




SAFE, EFFECTIVE, COMPASSIONATE CARE



مؤسسة حمد الطبية
Hamad Medical Corporation

HEALTH • EDUCATION • RESEARCH صحة • تعليم • بحوث

A close-up photograph of two surgeons in a sterile operating room. They are wearing blue surgical gowns, blue bouffant caps, and light blue surgical masks. The surgeon in the center is wearing black-rimmed glasses with two large, black cylindrical lenses, which are part of a surgical microscope. The background is a plain, light-colored wall. The overall lighting is bright and clinical.

Hamad Medical Corporation is the main provider of secondary and tertiary healthcare in Qatar and one of the leading hospital providers in the Middle East.



Our mission is to deliver the safest, most effective and most compassionate care to each and every one of our patients.

Hamad Medical Corporation is the main national provider of secondary and tertiary healthcare in Qatar and one of the leading hospital providers in the Middle East.

We are committed to contributing to the nation's development under the visionary leadership of His Highness the Emir, Sheikh Tamim Bin Hamad Al Thani. Hamad works to support the Qatar National Vision 2030 and plays a key role in the implementation of Qatar's National Health Strategy 2011-2016.

Hamad provides an essential service to all residents of Qatar. We strive to be our patients' first choice in specialized healthcare; to be trusted, admired and respected, known for compassion, innovation and wisdom.

We have a long history of caring for the people of Qatar. As an organization we have kept pace with the rapid growth and development of the nation in recent decades. This progress is evident in both the expansion of facilities to meet demand as well as improved quality of care.

We understand the needs of our patients, and with the population continuing to increase, we are committed to the future development and expansion of our services to provide the best care possible for our patients.

Activity across all areas has grown significantly in recent years and in 2014 alone there were over two million episodes of patient care throughout our network of hospitals.

We continue to build on recent innovation and progress by pursuing excellence in all that we do, in line with our three key pillars of health, education and research. Academic health is central to our healthcare vision, which at its heart combines innovative research, top-class education and excellent clinical care.

Hamad is a forward-thinking organization that blends the best elements of Qatari values, innovation and skills with high-caliber international expertise. Our aim is to deliver the safest, most effective and most compassionate clinical care with high patient satisfaction rates.

This brochure provides you with an insight into Hamad and highlights some of the progress we are making as a system.

Hanan Al Kuwari PhD
Managing Director

Since 2002 the population has increased from 740,000 to over two million in 2015.

↗ 2m

Qatar's proved oil reserves of 3.7 billion barrels ensure current output levels will continue for at least the next 20 years.

3.7bn

Qatar possesses an impressive 14 percent of the world's total gas reserves.

14%

The State of Qatar is enjoying a period of unparalleled prosperity, with exceptional economic progress being evident in the increasing standard of living of its people. Major advances in economic, human and social developments continue to occur.

Qatar National Vision 2030



About Qatar

Continued growth

Qatar is a small, oil and gas-rich country located midway along the western coast of the Arabian Gulf. Its sole land border is with Saudi Arabia to the south. Qatar has a coastline covering 563 kilometers and a land mass of 11,521 square kilometers. The climate is hot and dry, with summer temperatures regularly exceeding 40 degrees centigrade.

In addition to the continued growth of its oil and gas industry, Qatar is strongly committed to the development of many other sectors including health, education, sport and tourism. The nation has seen continued growth over the past few decades. Since 2002 the population has increased from 740,000 to just over two million in 2015. With investment in Qatar set to continue, and the increasing demand for expatriate workers, the nation's growth is expected to continue for many years. According to the Qatar Statistics Authority, the total population is forecast to reach 2.8 million by 2020.

National Health Strategy

Qatar has set out its plans for the development and growth of the nation over the next two decades in the Qatar National Vision 2030, which focuses on four developmental pillars: human, social, economic and environmental.

The National Health Strategy 2011-2016 is aligned to the goals of the Qatar National Vision 2030. It is an ambitious program, with seven goals and 39 specific projects, designed to transform health services in Qatar with the aim of supporting a healthy population, both physically and mentally.

The Supreme Council of Health, Hamad Medical Corporation and the Primary Health Care Corporation are working together to achieve a healthy, vibrant society in Qatar by promoting public health, encouraging healthy lifestyles, providing comprehensive community-based primary care and supporting advanced, best practice hospital and continuing care services that meet the needs of the country's diverse and rapidly growing population.

Qatar's first and largest healthcare provider

A long history
of caring for the
people of Qatar.

Past

We've cared
for Qatar's past

**Delivering the safest,
most effective and
most compassionate
care for over 50 years.**

Since Rumailah Hospital first opened in 1957, Hamad has significantly expanded its portfolio of hospitals, to eight at present, with more set to open in the coming years. As Qatar has grown and developed over the past half a century, so too has Hamad. This long history of caring for the residents of Qatar ensures Hamad is uniquely positioned to understand the specific cultural and healthcare needs of the population, and provide the best possible care.



Present

We're caring for
Qatar's present



Future

We'll be here to care
for Qatar's future

Expanding network

Hamad Medical Corporation's network of hospitals has expanded significantly over the past 50 years in order to meet the demands of the increasing population



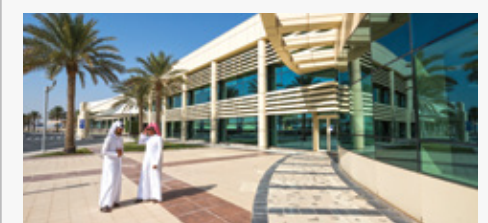
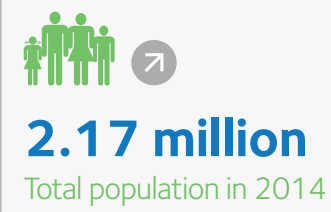
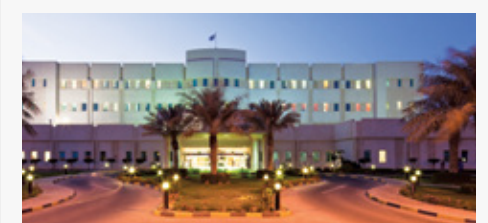
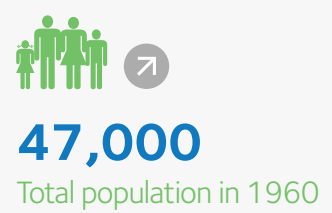
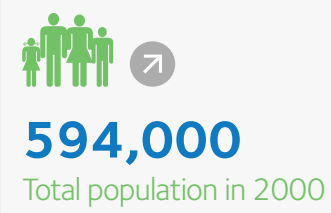
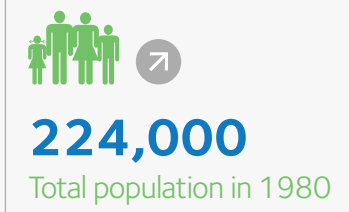
1960s	
Total hospitals	1
Opened 1957	Rumailah Hospital

1980s	
Total hospitals	3
Opened 1982	Hamad General Hospital
Launched 1985	Ambulance Service
Opened 1988	Women's Hospital

2000s	
Total hospitals	5
Opened 2004	National Center for Cancer Care and Research
Opened 2005	Al Khor Hospital

Present	
Total hospitals	8
Opened 2011	Heart Hospital
Opened 2012	Al Wakra Hospital
Opened 2012	The Cuban Hospital

Future plans	
Total hospitals	12
	4 new hospitals 1 research center

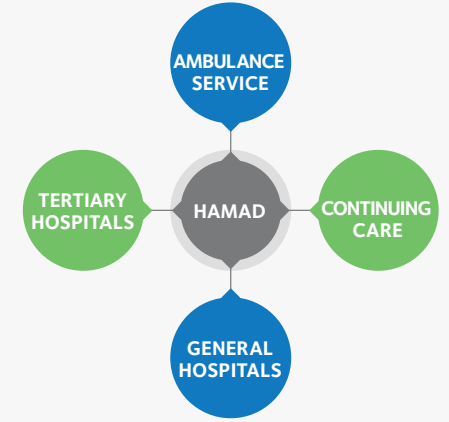


In the coming years Hamad will expand its services with the opening of five new facilities:
Women's Wellness and Research Center, Qatar Rehabilitation Institute, Ambulatory Care Center, Communicable Diseases Hospital and Hamad Bin Khalifa Translational Research Institute.

World-class healthcare

Hamad Medical Corporation is the largest healthcare provider in Qatar, providing around 90 percent of acute services in the country.

90%



Hamad is continuing its commitment to provide advanced healthcare facilities to best serve our patients.

Hamad Medical Corporation is the largest healthcare provider in Qatar, delivering around 90 percent of acute services in the country. Managing eight hospitals and operating the national ambulance service and a home healthcare service, Hamad is building a legacy of healthcare expertise through excellence in clinical care, medical education and research.

Since its establishment, Hamad has prided itself on providing safe, effective, high-quality healthcare for its patients and is committed to the continuous improvement of services to ensure patients receive the best possible care. Hamad plays a key role in the delivery of areas of Qatar's National Health Strategy, such as diabetes, cancer, organ transplantation and mental health.

To meet the changing needs of a rapidly growing population, Qatar is making significant investments in the country's healthcare infrastructure and Hamad is at the forefront of this vital work. Focusing on both preventative and curative care, Hamad is guided by the principle that a healthy population, served by a world-class, well-managed healthcare system, is essential to the country's development.

Central to Hamad's healthcare vision is its evolution into a thriving academic health system that links health, education and research by joining globally recognized healthcare facilities, medical education institutions and research programs.

Hamad Medical Corporation is in the early stages of planning and delivery on one of the most ambitious hospital building programs currently underway anywhere in the world.

Through the delivery of the Facilities Masterplan, Hamad is continuing its commitment to provide advanced healthcare facilities to best serve our patients. The Masterplan will see Hamad unite its current Hamad General Hospital and Medical City campuses into a world-class urban health district, Hamad bin Khalifa Medical City (HBKMC), in the heart of Doha.

HBKMC will bring together clinical facilities and services to create a patient-centered healing environment. This will include the construction and commissioning of a wide range of facilities, including a rehabilitation institute, a new tertiary hospital for women, an ambulatory hospital, a communicable diseases hospital, the Hamad Bin Khalifa Translational Research Institute, a new tertiary hospital, a specialist cancer center and a school for clinical sciences.

Designed to support the Qatar National Vision 2030, when complete, HBKMC will be one of the largest healthcare complexes in the Middle East.

A photograph of four surgeons standing in an operating room. They are all wearing blue scrubs, blue bouffant caps, and green surgical masks. The room is equipped with large overhead surgical lights, a clock on the wall, and various medical monitors and equipment. The text 'A regional leader in the field of surgery' is overlaid on the left side of the image.

A regional leader in
the field of surgery

Tertiary Hospitals

Hamad General Hospital

1

Hamad General Hospital is Hamad's largest hospital, providing 600 beds. The facility has one of the busiest emergency departments in the world, treating between 1,200 to 1,500 patients on an average day. The hospital is in the process of expansion to continually improve its patient care services with the assistance of leading world experts.



Areas of specialty:

Trauma, Emergency Medicine, Pediatrics, Critical Care, Specialized Surgery, Specialized Medicine, Laboratory Medicine, Radiology

Women's Hospital

2

Women's Hospital provides specialized care to serve the unique healthcare needs of women and newborn babies in a warm, family-centered environment that treats and cares for patients according to the latest medical standards. The hospital has 330 beds and patients benefit from a full range of advanced services; all delivered with personalized attention and compassion.



Areas of specialty:

Obstetrics, Gynecology, Neonatal Care, Emergency Care, Newborn Screening

Heart Hospital

3

Heart Hospital is a modern, state-of-the-art center committed to delivering high-quality care and treatment for adults with heart conditions. The specialist hospital integrates all cardiothoracic medical and surgical facilities in one center, providing 116 beds. Heart Hospital is committed to academic health as well as medical education with an active cardiology fellowship program, and a strong commitment to the education of residents, fellows and specialists.



Areas of specialty:

Cardiology, Cardiothoracics, Non-Invasive Cardiac Surgery, Emergency Care, Cardiac Intermediate and Intensive Care

National Center for Cancer Care and Research

4

This 60-bed hospital specializes in the delivery of diagnosis, treatment and management for the care of people with cancer and blood disease. Advanced technology combined with teams of specialists and highly trained staff work together to offer high-quality healthcare tailored to patients' individual needs.



Areas of specialty:

Medical Oncology, Radiotherapy, Chemotherapy, Pain Management, Specialist Laboratory Services Care, Cardiac Intermediate and Intensive Care

Hamad Bin Khalifa Medical City



Doha

General Hospitals

Al Khor Hospital

1

Al Khor Hospital is a 110-bed facility providing healthcare services to the growing population in the northern region of Qatar. Opened in 2006, Al Khor was the first Hamad hospital outside of Doha. The hospital offers patients treatment in a pleasant and modern environment, with the wide range of clinical departments ensuring advanced care.



Areas of specialty:

General Medicine, General Surgery, Emergency Medicine, Pediatrics and Obstetrics

Al Wakra Hospital

2

Al Wakra Hospital is the newest of Hamad's hospitals. This facility, which has a flexible capacity of up to 260 beds, serves the rapidly growing towns of Al Wakra and Mesaieed to the south of Qatar. Al Wakra Hospital provides patients with safe, high-quality care in an efficient way. The opening of Al Wakra Hospital has meant that people from the Wakra community no longer need to travel to Doha as the care is readily available here at home.



Areas of specialty:

General Medicine, Emergency Medicine, Burns and Plastics, General Surgery, Pediatrics and Pediatric, Emergency, Obstetrics and Gynecology

The Cuban Hospital

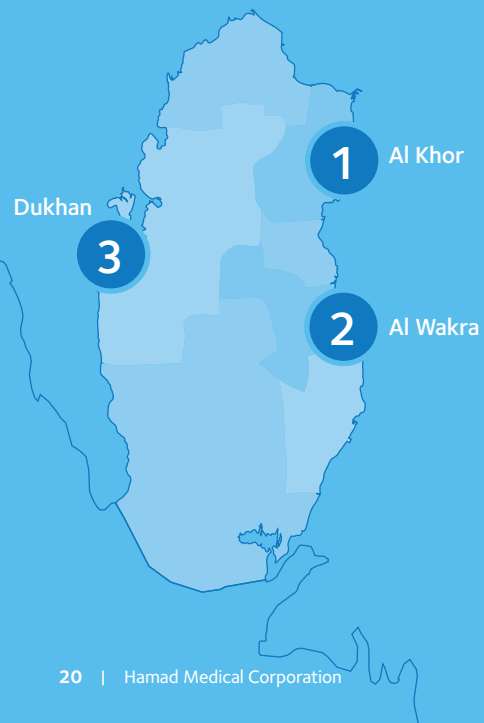
3

Located in Dukhan in the west of Qatar, this hospital is a joint venture project and partnership between the State of Qatar and the Cuban Government. Providing 65 beds, and approximately 400 highly qualified Cuban healthcare professionals, the hospital is equipped with state-of-the-art technology serving Dukhan and its surrounding communities. It is a representation of how international partnerships can result in a world-class standard of healthcare service.



Areas of specialty:

General Medicine, General Surgery, Emergency Medicine, Pediatrics and Obstetrics



Rumailah Hospital

1

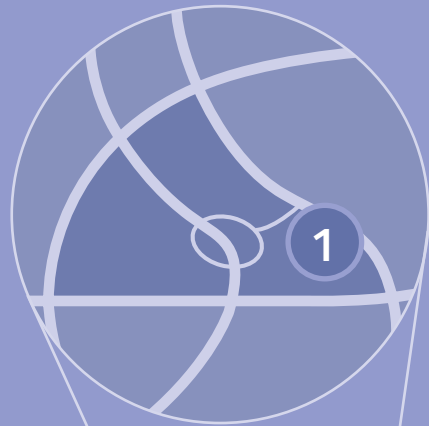
Rumailah Hospital is Hamad's longest-serving hospital and provides healthcare services for both acute and long-term rehabilitation patients. It is a multi-specialty teaching hospital with a bed capacity of 570 spread across four sites in the city of Doha. The hospital is expanding with the development of brand new facilities and has been recognized as a leading provider that has been presented with many national and international awards, including the regional Arab Health Awards.



Areas of specialty:

Adult Rehabilitation, Children's Rehabilitation, Dentistry, Ear, Nose and Throat and Ophthalmic Surgery, Medical Care for the Elderly, Psychiatry and Residential Care, Dermatology, Child Development

Hamad Bin Khalifa Medical City



Mental health services

Hamad plays a leading role in the delivery of care for people with a mental health illness. Guided by Qatar's National Mental Health Strategy, Hamad is working with partners in Qatar to develop a high-quality mental health system and transform the way mental illness is perceived and treated. The new strategy will drive important structural changes which allow Hamad to be more focused in its delivery of community-based care, providing the people who need it with the right care, at the right time and in the most beneficial environments.



Residential and home care

Caring for partially or long-term dependent patients outside a hospital setting is of great importance. The recently expanded and renamed Enaya Specialized Care Center (formerly the Skilled Nursing Facility), the Residential Care Compounds and the Home Healthcare Service all provide services for patients with specialist care needs.





Clinical expertise

Putting patients first

Hamad's recently expanded LifeFlight fleet responds to emergencies across the country 24 hours a day.



“Academic health will improve the standard of care that patients receive, train the next generation of clinical and scientific leaders and support world-class research leading to new and exciting discoveries.”

Hamad Medical Corporation prides itself in delivering safe, effective and compassionate care to its patients. Hamad is focused on the continual advancement of its services in order to meet the demands of the nation's growing population. This commitment to its patients is highlighted through a number of recent developments.

Promoting academic health

Hamad is seeking, with its partners, to evolve into a thriving Academic Health System that links together health, education and research. Academic health will improve the standard of care that patients receive, train the next generation of clinical and scientific leaders and support world-class research leading to new and exciting discoveries.

Raising quality and safety standards

The Best Care Always campaign, launched in October 2013, marked an important milestone in Hamad's journey to achieve the safest, most effective and most compassionate care for its patients. Designed in partnership with the Institute for Healthcare Improvement - the world leader in the science and practice of healthcare improvement - Best Care Always aims to achieve continuous improvement in patient safety on hospital wards, theaters and critical care units.

Developing world-class emergency services

Hamad's emergency services fulfill an essential role for the people of Qatar: a life-saving one. An expanded fleet of state-of-the-art ambulances, an expanded air ambulance service, faster response times and dispatch stations located across the country all help provide a world-class service for the whole of Qatar.

Increasing capacity outside Doha

Hamad's three general hospitals, in Al Khor, Al Wakra and The Cuban Hospital in Dukhan, have grown significantly in recent years. These hospitals have an important role to play in providing care closer to patients' homes.

Leading the region in the field of surgery

The number of bariatric, robotic and organ transplant procedures have all increased significantly in recent years. The first healthcare provider in the Middle East to perform gastric bypass surgery using robotic techniques, Hamad Medical Corporation has become a regional leader in the field of surgery, having introduced the latest procedures and techniques, with low complication rates.



Accreditations

Meeting international standards of care

Hamad Medical Corporation has sought and achieved accreditation from leading organizations in recent years across many areas. Accreditation demonstrates Hamad's ability to deliver high standards of care to our patients.

Joint Commission International

In April 2014, Hamad's three newest hospitals, Heart, Al Wakra and Cuban, joined all Hamad's other hospitals, as well as the Ambulance Service and Home Healthcare Service, in being awarded Joint Commission International accreditation, which recognizes high-quality healthcare organizations.

Ambulance Service

In October 2014, Hamad's Ambulance Service achieved the distinction of being re-accredited by the Joint Commission International (JCI), becoming the first national ambulance service to achieve this prestigious accreditation twice. In the same year, the Ambulance Service's Medical Communication Center was named an Accredited Center of Excellence by the International Academy of Emergency Dispatch, while the LifeFlight service also received Eurami accreditation, which recognizes the highest-quality aeromedical standards worldwide.

American Nurses Credentialing Center

In early 2014, Hamad became the first organization in the GCC, and only the third in the Middle East, to be accredited as a provider of continuing nursing education by the American Nurses Credentialing Center (ANCC). This achievement places Hamad among an elite class of healthcare organizations around the world and demonstrates the importance placed on providing nursing staff with professional development opportunities. The ANCC is a subsidiary of the American Nurses Association (ANA) and is dedicated to the promotion of excellence in nursing and healthcare through credentialing programs.

College of American Pathologists

Hamad's Department of Laboratory Medicine and Pathology (DLMP) received accreditation by the College of American Pathologists (CAP) in July, 2014. CAP accreditation is considered the gold standard of laboratory accreditation and requires successful performance in stringent proficiency testing, quality control of procedures, staff qualifications, safety programs and overall management. It recognizes laboratories that positively impact patient care.

Hamad's laboratories are internationally recognized for their positive impact on clinical decision-making and patient care.

A world-class workforce



“Hamad has an ever-growing, diverse and multinational workforce making it one of Qatar’s biggest employers.”

Hamad Medical Corporation is committed to recruiting and retaining high-caliber staff at all levels across the organization. Hamad’s success as an organization in meeting its patients’ needs depends on its most valuable asset: its people. Hamad has an ever-growing, diverse and multinational workforce making it one of Qatar’s biggest employers.

Revalidation of consultants’ credentials

Hamad Medical Corporation and Primary Health Care Corporation (PHCC) entered into an agreement with Medical Validation Ireland (MVI) in 2013 for the purpose of revalidating and reviewing the credentials of consultants working at Hamad and PHCC.

The Medical Revalidation Program, which revalidated almost 700 consultants, enabled Hamad and PHCC to recognize and reward excellence in clinical care and identify opportunities for further development and growth. It benchmarks Hamad and PHCC consultants against consultant standards in Ireland.

Training courses for staff

To enable staff to build on the lessons learned at the 2013 Middle East Forum on Quality Improvement in Healthcare, Hamad staff were given free access to the Institute for Healthcare Improvement’s (IHI) Open School. The IHI Open School provides students of medicine, nursing, public health, pharmacy, health administration, dentistry and other allied health professions with the opportunity to learn about quality improvement and patient safety.

- 5,500 staff registered for the Open School
- 41,000 courses were completed
- 1,000 staff completed 16 courses, earning the IHI Open School Certificate
- 2,000 staff completed five priority courses

Recognizing teams for their outstanding contributions

The Stars of Excellence Employee Awards and Recognition Program recognizes teams from across Hamad who have made significant contributions within the three pillars of Hamad’s identity: health, education and research. Since its launch, more than 1,000 submissions have been received from across Hamad, recognizing the contributions of over 10,000 of our staff working to improve the services we provide to our patients. Many of these have also been nominated for the International Arab Health Awards, with several nominations receiving awards.

ACGME-I

In 2012 Hamad became the first hospital system in the region to achieve the institutional accreditation from the Accreditation Council for Graduate Medical Education – International (ACGME-I). This makes Qatar the second country outside of the United States to have the prestigious accreditation conferred upon it, which indicates that it meets the highest and most rigorous standards for physicians’ specialty training. This achievement means Hamad will attract, train and retain the top medical graduates and clinical faculty from Qatar and around the world.





Continuing
care services

Harnessing international expertise

Hamad is committed to developing partnerships with leading local and international organizations in the fields of health, research and education. Through these partnerships, Hamad is seeking to advance clinical expertise, transform the delivery of its services and bring innovative solutions to meet Qatar's current and future needs.

Strategic partnership with the Institute for Healthcare Improvement

As part of its commitment to the delivery of the highest-quality healthcare to the people of Qatar, Hamad signed a strategic agreement with the Institute for Healthcare Improvement (IHI) in 2013. The partnership will see IHI faculty work collaboratively with Hamad staff, examining new and innovative ways to achieve the safest and most effective quality of healthcare in the region and enhance the patient's experience.

Unique partnership advancing women's healthcare in Qatar

A unique collaboration between Hamad and Partners HealthCare is transforming Women's Hospital into one of the leading hospitals in the region for obstetric and gynecological healthcare. Leading clinicians from Brigham and Women's, Massachusetts General and Newton-Wellesley hospitals will work side-by-side with the team at Women's Hospital to drive improvements in quality, patient care and clinical outcomes.

Developing children's healthcare services in Qatar

Since 2010 Hamad Medical Corporation and SickKids International have been working together to develop pediatric healthcare in Qatar. This partnership encompasses every aspect of pediatric healthcare in the country, from primary to tertiary pediatric services. The focus is on developing pediatric clinical programs, developing staff through education and training, and developing child health research in Qatar. The partnership with SickKids International demonstrates Hamad Medical Corporation's commitment and dedication to delivering excellent pediatric healthcare services in Qatar.



Developing excellent pediatric healthcare services in Qatar.

Working towards a healthy Qatar

Improving the health of the people of Qatar is a priority for Hamad Medical Corporation. Hamad works closely with its local healthcare partners, including the Supreme Council of Health and Primary Health Care Corporation, to raise awareness of important health and injury prevention issues.

Al Seha magazine

Hamad's patient-focused health publication, Al Seha, has continued to grow since its successful launch in 2012. By focusing on the promotion of healthy living, Al Seha aims to help improve the lives of Qatar's population and also position Hamad as an authoritative subject matter expert on health and wellbeing.

Kulluna health and safety campaign

In 2012, Hamad, in association with ConocoPhillips, launched a five-year campaign to raise levels of public awareness regarding health and safety in Qatar. Coordinated by the Hamad International Training Center (HITC), the campaign aims to create and foster awareness about the basic and essential principles and actions required to ensure wellbeing and safety. Kulluna has run a number of high-profile campaigns focusing on topics including water safety, heart health and heat-related health concerns.

Hamad Injury Prevention Program

The Hamad Injury Prevention Program (HIPP) was established as a research initiative to improve public health and safety. The program is an integral part of the trauma service and a result of the research carried out by the trauma leadership at Hamad General Hospital, looking at the most common and high-risk incidents. Data is then translated and used to prioritize cases for interventions. HIPP collaborates with many partners to organize and participate in efforts related to injury prevention, including construction worker, pedestrian and road traffic safety.

Public awareness campaigns

Educating the public about the signs, symptoms and care options of important health issues has been an area of focus for Hamad. Public awareness campaigns for diabetes and organ donation, as well as the ambulance service, have all been run in recent years, providing patients with the tools and knowledge to take responsibility for their own health, leading to a healthier society.



