, Critical Care, Specialized Surgery, Specialized Medicine, Laboratory Medicine, Radiology.



Women's Hospital

2

Bed capacity: 330

Areas of specialty include: Obstetrics, Gynecology, Neonatal Care, Emergency Care, Newborn Screening.



Heart Hospital

3

Bed capacity: 116

Areas of specialty include: Interventional Cardiology, Electrophysiology, Cardiothoracic Surgery, Cardiovascular Imaging, Heart Failure, Cardiac and Cardiothoracic Intensive Care and Emergency Cardiology



National Center for Cancer Care & Research

4

Bed capacity: 65

Areas of specialty include: Medical Oncology, Radiotherapy, Chemotherapy, Pain Management, Specialist Laboratory Services.



Ambulatory Care Center

5

Bed capacity: 64

Areas of specialty include: Day Case Surgery, Podiatry, Urology, Ear Nose and Throat, Ophthalmology, Gastroenterology.



Communicable Disease Center

6

Bed capacity: 65

Areas of specialty include: Clinical Imaging, Dietetics, Pharmacy, Laboratory, Social Services.



General Hospitals

Women's Wellness and Research Center

7

Bed capacity: 240

Areas of specialty include: Obstetrics, Gynecology, Neonatal Care, Emergency Care, Newborn Screening.



Al Khor Hospital

1

Bed capacity: 110

Areas of specialty include: General Medicine, General Surgery, Emergency Medicine, Pediatrics and Obstetrics.



Al Wakra Hospital

2

Bed capacity: 260

Areas of specialty include: General Medicine, Emergency Medicine, Burns and Plastics, General Surgery, Pediatrics and Pediatric Emergency, Obstetrics and Gynecology.

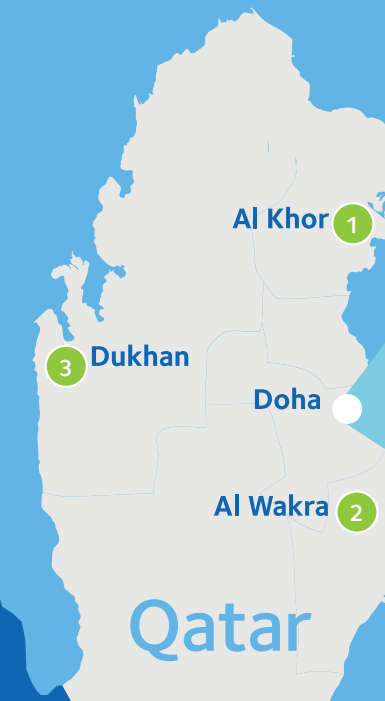


The Cuban Hospital

3

Bed capacity: 75

Areas of specialty include: General Medicine, General Surgery, Emergency Medicine, Ophthalmology, Orthopedics, Rehabilitation, Pediatrics, Obstetrics, Dental Surgery, Plastic and Cosmetic Surgery.



Continuing Care

Rumailah Hospital

1

Bed capacity: 449

Areas of specialty include: Adult Rehabilitation, Children's Rehabilitation, Dentistry, Ear, Nose and Throat and Ophthalmic Surgery, Medical Care for the Elderly, Psychiatry and Residential Care, Dermatology.



Qatar Rehabilitation Institute

2

Bed capacity: 200

Areas of specialty: Five main rehabilitation programs: Stroke, Traumatic Brain Injury, Spinal Cord Injury Rehabilitation, Pain Management, Pediatric.



Mental Health Services

We play a leading role in the delivery of care for people with a mental illness. Guided by Qatar's National Mental Health Strategy, we are working with partners in Qatar to develop a high-quality mental health system and transform the way mental illness is perceived and treated.



Residential and Home Care

Caring for partially or long-term dependent patients outside a hospital setting is of great importance. Specialized residential care compounds and the Home Healthcare Service all provide services for patients with specialist care needs.



Dental service network

Our Hamad Dental Center governs the Dental Service Network across our hospital network. The Hamad Dental Center works closely with our general hospitals to ensure strategic dental services are operating in Al Khor, Al Wakra and The Cuban hospitals.



At a glance

Our hospital network

Our front-line care services are organized into groups: Tertiary Hospitals, General Hospitals and Continuing Care. The groups concentrate specialist expertise around patient pathways.

Opening of three new hospitals in Medical City



The Amir officially opens the hospitals

In December 2017, His Highness the Amir, Sheikh Tamim Bin Hamad Al Thani, formally opened our three new hospitals – Qatar Rehabilitation Institute, Ambulatory Care Center and Women's Wellness and Research Center – within Doha's Hamad Bin Khalifa Medical City campus. The hospitals significantly expand capacity and offer state-of-the-art environments in which our clinical teams can deliver expert care to patients.

Ambulatory Care Center

The Ambulatory Care Center offers patients an exciting new approach to surgical and clinical care in Qatar, providing day care surgery, some inpatient surgical care and clinical care in a single dedicated location. This means that within 23 hours of receiving surgery or a medical procedure, patients will be able to leave hospital and recover in the comfort of their own home.

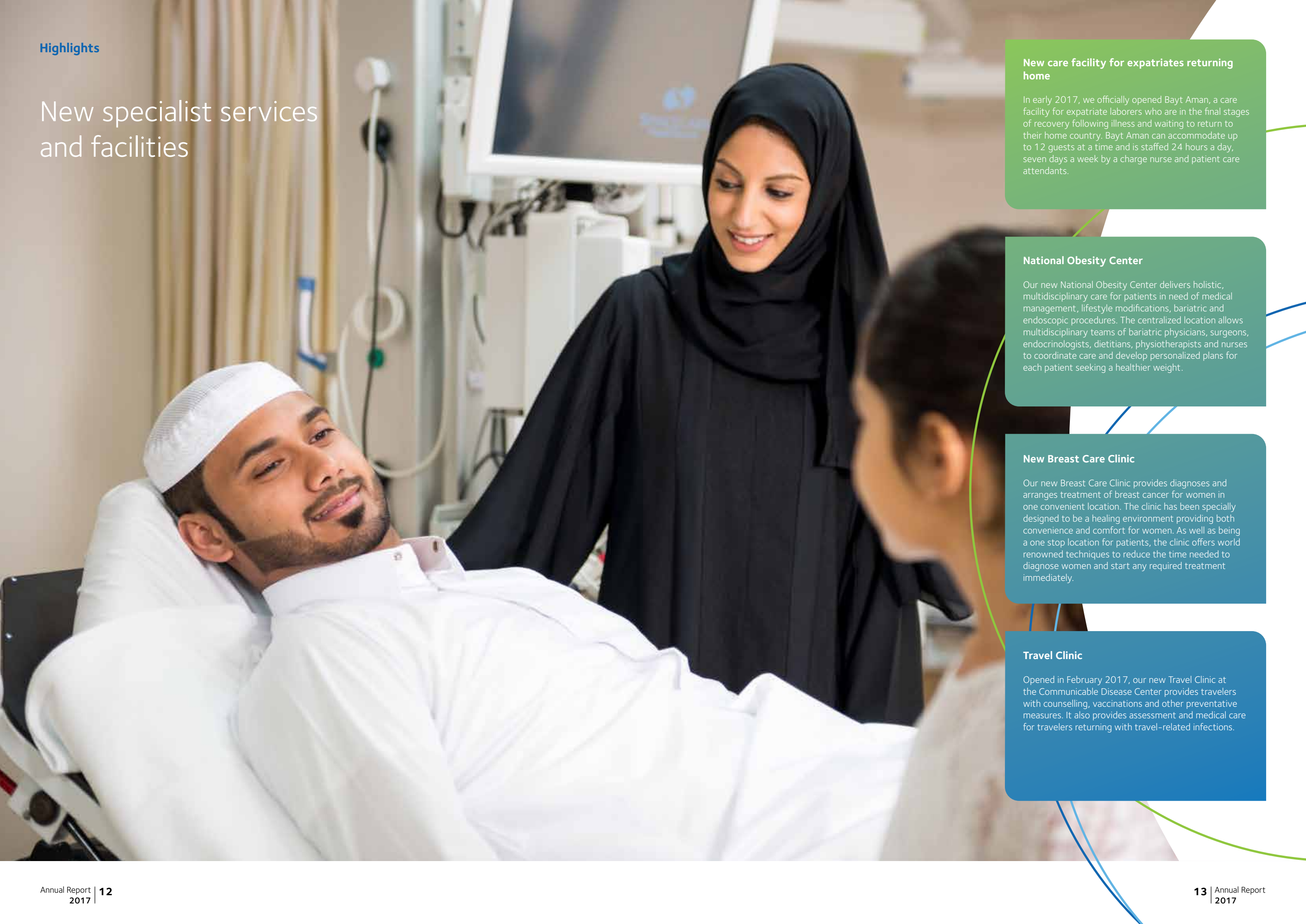
Qatar Rehabilitation Institute

Qatar Rehabilitation Institute is the region's largest tertiary rehabilitation hospital, providing world class integrated rehabilitation services and the most technologically advanced patient-centered care. At the heart of this care is a passionate multi-disciplinary team of clinicians working together to coordinate and deliver a personalized package of advanced rehabilitation services tailored to every one of our patient's individual circumstances.

Women's Wellness and Research Center

Women's Wellness and Research Center is the region's largest tertiary hospital dedicated to providing women in Qatar with specialized care through all stages of their lives. The hospital offers a range of surgical and clinical services from preconception to childbirth, post-natal care and beyond. At the center of this care is a passionate multidisciplinary team of highly trained clinicians specializing in gynecology, obstetrics, and newborn care.

New specialist services and facilities



New care facility for expatriates returning home

In early 2017, we officially opened Bayt Aman, a care facility for expatriate laborers who are in the final stages of recovery following illness and waiting to return to their home country. Bayt Aman can accommodate up to 12 guests at a time and is staffed 24 hours a day, seven days a week by a charge nurse and patient care attendants.

National Obesity Center

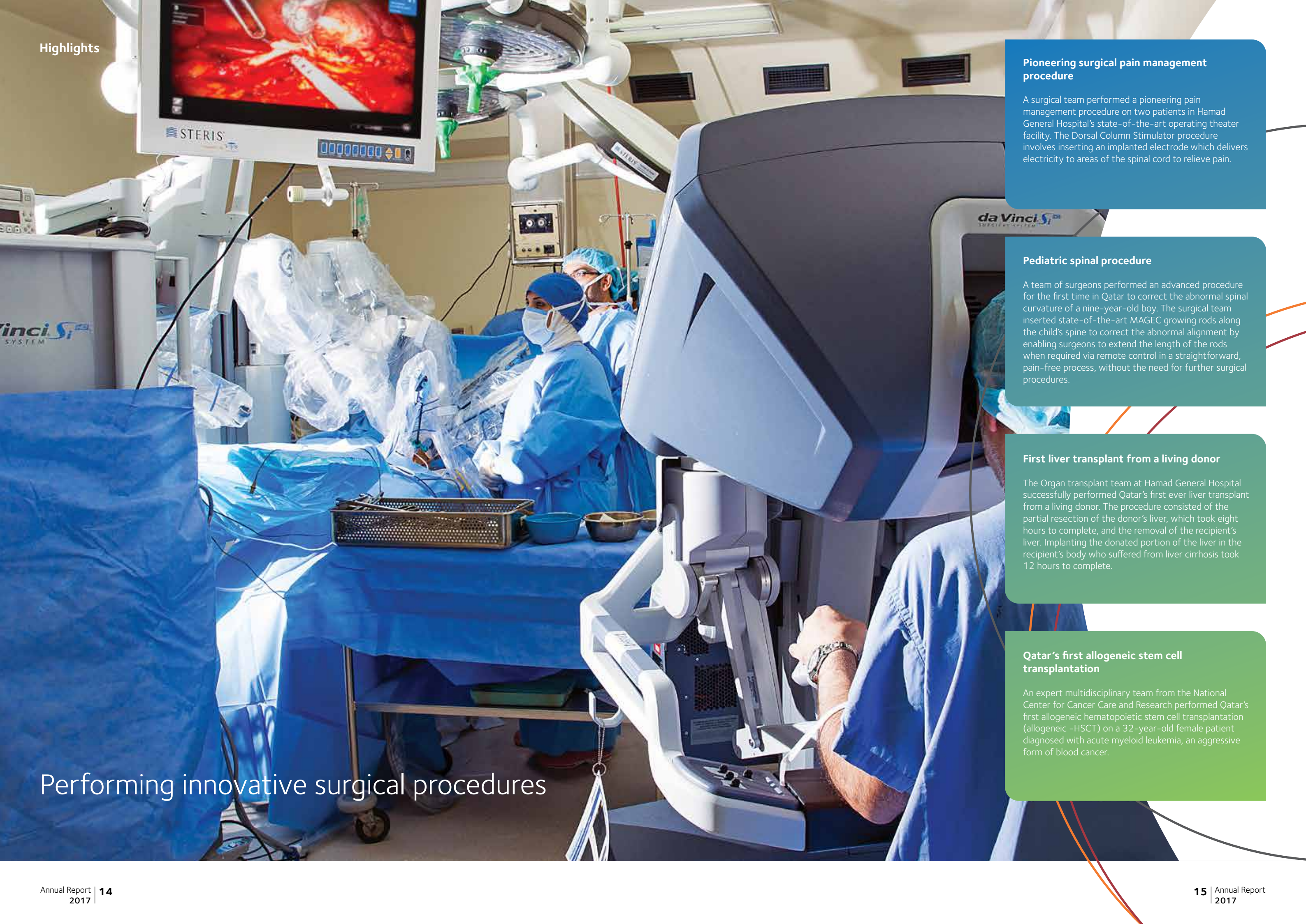
Our new National Obesity Center delivers holistic, multidisciplinary care for patients in need of medical management, lifestyle modifications, bariatric and endoscopic procedures. The centralized location allows multidisciplinary teams of bariatric physicians, surgeons, endocrinologists, dietitians, physiotherapists and nurses to coordinate care and develop personalized plans for each patient seeking a healthier weight.

New Breast Care Clinic

Our new Breast Care Clinic provides diagnoses and arranges treatment of breast cancer for women in one convenient location. The clinic has been specially designed to be a healing environment providing both convenience and comfort for women. As well as being a one stop location for patients, the clinic offers world renowned techniques to reduce the time needed to diagnose women and start any required treatment immediately.

Travel Clinic

Opened in February 2017, our new Travel Clinic at the Communicable Disease Center provides travelers with counselling, vaccinations and other preventative measures. It also provides assessment and medical care for travelers returning with travel-related infections.



Pioneering surgical pain management procedure

A surgical team performed a pioneering pain management procedure on two patients in Hamad General Hospital's state-of-the-art operating theater facility. The Dorsal Column Stimulator procedure involves inserting an implanted electrode which delivers electricity to areas of the spinal cord to relieve pain.

Pediatric spinal procedure

A team of surgeons performed an advanced procedure for the first time in Qatar to correct the abnormal spinal curvature of a nine-year-old boy. The surgical team inserted state-of-the-art MAGEC growing rods along the child's spine to correct the abnormal alignment by enabling surgeons to extend the length of the rods when required via remote control in a straightforward, pain-free process, without the need for further surgical procedures.

First liver transplant from a living donor

The Organ transplant team at Hamad General Hospital successfully performed Qatar's first ever liver transplant from a living donor. The procedure consisted of the partial resection of the donor's liver, which took eight hours to complete, and the removal of the recipient's liver. Implanting the donated portion of the liver in the recipient's body who suffered from liver cirrhosis took 12 hours to complete.

Qatar's first allogeneic stem cell transplantation

An expert multidisciplinary team from the National Center for Cancer Care and Research performed Qatar's first allogeneic hematopoietic stem cell transplantation (allogeneic -HSCT) on a 32-year-old female patient diagnosed with acute myeloid leukemia, an aggressive form of blood cancer.

Performing innovative surgical procedures

International quality accreditations



Year 1 Pharmacy Residency Program accreditation

Our post-graduate Year 1 Pharmacy Residency Program (PGY1) has been accredited by the American Society of Health System Pharmacists (ASHP). We are only the second healthcare system in the region to achieve the prestigious ASHP accreditation – a significant achievement for our Pharmacy Department.

Hospitality Department international accreditation

Our Hospitality Department has been recognized by the International Organization for Standardization (ISO) and awarded the ISO 9001:2015 certification for its quality management system. An organization becomes ISO 9001:2015 certified by developing, documenting, and effectively implementing its quality system to meet the requirements of the standard and then successfully completing an audit by a third party registrar.

Ambulance Service Joint Commission International reaccreditation

Following an intensive inspection process by Joint Commission International (JCI) in September 2017, the Ambulance Service was successfully reaccredited against the JCI's Medical Transport Organization Standard Second Edition. The Ambulance Service is now part of a very small group of ambulance services across the world holding this prestigious accreditation.

Stroke Program receives Joint Commission International recertification

Our Stroke Program became the first of its kind in the Middle East to be recertified by the Joint Commission International (JCI). This latest achievement was confirmed following an extensive review under JCI's Clinical Care Program Certification Third Edition.

Ambulance Service

A high-quality mobile healthcare service providing access to effective care for the people of Qatar

Joint Commission International reaccreditation

Following an intensive inspection process by Joint Commission International (JCI) in September 2017, the Ambulance Service was successfully reaccredited against the JCI's Medical Transport Organization Standard Second Edition. This achievement means the Ambulance Service is part of a very small group of ambulance services across the world holding this prestigious accreditation. This is the third time the Ambulance Service has been accredited by JCI, having first received this award in 2011 and with subsequent reaccreditation in 2014. In previous JCI Medical Transport Organization assessments, the Ambulance Service was required to meet 73 standards. This latest assessment was by far the most stringent appraisal of quality and safety in the service's history, with 134 standards and 479 measurable elements.

LifeFlight service celebrates ten-year anniversary

Hamad's air ambulance service, LifeFlight, celebrated its ten-year anniversary in 2017. Since launching in 2007, the LifeFlight Service has grown exponentially and today responds to more than 2,000 emergencies a year, providing a vital service for the people of Qatar. In LifeFlight's early years, the service was operational only during daylight hours, but in 2011 the hours of

operation were expanded and today the service responds to emergencies 24 hours a day. In 2013, the Ambulance Service introduced three new, highly-advanced helicopters to its LifeFlight fleet; the Agusta Westland AW139 helicopters are flown by highly trained pilots from the Qatar Emiri Air Force. The LifeFlight Service received accreditation by the European Aeromedical Institute (EURAMI) in 2015 for both adult and pediatric critical care. The accreditation was awarded following a rigorous evaluation of the LifeFlight Service against quality, management, and performance measures. EURAMI accredited aeromedical services are recognized as amongst the best in the world.

Ambulance Service Information Systems team – improving operational effectiveness through advanced information technology systems

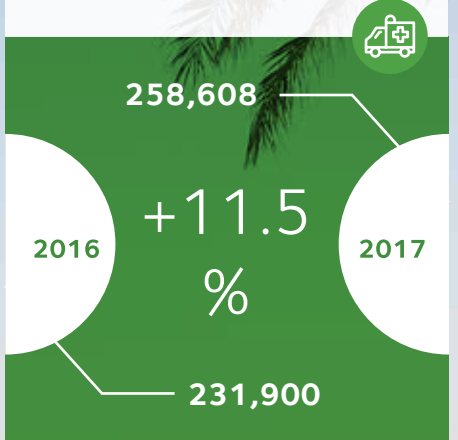
The Ambulance Service Group commissioned an organization wide technology modernization program to transform operations, management and decision making. This resulted in the formation of the Ambulance Service Information Systems (ASIS) team whose purpose is to implement the phases of systems necessary for the service to continuously improve functional performance and by doing so, improve access to care. The ASIS team brought to life a range of new systems which manage all resource planning (both personnel and

ambulances), call-taking, triaging and dispatching activities for scheduled services involving patient transport and Mobile Healthcare Service home visits throughout Qatar. The systems allow for better utilization of resources which enables more accurate management of capacity in real time and the ability to plan future resources more efficiently.

National Healthcare Coordination Center moves to a single contact number

The National Healthcare Coordination Center, which provides call center and control room operations for the Transfer and Retrieval Service and Mobile Health Service, moved to a new single contact number, 16099, in 2017. To ensure all patients, family members, care givers and providers reach the most appropriate agent and do not cause other callers to wait unnecessarily, callers must now first select their language preference followed by choosing the service they need – Ambulance Service or Mobile Health Service. HCC Emergency Medical Dispatchers use the Medical Priority Dispatch System software, ProQA, as a caller management tool to triage and process acute hospital-to-hospital transfers. This internationally recognized call interrogation protocol assures that the right resource and/or team is mobilized and dispatched to provide access to effective care.

Ambulance Service Calls



JCI ACCREDITED IN 2011
REACCREDITED IN 2014 and 2017



EUROPEAN AEROMEDICAL INSTITUTE
ACCREDITED IN 2014



INTERNATIONAL ACADEMY OF EMERGENCY DISPATCH
ACCREDITED IN 2014 and 2017

خدمة الإسعاف
Ambulance Service



Hamad General Hospital

One of the leading tertiary hospitals in the region, offering highly specialized care

Stroke Program receives Joint Commission International recertification

Our Stroke Program became the first of its kind in the Middle East to be recertified by the Joint Commission International (JCI). This latest achievement was confirmed following an extensive review under JCI's Clinical Care Program Certification (CCPS) Third Edition. To receive the recertification, the Stroke Program team successfully met the JCI inspection's strict criteria, which assessed the quality and safety of the full spectrum of services involved in caring for stroke patients, including our ambulance, emergency, radiology and rehabilitation teams. The number of stroke patients treated at HGH's dedicated stroke ward has increased year on year since 2014, but despite this increase the service has delivered a range of improved care outcomes including reducing the average length of stay for patients and increasing the utilization of interventional thrombectomies, the retrieval of blocked vessel clots through a catheter.

Clinicians perform pioneering pain management procedure

A surgical team performed a pioneering pain management procedure on two patients in Hamad General Hospital's state-of-the-art operating theater facility. The Dorsal Column Stimulator procedure involves inserting a temporarily implanted electrode, called a trial. This delivers electricity to areas of the spinal cord in order to relieve pain. This surgical technique is often used for patients

who have a chronic pain condition that has not responded to more conservative therapies. The procedure was a first for Qatar and demonstrates our commitment to delivering the best possible care to patients through the introduction of new and innovative techniques.

National Trauma Registry established

In 2017, we officially launched the Qatar Trauma Registry, the first and only national trauma registry in the Arab world. Through the Qatar Trauma Registry, clinicians and other public health officials will have the data needed to make better decisions toward reducing trauma incidents in the country. The Qatar Trauma Registry, which builds upon our existing trauma registry, provides a database that documents the injuries of trauma patients and the acute care they receive. It is designed to provide information that can be used to improve the efficiency and quality of trauma care. This program will enable healthcare providers to deliver a more integrated and enhanced system of trauma care in Qatar.






Qatar's first-of-its-kind pediatric spinal procedure

A team of surgeons performed an advanced procedure for the first time in Qatar to correct the abnormal spinal curvature of a nine-year-old boy. The young patient suffered from severe scoliosis, a condition where the spine twists and curves to the side. The surgical team inserted state-of-the-art MAGEC growing rods along the child's spine to correct the abnormal

alignment. The key benefit of using the MAGEC rods, rather than traditional growing rods, is that surgeons can extend the length of the rods when required via remote control in a straightforward, pain-free process, without the need for further surgical procedures.

First liver transplant from a living donor

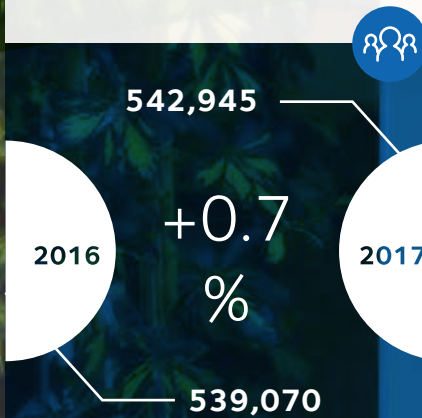
The organ transplant team at Hamad General Hospital successfully performed Qatar's first ever liver transplant from a living donor. The transplant was planned and performed by a highly qualified team of liver transplant surgeons, anesthetists, nurses and technicians. The procedure consisted of the partial resection of the donor's liver, which took eight hours to complete, and the removal of the recipient's liver. Implanting the donated portion of the liver in the recipient's body – who suffered from liver cirrhosis – took 12 hours to complete. This successful transplant procedure also saw the participation of a team of visiting Korean organ transplant surgeons.

-  Date of opening: 1982
-  Location: Doha
-  Bed capacity: 600
-  Areas of specialty include: Trauma, Emergency Medicine, Pediatrics, Critical Care, Specialized Surgery, Specialized Medicine, Laboratory Medicine and Radiology
-  Tertiary Hospitals Group

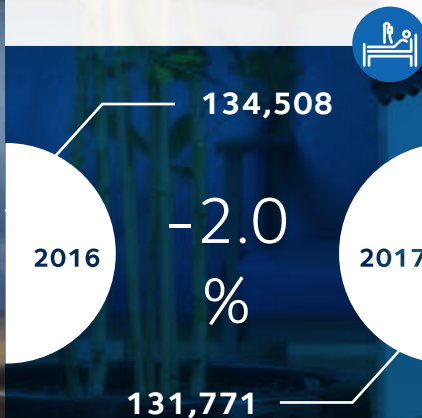
مستشفى حمد العام
Hamad General Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation

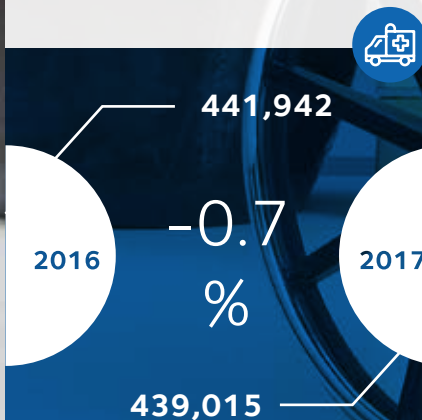
Outpatient visits



Admitted patients



Emergency visits



JCI ACCREDITED IN 2006
REACCREDITED IN 2012, 2009 AND 2016

Women's Hospital

Providing specialized care for women and newborn babies

IVF Unit celebrates 25 years of service

The In Vitro Fertilization Unit (IVF) at Women's Hospital celebrated 25 years of offering fertility treatment for women in Qatar. The unit is the largest public IVF unit in the country with 1,650 patients seen every month. It has helped thousands of couples experiencing problems conceiving naturally to become parents through assisted reproduction. Since opening, it has seen a huge increase in the number of IVF cycles carried out, moving from 152 IVF cycles a year 25 years ago to 1500 cycles in 2017.

Enhancement of gynecological oncology education

In March 2017, Women's Hospital hosted the first Qatar Gynecological Oncology symposium. The event brought together over 500 local and regional delegates as well as world-renowned international speakers. During the event, experts discussed groundbreaking topics such as fertility sparing surgery in cervical cancer, radical cytoreductive surgery for ovarian cancer and the genetics of gynecological cancers in Qatar. Delegates also learned about the latest developments in chemotherapy and radiation therapy for gynecological cancer. The unit intends to host this event annually in an effort to bring the most up-to-date information and practices to gynecology oncology healthcare practitioners in Qatar to help improve treatment and support for women with gynecological cancers.






Cross training for ICU nurses to enhance patient care

A total of 24 nurses from the High Dependency Unit participated in Surgical Intensive Care Unit (SICU) cross facility training sessions. In preparation, nurses were enrolled in a Critical Care Foundation Program which included lectures and theory followed by three months of SICU bedside training at Hamad General Hospital. After completing the three-month training course, each candidate also undertook weekly rotations and a post SICU refresher course. SICU cross training is designed to support and enable continuous learning and improvement that will benefit not only each healthcare practitioner, but enhance the quality of care provided to women who require specialist high dependency and intensive care.

NICU uses innovative solutions to manage length of stay

Throughout 2017 the Neonatal Intensive Care Unit experienced an increase in overall occupancy rates. In 2016, the unit received 2,335 babies for admission versus 2,411 babies who received care in 2017. This increase in admissions challenged the team to think about various ways to decrease the length of stay for their patients without compromising the care provided. This resulted in a number of quality based strategic projects being introduced. One such project encourages active parent engagement in the general care of their baby under the watchful eyes of the NICU staff.

This has been proven to promote faster rates of growth and quicker recovery from some of the challenges of premature delivery. Another project focused on an antibiotic stewardship by the treating medical staff which helps control the use of antibiotics with a more appropriate early discontinuity of these drugs to facilitate discharge. A discharge planning check-list system was also introduced for the NICU care teams which helps teams plan for an earlier discharge with families in addition to other strategies that would help parents with post discharge care.

-  Date of opening: 1988
-  Location: Doha
-  Bed capacity: 330
-  Areas of specialty include: Obstetrics, Gynecology, Neonatal Care, IVF, Emergency Care and Newborn Screening
-  Tertiary Hospitals Group

مستشفى النساء
Women's Hospital

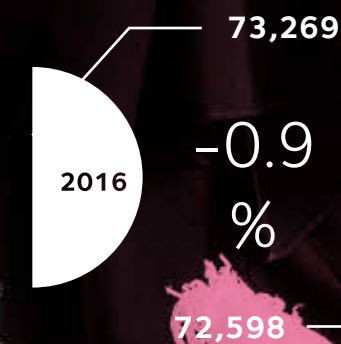
عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



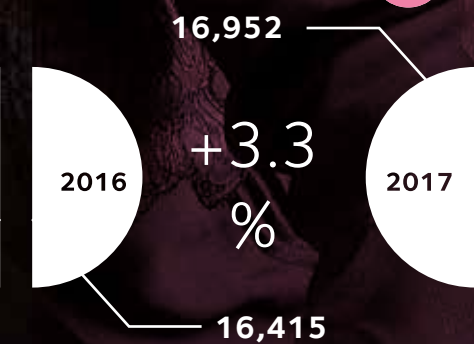
JCI ACCREDITED IN 2006
REACCREDITED IN 2012, 2009 AND 2016



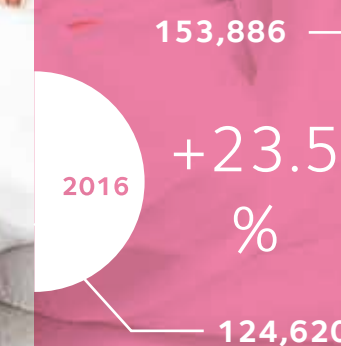
Emergency visits



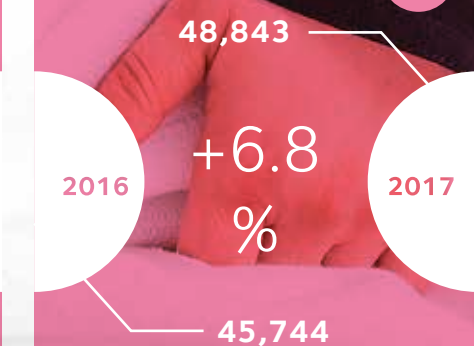
Births



Outpatient visits



Admitted patients



National Center for Cancer Care and Research

Delivering advanced treatment and care for people with cancer and blood disease

Qatar's first allogeneic stem cell transplantation

An expert multidisciplinary team from the National Center for Cancer Care and Research performed Qatar's first allogeneic hematopoietic stem cell transplantation (allogeneic -HSCT) on a 32-year-old female patient diagnosed with acute myeloid leukemia, an aggressive form of blood cancer. The patient, a mother of four, was diagnosed with myeloid leukemia after noticing unexplained bruising on her upper and lower limbs. She visited her doctor and underwent blood tests which revealed hyper leukocytosis – an indication of myeloid leukemia. Doctors responsible for the patient's care identified an allogeneic stem cell transplantation as the best treatment option. Two of the patient's brothers volunteered to be potential donors and were tested to check their suitability. The eldest brother was found to be the most suitable and became the donor.

New Breast Care Clinic formally opened

The Breast Care Clinic provides diagnoses and arranges treatment of breast cancer for women in one convenient location. Women visiting the clinic have access to specialized services including ultrasound, core biopsies, clinical breast examinations and breast tomosynthesis – an advanced type of mammogram that can offer better cancer detection, resulting in the need for fewer biopsies. The Breast Care Clinic has been specially designed to be a healing

environment providing both convenience and comfort for women. As well as being a one stop location for patients, the clinic offers world renowned techniques to reduce the time needed to diagnose women and start any required treatment immediately.

Stem cell donor team participates in Doha International Organ Donor Academy Conference

Staff from the stem cell donor team at the National Center for Cancer Care and Research had the opportunity to highlight the success of their internationally recognized stem cell donor service during the Doha International Organ Donor Academy Conference held in Qatar. The Doha International Organ Donor Academy Conference was organized by the Qatar Organ Donation Program and marked 30 years of safe and successful organ transplantation surgeries at Hamad. The event publicly recognized Qatari organ donors and transplant recipients who chose to have their procedure done in Qatar rather than go abroad. The stem cell donor team also contributed to the First Symposium on Stem Cell Donation Conference for Qatar, which took place towards the end of the Doha International Donor Academy Conference 2017. The Symposium included updates on the National Autologous and Allogeneic Stem Cell Transplant Programs.

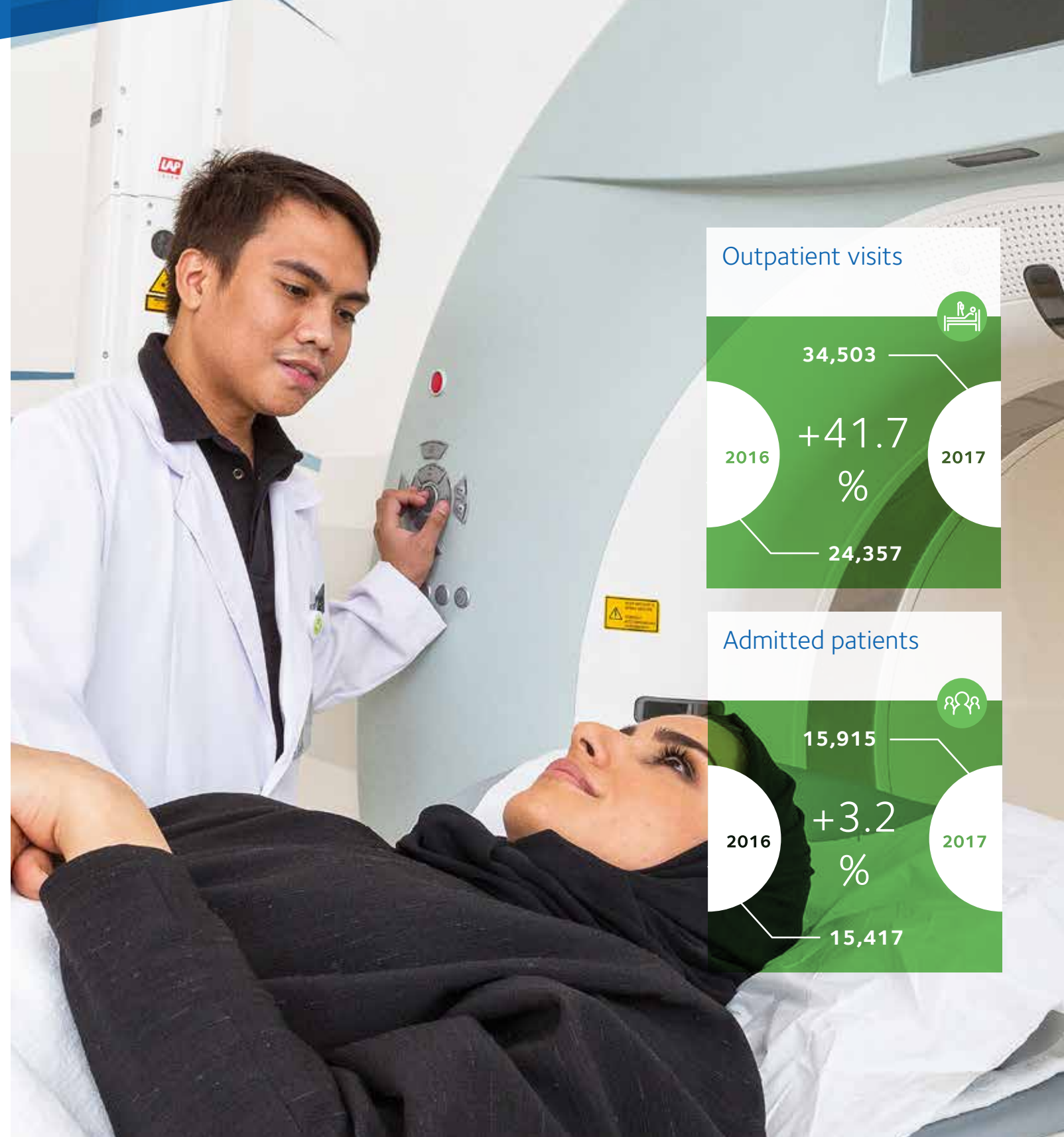
-  Date of opening: 2004
-  Location: Doha
-  Bed capacity: 60
-  Areas of specialty include: Medical Oncology, Radiotherapy, Chemotherapy, Pain Management and Specialist Laboratory Services
-  Tertiary Hospitals Group

المركز الوطني لعلاج وأبحاث السرطان
National Center for Cancer Care & Research

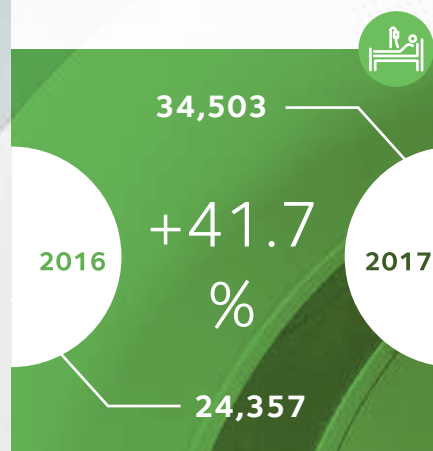


JCI ACCREDITED IN 2006
REACCREDITED IN 2012, 2009 AND 2016

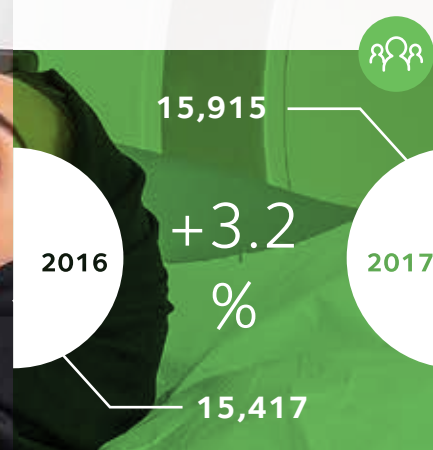
عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Outpatient visits



Admitted patients



Ambulatory Care Center

An exciting new approach to surgical and clinical care in Qatar

About the new hospital

The Ambulatory Care Center offers patients an exciting new approach to surgical and clinical care in Qatar, providing day care surgery, some inpatient surgical care and clinical care in a single dedicated location. This means that within 23 hours of receiving surgery or a medical procedure, patients will be able to leave hospital and recover in the comfort of their own home.

The new facility offers advanced clinical and surgical practices in the most technologically advanced operating theaters and treatment rooms. Where possible, this includes non-invasive techniques, robotic surgery and laparoscopic equipment to ensure a faster healing time and less stress.

Growth of outpatient services

The Ambulatory Care Center opened its doors to patients in August 2017 with the start of its podiatry outpatient services which provide essential care to patients with foot and lower limb injuries. This milestone marked the start of the phased opening of outpatient services throughout the remainder of the year. The next phase of the staged opening of services was the move of digestive and liver disease clinics and endoscopy procedures from Hamad General Hospital to the Ambulatory Care Center. This move was closely followed by the start of urology outpatient services.

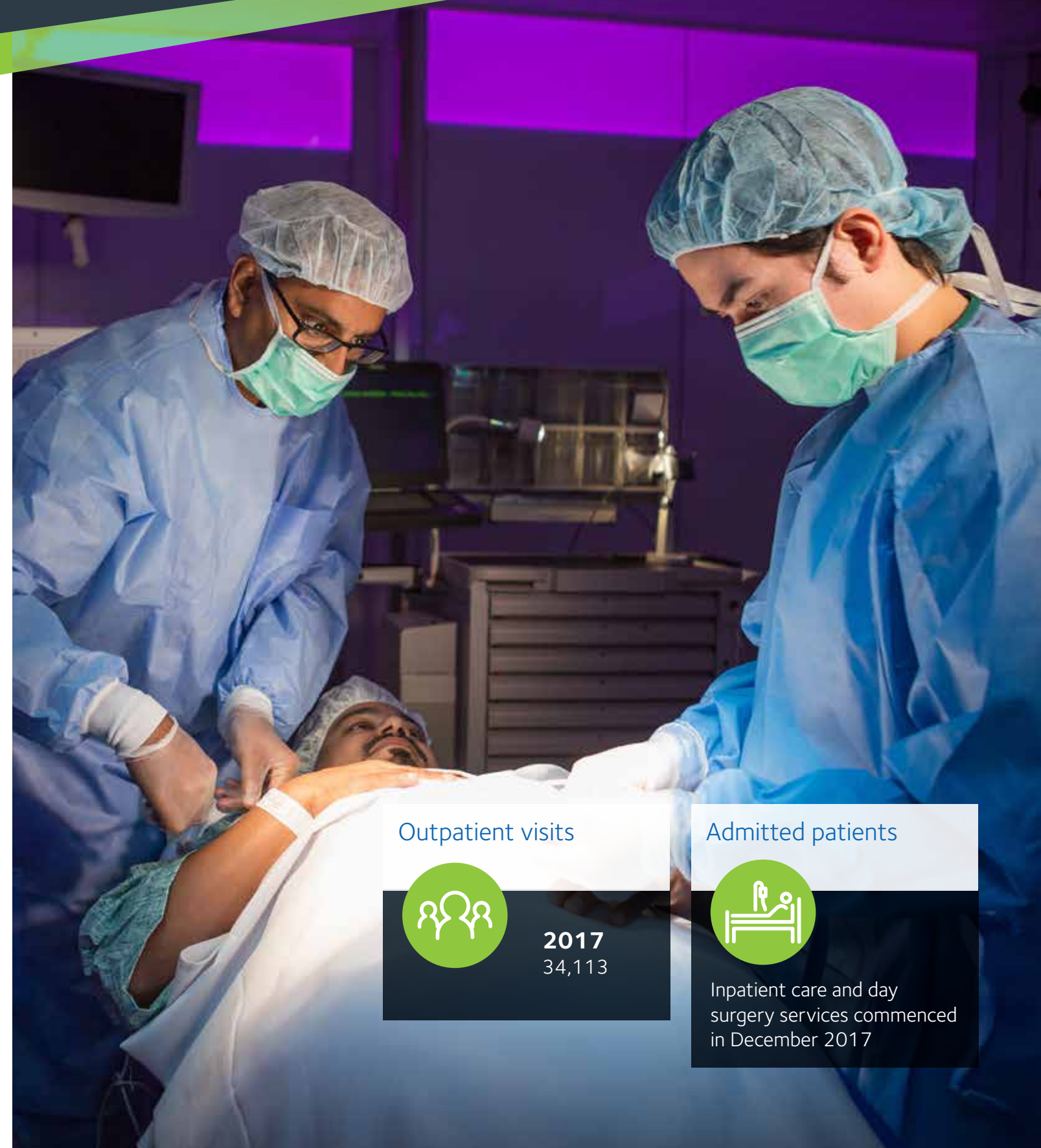
First surgeries take place

In December 2017, a number of ophthalmology, ENT, urology and dental pediatric procedures took place for the first time at the Ambulatory Care Center. These were then followed by the move of all ear, nose and throat (ENT) day and inpatient surgery from Rumailah Hospital and Hamad General Hospital to the new facility. The move was supported by the opening of a new Pre-admission Anesthesia Clinic for patients scheduled for ENT surgery as well as ophthalmology, urology and gastroenterology procedures. The clinic provides patients with a thorough medical evaluation to ensure they are ready to go ahead with the planned procedure or surgery.

-  Date of opening: 2017
-  Location: Doha
-  Bed capacity: 64 day surgery beds
-  Areas of specialty include: Day case surgery, podiatry, urology, ear nose and throat, ophthalmology, gastroenterology
-  Tertiary Hospitals Group

مركز الرعاية الطبية اليومية
Ambulatory Care Center

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Outpatient visits



2017
34,113

Admitted patients



Inpatient care and day surgery services commenced in December 2017

Women's Wellness and Research Center

Dedicated to delivering family-centered care to women, newborns and their families

About the new hospital

Women's Wellness and Research Center is the region's largest tertiary hospital dedicated to providing women in Qatar with specialized care through all stages of their lives. The hospital offers a range of surgical and clinical services from preconception to childbirth, post-natal care and beyond. At the center of this care is a passionate multidisciplinary team of highly trained clinicians specializing in gynecology, obstetrics, and newborn care.

Growth of outpatient services

In May 2017, Women's Wellness and Research Center welcomed women to its first outpatient clinics which transitioned from Women's Hospital. The Uro-gynecology and Gynaecology-Oncology clinics which transferred over to the new facility in May 2017 were followed later in the year by the opening of additional outpatient services. This includes Newborn Screening, Well Baby Clinics, Hormone Replacement Therapy and dedicated support services such as pharmacy and phlebotomy. From the introduction of the first clinics at WWRC to the end of 2017, these clinics and services generated more than 16,000 outpatient visits to the new facility.

First baby born at the new hospital

In December 2017, the Women's Wellness and Research Center welcomed the first baby born at the new hospital. The first birth, delivered by caesarian section, marked the opening of two of the facility's state-of-the-art operating theaters as well as some of the hospital's antenatal/postnatal rooms. The hospital boasts a total of 240 of these single rooms, which are all equipped with an individual bathroom and large windows, offering beautiful views and natural light.

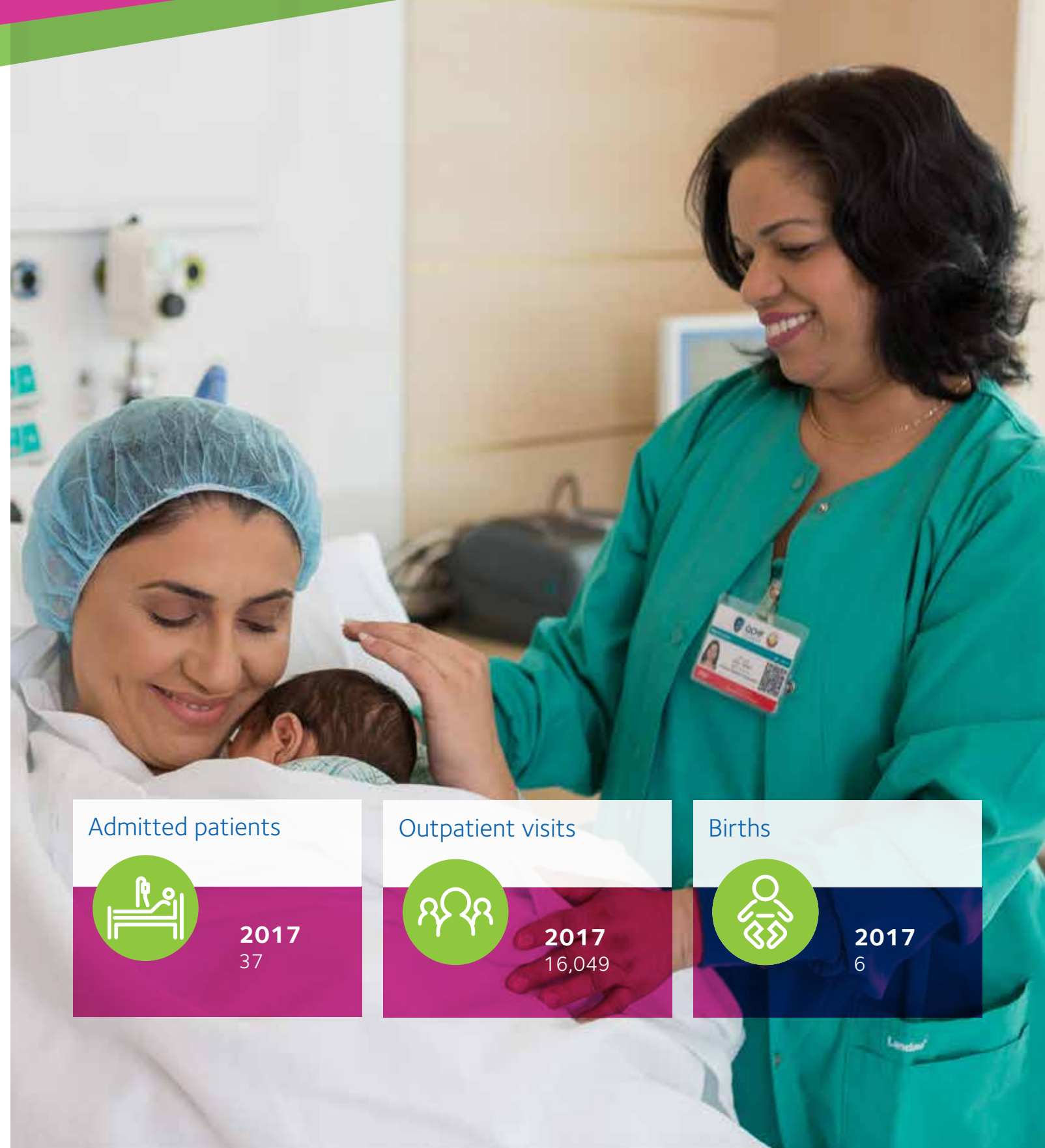
First surgery performed

In November 2017, the Women's Wellness and Research Center opened a dedicated Gynecology Day Surgery Unit for women requiring specialist gynecological procedures that are deemed non-complex and do not necessitate an overnight stay in hospital. At this time, the unit began conducting surgeries in the new state-of-the-art surgical suites which are fully equipped to perform laparoscopy, cryocautery, hysteroscopy, colposcopy, tubal ligation, cauterization, cervical biopsy and perineal repair.

-  Date of opening: 2017
-  Location: Doha
-  Bed capacity: 240 single inpatient rooms
-  Areas of specialty include: Obstetrics, Gynecology, Neonatal Care, Emergency Care, Newborn Screening
-  Tertiary Hospitals Group

مركز صحة المرأة والأبحاث
Women's Wellness and Research Center

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Admitted patients



2017
37

Outpatient visits



2017
16,049

Births



2017
6

Heart Hospital

A state-of-the-art center for the treatment of adults with heart conditions

STEMI Unit opened

The Heart Hospital opened a four bed unit, the STEMI Unit, to receive low risk post primary percutaneous intervention patients. Each year the hospital admits and treats 950 STEMI patients, comprising 23 percent of all admissions and 66 percent of admissions to the Cardiac Intensive Care Unit. On the STEMI Unit, patients receive intensive care for eight hours following their procedure followed by normal cardiology telemetry care until discharge. Nurses and physicians on the unit provide patients with education on the procedure and medication as well as lifestyle advice to reduce their cardiac risk factors. In most cases patients are discharged within 72 hours. This novel approach provides the best intensive and general cardiac care without having to transfer patients between units.

Non-invasive cardiology service improvements

During 2017, the Non Invasive Service based at the Heart Hospital has actively embraced the concept of "one service working across multiple sites." An integrated echocardiography service has been developed across Hamad with an initial focus on Al Khor, Al Wakra and Hamad General Hospital.

The developments so far include:

- An integrated IT solution that allows images taken during an echocardiography study to be viewed anywhere in the Corporation.
- Supporting the development of Transoesophageal Echocardiograms at Al Khor Hospital which avoids patients having to make lengthy journeys to Doha.
- The creation of an accredited course in the use of pocket ultrasound devices which will allow suitably trained physicians to undertake initial echo investigations anywhere across Hamad's hospital network and in other locations such as primary care centers and the Medical Commission.
- The development of the multidisciplinary Heart Valve Clinic that resulted in better communication among physicians, optimization of the use of diagnostic tests, an improved level of adherence to current evidence and guidelines, and better patient care.
- Active participation alongside colleagues in the National Center for Cancer Care and Research in a major international study into understanding the impact of drugs used to treat breast cancer on the future incidence of heart problems.

Echocardiology Laboratory achieves prestigious accreditation

The Echocardiology Laboratory at the Heart Hospital has been accredited by the European Association of Cardiovascular Imaging (EACVI) for Transthoracic, Transesophageal and Stress Echocardiography at an Advanced Level. This is the highest level of accreditation provided by the EACVI and it is recognition not only of an optimal clinical service but also of extensive teaching and research in all the echo modalities. This is an extraordinary achievement since there are only 12 Echo Laboratories in the world with this level of accreditation and the Heart Hospital's laboratory is the first and only to be accredited outside Europe.

- ✂ Date of opening: 2011
- 📍 Location: Doha
- 🏥 Bed capacity: 116
- 👥 Areas of specialty include: Interventional Cardiology, Electrophysiology, Cardiothoracic Surgery, Cardiovascular Imaging, Heart Failure, Cardiac and Cardiothoracic Intensive Care and Emergency Cardiology
- 🏢 Tertiary Hospitals Group

مستشفى القلب
Heart Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



JCI ACCREDITED IN 2014
REACCREDITED IN 2016



Communicable Disease Center

Leading the way in the care, prevention and research of communicable diseases

Travel Clinic opens

Travelers visiting overseas countries where vaccinations and other preventative measures are required are now able to visit the Travel Clinic at the Communicable Diseases Center. Opened in February 2017, the clinic provides travelers with counselling, vaccinations and other preventative measures. It also provides assessment and medical care for travelers returning with travel-related infections. The clinic operates on an appointment basis and patients are able to call and book ahead of time. Those accessing the clinic's services are able to attain a certificate of vaccination as well as disease prevention advice for the countries they will visit. The clinic, the first of its kind in Qatar, also provides highly specialized advice and treatment for those returning from overseas trips who suspect they may have a travel-related illness such as persistent diarrhea, rash and fever.

Improving care for patients

The Communicable Disease Center is the region's first facility dedicated to identifying, treating and preventing infectious diseases. In 2017, the team screened 11,000 patients referred from Hamad facilities, primary care centers, the Medical Commission, private hospitals, and Qatar Red Crescent. The Center also opened dedicated CT, X-Ray and ultrasound facilities as well as an inpatient pharmacy, meaning patients didn't have to travel to other facilities for these

services. A new inpatient unit with 25 beds was also opened. The team also worked to streamline processes, which has seen waits for outpatient clinic appointments reduce from seven weeks to two to three weeks and has reduced the average length of stay for inpatients from 21 to 16 days.

Educating the community and healthcare professionals

The Communicable Disease Center plays a crucial role in educating the community and healthcare professionals about infectious diseases and their prevention. This includes regular outreach to target communities to educate and help prevent tuberculosis and leading staff influenza vaccination efforts at Hamad. In 2017 this also included producing an innovative and groundbreaking educational video to mark World AIDS Day which included information on prevention and treatment.

-  Date of opening: 2016
-  Location: Doha
-  Bed capacity: 65
-  Areas of specialty include: Clinical Imaging, Dietetics, Pharmacy, Laboratory, Social Services
-  Tertiary Hospitals Group

مركز الأمراض الإنتقالية
Communicable Disease Center

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Admitted patients



2017
801

Outpatient visits



2017
43,968

Al Khor Hospital

Delivering healthcare services to the growing population in the northern region of Qatar

Pharmacy patient safety program implemented

Throughout 2017, Al Khor Hospital implemented the Good Catch Program in the Pharmacy Department. The program is an action plan aimed to enhance reporting of all incidents. It has been recognized that by focusing on minor incidents it is possible to reduce the probability of having major accidents. A 'good catch' is a circumstance that has the potential to cause an incident or critical incident but that did not actually occur due to corrective action and/or timely intervention. The program focuses on celebrating a culture of safety and empowering staff to take the opportunity to help improve the working environment and provide their best care always. This program helped maintain a balance between accountability, system transparency and protection for staff reporting any incidents.

Service improvements in dentistry

The Department of Dentistry at Al Khor Hospital recorded a 14 percent increase in the number of patients treated throughout 2017. The department specializes in dental as well as oral and maxillofacial treatments for adults and children. Despite the increase in patient activity, the department achieved

a significant decrease in the average waiting time for patients requiring root canals and endodontic treatment. In order to ensure the fast delivery of services, a mobile dental x-ray unit and two additional image plate scanners were introduced to the department for use in the endodontic clinics.

First Quality Symposium

Al Khor Hospital hosted its first Quality Symposium in May 2017, featuring interactive, hands-on approaches to learning from expert faculty. The symposium was attended by more than 140 healthcare professionals, including physicians, nurses, allied health professionals and executives to foster positive relationships and share valuable insights into how to improve the quality and safety of healthcare delivery. The event provided an opportunity to share quality improvement initiatives and engage all healthcare practitioners in the hospital's quality agenda.

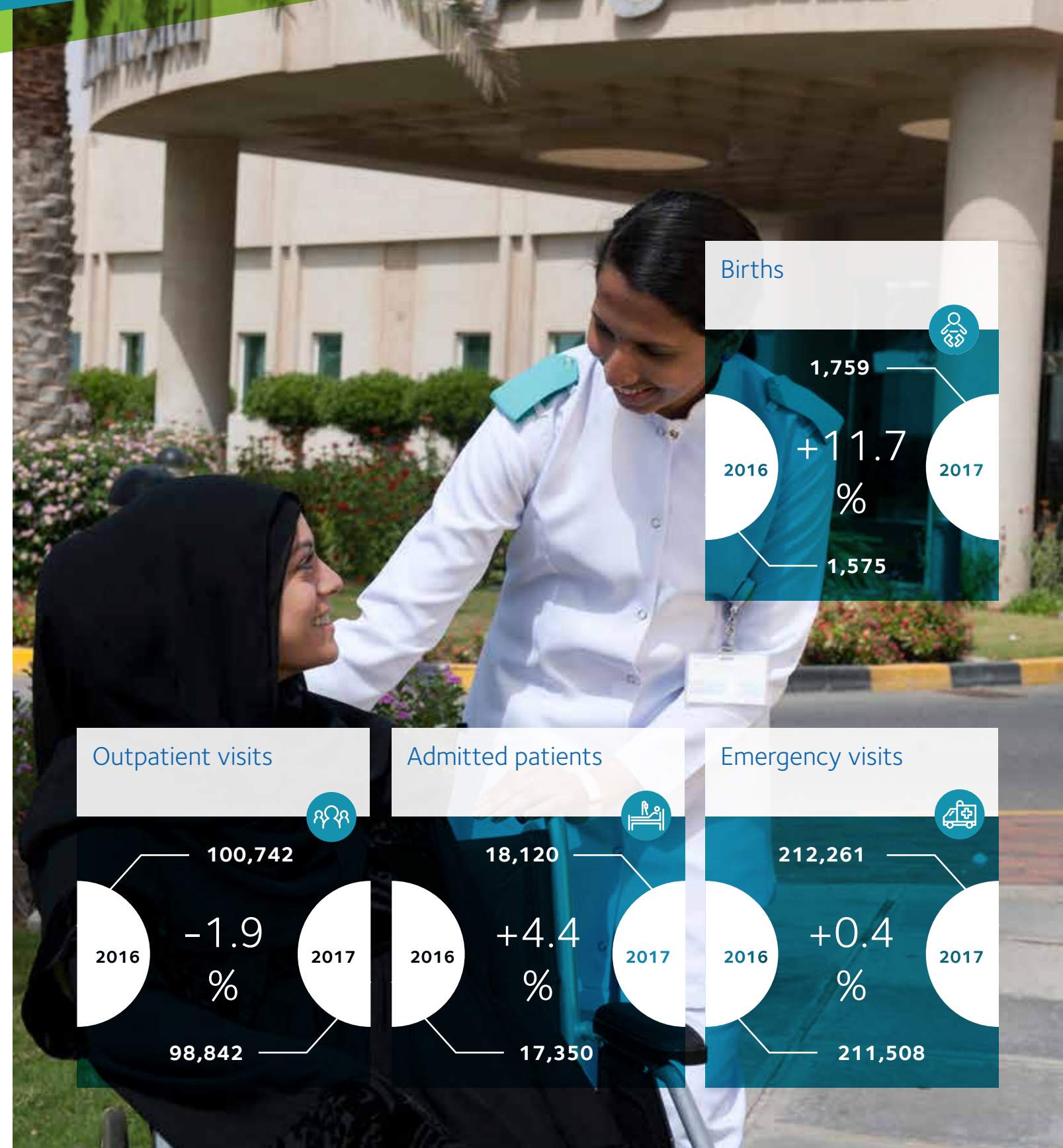
-  Date of opening: 2005
-  Location: Al Khor
-  Bed capacity: 110
-  Areas of specialty include: General Medicine, General Surgery, Emergency Medicine, Pediatrics and Obstetrics
-  General Hospitals Group



JCI ACCREDITED IN 2006
REACCREDITED IN 2012, 2009 AND 2016

مستشفى الخور
Al Khor Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Al Wakra Hospital

Providing care for the rapidly growing population in the south of Qatar

Seating and Mobility Service launched

The Seating and Mobility Service provides disabled patients who are experiencing mobility issues with an objective and systematic assessment of their seating and mobility needs. Experienced teams provide and train individuals nationwide in the use of appropriate equipment in order to facilitate mobility, prevent complications such as pain and pressure sores, and enhance psychological and social well-being. The service was moved from Rumailah Hospital to this new location which includes assessment, training and education facilities as well as an onsite workshop with skilled technicians who customize and adapt equipment for the individual patients' needs.

Play Therapy Program

A new program that helps children to understand their illness and adjust to being in hospital has been introduced at Al Wakra Hospital. The play therapy program is the first of its kind in Qatar and uses puppets,

props, and toys to help children understand their illness and express any fears they may have about treatment. Al Wakra Hospital has developed a therapeutic approach that uses play therapy and simulation to help children comprehend their illness. It is mainly used for inpatients, both long- and short-term. Play therapy and simulation helps the child to understand and accept the planned treatment and is also useful in alleviating fears and helping the child to verbalize questions and concerns. It is an effective way to meet the emotional needs of children who have an illness or require surgery.

Enhanced patient experience for maternity patients

In an effort to improve the patient experience for Qatar's maternity patients, a new prenatal program has been introduced into Al Wakra Hospital giving pregnant women the opportunity to feel better prepared and more confident about giving birth. The program includes a tour of the facility with the opportunity to meet caregivers and receive relevant educational

material. This is designed to make the childbirth experience more meaningful and positive and to make the transition from pregnancy to caring for a newborn as smooth as possible for women. As part of the initiative, hospital representatives accompany the participants to different maternity units after an on-site orientation presentation. During this time, a multi-disciplinary team at Al Wakra Hospital including the hospital obstetricians, anesthesiologists, pharmacists and nurses, is available to answer any questions women may have.

-  Date of opening: 2012
-  Location: Al Wakra
-  Bed capacity: 260
-  Areas of specialty include: General Medicine, Emergency Medicine, Burns and Plastics, General Surgery, Pediatrics and Pediatric Emergency, Emergency, Obstetrics and Gynecology
-  General Hospitals Group

مستشفى الوكرة
Al Wakra Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



JCI ACCREDITED IN 2014
REACCREDITED IN 2016



The Cuban Hospital

Servicing the healthcare needs of the population in the west of Qatar

Transfer of tuberculosis patients

Following the opening of the Communicable Disease Center in late 2016, The Cuban Hospital transitioned out the remainder of its tuberculosis patients to the new hospital during 2017. With beds freed up due to this transfer, inpatient activity was boosted with greater numbers of surgical patients and more core transfers from Hamad General Hospital. The Cuban Hospital achieved an 11 percent increase in inpatient admissions in 2017, compared to the previous year.

Cashless payments introduced to pharmacy

The outpatient pharmacy introduced the cashless payment system in 2017. The system has been widely implemented across Hamad in recent years and offers a more efficient system of payment for patients. The new process means payments can be made directly to the pharmacists, eliminating the previous need to visit a separate payment area.

Increased births

Since maternity services first commenced in 2012, The Cuban Hospital has seen consistent year on year increases in the number of births. In 2017, there were 636 births in the hospital, representing a 14 percent increase compared to 2016 and a 43 percent increase on the 2015 activity. The majority of birthing mothers cared for at the hospital are from Doha, not the local community, with these patients being attracted by the high quality care, and strong reputation, of The Cuban Hospital's maternity teams.

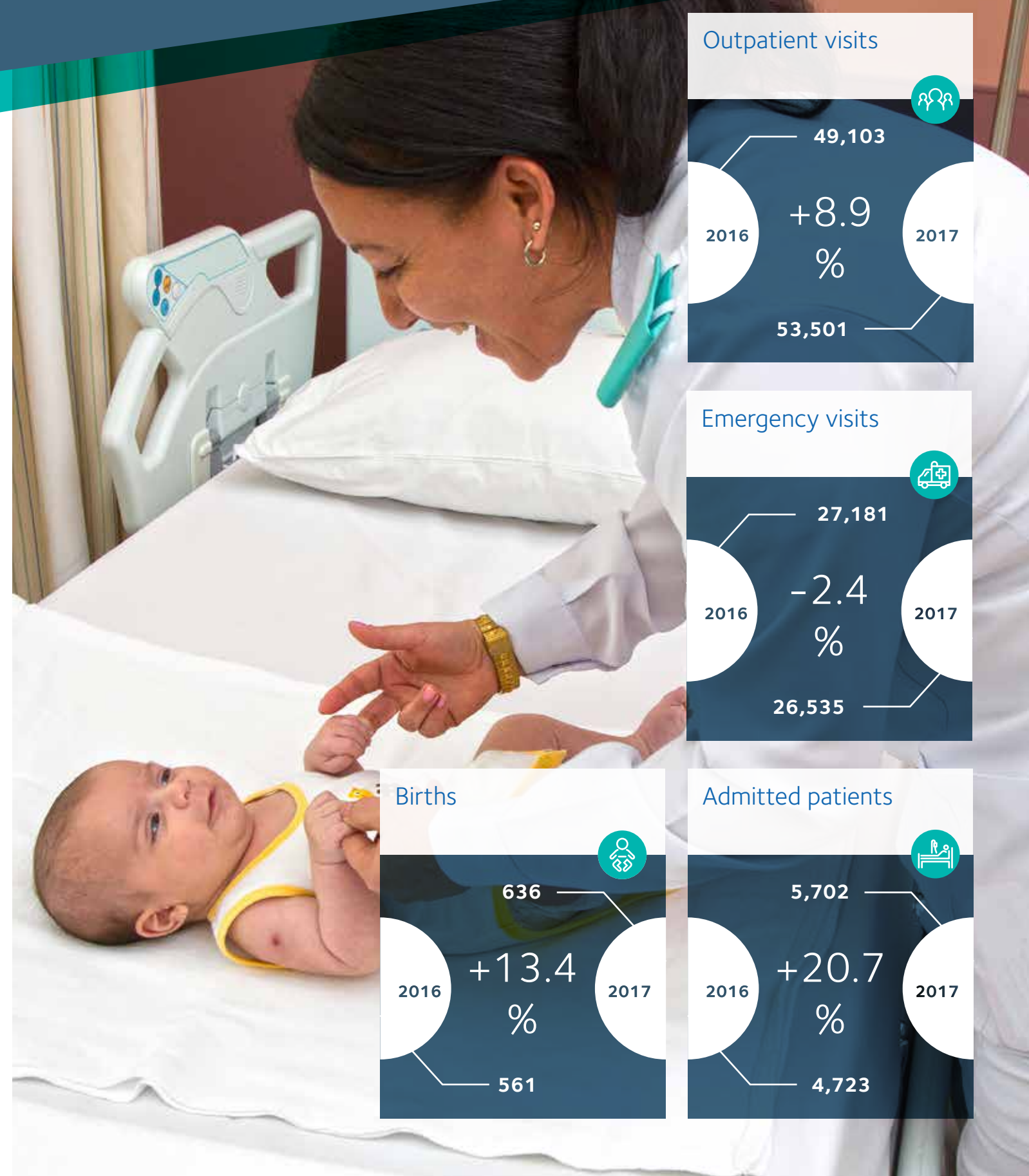
Surgical services

The Cuban Hospital's seven main theaters and two minor day case rooms are supported by a ten-bed day surgery unit. The hospital has seen a steady increase in surgical activity in recent years and achieved an 18 percent growth in 2017. A significant area of increase was seen in bariatric surgery, which saw a 76 percent growth. Plans are in place to upgrade six ward beds to better manage the specialist needs of bariatric patients. Other major areas of surgical activity increase included ophthalmology, plastic surgery and obstetrics and gynecology.

-  Date of opening: 2012
-  Location: Dukhan
-  Bed capacity: 75
-  Areas of specialty include: General Medicine, General Surgery, Emergency Medicine, Ophthalmology, Orthopedics, Rehabilitation, Plastic and Cosmetic Surgery, Urology, Dental Surgery, Pediatrics and Obstetrics
-  General Hospitals Group



JCI ACCREDITED IN 2014
REACCREDITED IN 2016



Qatar Rehabilitation Institute

Dedicated to delivering personalized, patient-centered, rehabilitative care

About the new hospital

Qatar Rehabilitation Institute is the region's largest tertiary rehabilitation hospital, providing world class integrated rehabilitation services and the most technologically advanced patient-centered care. At the heart of this care is a passionate multidisciplinary team of clinicians working together to coordinate and deliver a personalized package of advanced rehabilitation services tailored to every one of its patient's individual circumstances. The care provided is based on the most up-to-date rehabilitation research and practice in an environment that encourages healing – both mentally and physically. Its overarching goal is to help patients reach their full recovery potential so they can return to living as normal a life as possible.

Expansion of outpatient services throughout 2017

Qatar Rehabilitation Institute welcomed the first patients to its outpatient clinics in December 2016. These included physical medicine and rehabilitation, speech therapy, adult neuro occupational therapy and adult neuro physiotherapy clinics. Throughout 2017 the hospital expanded the range of services provided to outpatients and by the end of the year more than 10,000 outpatient visits were being recorded each month.

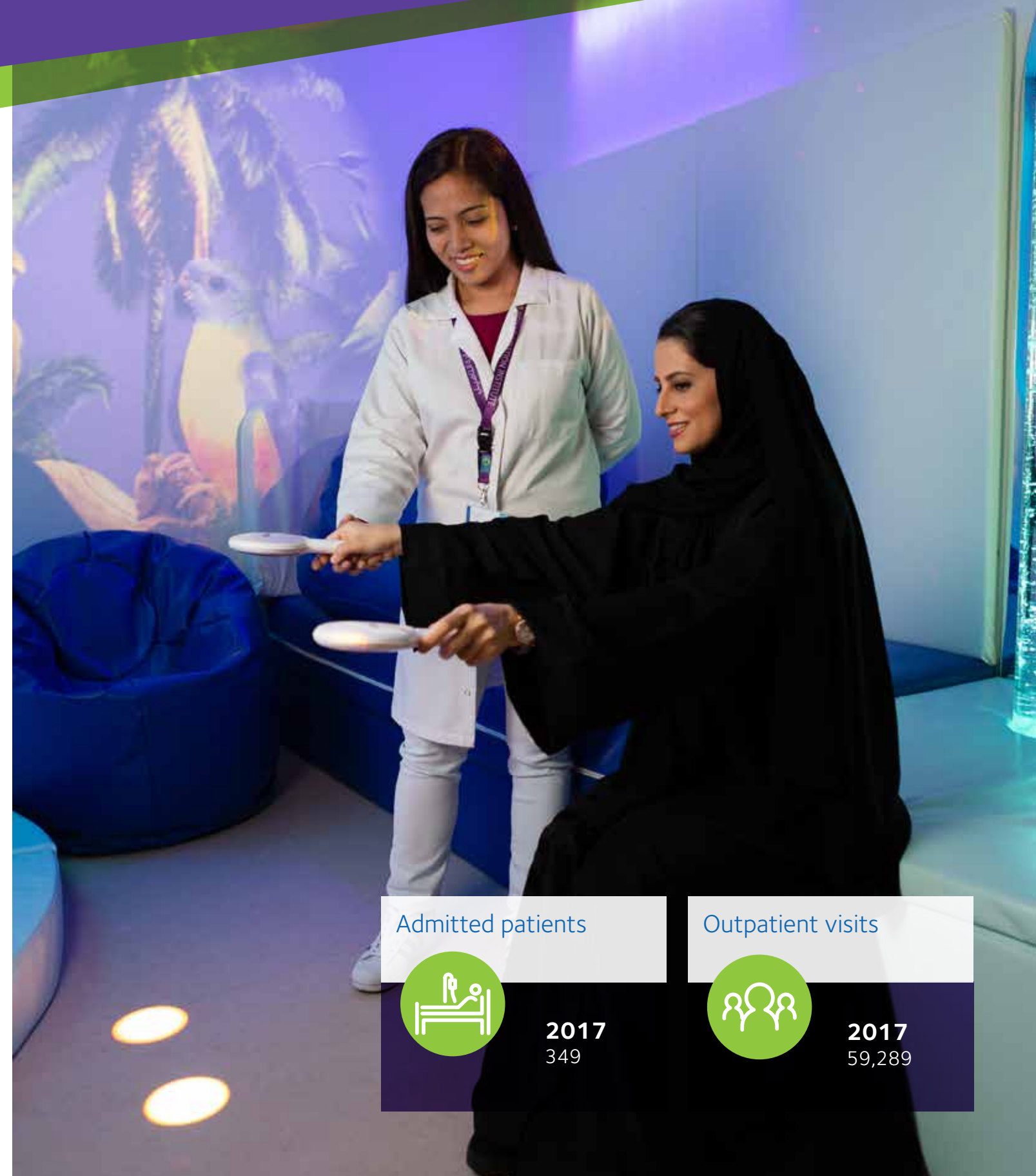
Inpatient services commence

In March 2017, Qatar Rehabilitation Institute welcomed its first inpatients. The facility provides 200 inpatient beds and the first inpatients to be transferred included all stroke, traumatic brain, spinal cord injury and general rehabilitation inpatients from Rumailah Hospital. Inpatient care and rehabilitation is patient-centered and focuses on maximizing patients' functional potential and medical care is available 24 hours a day. Every inpatient floor features a state-of-the-art gym for male and female patients.

-  Date of opening: 2017
-  Location: Doha
-  Bed capacity: 200
-  Five main rehabilitation programs: Stroke, Traumatic Brain Injury, Spinal Cord Injury, Rehabilitation, Pain Management
-  Continuing Care Group

مركز قطر لإعادة التأهيل
Qatar Rehabilitation Institute

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



Admitted patients



2017
349

Outpatient visits



2017
59,289

Rumailah Hospital

Delivering healthcare services for both acute and long-term rehabilitation patients

Transfer of clinics to the new Qatar Rehabilitation Institute

Following the commencement of outpatient clinics at the Qatar Rehabilitation Institute at the end of 2016, a large number of clinics were transferred from Rumailah Hospital to the new facility during 2017. The transfer of clinics resulted in a decrease in outpatient activity throughout the year.

Pre-Admission Anesthesia Clinic

For 12 months, doctors, nurses and admin support staff worked to develop the protocols, policy and pathway for the Pre-Admission Anesthesia Clinic service. 25 nurses underwent a training course which took place for two cohorts early in 2017, with the course accredited by the Qatar Council for Healthcare Practitioners. Nurses who completed this course now have the skills to assist with patient assessment and teaching. This is an effort to standardize practice for all elective surgical patients at Rumailah Hospital.

Car safety seat training workshops held for children with special needs

The Early Intervention Program at Rumailah Hospital's Child Development Center organized a number of training workshops for the families of its patients on the proper use of car safety seats for children with special needs. The workshops, which were held in collaboration with Hamad International Training Center, each included approximately 30 family members of the Center's young patients. The workshops taught participants how to select the right car seat based on their child's age, weight, and height. The aim was to help parents keep their children safe while traveling in vehicles.

Dry needling workshop

Rumailah Hospital's Physiotherapy Department organized a Dry Needling Workshop for clinical physiotherapists to master dry needling techniques in addition to existing manual physical therapy interventions for the treatment of myofascial pain. Around 30 physiotherapists took part in the six-day course which featured topics at foundation and advanced levels about dry needling concepts. This was followed by an examination with certification which was accredited by the Health Professions Council – South Africa.

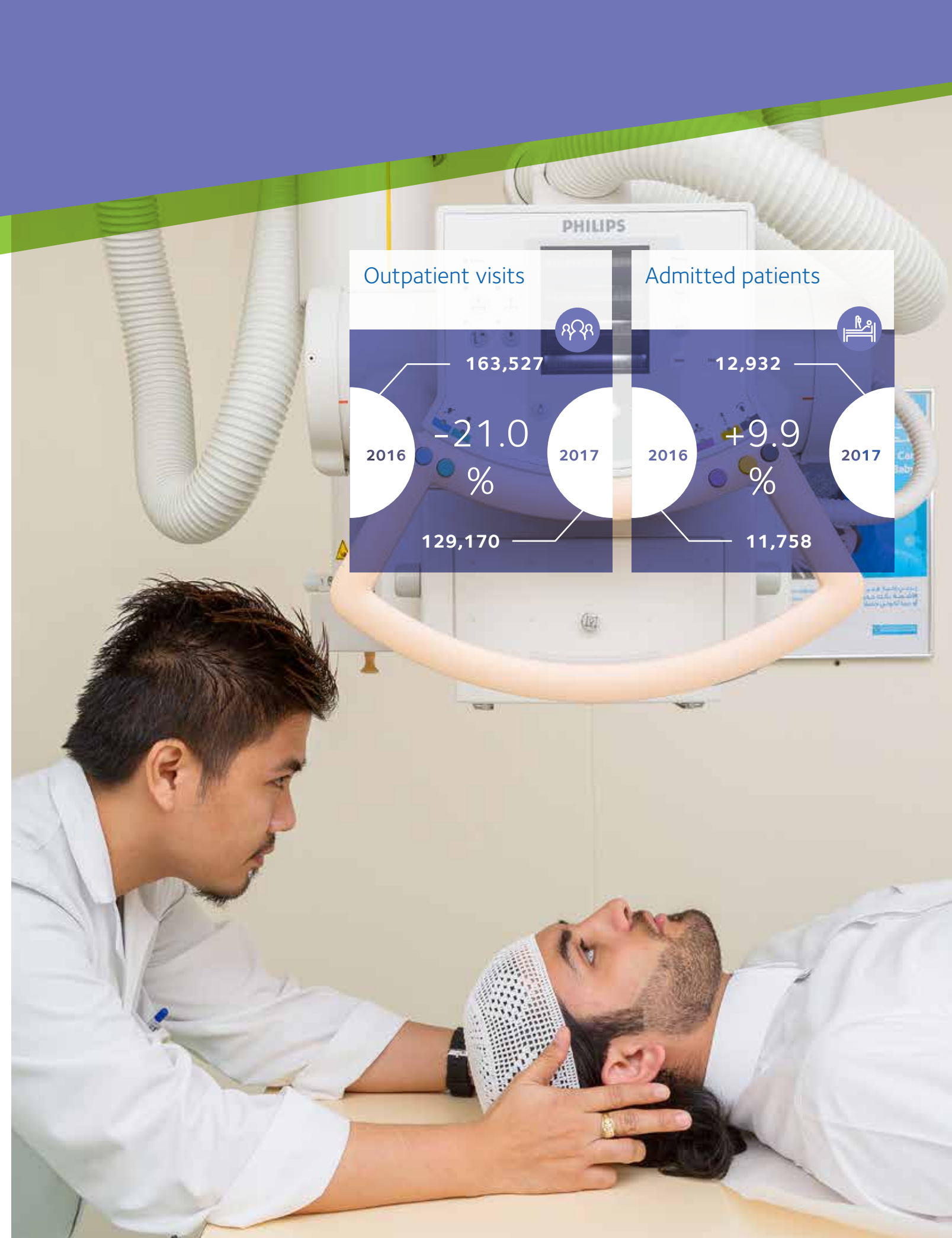
-  Date of opening: 1957
-  Location: Doha
-  Bed capacity: 364
-  Areas of specialty include: Ear, Nose and Throat, Adult Rehabilitation, Children's Rehabilitation, Ophthalmic Surgery, Psychiatry, Acute Surgical Services, Dentistry, Medical Care for the Elderly, Residential Care and Child Development
-  Continuing Care Group

مستشفى الرميلة
Rumailah Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation



JCI ACCREDITED IN 2006
REACCREDITED IN 2012, 2009 AND 2016



Continuing Care

New care facility for expatriates returning home

In early 2017, we officially opened Bayt Aman, a care facility for expatriate laborers who are in the final stages of recovery following illness and waiting to return to their home country. Bayt Aman can accommodate up to 12 guests at a time and is staffed 24 hours a day, seven days a week by a charge nurse and patient care attendants. Guests being cared for at Bayt Aman no longer need the clinical supervision that is provided at our rehabilitation and long-term care units. Bayt Aman provides a safe and restorative environment for expatriate workers who have completed medical treatment and are waiting to return home. The accommodation assists guests who have completed their treatment at Hamad to fully recuperate and re-adjust to their normal routines so they are better able to return to living their everyday lives.

Home Healthcare Service growth

Our Home Healthcare Service made great progress in 2017 and saw a 37 percent increase in the number of patients under its care. More than 18,000 patients are now registered with the home care program, which provides community and home healthcare services to residents in their homes.

New office for the Home Healthcare Service in Al Wakra

The new Home Healthcare Service satellite office, which serves as a base from which healthcare teams conduct home visits, provides administrative support for patients and families in Al Wakra and the surrounding region. The Al Wakra office allows the Home Healthcare Services team to be more accessible to patients and families who live south of Doha; it also means they can provide a more timely response to patients' needs in their home.

Mental Health Service opens new facility

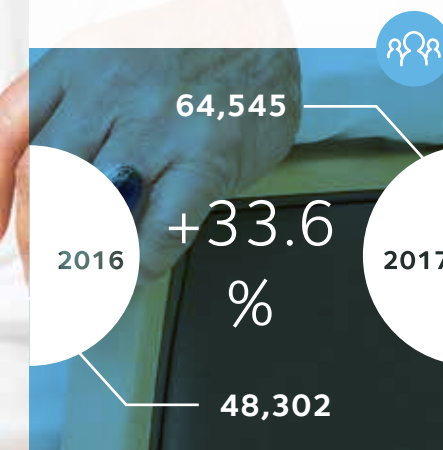
In May 2017, the Mental Health Service welcomed the first patients to its new facility, Male Acute 4, located on the Rumailah campus. Within the facility, a team of consultants and case managers assess and approve patients for transfer from the Psychiatry Hospital. By the end of 2017, the Male Acute 4 ward was fully operational, with a total of 57 male acute beds.

Hamad and Daam sign MoU to build new specialized medical care center

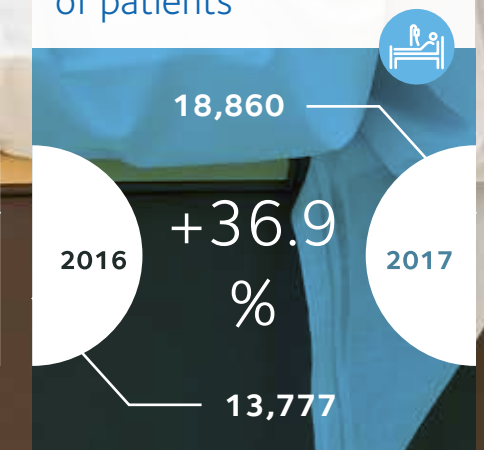
A Memorandum of Understanding between Hamad and the Sports and Social Activities Support Fund (Daam) has been signed which will see the establishment of the Daam Specialized Care Center. The donation from Daam covers one hundred percent of the costs to retrofit and commission the new facility, which has already commenced construction in Hamad Bin Khalifa Medical City. The facility, which will join our existing Enaya Specialized Care Centers, is expected to open in late 2019 and will have 67 beds. It will expand the capacity of the current Enaya facilities while also providing more privacy for patients who require long-term medical care outside of the hospital setting.



Home Healthcare Visits



Home Healthcare Services total number of patients





Clinical transformation across Hamad

New blood transfer monitoring program

A new program that monitors blood transfer procedures in Qatar has been launched. The Centralized Hemovigilance Program improves the quality of the blood transfusion chain. The program is the first of its kind in Qatar and the Arab region and aims to improve the blood transfusion system by providing an extra level of safety for donors and recipients. It improves the quality of the blood transfusion chain, primarily focusing on safety. The new program improves the overall quality of the collection, storage, testing and distribution of blood and its components, reporting any complications or errors in blood transfer.

Increased bed capacity

The opening of the three new hospitals in Doha's Hamad Bin Khalifa Medical City at the end of 2017 – Qatar Rehabilitation Institute, Women's Wellness and Research Center and Ambulatory Care Center – significantly increased the total bed capacity across our hospital network, rising from around 2,100 beds to some 2,600 beds. With the total number of admitted patients continuing to increase in 2017 these beds provide valuable additional capacity across the system.

Transfer of pediatric services to Sidra Medicine

Throughout 2017, our teams collaborated with Sidra Medicine to ensure the effective transfer of a number of services from Hamad to Sidra. Both organizations worked closely together to develop a comprehensive pediatric clinic transition plan.

National Patient Safety Collaborative

The National Patient Safety Collaborative is designed to harness the combined knowledge and expertise within each of the partner organizations in the public health sector to raise safety standards across the whole system. The focus areas of the collaborative include reducing sepsis related mortality, improving management of patients at risk for venous-thromboembolism, and improving flow and access.

The collaborative program is designed to develop the overall capacity and capability within Qatar's public health sector to raise the safety standards in a concerted effort towards achieving zero preventable harm. By encouraging collaboration and the focused knowledge exchange between partner

organizations, this will support the spread of learning and lead to more sustainable development.

Hospitality Department receives international accreditation

Our Hospitality Department has been recognized by the International Organization for Standardization (ISO) and awarded the ISO 9001:2015 certification for its quality management system. With nine sub-departments and a corporate office, our Hospitality Department is our largest department. It offers services to all our hospitals and administration sites 24 hours a day, seven days a week. Its scope of service includes shuttle bus services, laundry, photocopying, courier and mail services, security and catering. An organization becomes ISO 9001:2015 certified by developing, documenting, and effectively implementing its quality system to meet the requirements of the standard and then successfully completing an audit by a third party registrar.



Research

Study to predict stroke impact using artificial intelligence

A collaborative study involving researchers from Hamad and Qatar University has developed an innovative information technology system (artificial intelligence) capable of predicting the future growth of damaged areas of the brain following an acute stroke. The system developed in this study is able to predict the future infarction growth (damaged area of the brain) for the patient, therefore providing important data to support our doctors when determining a suitable treatment plan. Currently, there is no accurate way to predict if the infarct will grow and by how much. This study, which was published in the prestigious journal Nature Scientific Reports, is an important milestone and the development of a predictive system could provide a key tool to assist doctors in the treatment of acute stroke patients and in clinical research.

New online portal for researchers launched

Our Medical Research Center launched an innovative online portal for researchers in Qatar. ABHATH – which means research – is an online submission tool for researchers providing greater functionality, faster submission and a more intuitive system. ABHATH is available to all researchers within and outside Hamad and enables researchers to self-manage their work with an easy and fast self-service platform. Researchers now have a single focus point for research submissions. ABHATH brings the Qatar research community in line with others around the globe enabling researchers to track and monitor their submissions from proposal preparation and submission to reporting about ongoing projects.

Annual Research Day 2017

More than 400 delegates attended Annual Research Day 2017. The day provided an opportunity for our researchers and senior leaders to come together to celebrate the research achievements of the past year and share ideas and updates on the latest research findings. The keynote address and panel discussion focused on the theme ‘Strategic Foresight for Research Resilience’, with the panel discussion enabling delegates to hear discussions for research at the national level as an Academic Health System and explore ways to build research strength and harness opportunities for collaborations. Awards on the day included Distinction in Research – Individual, Distinction in Research – Team, Research Excellence awards, Promising Young Researcher awards, Best Publication Award, Best Oral Presentation and Best Poster Presentations.

Research Forums held

Throughout 2017 the Medical Research Center organized a number of Research Forums highlighting the research underway across various research themes, including cancer and obesity. The Research Forum is devoted to showcasing research themes with participation from experts at Hamad and other stakeholders in Qatar. The forums serve as a platform to bring researchers in touch with experts to help with a wide range of research work and answer any queries with respect to their research.



Education and training

Fifth annual Middle East Forum on Quality and Safety in Healthcare

The fifth annual Middle East Forum on Quality and Safety in Healthcare attracted nearly 3,000 healthcare professionals from Qatar and internationally. Organized in collaboration with the Institute for Healthcare Improvement (IHI), the 2017 conference centered on themes around the IHI's Triple Aim initiative. This year's conference theme was applied in the development of more than 50 workshops, plenaries, and lectures. It also featured in the quality poster exhibition and competition. The forum's exhibition area, The Knowledge Zone, featured stands from Hamad Healthcare Quality Institute, the Ambulance Service and the Academic Health System. The Ministry of Public Health participated with information submitted by the Qatar Council of Healthcare Professionals and the Accreditation and Licensing Division. Hamad's strategic partners, including teams from Primary Health Care Corporation, Qatar University, Sidra Medicine, Qatar Biobank, and the World Innovation Summit for Health, also added to the rich diversity of information available to delegates.

Quality management workshops for senior leaders

Our Hamad Healthcare Quality Institute, together with the Corporate Quality and Patient Safety Office, partnered with the US-based Joint Commission International to organize year-long foundational quality management workshops for our chief executive officers, senior leaders, clinicians and other frontline clinical staff. The training, which gives a boost to quality improvement initiatives across Hamad, aligns closely with our ongoing investment

in quality improvement, education and training for staff. Participants learned about the basic principles, concepts, definitions, and methods of quality management and improvement. Sessions also covered the role of leadership in promoting quality and a culture of safety.

Year 1 Pharmacy Residency Program attains prestigious international accreditation

Our Post-graduate Year 1 Pharmacy Residency Program (PGY1) has been accredited by the American Society of Health System Pharmacists (ASHP). Hamad is only the second healthcare system in the region to achieve the prestigious ASHP accreditation – a significant achievement for our Pharmacy Department. ASHP accreditation establishes and evaluates a set of entrenched standards for the methodical training of pharmacists to attain professional competence whilst delivering patient-centered care and medication safety in pharmacy operational services. Furthermore, ASHP accreditation assures residency applicants that the program meets the requirements for post-graduate training in pharmacy practice.

First certified DESMOND Educators in the Middle East

A group of Patient Educators from the National Diabetes Centers at Hamad General Hospital and Al Wakra Hospital recently graduated from the Diabetes Education and Self-Management for Ongoing and Newly Diagnosed (DESMOND) program. The eight educators, five from Hamad General Hospital and three from Al Wakra Hospital, have become the first certified DESMOND Educators in the Middle East and Gulf region. The program, which involved two years of training, is run in partnership with Leicester

Diabetes Centre, at the Leicester General Hospital in England, UK. The DESMOND program was created by the UK's National Health System to deliver engaging, easy to understand patient education to people with Type 2 diabetes and those who are at risk of developing Type 2 diabetes.

Computer skills training for all staff

The Health Information and Computer Technology Department ran a series of computer skills courses for staff across Hamad. The courses were designed to improve the computer skills of staff and included classes on how to use Word, Excel and PowerPoint, enabling participants to learn tips, tricks, shortcuts and efficient ways of working.



Health promotion and disease prevention

National Obesity Treatment Center opens

In October 2017, we opened our new National Obesity Treatment Center which sits under the auspices of the Qatar Metabolic Institute. The new center reinforces our commitment to providing effective and compassionate care for the prevention of weight-related diseases. Located in Hamad Bin Khalifa Medical City, the National Obesity Treatment Center delivers holistic, multidisciplinary care for patients in need of medical management, lifestyle modifications, bariatric and endoscopic procedures. The centralized location allows multidisciplinary teams of bariatric physicians, surgeons, endocrinologists, dietitians, physiotherapists and nurses to coordinate care and develop personalized plans for each patient seeking a healthier weight.

New Tobacco Control Center

A new Tobacco Control Center opened in Hamad Bin Khalifa Medical City, boosting our capacity to support people wishing to quit smoking. The center has been officially designated by the World Health Organization (WHO) and is the first WHO Collaborating Center in Qatar. The center ensures the best quality care and healthcare management for smoking cessation in Qatar through the appropriate treatment as well as health awareness campaigns and messaging, and scientific evidence-based research. The center also houses newly introduced innovative clinical services such as laser therapy to help people stop smoking – the first of its kind in Qatar.

Website to promote health during Ramadan

In collaboration with the Ministry of Public Health and Primary Health Care Corporation, we relaunched the Ramadan Health website and this year, expanded the initiative by introducing a companion smartphone and tablet app. Introduced three years ago, the Ramadan Health website and dedicated application is Qatar's first online resource devoted to health and wellness during the holy month of Ramadan. The tools contain information on a wide range of health topics, including managing diabetes while fasting, ensuring people stay hydrated and tips for healthy eating.

Raising awareness of key world health days

Throughout 2017, our teams marked numerous world health days with various events and communications activities aimed at raising awareness of each health condition. World Kidney Day, World Diabetes Day, World Stroke Day and World Cancer Day were all supported by activities and messaging that engaged the public and educated them on key preventive and treatment advice.

Health and safety awareness

The Hamad Injury Prevention Program and Kulluna for Health and Safety Program each ran a number of initiatives throughout 2017 to raise awareness of important health and safety topics. These included educating the public about the key factors surrounding drowning, car seat safety, heart health, and road traffic injuries.



Support systems and services

Clinical Information System continued roll out

Throughout 2017, the Health Information and Communication Technology department introduced the Clinical Information System (CIS) to multiple new facilities, including three new hospitals: Qatar Rehabilitation Institute, Ambulatory Care Center and Communicable Disease Center. CIS provides clinicians with access to each patient's electronic health record. Significant progress was also made for the design and build of CIS for the Women's Wellness and Research Center and new hospital in the Doha Industrial Area.

HIMSS Qatar Educational Conference and Health IT Exhibition

In collaboration with the Healthcare Information and Management Systems Society (HIMSS), Hamad hosted the inaugural HIMSS Qatar Educational Conference and Health IT Exhibition in December 2017. Organized under the umbrella of the Ministry of Public Health and in partnership with Primary Health Care Corporation (PHCC) and Sidra Medicine, the conference highlighted the significance of successfully implementing the Clinical Information System (CIS), which provides a personal electronic medical record for each patient at Hamad and PHCC. CIS has been implemented across all Hamad hospitals and primary health centers. In doing so, Qatar became the first country in the world to utilize this system across its entire public health sector.

New national clinical imaging platform

For the first time in Qatar, we have developed a clinical imaging platform which will enable digital images such as x-rays and MRI scans to be shared among all healthcare providers in the country. This national clinical imaging platform brings together patient imaging data from various medical specialties into a single repository and enables it to be shared with other healthcare providers including Primary Health Care Corporation and Sidra Medicine. The national clinical imaging repository holds millions of images which all private hospitals across the country as well as hospitals overseas are able to access, provided that privacy regulatory criteria are met. The availability of images for multiple medical specialties from a single repository at the point of care enables faster care delivery and removes the need to repeat the same imaging procedure at a new provider.

Health Information Exchange Program

The Health Information Exchange program is a new technology network that enables the exchange of patient information between providers. The system is implemented between Hamad, Primary Health Care Corporation and Sidra Medicine. The program offers many benefits, including enabling clinicians at Hamad, Primary Health Care Corporation (PHCC) and Sidra to review patient information collected at any of the connected organizations, reducing the need to duplicate diagnostic tests as results can be viewed across the organizations, and supporting quality improvement initiatives by enabling access to a more complete patient record.



Awards

2017 Stars of Excellence Awards

Our Center for Patient Experience and Staff Engagement organized the eighth annual Stars of Excellence awards ceremony, recognizing staff across the organization for their contribution to healthcare improvement. Out of a total of 480 healthcare improvement projects submitted by employees from across Hamad, 28 submissions received awards for achievements in the categories of health, education, and research. The Nesma'ak customer service program was the winner of the Managing Director's Special Award and the Star of Excellence Award in the Patient Experience category. Nesma'ak, which was launched in 2016, aims to provide patients and the public with excellent service across all our customer touchpoints, such as the call center, website, and in-hospital helpdesk queries.

The 'Collaborative Approach to Weaning' project, which won the Clinical Practice Star of Excellence Award, detailed a program that saw the successful weaning (gradual reduction) of patients reliant on assisted breathing apparatus so that they could lead more independent and better quality lives. The 'Fight Sepsis using the Bundle' project, which was implemented in all suspected sepsis patients at the Enaya Specialized Care Center, won the Quality and Patient Safety Star of Excellence Award. In addition, the 'Healthcare Coordination Service - Improving Access to Effective Care' project received the Collaborative Achievement Star of Excellence Award for improved Ambulance Service information and process management, while

the 'Automation of Hamad Warehouses through Oracle E-Business Suite' project won the Operational Performance Star of Excellence for improved supply chain and warehouse management.

In the Education Award category, the Star of Excellence Award went to the 'Transformation and Maturation of Trauma Care in Qatar' project for improving trauma and critical care capability at Hamad, while the Star of Excellence Award in the Research category went to the 'Novel Biomarker for Early Detection of Dementia' project, which focuses on research around a simple eye test as an indicator in the early diagnosis of dementia.

Customer experience accolades at Annual Middle East CX Awards

We won two awards in the Customer Experience category at the Annual Middle East CX Awards. The awards – Middle East CX Company of The Year (Public Sector) and Best CX Implementation – were given as a result of efforts made by the Center for Patient Experience and Staff Engagement Department. The Middle East CX Company of The Year award recognized the Nesma'ak Customer Service program as the best in the region; meeting international benchmarks and standards and also for deploying an innovative approach to customer experience management. The Best CX Implementation award recognized our implementation methodology for rolling out a complex customer experience program across multiple sites in a systematic and seamless manner.

Top Hospital Award at Arab Hospitals Federation Forum

We were awarded the Top Hospital Award in Quality Improvement and Patient Safety during the 2017 annual forum of the Arab Hospitals Federation (AHF) – MEDHEALTH. By honoring Hamad with this prestigious quality improvement and patient safety award, the AHF recognized our commitment to ensuring the highest international standards in healthcare delivery in Qatar, as well as its continuous efforts to improve patient safety across its network of hospitals and healthcare facilities.



