



مؤسسة حمد الطبية  
Hamad Medical Corporation  
HEALTH • EDUCATION • RESEARCH    صحة • تعليم • بحوث

# ANNUAL REPORT 2025

Hamad Medical Corporation





# Table of Contents

Managing Director's Foreword	03
About HMC	05
Facilities Profile	07
International Recognition	09
Our Year in Numbers	11
Activity 2025	13
Key Initiatives 2025	15
Clinical Firsts in Qatar	19
New Awards and International Recognition 2025	21
Supporting National Initiatives	23
Hamad General Hospital	25
Rumailah Hospital	27
Women's Wellness and Research Center	29
Al Wakra Hospital	31
Aisha Bint Hamad Al Attiyah Hospital	33
Ambulatory Care Center	35
Qatar Rehabilitation Institute	37
Heart Hospital	39
Hazm Mebaireek General Hospital	41
Al Khor Hospital	43
The Cuban Hospital	45
National Center for Cancer Care and Research	47
Communicable Disease Center	49
Hamad Dental Services	51
Mental Health Services	53
Community and Home Services	55
Ambulance Service	57
Clinical Support Services	59
Research	63
Medical Education and Training	65
Human Resources	67
Quality and Safety	69
Stars of Excellence	71
Conferences and Events	73
Future Priorities	75



## Managing Director's Foreword



His Excellency  
Mohammed Khalifa Al Suwaidi  
Managing Director

Under the wise leadership and vision of His Highness the Amir, Sheikh Tamim Bin Hamad Al Thani, and His Excellency Sheikh Mohammed bin Abdulrahman bin Jassim Al Thani, Prime Minister and Minister of Foreign Affairs, we have made remarkable strides in advancing the quality and accessibility of healthcare across Qatar.

Throughout 2025, we have continued to build upon Hamad Medical Corporation's (HMC) legacy of excellence, achieving new milestones in patient care, facility development and research. 2025 has also been a period of change, one of preparing for a future model of healthcare that ensures Qatar's population receives accessible, high-quality healthcare services. We have refocused on our role as the nation's provider of specialist care, ensuring this remains at the core of our mission and services.

A key focus in 2025 has been the implementation of HMC's Healthcare Strategy 2024–2030. Launched last year, the strategy serves as a comprehensive roadmap for transforming healthcare delivery across our system. Aligned with Qatar's Third National Development Strategy and the National Health

Strategy 2024–2030, it is now being actively translated into action — driving measurable improvements in quality, value, and innovation. Through this implementation phase, HMC continues to strengthen its position as a leading healthcare institution in the region and advance its vision for a more efficient, patient-centered and sustainable future.

In 2025, we strengthened our role as Qatar's leading provider of specialist healthcare by advancing excellence across core areas of care. Our healthcare teams continued to deliver vital, high-quality services in specialist areas such as cardiology, cancer, stroke, surgery, emergency and trauma, ensuring patients receive advanced, person-centered treatment for complex and urgent conditions.

The year also marked a series of national and regional firsts for HMC, including Qatar's first heart transplant, the introduction of advanced global technology to treat atrial fibrillation for the first time in the Middle East, and the first successful transfusion using frozen packed red blood cells — demonstrating HMC's ambition and drive to continually advance.

2025 saw a significant increase in activity across a wide range of service areas. We experienced substantial growth in outpatient visits, emergency department attendances, and surgical procedures, meaning more people than ever before received high-quality care through HMC's network. This surge reflects both the expanding capacity of our facilities and the trust that the people of Qatar place in our services.

Looking ahead, we remain firmly committed to our vision of becoming a recognized leader in healthcare, trusted to deliver innovative, compassionate and world-class services to all who rely on us. HMC will play a central role in supporting the delivery of the National Health Strategy 2024–2030 as well as the Third National Development Strategy 2024–2030, ensuring our continued alignment with Qatar's national vision and priorities.

We will also build on the successful partnerships forged with primary care and private providers to offer patients greater choice for their care and ensure they are treated in the right settings.

We invite you to explore this report and join us in celebrating a year of significant progress, as we continue to shape the future of healthcare in Qatar.



# About HMC

HMC's mission remains a firm commitment to provide the best care possible to all patients. It helps anchor our work, providing a backdrop to our vision – one that sets out a clear path for us in an ever-evolving environment.

## Vision

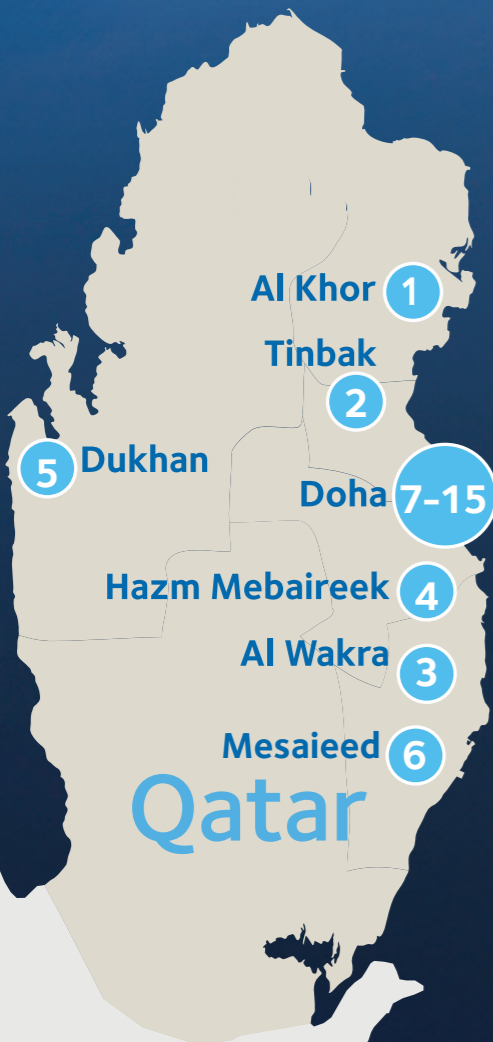


Be a recognized leader in healthcare. Trusted to deliver high-quality, high-value, innovative care for all.

## Mission



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



1. Al Khor Hospital
2. Aisha Bint Hamad Al Attiyah Hospital
3. Al Wakra Hospital
4. Hazm Mebaireek General Hospital
5. The Cuban Hospital
6. Mesaieed General Hospital
7. Hamad General Hospital
8. Women's Wellness and Research Center
9. Ambulatory Care Center
10. Qatar Rehabilitation Institute
11. Medical Care and Research Center
12. Heart Hospital
13. Rumailah Hospital
14. Communicable Disease Center
15. National Center for Cancer Care and Research

## SPECIALITIES

• Assisted Reproductive Services	• Immunology	• Pediatric Dentistry
• Audiology	• Infectious Disease	• Pediatric Emergency Medicine
• Burn Care	• Internal Medicine	• Pediatric Rehabilitation
• Cardiac Intensive Care	• Interventional Cardiology	• Pediatric Surgery
• Cardiology	• Interventional Radiology	• Pediatric Medicine
• Cardiothoracic Surgery	• Long-Term Care	• Perinatal/Women's Mental Health
• Child and Adolescent Mental Health Services	• Medical Genetics	• Physical Medicine and Rehabilitation
• Critical Care Services	• Medical Oncology	• Plastic and Reconstructive Surgery
• Dentistry	• Metabolic Genetics	• Podiatry
• Dermatology	• Neonatal Intensive Care	• Prosthetics
• Diabetes and Endocrinology	• Neonatal-Perinatal Medicine	• Prosthodontics
• Ear, Nose and Throat	• Nephrology	• Psychiatry
• Emergency Medicine	• Neurology	• Psychology
• Endocrinology	• Neurosurgery	• Pulmonology
• Endodontics	• Nuclear Medicine	• Radio-Oncology
• Forensic Mental Health	• Obstetrics and Gynecology	• Rheumatology
• Gastroenterology	• Older Adult Mental Health	• Speech Language Therapy
• General Surgery	• Ophthalmology	• Trauma
• Geriatric Medicine	• Oral and Maxillofacial Surgery	• Travel Medicine and Vaccination
• Hematology	• Organ Transplantation Services	• Upper and Lower Gastrointestinal Surgery
• Hepatobiliary Surgery	• Orthodontics	• Urology
• Home Health Care Service	• Orthopedic Surgery	• Vascular Surgery
• Hyperbaric Oxygen Therapy	• Palliative Care	

## OTHER CLINICAL AND SUPPORTING SERVICES

• Ambulance Services	• Kidney Dialysis Services	• Pharmacy
• Clinical Imaging	• Laboratory Services	• Physiotherapy
• Dietetics	• Occupational Therapy	• Speech and Language Therapy

# Facilities Profile

HMC provides world-class medical care to the community of Qatar, continuously expanding alongside the growing population and increasing number of visitors over the years.

**Total Licensed Bed Capacity: 3829**

**Total Operating Theaters: 88**



1957

Rumailah Hospital

Licensed Bed Capacity: 222



1982

Hamad General Hospital

Licensed Bed Capacity: 683    Operating Theaters: 20



1987

Dermatology Clinic



1987

Hamad Dental Center



1988

Surgical Specialty Center (formerly Women's Hospital)

Licensed Bed Capacity: 312    Operating Theaters: 3



2004

National Center for Cancer Care and Research

Licensed Bed Capacity: 80



2005

Al Khor Hospital

Licensed Bed Capacity: 97    Operating Theaters: 6



2011

Heart Hospital

Licensed Bed Capacity: 126    Operating Theaters: 3



2012

The Cuban Hospital

Licensed Bed Capacity: 75    Operating Theaters: 6



2012

Al Wakra Hospital

Licensed Bed Capacity: 445    Operating Theaters: 12



2016

Communicable Disease Center

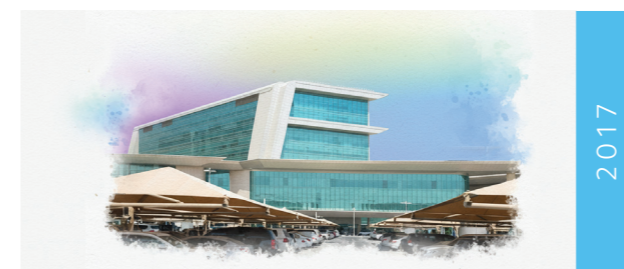
Licensed Bed Capacity: 65



2017

Qatar Rehabilitation Institute

Licensed Bed Capacity: 198



2017

Ambulatory Care Center

Licensed Bed Capacity: 64    Operating Theaters: 14



2017

Women's Wellness and Research Center

Licensed Bed Capacity: 347    Operating Theaters: 7



2018

Hazm Mebaireek General Hospital

Licensed Bed Capacity: 118    Operating Theaters: 6



2020

Mesaieed General Hospital

Licensed Bed Capacity: 112



2022

Aisha Bint Hamad Al Attiyah Hospital

Licensed Bed Capacity: 300    Operating Theaters: 11



2024

Medical Care and Research Center

Licensed Bed Capacity: 261



# International Recognition

HMC is committed to excellence and continuously meets and exceeds international healthcare standards, earning recognition from leading global accreditation bodies. These achievements reflect HMC’s dedication to quality, safety and ongoing improvement across all services, ensuring every patient receives world-class care. The following accreditations represent key examples of the internationally recognized standards HMC upholds.

**Joint Commission International (JCI)**  
Thirteen HMC hospitals hold Corporate JCI Academic Medical Center accreditation. Multiple services also accredited.

**Planetree International Person-Centered Care Certification**  
Six HMC facilities and services are certified.

**Accreditation Canada International Trauma System Distinction**  
Trauma System Distinction.

**Extracorporeal Life Support Organization (ELSO)**  
Extracorporeal Life Support program ELSO Award for Excellence.

**Accreditation Council for Graduate Medical Education International (ACGME-I)**  
Residency and fellowship program accreditation.

**College of American Pathologists (CAP)**  
Department of Laboratory Medicine and Pathology.

**American Nurses Credentialing Center (ANCC)**  
Continuing nursing education.

**International Academies of Emergency Dispatch**  
Ambulance Service Medical Communication Center.

**European Aero Medical Institute (EURAMI)**  
LifeFlight Service.

**Commission on Accreditation of Rehabilitation Facilities**  
Qatar Rehabilitation Institute.

**International Organization for Standardization**  
Hospitality accreditation.

**Healthcare Information and Management Systems Society**  
Advanced IT accreditation.

**World Health Organization**  
Collaborating Centers for Tobacco, Geriatrics and Trauma.

**European Association for the Study of Obesity**  
National Bariatric Center Collaborating Center.

**European Society of Medical Oncology**  
Designated Center of Integrated Oncology and Palliative Care.

**Surgical Review Corporation**  
Al Wakra Hospital Center of Excellence.

## New in 2025

**Joint Commission International reaccreditation:**

- ◆ Home Health Care Services
- ◆ Supportive and Palliative Care Program
- ◆ Long-Term Care and Residential Services
- ◆ National Diabetes Centers

**Planetree International – Person-Centered Care Certifications**

- ◆ Communicable Disease Center: Gold Certification
- ◆ Women’s Wellness and Research Center: Gold Certification under Planetree’s new 2024 standards
- ◆ Private Nursing Services: Gold Certification

**Additional Accreditations and Recognitions:**

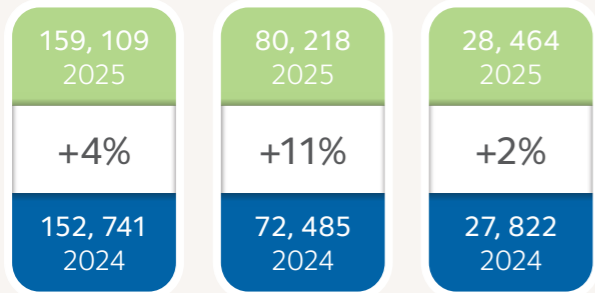
- ◆ Commission on Accreditation of Rehabilitation Facilities  
Qatar Rehabilitation Institute
- ◆ ESMO Designated Center of Integrated Oncology and Palliative Care  
HMC Supportive and Palliative Care Program
- ◆ Institute for Healthcare Improvement Age-Friendly Health System Recognition  
Al Wakra Hospital
- ◆ Surgical Review Corporation Center of Excellence in Minimally Invasive Gynecology  
Al Wakra Hospital
- ◆ College of American Pathologists Laboratory Accreditation  
Multiple HMC laboratories
- ◆ EASO Collaborating Center for Obesity Management  
National Bariatric Center



# Our Year in Numbers

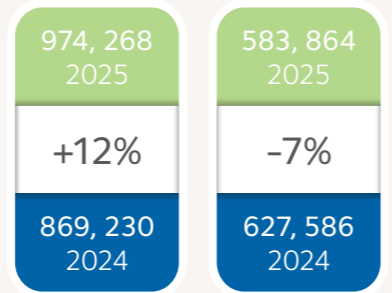
Activity across HMC followed recent trends, with increases recorded in 2025 compared to 2024 across the majority of service areas, including inpatient admissions, outpatient visits, emergency care, labor and delivery and ambulance services.

## Inpatient Activity



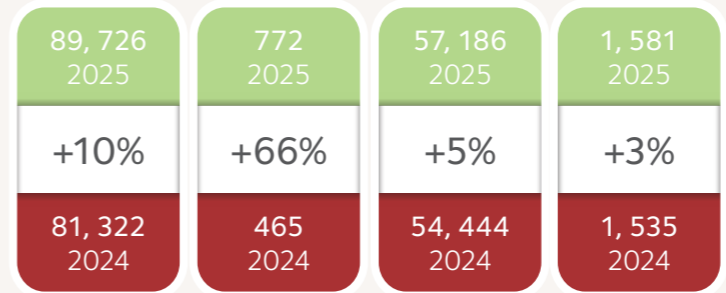
Inpatient Admissions      Surgeries      Maternity Deliveries

## Emergency Activity



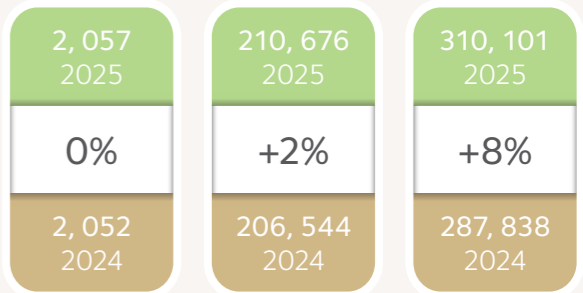
Emergency Department Visits      Pediatric Emergency Center Visits

## Community Activity



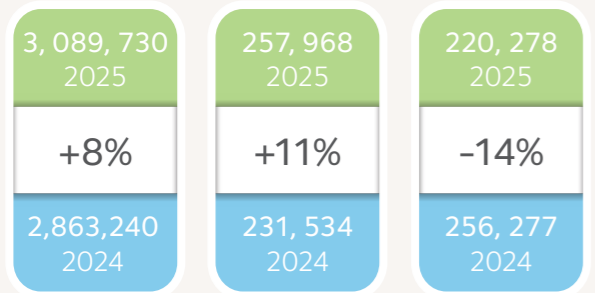
Homecare Visits      Patients Supported by Private Nursing      Medications Home Delivery      Community Equipment Provided

## Ambulance Activity



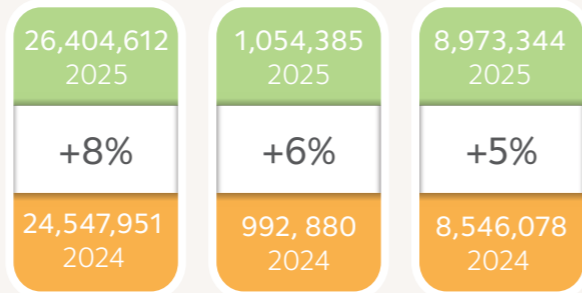
Air Ambulance Activations      Ambulance Conveyances      Emergency Service Calls

## Outpatient Activity



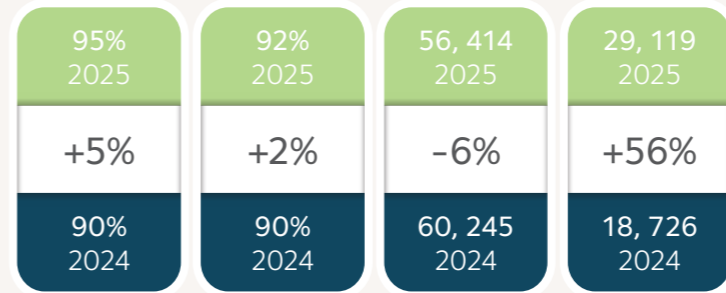
Outpatient Visits      Outpatient Procedures      Clinical Telemedicine Consultations

## Clinical Support



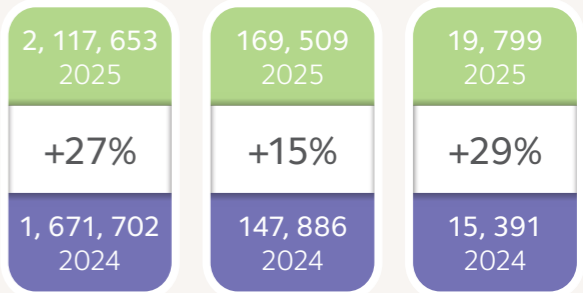
Laboratory Tests      Imaging Scans      Medications Dispensed

## Patient Experience



Overall Patient Satisfaction-Inpatient      Overall Patient Satisfaction-Outpatient      Total Number of Surveys Completed      Total Number of Complaints


## Patient Support



Nesma'ak Calls      Urgent Consultation Call Services      Mental Health Helpline Calls

## Activity 2025

HMC operates an extensive network of hospitals and facilities serving the needs of patients across Qatar. In 2025, HMC's hospitals, facilities, and services continued to deliver exceptional care across all clinical areas, reflecting its ongoing commitment to excellence, safety, and patient-centered care.

FACILITY	 Admitted Patients	 Outpatient Visits	 Outpatient Procedures	 Emergency Visits	 Maternity Deliveries	 Total Surgeries
Aisha Bint Hamad Al Attiyah Hospital	21,241	123,334	1,681	137,911	4,366	9,364
Ambulatory Care Center	4,444	344,085	43,639	--	--	15,075
Al Khor Hospital	3,954	102,445	3,243	84,509	--	4,526
Al Wakra Hospital	29,131	450,837	31,979	271,259	5,876	12,395
Communicable Disease Center	1,138	232,669	14,835	--	--	--
The Cuban Hospital	5,166	94,501	4,917	23,155	575	4,055
Heart Hospital	6,594	114,336	55,077	3,961	--	803
Hazm Mebaireek General Hospital	9,441	151,002	13,679	98,448	--	8,195
National Center for Cancer Care and Research	1,715	87,893	1,921	--	--	604
Qatar Rehabilitation Institute	1,020	328,752	439	--	--	--
Rumailah Hospital	1,170	188,283	--	--	--	--
Women's Wellness and Research Center	47,611	249,084	3,011	77,953	17,647	9,500
Hamad General Hospital	32,028	802,995	57,837	277,072	--	15,136
Mental Health Services	1,583	93,997	5,412	--	--	--
Dental Services	--	87,589	74,109	--	--	1,169
Pediatric Emergency Centers	--	--	--	583,864	--	--

## Key Initiatives 2025

### Improved Access



Significant progress was made in improving access to outpatient services, resulting in 75% of Qatari patients being seen within two weeks, with an average wait time of 15 days. In comparison to 2024, this is an improvement of 32% of patients being seen within two weeks.

This was achieved through more efficient use of manpower and clinic space and increasing capacity through evening clinics for certain specialties. There was a focus on reducing the no-show rate for 2025 as auto-cancellation of appointments after no-shows helped reduce missed appointments and improve slot availability. Also, additional walk-in patients were accommodated and targeted overbooking strategies were adopted to offset the no-show rate – resulting in a no-show rate of 13% in 2025 against the overbooking rate of 16%. These changes enabled more patients to be seen faster for their first appointments.

**There was an overall reduction in pending appointments for Qatari patients, decreasing from 16,654 in 2024 to 849 in 2025.**

### Hospital Occupancy



HMC recorded an increase in activity across its network in 2025. As demand rose, the overall bed occupancy rate also grew from 82% in 2024 to 85% in 2025, reflecting higher utilization of hospital capacity and improved efficiency. This was achieved by standardizing patient pathways and reducing length of stay in hospital for common conditions. In addition, the Corporate Flow Center was launched in 2025 as a central hub for improving patient flow across facilities using real time data and analytics and central allocation of beds to speed up admissions, discharges and transfers and ensure utilization of all bed capacity across the corporation.

### Operating Room Utilization



Overall operating room utilization grew from 76% in 2024 to 79% in 2025, with better use of available space and improved workforce allocation, ensuring efficient scheduling and higher productivity in surgical services, enabling patients to have surgery quicker.

The Corporate Perioperative and Operating Theater Management Committee was also established in 2025 to strengthen surgical operations across HMC. This coordinated approach led several services to surpass the 85% theater utilization target, with others showing notable improvement and higher productivity across operating theaters.

### Working with Healthcare Partners



HMC strengthened collaboration with key healthcare partners to maximize national healthcare capacity and improve patient care pathways, enabling patients to be treated more rapidly by utilizing all available resources. This included referring patients to private providers such as The View Hospital, Al Ahli Hospital, Al Emadi Hospital, Aman Hospital and Doha Clinic Hospital.

HMC also worked closely with Primary Health Care Corporation to support smoother coordination between primary and specialist services and expanded partnerships with Sidra Medicine to offer more integrated care options for patients across Qatar.

### Person-Centered Care



HMC advanced its Person-Centered Care (PCC) program by strengthening patient engagement, communication, and individualized support across its services. Multiple HMC facilities received prestigious Planetree PCC accreditations.

The Ambulatory Care Center became the first in the Middle East to receive the Distinction in Leadership and Innovation in Person-Centered Care Award. The Women's Wellness and Research Center was also recognized as the first organization globally to achieve Planetree Gold Certification under the new 2024 Standards for Excellence in Person-Centered Care. In addition, the Communicable Disease Center earned Gold Certification with Distinction, while Enaya Specialized Care Center and Private Nursing Services each achieved Gold Certification.

### Developments



HMC invested in multiple new projects to advance patient care across facilities, including: a new state-of-the-art Brachytherapy Suite at National Center for Cancer Care and Research expanding oncology capacity; a new Cardiac Cath Lab at Aisha Bint Hamad Al Attiyah Hospital improving access to cardiac diagnostic and interventional services; investment secured for a new Neuro Angio Suite at Hamad General Hospital's Trauma and Emergency Department; an expanded Ophthalmology Department at Ambulatory Care Center with six advanced examination rooms to improve patient flow, and a redesigned pediatric gym and new therapy rooms at Qatar Rehabilitation Institute providing modern rehabilitation spaces.

In 2025, the Investment Planning Process was strengthened through the implementation of a centralized Investment and Initiatives Request (IIR) Portal, which standardized submissions, improved transparency, and enhanced tracking across departments. A structured triage

process was also introduced, involving representatives from key corporate and operational functions to enable early review, clarification, and prioritization of requests. Collectively, these improvements enabled more effective prioritization based on strategic alignment, impact, and readiness, while optimizing time and resources across the organization.

### Digitization



Digital services expanded with the new Lbaih mobile app. Patients can manage appointments, review medical records, receive reminders and connect with Nesma'ak. New features were also added shortly after the launch in 2025, including requests for medical records and medication refills. With 227,298 downloads on Google Play and the App Store, it enhances patient experience and digital access for healthcare services.

Digital Health Cards were piloted in Apple Wallet, enabling patients to carry their HMC identification digitally on their smartphones. This initiative explored contactless patient identification and lays the foundation for future digital

## Key Initiatives 2025 Continued

identity services across Qatar's healthcare ecosystem.

In addition, to support the National Cancer Strategy, workflows were digitized across eight oncology services. Utilized structured electronic documentation now enables robust analytics and streamlined physician workflows for comprehensive cancer care coordination.

### Supply Chain and Inventory Management



The Supply Chain Management (SCM) Department saw the introduction of a Value Analysis department in June 2025, with the core objective of generating value within the department and across HMC. The first six months saw a number of projects delivered, resulting in approximately QR34,000,000 savings. These projects consisted of standardization and rationalization across HMC (sutures, hemostats, surgical gloves, SpO2 monitoring, isolation gowns, paper cups). Other value-generating projects resulting in cost avoidance, process efficiency, benefits from

hidden costs being eliminated, and waste removal have also been finalized.

Medication cost optimization included the increased use of generics and therapeutic alternatives, stronger formulary management and system-wide standardization of high-cost medications. Enhanced procurement strategies and inventory controls helped reduce waste and prevent stock shortages. Together, these measures delivered measurable cost savings, improved supply reliability and ensured the sustainable use of pharmaceutical resources across HMC.

The implementation of the operating theater inventory management system across 10 hospital sites has significantly enhanced inventory visibility, enabling real-time tracking of surgical supplies.

### AI and Innovation



HMC established the AI Center of Excellence (AI-CoE) to govern AI strategy, standards, and responsible deployment to

provide centralized oversight for AI initiatives, ensuring alignment with organizational objectives, ethical guidelines, and regulatory requirements, while fostering innovation.

Health Information and Communications Technology and Medical Research Center also jointly launched the AI Research Hub, as a research platform for AI research, experimentation, model development, and clinical validation workflows. This enables data scientists and clinical teams to research AI solutions, providing secure environments for training models on healthcare data while maintaining patient privacy and regulatory compliance.

### Employee Wellness



HMC's Employee Wellbeing and Wellness Program was recognized by the Chartered Institute of Personnel and Development (CIPD) as a regional best practice case study. Developed by the Human Resources Department, the program provides staff with free courses, educational sessions and awareness activities covering physical and mental wellbeing, including exercise, nutrition, stress management and mental health.

### Precision Medicine and Genetics



HMC has advanced its integration of precision medicine into clinical practice through several key initiatives. These include collaborating with the Qatar Precision Health Institute to strengthen genomic research, delivering specialized genetics education for clinicians, launching a kidney transplant program that uses genomic testing to improve donor-recipient matching, and introducing Qatar's first genomic newborn screening pilot using Q-Chip technology.

### Enhanced Financial Services



During 2025, system-wide efficiency initiatives strengthened financial governance, demand management, and budgetary discipline. A feature of this has been regular detailed financial reports shared with all HMC departments, giving key budget holders improved spend visibility and better alignment between service delivery and available resources, enabling financially sustainable decision-making.

HMC's costing program continued to work with teams to track costs for services we provided. Better understanding of the costs of HMC's operations will help focus efforts on identifying and eliminating waste, ensuring our services are as efficient as possible.

### Nursing and Midwifery



In 2025, Nursing and Midwifery advanced quality and workforce excellence across HMC. Key achievements included a 24.22% reduction in hospital-acquired pressure injuries, system-wide quality initiatives delivering cost savings, enhanced clinical safety tools, and digital documentation improvements. Workforce priorities focused on optimized recruitment, skill-mix strategies, strengthened governance, leadership development for Qatari nurses, standardized roles, and structured education pathways, supporting a future-ready nursing workforce.



## Clinical Firsts in Qatar

HMC marked a series of firsts in 2025, highlighting its unwavering commitment to innovation and excellence in healthcare delivery. From pioneering new models of care to introducing cutting-edge medical technologies, HMC continues to set new benchmarks for quality and advancement in the region. These achievements not only strengthen Qatar's position as a leader in healthcare but also reinforce our mission to provide world-class care to every patient.



### Qatar's first heart transplant

was successfully performed at Heart Hospital, representing a landmark advancement in cardiac care. The transplant was carried out by a large team from surgery; cardiology; anesthesiology; intensive care; nursing; infectious diseases; nephrology; pathology; rehabilitation; psychiatry; and social work. The team worked closely together to make sure everything went smoothly and the patient received the best care before, during, and after the surgery.



### Advanced technology to treat atrial fibrillation

was implemented at HMC for the first time in the Middle East, improving outcomes for cardiac patients. The Heart Hospital started using the advanced FARAVIEW™ System to treat atrial fibrillation, becoming the first medical institution in the Middle East and the first outside the United States and Europe to adopt this advanced technology. The system provides physicians with unprecedented, detailed visualization of heart tissue, allowing them to accurately identify the areas responsible for irregular heart rhythms, enhancing the safety of the procedure and shortening its duration.



### Qatar's first magnetic anastomosis surgery for obesity patients

was introduced, providing a minimally invasive, next-generation approach to bariatric surgery. In a groundbreaking medical achievement, one of the first of its kind in the Middle East, a surgical team at the National Bariatric Center successfully performed two advanced modified duodenal switch procedures using magnetic anastomosis technology. The surgeries were conducted on two patients in their thirties who had previously undergone bariatric surgery, but experienced excessive weight regain.



### Total ankle replacement for the first time in Qatar

was successfully completed at HMC, marking a new era in orthopedic surgery and restoring mobility for patients with severe joint damage. This achievement was made possible through the adoption of cutting-edge surgical and treatment technologies and the continuous development of medical expertise to enhance patient outcomes, improve the quality of care and facilitate faster recovery.

## New Awards and International Recognition 2025



### Qatar Metabolic Institute Award for Global Leadership in Tackling Obesity at 80th UN General Assembly

HMC's Qatar Metabolic Institute (QMI) received the prestigious 2025 World Health Organization and United Nations Inter-Agency Task Force on Noncommunicable Diseases Award for its global leadership in obesity prevention and management. Established in 2016, QMI serves as Qatar's hub for innovation, coordination, and capacity building in obesity, diabetes and metabolic care.



### Life Support Program Receives ELSO Excellence Award

At the 11th Annual South-West Asia and Africa Chapter Extracorporeal Life Support Organisation Conference, HMC was honored with an Excellence Award for its valuable contribution to advancing the knowledge and training of Extracorporeal Life Support in the region and beyond. Also known as Extracorporeal Membrane Oxygenation, the therapy is used as a last resort support system for the lungs or heart and has helped save countless lives of infants, children, and adults in Qatar since being introduced at HMC in 2014.



### Prestigious Digital Innovation Award at Google Cloud Summit

HMC was honored with the Digital Innovation Award at the second Google Cloud Annual Summit in Doha. The award recognized HMC's pioneering initiatives in leveraging advanced technologies to enhance healthcare delivery and reflects HMC's ongoing commitment to harnessing advanced technology to enhance patient experience.



### World Health Organization Renews Designation of Tobacco Control Center

The World Health Organization (WHO) renewed the designation of the Tobacco Control Center as a collaborating center for treating tobacco dependence for the second consecutive time and for a new four-year term ending in 2029. This step reflects the leading position for HMC in its efforts in tobacco control across the region. This international recognition, which is the first of its kind in the Eastern Mediterranean region, is a confirmation of the leading position of the center across the region, which was initially designated as a collaborating center by the WHO in 2017.



### Global Healthy Workplace Award

HMC won the 13th Global Healthy Workplace Award in the Large Employer Category at the 2025 Global Summit in Mumbai. The recognition places HMC among the world's leading healthy workplace organizations and reflects its commitment to creating a safe, supportive, and wellbeing-focused environment for more than 55,000 healthcare professionals across HMC, the Ministry of Public Health, Primary Health Care Corporation, and Naufar. As the first institution in the Middle East to receive this distinction, HMC has set a new regional benchmark for workplace wellbeing excellence.



## Supporting National Initiatives

### Contribution to International Crises

As part of the State of Qatar's pledge to support people around the world affected by conflict and crises, HMC – through the Qatar National Relief Committee – worked closely with national and international partners to deliver medical services and humanitarian support to communities in need, including those in Palestine, Sudan, Syria, Somalia, Yemen, Lebanon, Paraguay and Afghanistan. The following are key examples of HMC's support.

- **Support for Gaza patients**

HMC continued to play a central role in Qatar's humanitarian medical mission, providing life-saving and life-changing care to survivors of the Gaza conflict, reaching a milestone in 2025 of 2,000 patients treated. Through the Gaza Patients Committee, coordinated retrieval missions transported injured individuals and their families to Doha, ensuring access to specialist treatment across HMC hospitals and clinics. To aid recovery, community-based services were established at the Al Thumama Compound, offering rehabilitation, antibiotic stewardship, infection control support and psychological care.

- **Medical Support to Afghanistan**

HMC contributed to Qatar's international humanitarian response following the Afghanistan earthquake by deploying a medical team alongside the Lekhwiya Search and Rescue mission to conduct on-ground health assessments. Additional support included the donation of medical equipment, consumables, medications and field hospital supplies. HMC also launched an internal tender for the procurement of medical equipment and consumables to support the French Hospital in Kabul.

### Medical Coverage for International Events

In 2025, HMC's Events and Emergency Planning (EEP) Team delivered medical coverage for more than 300 events, including many major international sports tournaments such as the FIFA U-17 World Cup Qatar 2025, Formula 1® Qatar Airways Qatar Grand Prix 2025, and the FIFA Arab Cup Qatar 2025. Multidisciplinary teams from the Ambulance Service, medical, nursing, and support services provided comprehensive on-site care, supported by dedicated treatment zones, mobile response units, and enhanced crowd-health surveillance. Specialist pathways were coordinated through the National Healthcare Incident Command Center (NHICC), ensuring seamless escalation for complex cases and maintaining system-wide readiness throughout Qatar's busy sport and events season.

### Supporting Healthcare Partners in Qatar

HMC continued to strengthen Qatar's healthcare system by providing essential support to both public and private healthcare providers. This included leading national pharmaceutical procurement, delivering advanced laboratory testing, and managing the country's blood supply to ensure safety and availability.

As Qatar's national reference laboratory, HMC provides highly specialized diagnostic services for the entire sector, including laboratory testing for Primary Health Care Corporation, Sidra Medicine and the Military Hospital. In addition, HMC offers system-wide corporate services such as strategic planning, operational guidance, and clinical expertise, helping to enhance effective, high-quality care across all healthcare partners in the country.

### Partnering with the Ministry of Education to Support Children with Special Needs

HMC strengthened its commitment to early childhood development through a new partnership with the Ministry of Education and Higher Education to establish Al-Jiwan Kindergarten for Early Intervention. The agreement supports children aged 3–6 years old with disabilities by integrating education and rehabilitation services in a single, purpose-designed setting.

Under the partnership, HMC relocated its existing special education and rehabilitation programs to the new kindergarten, where HMC professionals now deliver clinical, therapeutic, and assistive-technology services. The Ministry oversees educational programs, provides qualified teachers, and manages the facility and learning resources.

A joint governance committee monitors operations, ensuring coordinated planning, quality oversight, and continuous improvement. The collaboration enhances early intervention services and strengthens national support for children with special needs and their families.

### Health Professions Awareness Program

In 2025, the Health Professions Awareness Program strengthened early exposure to health careers and expanded pathways for future health professionals. The program reached 3,540 students across Qatar and internationally through interactive career sessions, clinician-led workshops, and partnerships with health organizations and post-secondary institutions.

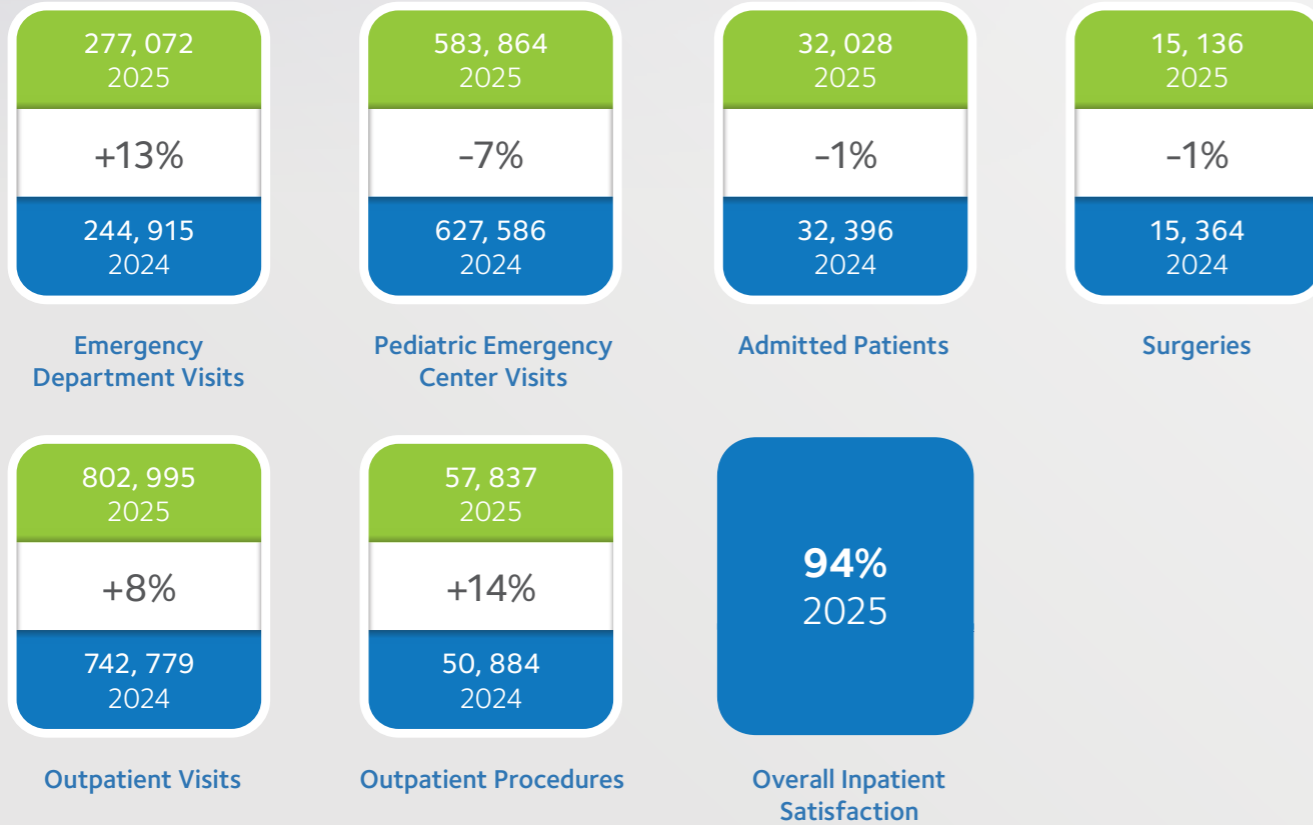
Participant feedback was highly positive, with 75% reporting increased awareness of health career options and 90% expressing interest in pursuing further health-related education. The program also enhanced evaluation and tracking processes to better measure long-term impact and support continuous improvement.

Aligned with the Qatar National Vision 2030, the program contributes to the Human Development Pillar by building a sustainable healthcare talent pipeline, supporting informed career decision-making, and strengthening future workforce readiness in line with national healthcare priorities.





# Hamad General Hospital



**Date of opening:** 1982

**Licensed bed capacity:** 1,256\*

**Operational bed capacity:** 622\*

**Operating theaters:** 23

**Location:** Doha

**Specialties:** Bariatric Surgery, Critical Care Services, Diabetes and Endocrinology, Ear Nose Throat, Emergency Medicine, Gastroenterology, General Surgery, Hepatobiliary Surgery, Hyperbaric Oxygen Therapy, Immunology, Internal Medicine, Interventional Radiology, Medical Genetics, Nephrology, Neurology, Neurosurgery, Nuclear Medicine, Ophthalmology, Oral and Maxillofacial Surgery, Orthopedic Surgery, Pediatric Emergency Medicine, Pediatrics, Plastic and Reconstructive Surgery, Pulmonology, Rheumatology, Trauma, Upper and Lower GI Surgery, Vascular Surgery

**Associated facilities:** Surgical Specialty Center, Trauma and Emergency Center and walk-in centers, Bone and Joint Center, Fahad Bin Jassim Kidney Center and satellite centers, Pediatric Emergency Centers, Medical Care and Research Center, Dermatology, Qatar Metabolic Institute

## Modernization Program

Hamad General Hospital (HGH) continued its modernization program in 2025 that saw a significant number of services transfer from HGH to other HMC hospitals in the last quarter of 2024. The modernization will deliver a comprehensive upgrade of systems and facilities with single rooms, advanced clinical and technical systems and modernized spaces that support high-quality care. Despite the changes, HGH continues to operate as one of the busiest hospitals in HMC's network, providing access to many essential services while the modernization program advances.

## Establishing the Qatar Trauma Institute

Hamad Trauma Center laid the foundation for the Qatar Trauma Institute (QTI), a new national body designed to advance a high-performing, research-driven, and patient-centered trauma system. Built around five pillars—patient care, education, research, quality improvement, and injury prevention—the institute aims to elevate trauma services across the country. QTI will strengthen

research, drive innovation, and enhance collaboration to improve outcomes and reduce long-term disability. By supporting more efficient care pathways and rehabilitation, the institute contributes to national goals for safer, more sustainable trauma care in Qatar.

## Advancing Complex Pancreatic Surgery

A team of surgeons performed Qatar's first robotic Whipple procedure, marking a major advancement in the nation's surgical capabilities. The robotic approach enables complex pancreatic surgery to be carried out through small incisions with enhanced precision and visualization. This milestone expands access to advanced, minimally invasive treatment for suitable patients in Qatar, supporting quicker recovery, reduced surgical impact, and an improved patient experience. It also strengthens local expertise in highly specialized cancer surgery, reducing the need for treatment abroad and elevating Qatar's position in complex surgical care.

## Hamad Trauma Center Designated as a WHO Collaborating Center on Trauma

Hamad Trauma Center was designated as a World Health Organization (WHO) Collaborating Center on Trauma. This prestigious recognition sees the Trauma Center become the third WHO Collaborating Center at HMC, joining the WHO Collaborating Center for Treating Tobacco Dependence (HMC's Tobacco Control Center), and the WHO Collaborating Center for Healthy Ageing and Dementia (HMC's Department of Geriatrics and Long-Term Care).

Through this collaboration, the WHO Collaborating Center on Trauma at HMC will focus on:

1. Supporting WHO in evaluating, upgrading, and strengthening trauma referral pathways.
2. Assisting WHO in developing and disseminating training, educational tools, and standards for trauma management.
3. Contributing to WHO's efforts to establish a global community of practice on trauma care.



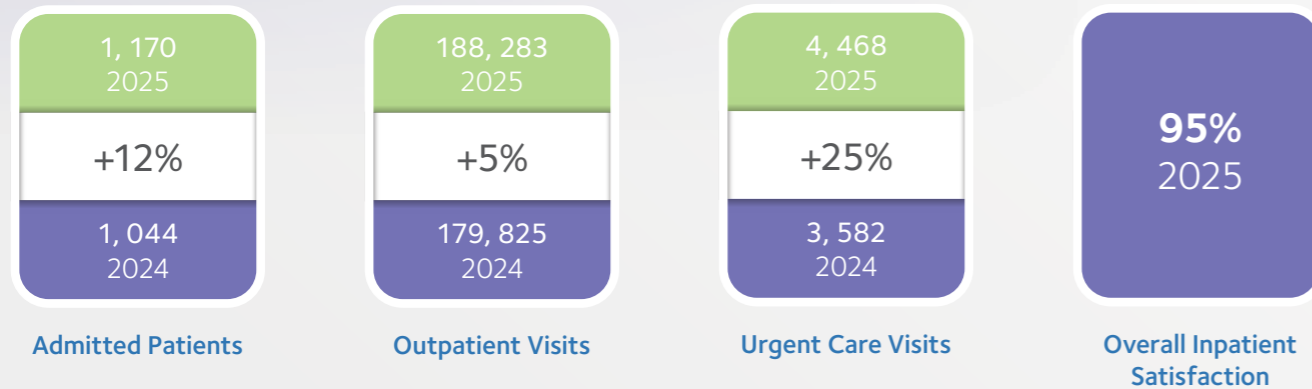
**Joint Commission International**

- Accredited in 2006
- Reaccredited in 2009, 2012, 2016, 2019, 2023

\* Includes associated facilities



# Rumailah Hospital



**Date of opening:** 1957

**Licensed bed capacity:** 437\*

**Operational bed capacity:** 426\*

**Location:** Doha

**Specialties:** Geriatric Medicine, Longterm Care, Palliative Care

**Associated facilities:** Enaya and Daam Specialized Care Center, Residential Compound 1



**Joint Commission International**

- Accredited in 2006
- Reaccredited in 2009, 2012, 2016, 2019, 2023



**Planetree Person-Centered Care Certification**

- Enaya and Daam Specialized Care Center (Silver Certified 2020, Re-Certified Gold 2025)

\* Includes associated facilities

## Long-Term Care and Residential Services Achieve JCI Reaccreditation

Long-Term Care and Residential Services at Rumailah Hospital successfully achieved reaccreditation from the Joint Commission International (JCI) for the fourth time. This important milestone covers HMC’s Long-Term Care facilities, including the Enaya and Daam Specialized Care Center and the Residential Care Compound-1, reaffirming HMC’s commitment to providing safe, high-quality care. The JCI survey, conducted under the 2nd Edition of the JCI Accreditation Standards for Long-Term Care, evaluated all aspects of operations, from clinical care and patient safety to leadership and management systems.

## WHO Collaborating Center for Healthy Ageing and Dementia Partnered with PHCC to Open New ICOPE Clinic

A new Integrated Care for Older People (ICOPE) clinic was opened at Al Mashaf Health Center. The new clinic is the fifth clinic of its kind in a growing network of specialized services supporting older adults across the country. The ICOPE program operates under the World Health

Organization Collaborating Center for Healthy Ageing and Dementia at Rumailah Hospital, with the clinics run in partnership with Primary Health Care Corporation. ICOPE clinics provide free, evidence-based assessments to identify early signs of health and functional decline. Each visit includes screenings for memory and cognitive function, balance and mobility, nutrition and weight, vision and hearing, and mental wellbeing.

## MSNAP Accreditation

The Geriatric Memory Clinic successfully attained accreditation from the Memory Services National Accreditation Programme (MSNAP) of the Royal College of Psychiatrists. This recognition verifies that Rumailah Hospital’s dementia and memory services meet rigorous international standards in cognitive assessment, diagnostic accuracy, behavioral management, therapeutic interventions, safety, caregiver support, and multidisciplinary collaboration. The accreditation process also highlights the clinic’s strong governance framework, structured care pathways, and robust monitoring of patient outcomes.

## Enaya and Daam Specialized Care Center Person-Centered Care Certification

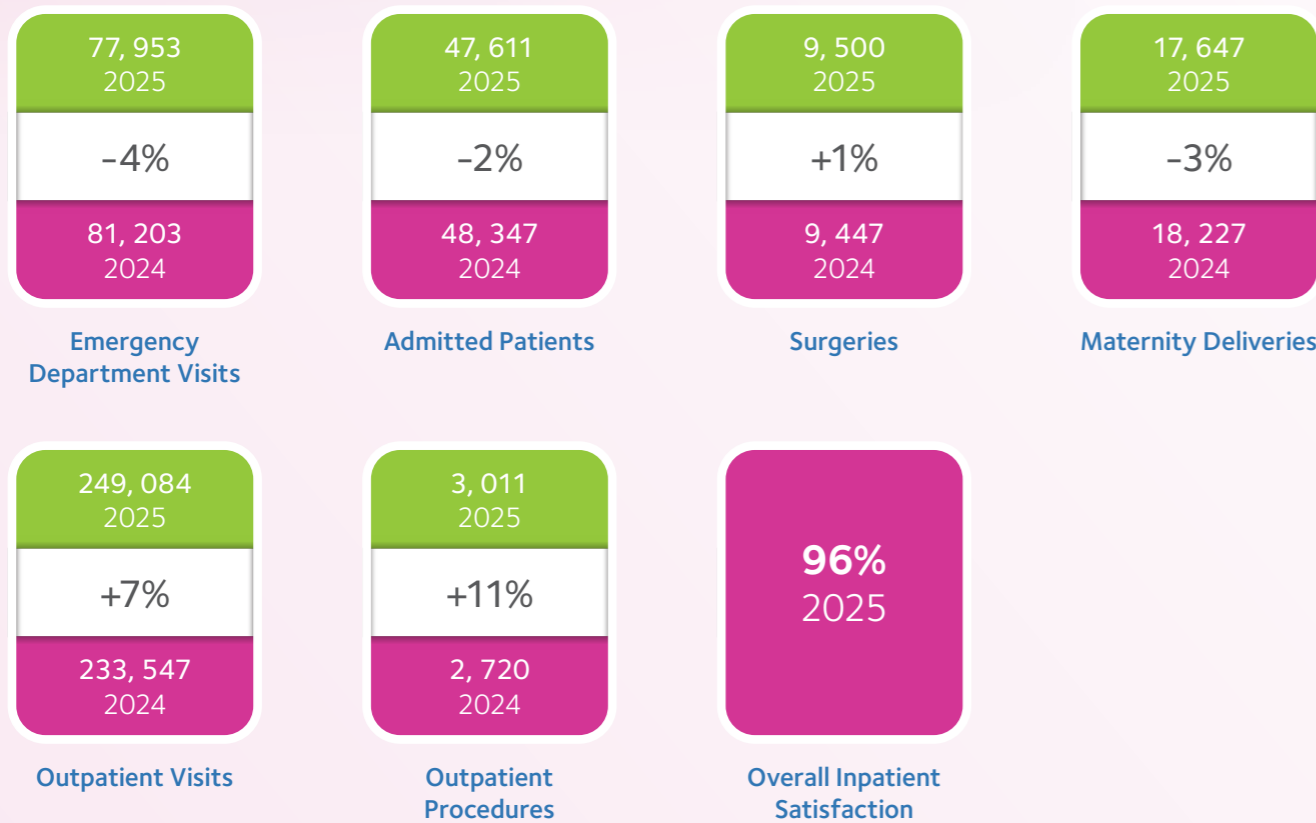
The Enaya and Daam Specialized Care Center was awarded Gold Level Certification for Excellence in Person-Centered Care (PCC) by Planetree. The Center is one of only 116 healthcare organizations worldwide to earn this prestigious award. Gold level certification represents the highest level of achievement in person-centered care. Person-centered healthcare prioritizes the participation of patients and their families throughout the healthcare process with an emphasis on partnership, compassion, transparency, inclusion, and quality.

## Expanding Acute Geriatric Care Across HMC

Rumailah Hospital led the expansion of coordinated acute geriatric services across key hospitals, including Hamad General Hospital, Al Wakra Hospital, Aisha Bint Hamad Al Attiyah Hospital, Heart Hospital and the National Center for Cancer Care and Research. This system-wide approach enabled timely specialist assessment, safer triage and quicker access to appropriate care, while improving continuity between inpatient, outpatient, and home-based services.



# Women's Wellness and Research Center



**Date of opening:** 2017

**Licensed bed capacity:** 347

**Operational bed capacity:** 347

**Operating theaters:** 7

**Location:** Doha

**Specialties:** Assisted Reproductive Services, Neonatal Intensive Care, Neonatal-perinatal Medicine, Obstetrics and Gynecology



**Joint Commission International**

- Accredited in 2006
- Reaccredited in 2009, 2012, 2016, 2019, 2023



**Planetree Person-Centered Care Certification**

- Gold Certified in 2025

## Planetree Gold Certification

Women's Wellness and Research Center (WWRC) was awarded the prestigious Gold Certification for Excellence in Person Centered Care by Planetree International. This global certification recognizes institutions that demonstrate outstanding dedication to placing patients at the heart of the care process. With this milestone, WWRC became the first organization in the world to receive this certification based on Planetree's new 2024 criteria and accreditation process.

## Strengthening Multidisciplinary Care Through Joint Obstetric Clinics

To enhance operational efficiency and reduce waiting times in the outpatient setting, the Obstetrics Department implemented a series of joint clinics in collaboration with multiple HMC specialties. This multidisciplinary approach was designed to improve patient flow, increase satisfaction, and ensure timely access to specialized care for women with complex medical needs. The joint clinic model enables coordinated assessment and management within a single care pathway, supporting safer clinical decision-making and more effective use of resources. Clinics established under this initiative include the Perinatal Wellness

Clinic, Maternal Medicine Joint Clinic, Diabetic Clinic, Obstetrics Hematology, Maternal Cardiology, and Internal Medicine Clinic.

## Neonatal Intensive Care Unit Advancements

Neonatal intensive care was strengthened through the full implementation of the Neonatal SENSE Program, improving developmental outcomes for premature infants, and the introduction of rooms for mothers to stay with their baby to support bonding and breastfeeding. A specialized Tiny Baby Unit was established with multidisciplinary expertise, alongside expanded psychology support to provide ongoing emotional care for families. Additionally, collaboration was enhanced through the Qatar Neonatal Network, aligning neonatal services across Qatar, including Sidra Medicine, supporting efficient patient flow, bed occupancy and resource use.

## Gynecology and Subspecialty Advancements

Gynecology services have advanced significantly through the expanded use of minimally invasive techniques, including robotic, laparoscopic, and V-NOTES surgery, resulting in improved patient experience, faster recovery, and shorter

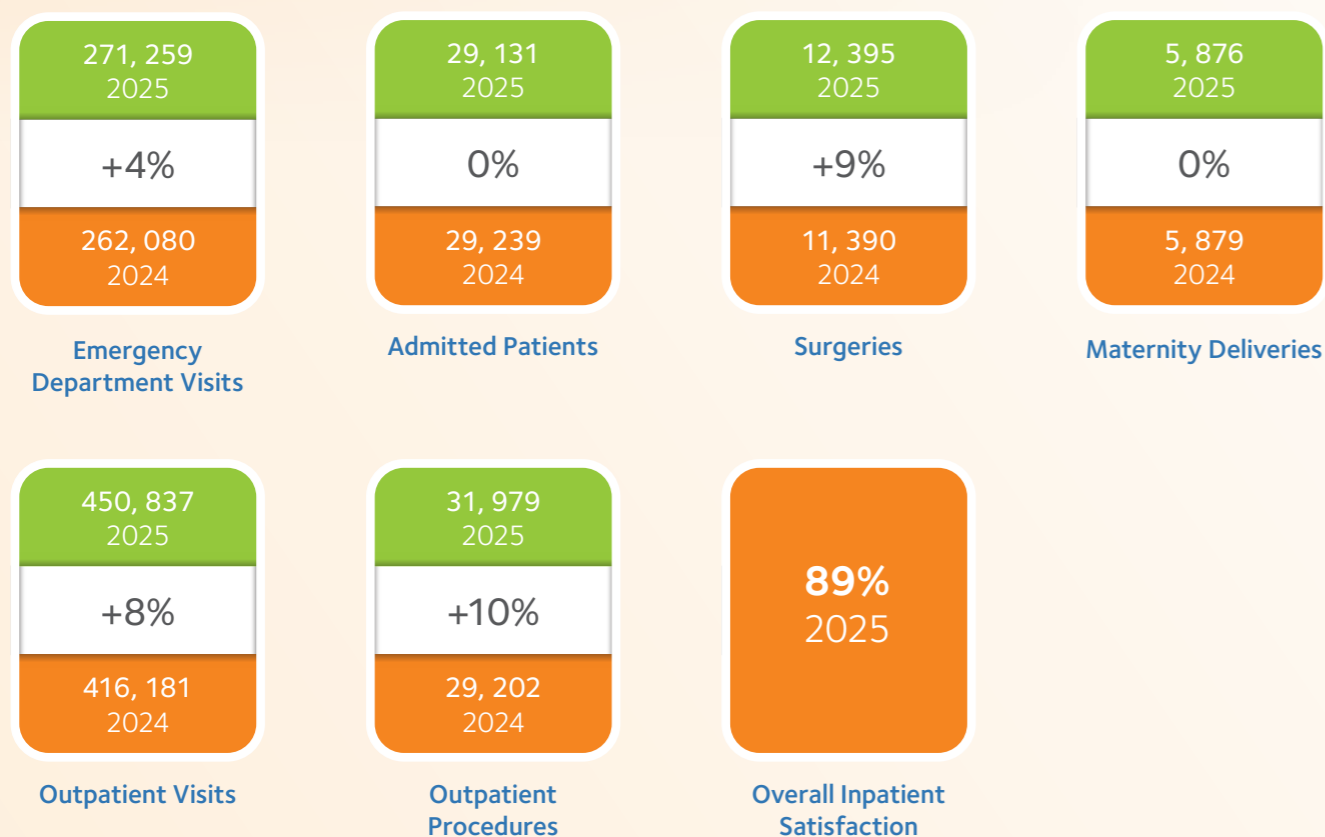
hospital stays. Streamlined outpatient services have also reduced waiting times and enhanced patient experience. A significant milestone is the establishment of the Specialized Endometriosis Center, the first in the region, which is providing comprehensive, advanced care and reducing the need for patients to seek treatment abroad.

## Additional service improvements include:

- Urogynecology enhanced surgical efficiency through advanced minimally invasive approaches, contributing to improved outcomes and reduced length of stay.
- Gynecologic oncology established a high-volume ultra-radical surgery service for advanced ovarian cancer, supported by a robust multidisciplinary surgical model involving colorectal, upper GI, and hepatobiliary teams, delivering outcomes aligned with leading international benchmarks.
- Reproductive medicine continued to grow as a center of excellence, providing high-quality, patient-centered fertility care with a strong focus on safety and quality.



# Al Wakra Hospital



**Date of opening:** 2012

**Licensed bed capacity:** 445

**Operational bed capacity:** 371

**Operating theaters:** 12

**Location:** Al Wakra

**Specialties:** Burn Care Unit, Critical Care Services, Dermatology, Ear Nose and Throat, Emergency Medicine, Endocrinology, Gastroenterology, Dentistry, Internal Medicine, General Surgery, Hematology, Neonatal-perinatal Medicine, Neurology, Nephrology, Obstetrics and Gynecology, Oral and Maxillofacial Surgery, Orthopedic Surgery, Pediatrics, Plastic and Reconstructive Surgery, Podiatry, Pulmonology, Rheumatology, Speech Language Therapy, Urology

**Associated facilities:** Mesaieed General Hospital, Al Maha Specialized Care Center



**Joint Commission International**

- Accredited in 2014
- Reaccredited in 2016, 2019, 2023

### Highest Level Age-Friendly Health System Recognition from the Institute for Healthcare Improvement

Al Wakra Hospital advanced to the highest level of recognition from the US-based Institute for Healthcare Improvement (IHI), receiving the prestigious Age-Friendly Health System Level 2 “Committed to Care Excellence for Older Adults” award. This marks significant progress from the Level 1 “Participant” status the hospital was previously awarded.

The Level 2 recognition highlights Al Wakra Hospital’s commitment to advancing care standards for patients aged 60 and above. By achieving the Committed to Care Excellence level, the hospital joins Rumailah Hospital as a Level 2 facility in embedding international best practices for age-friendly care across HMC, ensuring older adults receive safe, personalized and high-quality services.

### Global Center of Excellence in Minimally Invasive Gynecology

Al Wakra Hospital achieved a significant milestone by becoming the first facility in Qatar to receive accreditation as a Center of Excellence in Minimally Invasive Gynecology from the Surgical Review Corporation (SRC), a leading international body dedicated to advancing surgical quality and safety. This recognition places Al Wakra Hospital among a select group of globally accredited centers and highlights its commitment to delivering safe, advanced and patient-centered surgical care in women’s health. The accreditation reflects rigorous evaluation of clinical practice, safety protocols and surgical outcomes, demonstrating the hospital’s alignment with international best practices and its role in strengthening specialized surgical services across HMC.

### New IV Suite for Pediatric Patients

Al Wakra Hospital opened a new Intravenous (IV) Suite within the Acute Pediatric Inpatient Unit, located on the first floor of the Al Maha Pediatric Specialized Care Center. The suite is designed to support discharged pediatric patients who require once-daily or twice-daily IV antibiotic treatments. This new service enhances bed capacity, strengthens operational efficiency and provides a smoother, more family-centered care experience. The project was made possible through close collaboration between the Pediatric Division nursing leadership and key departments including Pharmacy, Capacity Management, Finance, HICT and Engineering.



# Aisha Bint Hamad Al Attiyah Hospital



**Date of opening:** 2022

**Licensed bed capacity:** 300

**Operational bed capacity:** 210

**Operating theaters:** 11

**Location:** Tenbek

**Specialties:** Cardiology, Critical Care Services, Ear Nose and Throat, Emergency Medicine, Endocrinology, General Surgery, Internal Medicine, Neonatal Intensive Care, Neurology, Obstetrics and Gynecology, Ophthalmology, Orthopedic Surgery, Pediatric, Pediatric Emergency, Pulmonology, Urology

## Expanding Services

Following the transfer of major services to Aisha Bint Hamad Al Attiyah Hospital in 2024, the hospital saw a substantial rise in activity throughout 2025. Emergency, Obstetrics and Gynecology, and Pediatrics saw significant increases in patient volumes, supported by the ongoing commissioning of services that strengthened clinical capacity across the hospital. This growth helped maximize utilization of the facility and further solidified its role as a key provider of specialized care.

## New Acute Geriatric Care Service

A new Acute Geriatric Care Service was launched at Aisha Bint Hamad Al Attiyah Hospital, an advanced specialized service dedicated to delivering holistic, multidisciplinary care for older patients. The service is designed to provide medical treatment and care for patients aged 60 years and above who are experiencing acute illnesses or a sudden deterioration in their health condition, such as falls, dementia, or a sudden decline in functional abilities.

## Advances in Critical Care

Critical care service enhancements include the successful development of continuous renal replacement therapy for the management of patients with severe kidney injury and the successful use of ECMO for patients with severe cardiac or respiratory failure. These clinical developments have been supplemented by enhancements to the patient and family experience through the introduction of Structured Family Consultations where there is a formalized framework for family meetings, ensuring consistent, transparent, and compassionate communication, improving family satisfaction and shared decision-making. The leadership team also pioneered a Sleep-Friendly ICU initiative to promote restorative sleep for patients.

## Landmark Surgical Success, Restoring Mobility to Patient with Rare Congenital Knee Deformity

In a major surgical milestone that underscores the continued development of specialized surgical services at HMC, the Orthopedic Surgery Department at Aisha Bint Hamad Al Attiyah Hospital

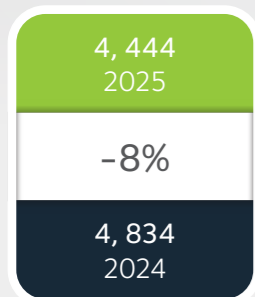
successfully performed Qatar's first highly specialized procedure to correct a rare congenital knee deformity, offering renewed hope to a 28-year-old patient who had suffered from debilitating pain and severe movement restrictions that began in her teenage years. The complex surgery lasted several hours, involved reshaping the bone cavity of the kneecap and reconstructing it using an innovative biological membrane infused with stem cells extracted from the patient's own bone marrow.

## New Female Advanced Adult Outpatient Physiotherapy Unit

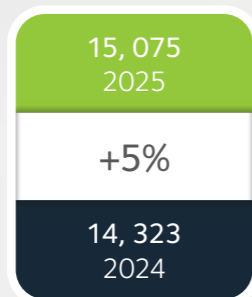
Aisha Bint Hamad Al Attiyah Hospital opened a new state-of-the-art Physiotherapy Outpatient Department for female patients. The expanded female outpatient physiotherapy service follows the earlier introduction of male expansion, offering customized treatment plans for orthopedic pre- and post-surgical care, musculoskeletal disorders, and chronic pain management. The Unit is equipped with innovative rehabilitative technologies and staffed by a team of highly skilled physiotherapists.



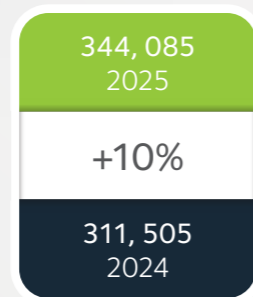
# Ambulatory Care Center



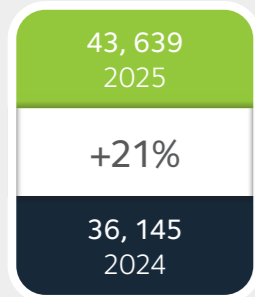
Admitted Patients



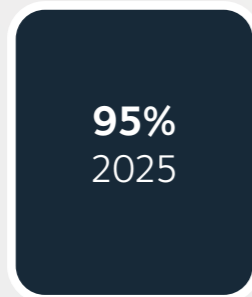
Surgeries



Outpatient Visits



Outpatient Procedures



Overall Inpatient Satisfaction

**Date of opening:** 2017

**Licensed bed capacity:** 64

**Operational bed capacity:** 60

**Operating theaters:** 14

**Location:** Doha

**Specialties:** Audiology, Critical Care Services, Dental Services, Ear Nose and Throat, Gastroenterology, General Surgery, Hematology, Ophthalmology, Podiatry, Pediatric Surgery, Urology

## Reducing Pediatric Pre-Operative Anxiety with Virtual Reality

The Ambulatory Care Center (ACC) introduced a Virtual Reality (VR) program to help reduce anxiety among children undergoing surgery. To ease anxiety during this experience, ACC now uses age-appropriate VR content in the pre-operative area. The VR initiative has shown clear benefits, including reduced anxiety, enhanced patient comfort and greater family confidence in the care process.

The use of immersive VR experience has become a routine part of care in the Pre-Operative Unit, with strong satisfaction from both families and clinical teams. The program was co-designed with patients and families through the Patient and Family Advisory Council to ensure that it reflects their needs and preferences.

## Latest Global Technology for Non-Invasive Kidney and Ureter Stone Fragmentation Using Shock Waves

The latest global system for kidney and ureter stone fragmentation, using extracorporeal shock wave lithotripsy technology, was launched at the Urology Department of the Ambulatory Care Center, marking a significant step forward in enhancing the level of non-invasive healthcare services provided to patients.

The new system represents a major upgrade from the previous devices, which had reached the end of their operational lifespan. It is a non-invasive procedure that uses high-energy sound waves generated outside of the body to break kidney stones into small fragments that can pass naturally.

The system features advanced technologies, including real-time imaging, precise stone targeting, and enhanced shock wave delivery, all of which help reduce the number of treatment sessions required while improving patient comfort and minimizing pain.

## Ophthalmology Diagnostic Extension Project

The Ophthalmology Diagnostic Extension expanded service capacity and improved patient flow by creating dedicated space for ophthalmic testing. The new area supports better separation of patient groups and appointment types, reducing congestion in the main clinic on the sixth floor. With shorter pathways and the use of pre-ordered test lists in Cerner, the project enhances efficiency, minimizes waiting times, and improves overall patient experience.

## Implementation of Outpatient Department Discharge Feature

The hospital introduced the Discharge to Primary Health Care Corporation feature in collaboration with Health Information and Communications Technology Department, marking the first implementation of this process in HMC. The approach enables patients to conclude their care appropriately based on clinical need, supporting smoother transitions to primary care. By reducing unnecessary follow-up visits and freeing clinic slots, the feature improves patient flow, optimizes resource use, and increases capacity for those requiring ongoing tertiary care at Ambulatory Care Center.



**Joint Commission International**

- Accredited in 2019
- Reaccredited in 2023

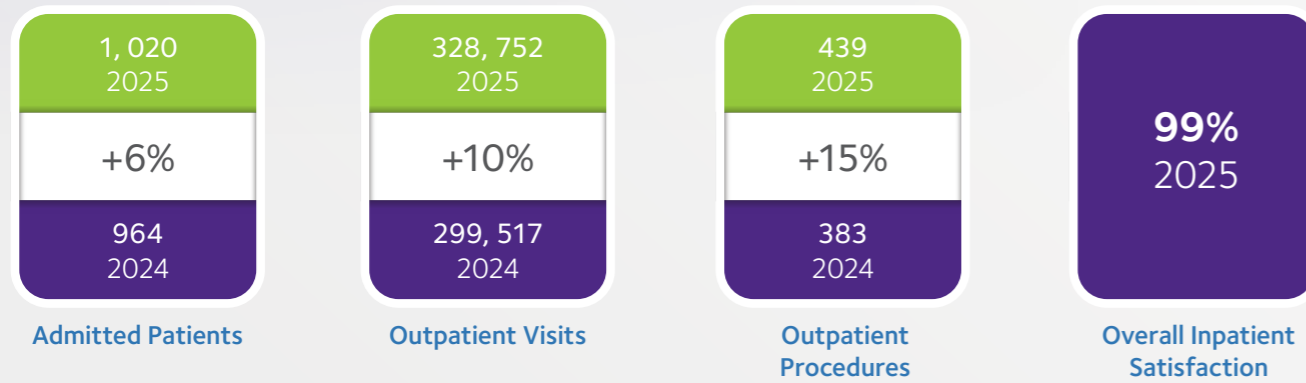


**Planetree Person-Centered Care Certification**

- Gold Certified in 2020
- Re-Certified Gold with Distinction in Leadership and Innovation in PCC in 2024



# Qatar Rehabilitation Institute



**Date of opening:** 2017

**Licensed bed capacity:** 198

**Operational bed capacity:** 117

**Location:** Doha

**Specialties:** Pediatric Rehabilitation, Physical Medicine and Rehabilitation, Prosthetics

**Associated facilities:** Bin Omran



**Joint Commission International**

- Accredited in 2019
- Reaccredited in 2023

## Waiting Times Reduced

Qatar Rehabilitation Institute delivered significant improvements by reducing therapy waiting times from nearly 12 months to just 16 days as of November 2025. This 95.6% reduction resulted from the introduction of centralized triage, structured prioritization pathways, expanded therapy capacity, and a digitally optimized scheduling system. Additional improvements in referral coordination and interdisciplinary workflow redesign further contributed to the reduction. This acceleration in access was achieved while maintaining a 97% patient satisfaction rate.

## New Rehabilitation Programs

QRI introduced several new rehabilitation programs established for the first time in the region. These initiatives expand access to specialized, evidence-based care and reflect global best practices in multidisciplinary rehabilitation.

- The Neuro-Cardiac Rehabilitation Program supports patients with combined neurological and cardiac conditions through a unified clinical pathway.
- The Neuro-Vision Rehabilitation

Service addresses visual-perceptual deficits arising from stroke, traumatic brain injury, and other neurological disorders.

- The Stroke Peer Support Program empowers stroke survivors through structured mentorship, psycho-social support, and reintegration guidance.
- The Geriatric Musculoskeletal Physiotherapy Clinic provides targeted interventions to improve mobility, balance, strength, and quality of life in older adults.

Together, these programs significantly expand Qatar’s rehabilitation capability.

## Strengthening Rehabilitation Capacity

In 2025, QRI expanded its rehabilitation service footprint to meet growing demand and enhance continuity of care. Major developments included the enhancement of rehabilitation pathways, additional capacity in musculoskeletal and lymphedema rehabilitation, and targeted growth in pediatric rehabilitation and cognitive rehabilitation services. The introduction of group therapies, extended therapy hours, improved referral

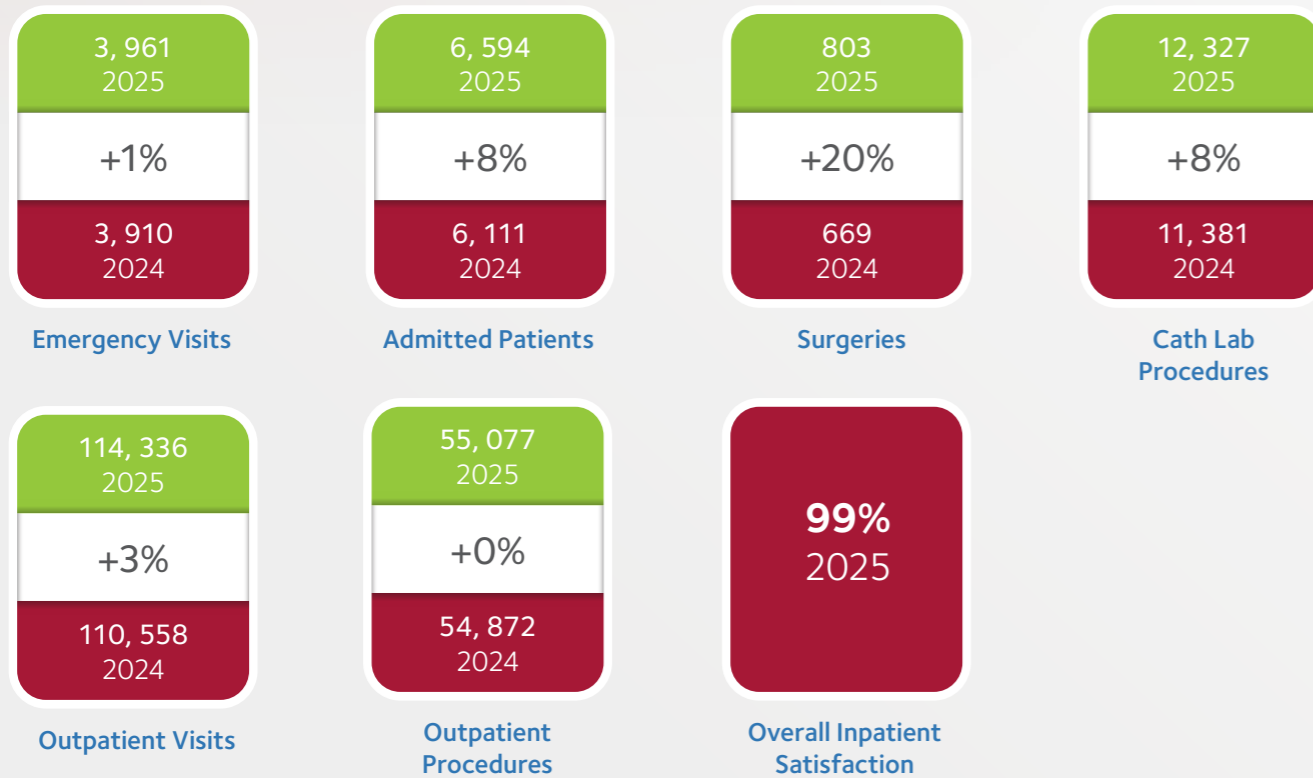
coordination, and unified scheduling contributed to more responsive and equitable service delivery. These expansions allowed QRI to deliver higher therapy frequency, more specialized interventions, and improved access for Qatari nationals and other priority groups.

## Launch of New Residency Program

In 2025, QRI launched Qatar’s first Physical Medicine and Rehabilitation Residency Program to build a sustainable rehabilitation physician workforce. The program offers a structured, competency-based curriculum integrating advanced clinical training, exposure to cutting-edge rehabilitation technologies, and interdisciplinary case management. Residents receive comprehensive hands-on experience across inpatient, outpatient, and specialized rehabilitation settings, promoting a strong foundation in functional medicine and neuro-recovery principles. This initiative supports national workforce development priorities, strengthens the long-term sustainability of rehabilitation services, and positions Qatar as an emerging center for academic excellence in rehabilitation medicine.



# Heart Hospital



**Date of opening:** 2011

**Licensed bed capacity:** 126

**Operational bed capacity:** 126

**Operating theaters:** 3

**Location:** Doha

**Specialties:** Cardiac Intensive Care, Cardiology, Cardiothoracic Surgery, Electrophysiology, Heart Failure, Interventional Cardiology, Non-Invasive Cardiology and Cardiac Rehabilitation



**Joint Commission International**

- Accredited in 2014
- Reaccredited in 2016, 2019, 2023

## New Surgical Approach for Post-Infarct Ventricular Septal Rupture

Heart Hospital successfully introduced a new surgical technique for repairing post-infarct ventricular septal rupture, one of cardiac surgery's most complex and high-risk emergencies. The innovation enabled more effective management of this rare, life-threatening condition. By expanding treatment options for critically ill patients, the procedure strengthened HMC's expertise in highly specialized cardiac care and improves access to life-saving intervention in Qatar.

## Robotic-Assisted Cardiac Surgery: Mitral Valve Repair and Multi-Vessel CABG

The introduction of robotic-assisted cardiac surgery enabled surgeons to perform mitral valve repair and multi-vessel CABG using minimally invasive techniques. This advancement significantly reduces surgical trauma, accelerates patient recovery, and positions the hospital among regional leaders in robotic cardiac procedures.

## First International Workshop on Minimally Invasive Cardiac Surgery

Heart Hospital organized and hosted the first international minimally invasive cardiac surgery workshop, bringing together global experts, surgeons and trainees. The workshop showcased innovative techniques, hands-on training, and the hospital's role as a regional hub for advanced surgical education.

## Transcatheter Tricuspid Valve Replacement

Heart Hospital achieved a regional first with the successful transcatheter replacement of a tricuspid valve using the Lux Plus valve. This minimally invasive procedure offers a new treatment for patients with complex tricuspid valve disease and reflects the hospital's continued adoption of advanced cardiac interventions.

## Qatar's First Heart Transplant Successfully Performed

Qatar successfully completed the country's first heart transplant surgery, performed at Heart Hospital by an expert local heart transplant team.

The procedure is significant for individuals with advanced heart disease and underscores HMC's commitment to leading the way in specialized cardiac care.

## Advanced Global Technology to Treat Atrial Fibrillation

Heart Hospital introduced the advanced FARAVIEW™ System to treat atrial fibrillation, becoming the first in the Middle East and outside the United States and Europe to adopt this technology.

The FARAVIEW™ System gives physicians detailed visualization of heart tissue to accurately identify areas responsible for irregular heart rhythms while protecting healthy structures, enhancing the safety of the procedure and shortens the duration.

## Room Enhancements

Fifteen standard rooms were transformed into inpatient suites designed to enhance comfort, and privacy for Qatari patients and their families.

The updates deliver a modern look while maintaining full clinical functionality, supporting improved staff workflows and patient care.



# Hazm Mebaireek General Hospital



**Date of opening:** 2018

**Licensed bed capacity:** 118

**Operational bed capacity:** 118

**Operating theaters:** 6

**Location:** Industrial Area

**Specialties:** Critical Care Services, Ear Nose and Throat, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Infectious Disease, Internal Medicine, Nephrology, Ophthalmology, Oral and Maxillofacial Surgery, Orthopedic Surgery, Psychiatry, Pulmonology, Rheumatology, Urology



**Joint Commission International**  
• Accredited in 2023

## Clinical Service Advancements

Hazm Mebaireek General Hospital advanced several key clinical initiatives aimed at improving capacity, safety and the overall patient experience. The hospital strengthened its surgical services through the implementation and maintenance of an integrated operating room system, supporting smoother workflows and enhanced coordination during procedures. Outpatient capacity expanded significantly with the addition of 40 new dental chairs at the Dental Academy and increased Outpatient Department availability, enabling more patients to access timely care. A new Procedures Unit was also introduced to support efficient delivery of minor interventions and diagnostic services.

To enhance safety and specialized support for mental health presentations, two emergency rooms were transformed into secure spaces designed specifically for patients experiencing psychiatric emergencies.

## First Endoscopic Lumbar Discectomy Under Local Anesthesia

Hazm Mebaireek General Hospital achieved a significant clinical milestone by performing HMC's first endoscopic lumbar discectomy under local anesthesia with sedation. The procedure was carried out on a 42-year-old patient with persistent back and leg pain, including a history of prior spine surgery. Endoscopic lumbar discectomy is a minimally invasive technique that removes herniated disc material through small incisions while preserving surrounding tissues. The successful outcome allowed the patient to experience immediate pain relief and return home on the same day.

## Operating Room Utilization

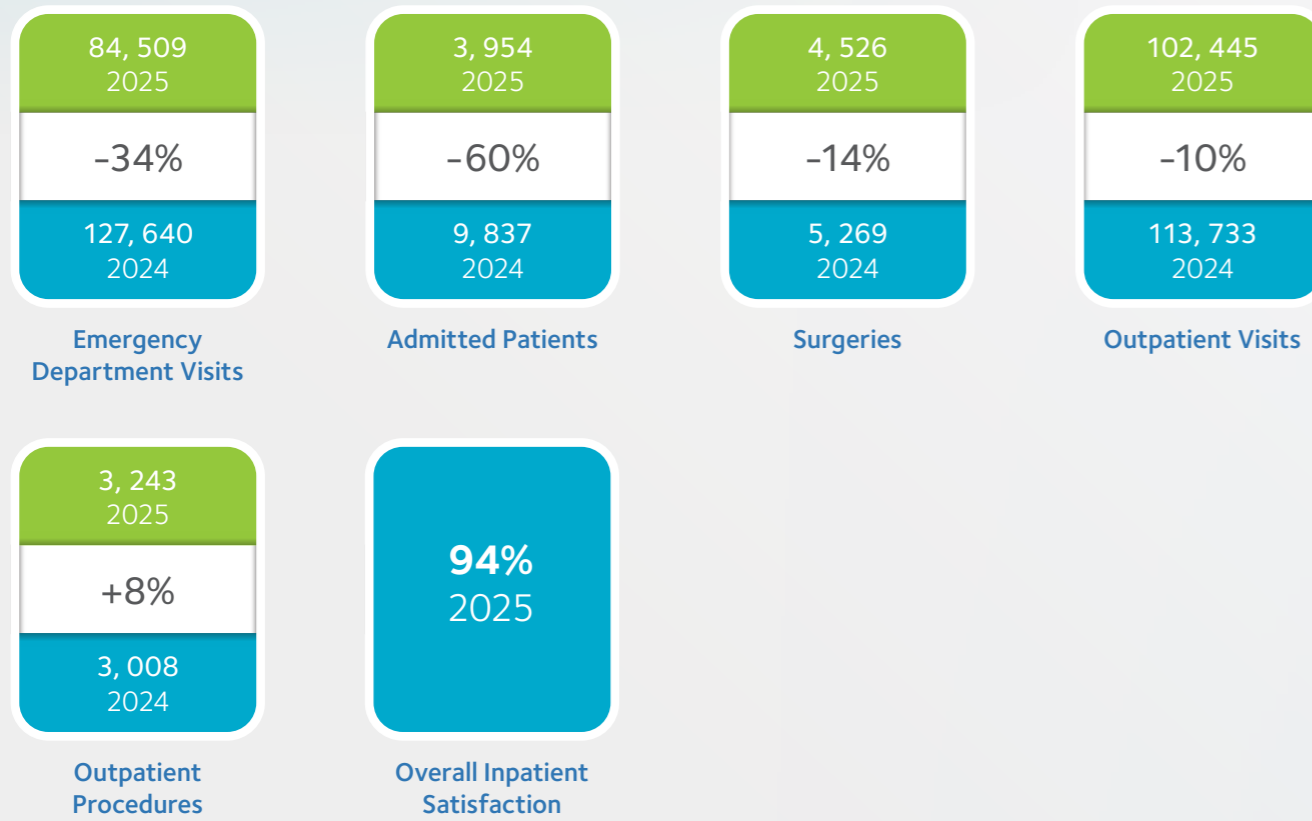
Operating room utilization remained above 92% across the year, supporting efficient use of surgical capacity and timely access to care. More than 6,800 surgeries were performed, with a strong focus on day care procedures, helping reduce the need for inpatient admissions and improving overall patient flow and resource efficiency.

## Optimized Inpatient Capacity and Low Length of Stay

Inpatient occupancy was high, above 85%, supported by an average length of stay of under four days. This performance was driven by improved patient flow, fewer unplanned admissions, greater use of same-day surgery, and strengthened post-discharge clinics, contributing to more efficient bed utilization and timely access to care.



# Al Khor Hospital



**Date of opening:** 2005

**Licensed bed capacity:** 97

**Operational bed capacity:** 97

**Operating theaters:** 6

**Location:** Al Khor

**Specialties:** Cardiology, Critical Care Services, Dentistry, Dermatology, Ear Nose and Throat, Gastroenterology, General Surgery, Internal Medicine, Nephrology, Neurology, Ophthalmology, Orthopedic Surgery, Pediatric Emergency, Plastic and Reconstructive Surgery, Pulmonology, Rheumatology, Urology



**Joint Commission International**

- Accredited in 2006
- Reaccredited in 2009, 2012, 2016, 2019, 2023

## Expansion of the Laboratory Specimen Receiving Area

The Department of Laboratory Medicine and Pathology completed a major expansion of the Specimen Receiving Area at Al Khor Hospital Laboratory, addressing long-standing space constraints and supporting the growing demand for laboratory services. The project resulted in a larger, more functional space designed to improve efficiency and service quality. The upgraded layout enhances workflow from specimen receipt to distribution, reduces turnaround times and supports more accurate and organized sample handling. This also increases capacity to meet rising service needs and strengthens the hospital's role within Qatar's North Hub laboratory network. The improved workspace has created a safer, more ergonomic environment for staff, contributing to better productivity and overall job satisfaction.

## Opening of the Outpatient Annex

The former ambulatory space was reconfigured and reopened as the Outpatient Department Annex, expanding multispecialty

clinic capacity to 93 clinics per week to meet growing demand and support national efforts to reduce referral waiting times. The annex introduced dedicated teleconsultation space to enhance virtual access, and the former labor room was utilized as an extension of the Daycare Unit. It also added dedicated IV therapy space, expanding services to include immunoglobulin treatments and blood transfusions, further improving patient access and care delivery.

## Enhancements to Operating Rooms

Al Khor Hospital expanded surgical capacity by adding operating rooms to both the Main Operating Theater and the Day Care Unit, increasing the total to six. A dedicated service was introduced to provide safe, comprehensive dental care for patients with special needs, improving access for vulnerable groups. Additionally, the former Labor Room Theater was converted into a fully equipped urology theater. These changes strengthened patient-centered care, optimized existing resources, and enhanced surgical services for the northern region.

## Reconfiguration of Services

To ensure patients had access to new and modern facilities and to support the Hamad General Hospital modernization program, the service reconfiguration program began in 2024 and continued in 2025, aiming to support a more efficient distribution of services across the network and align resources with population needs in the northern region. To support the program, several services - including Obstetrics and Gynecology and Adult Emergency - were transferred from Al Khor Hospital to Aisha Bint Hamad Al Attiyah Hospital. This shift redirected activity to the new facility and resulted in a planned reduction in inpatient bed capacity and a change of service scope at Al Khor Hospital.

## Expansion of Dental Services

In December 2025, five dental chairs were added to expand ambulatory dental capacity at Al Khor Hospital by 125%, from four to nine chairs to reduce patient waiting times.



# The Cuban Hospital



**Date of opening:** 2012

**Licensed bed capacity:** 75

**Operational bed capacity:** 72

**Operating theaters:** 6

**Location:** Dukhan

**Specialties:** Critical Care Services, Dental Services, Dermatology, Ear Nose and Throat, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Hematology, Internal Medicine, Neonatal/perinatal Medicine, Obstetrics and Gynecology, Ophthalmology, Orthopedic Surgery, Pediatrics, Plastic and Reconstructive Surgery, Urology, Vascular Surgery



**Joint Commission International**

- Accredited in 2014
- Reaccredited in 2016, 2019, 2023

## New Cardiac Rehabilitation Unit

The Cuban Hospital opened a new Cardiac Rehabilitation Unit, marking a significant development in the hospital's ongoing commitment to delivering high-quality, specialist care for the local community and beyond. The Unit offers structured programs for patients that combine endurance and resistance training, lifestyle and nutritional counseling, education, and psychological support - each tailored to the individual needs of patients. This model of care reinforces the hospital's ongoing commitment to prevention, recovery and patient empowerment through evidence-based and compassionate services. For patients with cardiac conditions such as chronic coronary syndrome, valvular heart disease, stable chronic heart failure and myocardial revascularization, this clinic provides an opportunity for patients to maintain a healthy lifestyle supervised by specialists to improve their quality of life and reduce the risk of cardiovascular morbidity and mortality.

## Increased Operating Theater Utilization

The Cuban Hospital increased its operating theater utilization to 83%, reflecting ongoing efforts to enhance efficiency and support timely access to surgical care. This improvement was driven by strengthened coordination across surgical, anesthesia, nursing and administrative teams, as well as more streamlined scheduling and follow-up processes. The higher utilization rate demonstrates the hospital's focus on optimizing resources and maintaining high standards throughout the surgical pathway.

## Enhanced Pain Management Through PCA Expansion

The Cuban Hospital strengthened its focus on pain management by expanding the use of Patient-Controlled Analgesia (PCA) machines and delivering comprehensive training to more than 125 nurses. This advanced approach supported better postoperative pain control, improved recovery, and contributed to a more comfortable and positive patient experience.

## Advancements in Radiology Services

The Radiology Department enhanced diagnostic capability through updated digital imaging equipment, improved MRI and CT protocols, and advanced training in high-resolution and vascular imaging. The introduction of technologies such as the vein viewer and Negative Pressure Wound Therapy devices further strengthened clinical practice and supported higher standards of patient care.

## Growth in Outpatient Department Visits

In 2025, The Cuban Hospital's Outpatient Department reached a significant milestone, recording 94,501 patient visits. This achievement reflects sustained year-on-year growth from 66,000 visits in 2023 and 84,725 in 2024, representing a cumulative increase of nearly 50% over three years. The continued expansion of OPD activity underscores the hospital's ability to meet rising demand, strengthen access to outpatient services, and reinforce its role as a key provider of accessible, high-quality care within the community.



# National Center for Cancer Care and Research



**Date of opening:** 2004

**Licensed bed capacity:** 80

**Operational bed capacity:** 80

**Location:** Doha

**Specialties:** Medical Oncology, Radio-Oncology, Hematology, Nuclear Medicine, Metabolic Genetics, Palliative Care



**Joint Commission International**

- Accredited in 2006
- Reccredited in 2009, 2012, 2016, 2019, 2023

## Launch of the Oncology Rehabilitation Framework

HMC launched the first of its kind Oncology Rehabilitation Framework. With rising cancer prevalence and growing survivorship rates, this national initiative is a collaboration between Qatar Rehabilitation Institute and the National Center for Cancer Care and Research. The comprehensive, nationally driven oncology rehabilitation framework addresses the full spectrum of physical, psychological, and social challenges patients face throughout their cancer journey. Grounded in international evidence and best practices, the framework reflects WHO Rehabilitation Interventions. This framework establishes a structured, accessible, and compassionate model of care that supports every patient, each step of the way.

## Key Milestone in Qatar’s Cancer Survivorship Program

The National Center for Cancer Care and Research (NCCCR) achieved a major milestone with the transfer of more than 100 cancer survivors to Primary Health Care Corporation (PHCC) as part of Qatar’s new Cancer

Survivorship Program. The program supports long-term follow-up for patients who have completed treatment. The initiative provides a structured transition from specialist oncology services to primary care, ensuring continued medical, emotional and lifestyle support. NCCCR also provides ongoing training to PHCC for the skills needed to care for cancer survivors. This milestone reflects a strengthening of integrated care pathways and Qatar’s ongoing commitment to enhancing quality of life for patients beyond treatment.

## Supportive and Palliative Care Excellence

The Supportive and Palliative Care Program achieved two major milestones, reinforcing its specialized care for patients with serious illnesses. The program was successfully reaccredited by Joint Commission International, remaining the only JCI-accredited clinical palliative care program in the Middle East and Gulf region. The program was also certified as an ESMO Designated Center of Integrated Oncology and Palliative Care for the 2025–2027 cycle. Together, these recognitions

highlight the program’s sustained commitment to high-quality, compassionate, patient-focused care and its adherence to rigorous international standards.

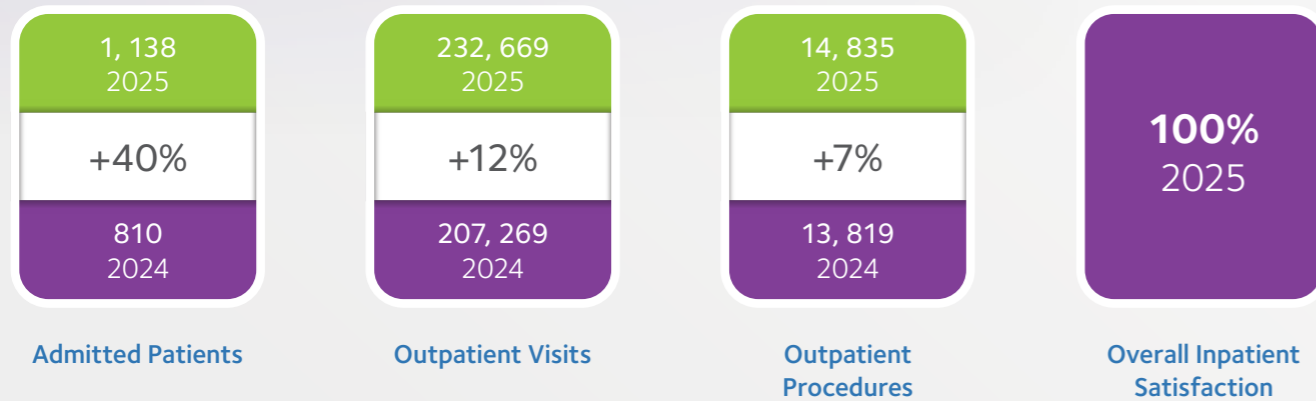
## Collaborative Oncology Geriatric Program

The National Center for Cancer Care and Research and Rumailah Hospital launched the Oncology Geriatric Program to better support the needs of older adults with cancer. The initiative provides coordinated specialist assessment and care through a multidisciplinary team, helping improve function, safety, and overall wellbeing. By enhancing access to tailored geriatric oncology services, the program strengthens continuity of care and aims to improve outcomes and quality of life for elderly cancer patients across HMC.

## Room Enhancements

Ten standard rooms were upgraded to Inpatient Suites, enhancing the inpatient experience for Qatari patients receiving specialist cancer care. The project combined a calm, contemporary design with the clinical requirements of an oncology setting.

# Communicable Disease Center



**Date of opening:** 2016

**Licensed bed capacity:** 65

**Operational bed capacity:** 50

**Location:** Doha

**Specialties:** Infectious Disease, Travel Medicine and Vaccination

## Global Distinction in Person-Centered Care

The Communicable Disease Center (CDC) earned Planetree’s Certification with Distinction for Leadership and Innovation in Person-Centered Care, the highest recognition awarded by the organization. This achievement places the CDC among only six healthcare institutions worldwide, and the second in the MENA region, to receive this honor. The Distinction builds on the CDC’s Gold Certification for Excellence in Person-Centered Care first achieved in 2021 and reflects continued advancement in patient engagement, innovation, research and practice. To receive this recognition, organizations must meet rigorous criteria defined by patients, families and healthcare professionals, and demonstrate leadership in expanding person-centered care beyond established global standards.

## IV Suite services move to CDC to enhance patient care

The Intravenous Suite service previously provided by Hamad General Hospital was transferred to the Communicable Disease Center to leverage expertise in IV services through the Outpatient

Parenteral Antimicrobial Therapy program. The move aimed to improve access to services and enhance the overall patient experience. The new location supports smoother patient flow, reduces waiting times, and enables more efficient service delivery.

## Pyxis Implementation in Outpatient Department Vaccination Services

A Pyxis pharmacy system was introduced to CDC OPD vaccination services to streamline vaccine ordering and storage directly within the clinic. The automated process supports faster dispensing, reduces manual handling, and strengthens medication security. By improving efficiency and minimizing delays, the implementation enhances patient safety, shortens waiting times, and contributes to a smoother vaccination experience for patients receiving free-of-charge immunizations.

## Advancing Quality and Efficiency

The CDC advanced quality and efficiency initiatives aligned with HMC’s strategic focus on value and patient-centered care. A key

improvement was the launch of live performance dashboards, giving teams real-time access to operational data for immediate monitoring and response. These insights support faster, evidence-based decision-making, enhance service efficiency, and help ensure timely, effective care delivery for patients.

## Community Outreach Program

The CDC Outreach Program plays a vital role in extending health awareness and preventive services to vulnerable populations, reinforcing inclusivity within national health efforts. The program addressed health disparities and promoted early detection, education, and prevention of disease. During the outreach initiative, a total of 1,195 individuals were screened, including 71 females and 1,124 males. These screenings provided opportunities for timely health interventions, counselling, and referrals where needed. The program demonstrates a strong commitment to equitable healthcare access, ensuring that no population is overlooked while strengthening public health outcomes at a national level.



### Joint Commission International

- Accredited in 2019
- Reaccredited in 2023

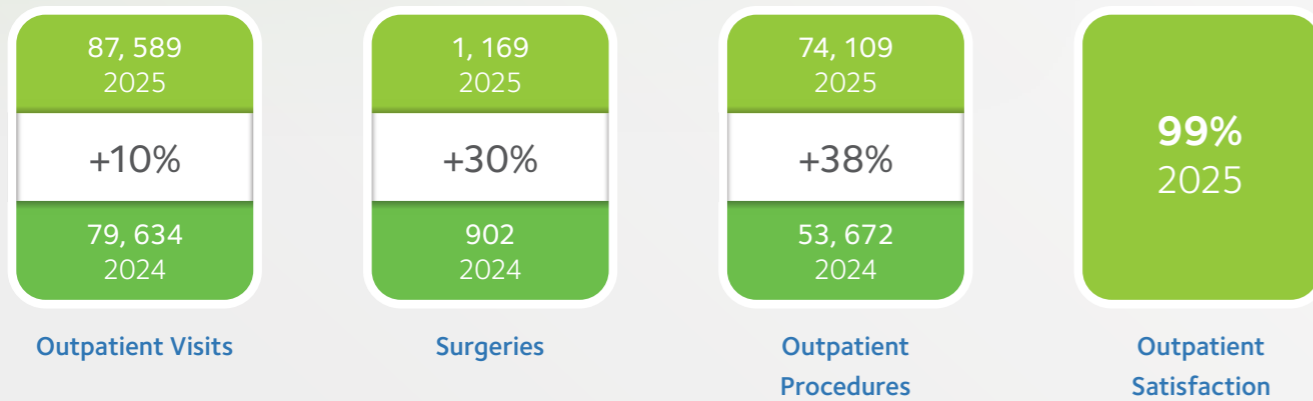


### Planetree Person-Centered Care Certification

- Gold Certified in 2021
- Re-Certified Gold with Distinction in Leadership and Innovation in PCC in 2025



# Hamad Dental Services



**Specialties:** Endodontics, Prosthodontics, Orthodontics, Dental Diagnostic and Surgical Science, Pediatric Dentistry

## Integrated Oral Health Support for Cancer Patients

Dental Health Services and the National Center for Cancer Care and Research continued to enhance collaborative oral health services for patients undergoing cancer treatment. Cancer therapies such as chemotherapy and radiotherapy can lead to oral side effects, and the integrated approach helps reduce complications and improve patient comfort. Services delivered across both facilities include preventive dental screenings, oral medicine and mucositis management, maxillofacial surgery, and palliative dental care for symptom relief. Oncology nutrition and speech therapy teams further support patients with treatment-related challenges such as dry mouth, swallowing difficulties and taste changes.

## Qatar’s First Dental Graduating Cohort

HMC marked a national milestone with the graduation of the first cohort from Qatar University’s College of Dental Medicine. This marks major progress in developing a highly skilled dental workforce, with half of the 14 graduates being Qatari nationals.

Since the program’s launch in 2019, HMC has supported clinical training, mentorship, and access to advanced facilities at the Hazm Mebaireek Dental Academic Center (HMDAC). Most graduates join HMC and PHCC, strengthening national oral health capacity.

In 2025, HMDAC trained more than 70 senior students in a high-fidelity simulated environment, the center offers an inclusive and scalable model for clinical education, ensuring graduates are prepared for Qatar’s evolving health needs.

## Expansion of Dental Services at Aisha Bint Hamad Al Attiyah Hospital

Hamad Dental Services recorded an 8% rise in patient visits in 2025 following enhancements in scheduling, staff utilization, and service expansion at Aisha Bint Hamad Al Attiyah Hospital. New endodontics, orthodontics, and prosthodontics services, combined with added treatment rooms, increased capacity and improved service efficiency, enabling more patients to receive timely, comprehensive care.

## Increased Activity in Dental Specialties

Activity in specialty dental services increased by 30% in 2025 compared with 2022. Growth was driven by rising demand for advanced services such as orthodontics, prosthodontics, periodontics, endodontics, pediatric dentistry, and dental surgical sciences. Clinics responded with expanded specialty capacity, stronger scheduling, and better resource deployment to ensure timely access to complex treatments.

## Growth in Outpatient Dental Surgeries

Outpatient dental surgeries grew by 30% in 2025 following major redesigns across clinics. Updated layouts introduced dedicated surgical suites, improved patient flow, and additional procedure-ready rooms. These changes shortened waiting times, enabled simultaneous procedures, and improved team coordination – boosting capacity without increasing workforce numbers.

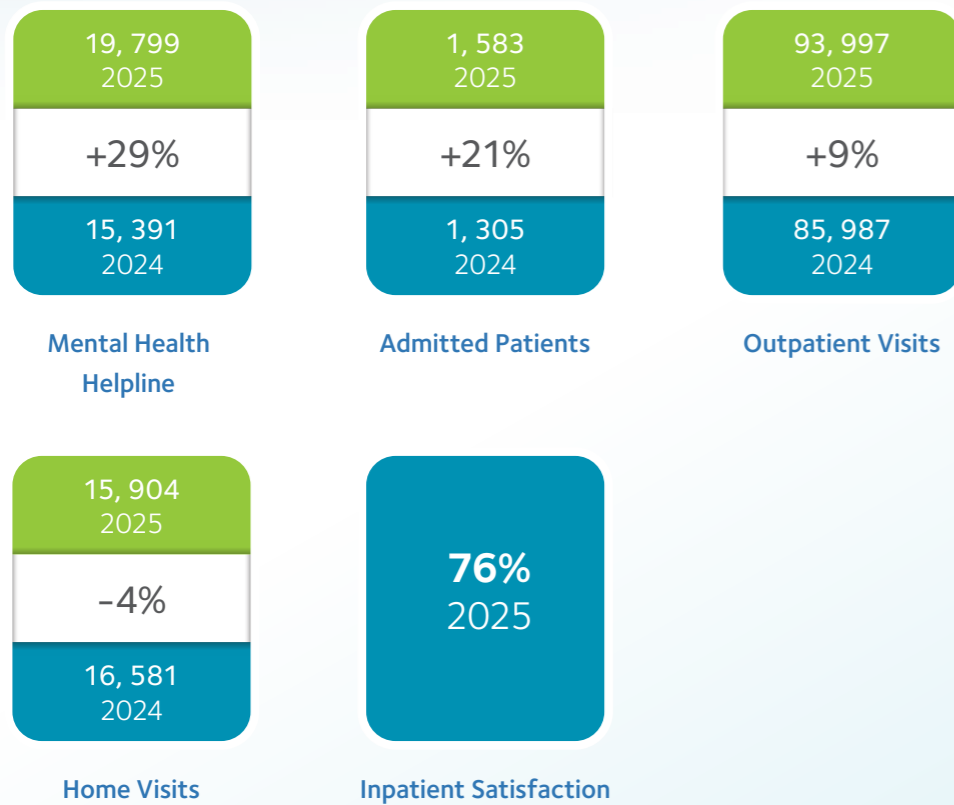


**Joint Commission International**

- Accredited in 2019
- Reaccredited in 2023



# Mental Health Services



Licensed bed capacity: 130

Operational bed capacity: 130

Associated facilities: Psychiatry Hospital, Residential Care Compound 2

Specialties: Child and Adolescent Mental Health Services, Forensic Mental Health, Perinatal/Women’s Mental Health, Psychiatry, Psychology, Older Adult Mental Health



**Joint Commission International**

- Accredited in 2019
- Reaccredited in 2023

## Developing the Next Generation of Mental Health Professionals

In June 2025, HMC marked an important milestone with the graduation of a new cohort of psychiatry residents and fellows. The achievement reflected years of structured training, supervised clinical practice and ongoing professional development designed to prepare specialists for the evolving needs of mental healthcare in Qatar.

## Enhancing Perinatal Mental Health Support for Pregnant Women

HMC’s Mental Health Service and Women’s Wellness and Research Center announced a transformative collaboration dedicated to enhancing perinatal mental health support for pregnant women. This initiative aims to ensure that mental health concerns are addressed promptly and effectively during a crucial time in a mother’s life, offering a comprehensive approach to both physical and mental health support for mothers.

## Expansion of Specialist Mental Health Services

HMC continued to strengthen its mental health system in 2025 with the expansion of several specialist services designed

to meet the diverse needs of patients and families. These include dedicated programs in perinatal mental health, forensic psychiatry, older adult psychiatry, intellectual disabilities and child and adolescent mental health. Each service provides tailored assessment, treatment and ongoing support delivered by multidisciplinary teams.

## Improving Access and Outcomes

Mental Health Services improved access to care with the rollout of virtual triage for psychiatry and psychology in 2025. The model reduces waiting times for initial appointments by providing timely clinical assessment and directing patients to the appropriate level of care. By prioritizing early intervention, it supports better outcomes and a smoother patient experience, while enabling more efficient use of appointments and resources.

## Mental Health Integrated Clinics

HMC, in partnership with the Primary Health Care Corporation, strengthened access to mental health services through integrated clinics operating across eight PHCC health centers. These community-based clinics make it easier for people to seek support in familiar, stigma-free settings,

encouraging earlier intervention and continuity of care. Patients can access psychiatry and psychology services alongside their routine healthcare, with support for a wide range of needs including adult mental health, ADHD, and older persons care.

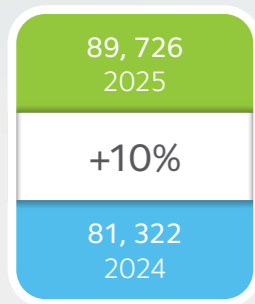
## Reduced Waiting Times in Emergency Departments

The opening of a new discharge lounge at Mesaieed General Hospital helped ensure that medically cleared patients leave acute beds in a timely manner, improving patient flow and optimizing overall bed utilization. This has directly contributed to reduced waiting times in Emergency Departments for patients requiring admission to mental health services.

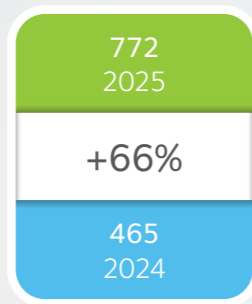
From August to October, the service achieved a 60% decrease in wait time for Emergency Department consultation to admission.



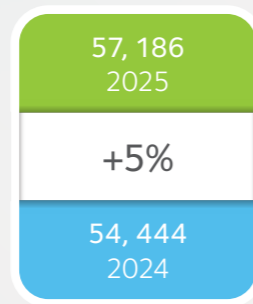
# Community and Home Services



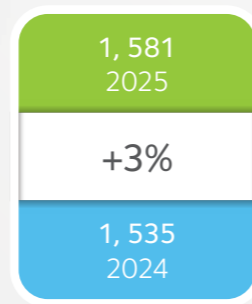
Homecare Visits



Patients Supported by Private Nursing



Medications Home Delivery



Community Equipment Provided

## Home Delivery of Medications and Medical Supplies

HMC continued to enhance patient convenience through its home delivery service for medications and essential medical supplies. The service supports patients with chronic conditions, mobility challenges, or ongoing treatment needs by ensuring they receive their medications safely and on time without the need to visit hospital pharmacies.

## Sixth JCI Rec accreditation for Home Health Care Services

Home Health Care Services achieved reaccreditation from Joint Commission International (JCI) for the sixth consecutive cycle. The reaccreditation, awarded following a comprehensive survey in May 2025 under the latest Edition of the JCI Accreditation Standards for Home Care, reaffirms HMC's ongoing commitment to delivering specialized medical care within the framework of the hospital-

at-home model, which ensures that patients receive advanced healthcare services while preserving dignity, autonomy and family-centered values.

## Strengthening the Hospital at Home Program

HMC expanded its Hospital at Home Program, led by the Home Healthcare Service, delivering hospital-level treatment to patients in their own homes. The model supported housebound patients of all ages with high-quality, multidisciplinary care without the need for hospital admission. The service enhanced comfort, emotional wellbeing, and family involvement, while providing advanced interventions such as ventilation support, complex wound care, palliative care, tracheostomy management, long-term oxygen therapy, and point-of-care testing.

## Private Nursing Services Achieves Planetree Gold Certification

Private Nursing Services (PNS) was awarded the Gold Certification for Excellence in Person-Centered Care by Planetree International. As a nurse-led community service, PNS provides compassionate, holistic care to patients in their homes, emphasizing dignity, comfort, and individualized support. PNS is one of only 116 healthcare organizations worldwide to receive this distinction, marking its second Gold Certification. The award reflects the highest standards in person-centered care, recognizing approaches that actively involve patients and families through partnership, transparency, inclusion, and quality.



### Joint Commission International Home Health Care Service

- Accredited in 2009
- Reaccredited in 2012, 2015, 2018, 2023, 2025

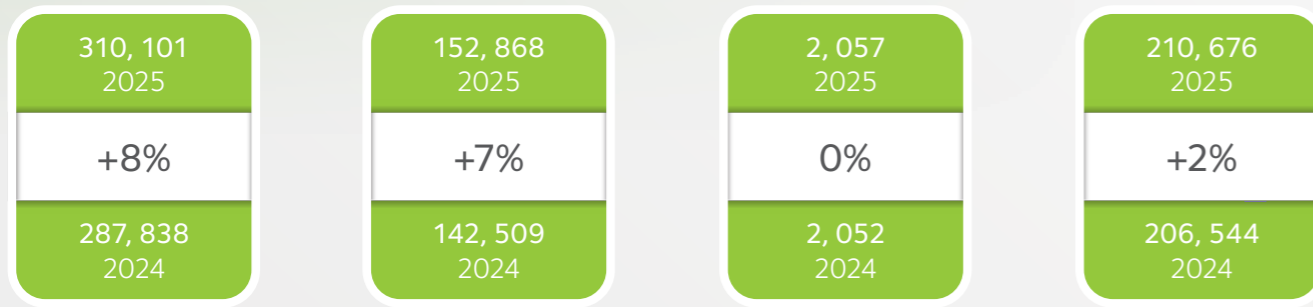


### Planetree Person-Centered Care Certification

- Home Health Care Services (Gold Certified 2021, Re-Certified Gold 2025)
- Private Nursing Service (Gold Certified 2021, Re-Certified Gold 2025)



# Ambulance Service



Emergency Service Calls

Scheduled Care for Non-Emergency Calls

Air Ambulance Activations

Ambulance Conveyances

**88%** 999 Urban Priority 1 responses within 10 minutes

**88%** 999 Urban Priority 2 responses within 15 minutes

**65%** Out-of-hospital cardiac arrest survival

**98%** 999 Rural Priority 1 responses within 15 minutes

**96%** 999 Rural Priority 2 responses within 20 minutes

## New Fleet of Ambulances

The Ambulance Service introduced more than 215 new replacement vehicles, including 115 emergency ambulances (Alpha Units) to meet the needs of a modern clinical response service.

Alongside this, 43 replacement rapid response units were added: 18 Land Cruiser 4x4 Alpha Units for rural and desert operations and 25 Charlie Units enabling Critical Care Paramedics to respond to the most seriously ill and injured patients. Delta Units for frontline supervisors providing on-scene leadership and clinical oversight were also added. A further 61 new replacement patient transport ambulances, 49 stretcher and 12 wheelchair-accessible vehicles, were deployed to strengthen safe and efficient patient transfers.

All vehicles are equipped with Ministry of Interior communication systems, ensuring coordination with the National Command Center and the Healthcare Coordination Center. This expanded fleet renewed the Ambulance Service's ability to deliver high-quality emergency and non-emergency care to patients across Qatar.

## LifeFlight Service EURAMI Reaccreditation

The LifeFlight Service was reaccredited by the European Aeromedical Institute (EURAMI) for both adult and pediatric critical care. EURAMI accreditation is awarded to air ambulance services that demonstrate the highest standards of medical protocols, safety, and aviation performance.

## Major Incidents and Events

The Major Incident Preparedness and Resilience (MIPR) function coordinated the health sector's readiness and response to major incidents throughout the year. Working closely with national partners, the team led regular National Health Incident Command Center (NHICC) activation exercises and contributed to the annual Al Watan full-scale simulation, testing real-time coordination, communication, and surge capacity across multiple agencies. These activities ensure that HMC and the wider health sector maintain a high level of operational resilience, enabling rapid, effective, and unified responses to emergencies of any scale.

## Fast and Effective Care

HMC Ambulance Service is committed to delivering access to effective care.

### Access Measure: Nationwide Response Performance

Over the past three years, Priority 1 and 2 response times have consistently exceeded the national 75% target. Priority 1 urban responses remain within 10 minutes, and Priority 2 urban within 15 minutes. This sustained performance, 17–20 percentage points above the national benchmark, demonstrates reliable, timely access to emergency care nationwide.

### Effectiveness Measure: Out-of-Hospital Cardiac Arrest (OHCA) – Return of Spontaneous Circulation (ROSC)

Return of Spontaneous Circulation (ROSC) is a key indicator of pre-hospital clinical effectiveness. HMC benchmarks its performance against leading international registries, including CARES, EuReCa, and ROC. With a current ROSC rate of 65%, Qatar's outcomes exceed those of high-performing ambulance services internationally, which typically achieve 30–45%.



### Joint Commission International

- Accredited in 2011
- Reaccredited in 2014, 2017, 2021, 2024



# Clinical Support Services

## Pharmacy, Clinical Imaging, and Laboratory Services

### Pharmacy

HMC's pharmacy services comprise of 32 outpatient pharmacies, 15 inpatient pharmacies, 11 intravenous preparation rooms, seven emergency department pharmacies, six pediatric emergency pharmacies, 13 narcotic units, 20 pharmacy stores, and a dedicated non-formulary pharmacy.

Each year, HMC pharmacies dispense over 8.5 million medication items and provide services to more than 2.6 million outpatient visitors. The department oversees a wide range of specialized programs which were strengthened through the 2025 pharmacy restructuring.

### Integration of Digital Medication Refill Services into the Lbaih Application and Home Delivery Through Q-Post

A major transformation initiative was rolled out by HMC Pharmacy in 2025 to integrate the medication refill system into the Lbaih national digital health application, enabling uninterrupted medication home delivery through Q-Post.

This service has supported over 22,500 patients this year, reflecting its growing impact and value to the community.

### Reducing Over-the-Counter Expenditure

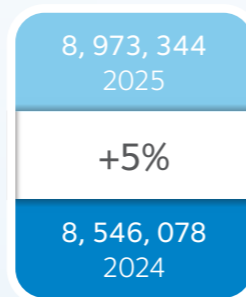
HMC implemented an initiative to reduce over-the-counter (OTC) medication expenditure by improving visibility and oversight of OTC use across HMC. A comprehensive list of OTC medicines was developed to support evaluation of expenditure patterns and service demand. This data-driven approach enables more informed decision-making, supports appropriate use of OTC products and helps identify opportunities for standardization and cost control.

### Medication Optimization Network

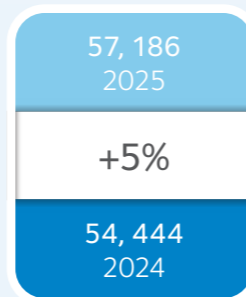
A Medication Optimization Network was established to centrally manage near-expired and slow or non-moving medicines, reducing wastage and expiry-related losses. The network enables timely redistribution of medications across facilities based on clinical demand, ensuring optimal use of available stock.

### Establishment of the Corporate Pharmacy Automation Review Committee (CPARC)

Established to automate expenditure and renewal of maintenance contracts, Corporate



Medications Dispensed



Medications Home Delivery

Pharmacy achieved QR 1.7m in cost savings by redistributing existing equipment across facilities, eliminating the need for new purchases. Additionally, the committee delivered QR 5m in cost avoidance by discontinuing maintenance contracts for equipment no longer operationally required.

### Drug Supply Optimizing Procurement

HMC advanced major pharmacy efficiencies, achieving QR 291.4m in savings through the strategic switch to high-quality, non-brand-name generics using a rigorous multidisciplinary process. In addition, targeted price negotiations for long-standing branded medicines without generic alternatives delivered a further QR 47.2m in savings in 2025. HMC also expanded its use of locally produced medicines, with the number rising from 85 in 2021 to 140 in 2025, and the value increasing from QR 13.6m to QR 48.7m.

These initiatives were supported by strong national medicines management and supply chain oversight, with HMC continuing to operate as the central hub for pharmaceutical procurement across the public healthcare sector, supplying medicines to all HMC facilities as well as the Primary Health Care Corporation, Armed Forces Medical Services, Ministry of Interior Medical Services, Qatar Energy Health Centers, and partially the Qatar Red Crescent Society.

### Clinical Imaging

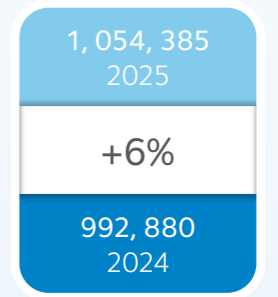
Clinical Imaging provides a full range of vital imaging services across all HMC hospitals 24 hours a day, seven days a week.

HMC has focused the development of its clinical imaging services around increasing productivity, standardizing reporting, improving efficiency, and fostering training. This enables faster diagnostics for patients, increase in the number of tests that can be carried out, and the integration of new practices to deliver the highest level of patient care and safety.

### Advanced Program for Monitoring Radiation Doses During Procedures

Clinical Imaging has integrated an advanced radiation dose monitoring program to utilize advanced technology to deliver high-quality healthcare, enhance patient safety, and improve diagnostic accuracy.

The program reduces excessive radiation exposure for patients such as those undergoing cancer treatment or chronic disease management and plays a pivotal role in enhancing diagnostic accuracy.



Imaging Scans

### Clinical Imaging Appointment Center Marks Five Years of Improved Access and Patient Experience

In 2025, HMC marked the five-year anniversary of the Clinical Imaging Appointment Center. Since its launch in 2020, the center has streamlined access to ultrasound, CT, MRI and other imaging services by replacing in-person scheduling with remote booking through phone, WhatsApp and the Lbaih app.

The centralized system now manages more than one million appointments each year. The introduction of WhatsApp booking benefited more than 175,000 patients and contributed to a 25% reduction in missed appointments.

### Laboratory Services

HMC has 33 laboratories in 24 locations including point of care testing and Blood Bank services supporting HMC and other regional hospitals and clinics in Qatar.

There is a workforce operating 24/7 and performing more than 20 million laboratory tests per year.

HMC's Laboratory Services cover over 90% of the diagnostic testing for Qatar.

### First Successful Transfusion Using Frozen Packed Red Blood Cells

HMC's Laboratory Services successfully performed its first ever transfusion using Frozen Packed Red Blood Cells (PRBCs) for patients with complex transfusion needs.

This achievement was made possible through the use of cryopreserved blood from HMC's newly established frozen PRBC inventory. Cryopreserved red blood cells are specially processed and stored at ultra-low temperatures, enabling long-term preservation of rare and hard-to-match blood types. It ensures that life-saving blood support is available precisely when needed, with maximum safety.

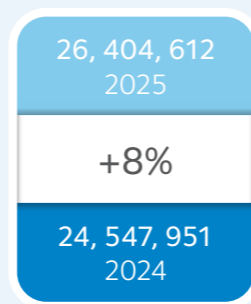
### Whole Exome Sequencing Testing to Detect Disease-Causing Genetic Mutations

Laboratory Services launched Whole Exome Sequencing (WES) testing, a groundbreaking initiative enabling patients in Qatar to receive faster, more accurate diagnoses and highly personalized treatment plans tailored to each individual's

genetic profile. Previously, blood samples for patients were sent abroad, meaning significant time before results could be obtained. WES testing has transformed the management of genetic conditions in Qatar.

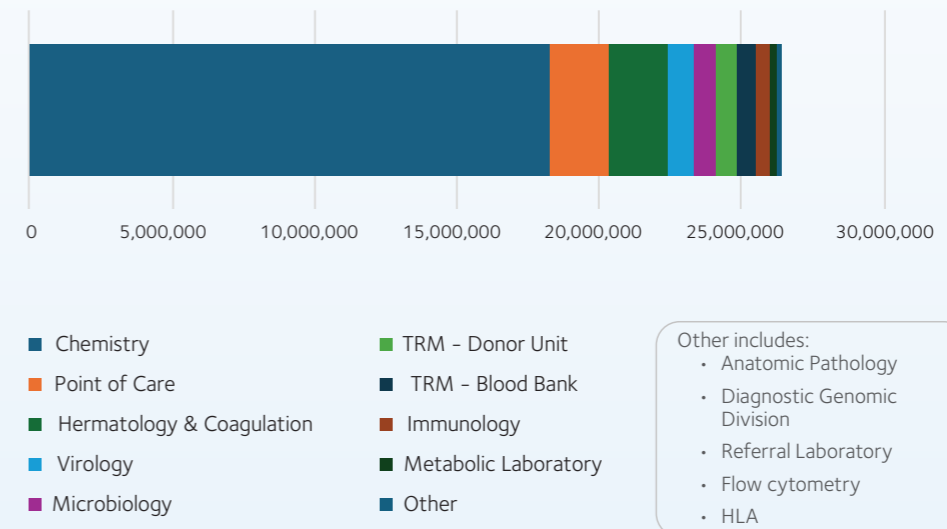
### Clinical Imaging Statistics 2025

- Bone Mineral Densitometry (BMD) - 7,955
- Computed Tomography (CT) - 147,746
- Digital Radiology (DX) - 475,104
- Fluoroscopy (RF) - 21,962
- Mammography (MG) - 10,015
- Magnetic Resonance Imaging (MRI) - 86,957
- Nuclear Medicine (NM) - 6,285
- Positron Tomography/ PET (PT) - 6,856
- Ultrasound (US) - 291,505

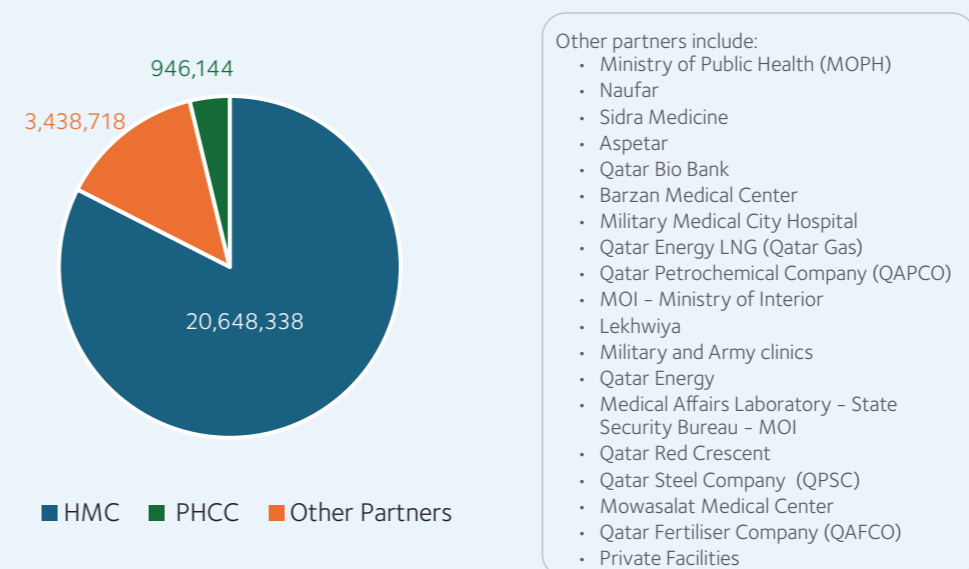


Laboratory Tests

### Department of Laboratory Medicine and Pathology Tests Completed 2025



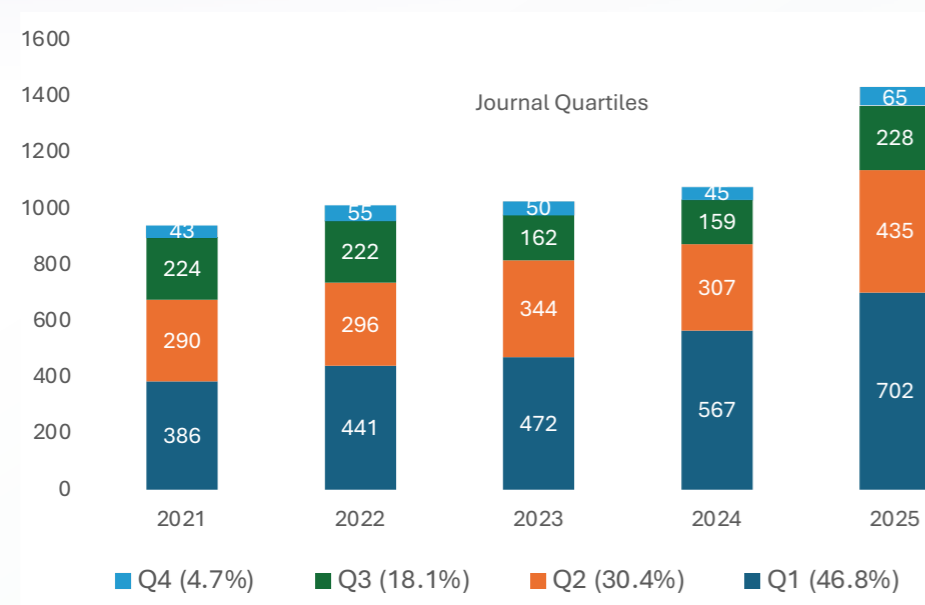
### Completed tests split by HMC, PHCC, and other Partners





# Research

Distribution of HMC’s publications by journal quartiles, 2021–2025



Journal quartile refers to the rank assigned to journals based on their impact factor, citation, and indexing. There are four quartiles:

Q1: Top 25% of journals in a field based on Impact Factor.  
 Q2: Second quartile, with Impact Factors higher than the median but lower than the top 25%.  
 Q3: Third quartile, with Impact Factors lower than the median but higher than the bottom 25%.  
 Q4: Lowest quartile.

## QRDI grants awarded to HMC investigators

The Qatar Research, Development and Innovation (QRDI) Council awarded three grants for HMC research projects in 2025.

Award Number	DAR01-1030-24111	RTBC01-0212-250009	LiLECO1-0219-250032
Funding Program	Displaced Arab Researcher	Road To Biopharma Call	Life Long Education Call
Project Title	Revolutionizing Radiation Monitoring: Integrating Biodosimetry and Sustainable Dosimetry in Healthcare	Smart nanobots for targeting colorectal cancer: Harnessing AI using Q-(Nano)SAR for precision design and toxicity testing	STEP-CPR: School Training for Emergency Preparedness and Cardio-Pulmonary Resuscitation
Approved Budget	134,246.00 USD	81,940.00 USD	41,000.00 USD
Project Duration	2 years	1 year	1 year

## HMC Research Team Wins Prestigious Hamdan Medical Award

A research team from HMC received the prestigious Arab Award for Research in Healthcare for their study Transition to Oral Antibiotics in Gram-Negative Bacteremia Cases. The award recognizes excellence in medical research and innovation across the Arab world. This randomized, open clinical trial was carried out by infectious disease specialists and researchers from HMC, in collaboration with Kuwait University and Istanbul Medipol University. The study assessed the safety and efficacy of transitioning patients with Enterobacterales bacteremia from intravenous (IV) antimicrobial therapy to oral therapy after completing three to five days of appropriate IV treatment.

## MoU to Strengthen Clinical Research


HMC signed a Memorandum of Understanding (MoU) with AbbVie Biopharmaceuticals Gulf Levant to bring the Clinical Research Advancement Integrated Signature Program (CRISP) to HMC. The program is designed to give clinical research professionals access to world-class training, internationally recognized certification, and ongoing professional support. Through this collaboration, participants will benefit from a structured learning pathway and also can earn ACRP certifications. Training will cover areas such as good clinical practice, patient safety, research ethics, protocol design, inspection readiness, and the use of new models. By adopting CRISP, HMC aims to further strengthen the quality and impact of its clinical research, supporting safer, more effective treatments and better outcomes for patients.


## Top Research Projects in 2025

- ◆ Developing a Foundational Model for ECG Signals Using Historical Data
- ◆ Predictive Biomarkers of Response to Dara-RVd and Autologous Stem Cell Transplantation in Newly Diagnosed Multiple Myeloma
- ◆ Impact of Ambient Air Pollution on Inflammatory Biomarkers in Selected Respiratory Diseases in Qatar
- ◆ The Finnish Geriatric Intervention Study to Prevent Cognitive Impairment and Disability among Older Adults in Qatar (FINGER-Q): A Randomized Control Trial
- ◆ Middle Cerebral Artery Aneurysm Trial: A randomized care trial comparing surgical and endovascular management of MCA aneurysm patients
- ◆ Smartphone Twelve-Lead ECG Utility In ST-Elevation Myocardial Infarction II (STLEUIS II Study)



# Medical Education and Training

**649** residents across 22 Residency Programs 

**264** fellows enrolled in 85 Fellowship Programs 

**Qatari Board: 281** trainees sat the exam, with a successful pass rate of 90%

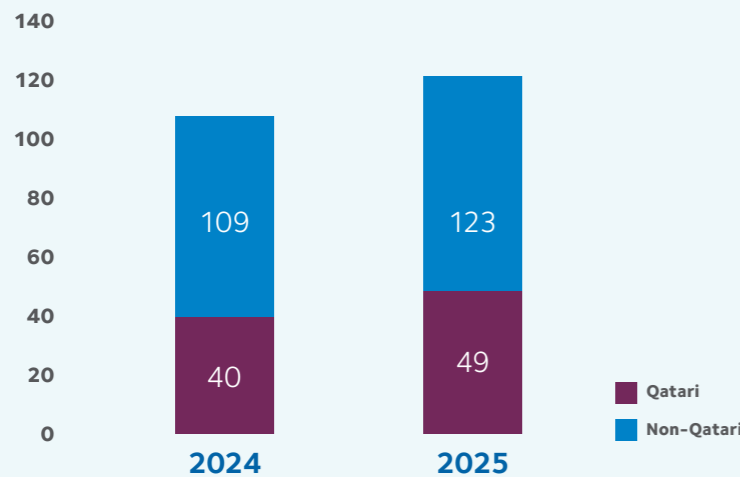
**Arab Board: 109** trainees sat the exam, with a successful pass rate of 90%

Hamad International Training Center delivered **1,315** face-to-face courses to 31,560 learners

**19** Residency Programs and **31** Graduate Medical Education Programs are accredited by the ACGME-International

**1,081** Itqan Clinical Simulation and Innovation Center courses

## Medical Resident Intake at HMC



There is a continued growth in the number of Qatari medical graduates choosing HMC as their employer of choice. HMC is committed to supporting the development of a robust, locally-training medical workforce by offering priority of selection in its graduate medical education programs for suitably qualified Qatari nationals and local medical graduates.

### Hosting the MRCPsych CASC Examination in Doha

The Mental Health Service was selected by the Royal College of Psychiatrists to host the MRCPsych Clinical Assessment of Skills and Competencies examination in Doha. This was the first time the examination was delivered in the Middle East. The selection reflects HMC's strong international reputation in postgraduate psychiatric education, supported by purpose-built facilities, robust academic governance, and experience hosting Royal College examinations.

### WHO-Supported Trauma-Care Training Delivered

HMC strengthened regional trauma-care capacity through advanced training delivered in partnership with the World Health Organization. The Trauma Center and Medical Education teams hosted a series of courses including DSTC™, DATC and DpNTC programs. More than 40 civilian and military participants from Qatar and across the region received hands-on instruction using high-fidelity simulation and case-based learning. This initiative supports national emergency

preparedness and reinforces HMC's position as a regional hub for trauma education and clinical skills development.

### Official ABHS Training Center for Medical Oncology

The National Center for Cancer Care and Research achieved an official accreditation from the Arab Board of Health Specializations as a designated training center for the Medical Oncology Fellowship Program. This recognition strengthens its position as a regional leader in cancer education and specialist training and reinforces the center's role in developing future generations of oncology professionals and supporting the continued growth of cancer care in Qatar.

### Itqan Clinical Simulation and Innovation Center, and Qatar Research, Development and Innovation Council, Sign Strategic MOU

In a significant step toward strengthening Qatar's healthcare research and innovation ecosystem, Itqan Clinical Simulation and Innovation Center and the Qatar Research, Development, and Innovation Council signed a Memorandum of Understanding

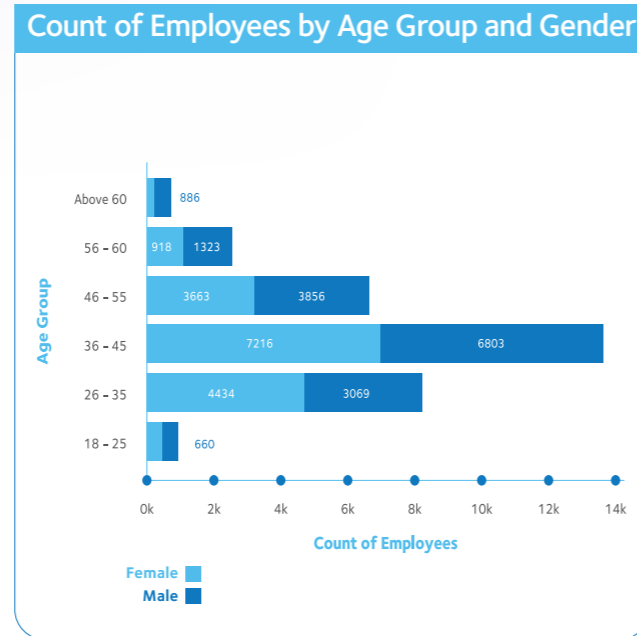
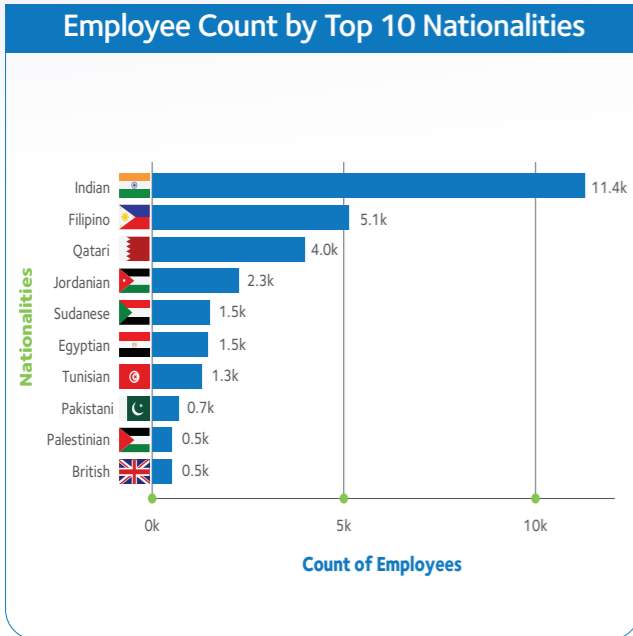
during the Web Summit in Qatar. This strategic collaboration will facilitate the development of healthcare research, development, and innovation policies, joint research initiatives, and innovation calls addressing national healthcare challenges. It also aims to position Itqan Clinical Simulation and Innovation Center as a hub for testing new healthcare technologies and fostering collaboration between local and international innovators.

### Human Resources Training Programs

In 2025, Human Resources delivered a comprehensive training program to strengthen workforce capability across HMC. Targeted development programs were provided for Qatari staff in line with nationalization objectives, while a wide range of professional and skills-based courses remained accessible to all employees.



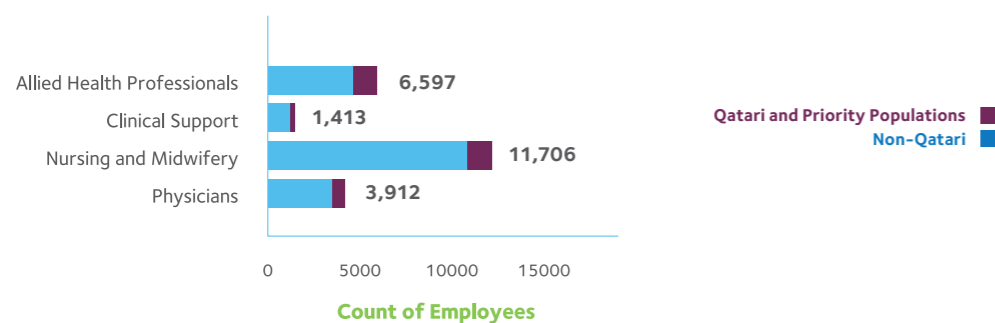
# Human Resources



## Employee Count by Jobs and Nationalities

Job Family	Non-Qatari	Qatari	Total Employee
Administration	2914	2084	4998
Allied Health Professionals	6325	272	6597
Clinical Support	1268	145	1413
Executive Leadership	14	52	66
Nursing and Midwifery	11619	87	11706
Physicians	3384	528	3912
Support Services	3228	908	4136
<b>Grand Total</b>	<b>28752</b>	<b>4076</b>	<b>32828</b>

## Clinical Categories by Nationality



### HR Launches HMC People Vision 2030 and People Strategy 2025–2030

A major milestone was reached with the launch of the People Vision 2030 and People Strategy 2025–2030. The strategy positions HR as a future-focused Department of People and Culture and a key enabler of HMC’s mission. Aligned with HMC’s Strategy 2024–2030 and Qatar National Vision 2030, it outlines ambitions and outcomes under the theme “Empower People. Deliver Excellence.”

### Future Leaders Program

The Human Resources Department launched the Future Leaders Program, an initiative to prepare high-potential Qatari talent for future leadership roles across the healthcare sector. Thirty five Qatari employees participated in the program, delivered in collaboration with Management Center Europe and the American Management Association. Aligned with HMC’s strategic goals and Qatar National Vision 2030, the program focuses on developing leadership capabilities, strengthening strategic decision-making, and equipping participants to drive healthcare transformation and service excellence in the years ahead.

### Nationalization Program

HMC continued to strengthen its Nationalization Program, working closely with the Ministry of Education and the Civil Service Bureau to attract and recruit top Qatari talent. A new internal Nationalization dashboard was introduced to improve data transparency and support more robust monitoring and reporting. Recruitment processes were further enhanced through workflow automation and bulk interview initiatives, reducing hiring timelines to 4–6 weeks. To support successful integration, a new welcome package was launched for Qatari hires through the GHARS program. The MASAR Program also received recognition from the Civil Service and Government Development Bureau for its efforts in promoting engagement with the Coursera platform.

### Employee Wellbeing Program

In 2025, HMC’s Employee Wellbeing and Wellness Program continued to strengthen its impact across the organization, with staff session attendances increasing by 58% compared to 2024. Developed and led by the Human Resources Department, the program provides free courses, educational sessions, and awareness activities focusing on all aspects of physical and mental wellbeing, including exercise, nutrition, stress management and mental health.

Throughout the year, HR also organized a series of major staff engagement events, including celebrations for National Sports Day, reinforcing HMC’s commitment to fostering a healthy, supportive and inclusive workplace culture.

## Quality and Safety

### Quality and Patient Safety Plan 2025–2030

HMC launched its Quality and Patient Safety Plan 2025–2030, a strategic framework aligned with national health priorities and HMC’s organizational goals. The plan sets clear enterprise outcomes and KPIs focused on harm reduction, experience, flow and learning. A strengthened governance model supports accountability and faster decision-making, while a two-year action plan cascades to every hospital and service. Frontline capability building and recognition of improvement champions will support adoption and sustain long-term gains.

### Employee Health Initiatives

Employee health services achieved 100% compliance in managing and following up all staff exposures to blood and body fluids (BBF). A fully accessible exposure reporting system ensured timely notification and response, supported by the availability of wall-mounted sharps containers and the use of safety-engineered devices across HMC. All BBF exposures were appropriately reported, managed, and monitored, safeguarding staff wellbeing and reinforcing a

safe working environment for all healthcare professionals.

### Enterprise Risk Management Program

HMC advanced its corporate risk maturity through the continued development of the Enterprise Risk Management (ERM) Program. Unified corporate risk registers were established and aligned across clinical and non-clinical disciplines, with Risk Champions appointed to strengthen oversight. Work progressed on the development of a digital ERM platform to provide real-time visibility and escalation of risks. Significant risks were escalated to the Executive Management Committee, ensuring proactive mitigation and enterprise-wide accountability.

### Sentinel and Serious Incident Learning Council launched

HMC launched the Sentinel and Serious Incident Learning Council (SILC) to strengthen organizational learning and improve patient safety. This system-wide forum brings senior leaders together to transform incident insights into actionable quality improvements. SILC established a structured, learning-focused approach for

reviewing sentinel and serious incidents, with a two-year thematic analysis underway to identify systemic gaps and drive sustainable improvements across services.

### Strengthening IPC initiatives

Significant advances in strengthening Infection Prevention and Control (IPC) systems across HMC.

- Electronic hand hygiene monitoring was expanded across all facilities, and surveillance data validation improved accuracy and reliability.
- Surgical site and device-associated infections continued to decline, supported by strong staff training and 68 targeted educational sessions.
- The integration of the Blood and Body Fluid Exposure Form into Cerner streamlined reporting and eliminated paper processes. These efforts collectively enhanced patient safety and strengthened HMC’s IPC culture.

### Healthcare-Associated Infection Surveillance Initiatives

HMC advanced infection prevention and control through several impactful initiatives. A new Surgical Site Infection (SSI) Reduction Working Group helped most surgical specialties achieve zero SSI rates, with targeted multidisciplinary interventions driving continued improvement. Educational videos were produced for staff and patients on preventing device-associated infections, supporting most facilities in reaching zero infection rates. Enhanced triage processes at outpatient and emergency department entry points further strengthened early detection and prevention – no communicable disease outbreaks were reported across HMC facilities in 2025, reflecting the effectiveness of these measures.

### Collaboration with Itqan Clinical Simulation and Innovation Center

The Corporate Quality and Patient Safety Department formed a strategic partnership with the Itqan to advance patient safety and quality standards across HMC. The collaboration

integrates simulation-based learning into quality improvement programs, supporting safer, more reliable clinical practice. Using Itqan’s advanced simulation environments, staff gain hands-on training that enhances clinical judgment, teamwork and decision-making in high-risk situations. Simulation activities also allow teams to test new processes and interventions before implementation, reducing risk and improving outcomes.



# Stars of Excellence

In 2025, 15 awards were presented under the categories of clinical practice, collaborative achievement, operational performance, patient experience, quality and patient safety, and research.

Since the Stars of Excellence program was launched in 2010, over 3,745 nominations have been submitted from across HMC, with more than 361 teams recognized for their outstanding contributions. In 2025, the program received 502 nominations from all areas of

the organization, demonstrating the continued enthusiasm and commitment of staff to advancing healthcare quality and innovation.

HMC's Stars of Excellence program is the organization's initiative for recognizing and rewarding exceptional progress and innovation. Held annually, the program highlights projects and initiatives that have delivered measurable improvements in patient care, operational efficiency, and organizational excellence. Through these awards, HMC affirms its commitment to fostering a culture of continuous

improvement and professional excellence, while acknowledging the contributions of teams and individuals whose work has had a significant and lasting impact on the health and wellbeing of the people of Qatar and beyond.

**Managing Director's Award**  
 From Delay to Precision: Lean Redesign of Chemotherapy  
**NCCCR**



Categories and Awards	Project titles
<b>Health – Quality and Patient Safety</b>	
Star of Excellence	From Delay to Precision: Lean Redesign of Chemotherapy at NCCCR
Rising Star	The MDT Obesity Care Model - National Obesity Treatment Center
Award of Merit	Blood Just Can't Be Made in a Lab: Optimized Surgical Blood Management
Award of Merit	Bridging Care: From Door-to-Door - Treatment Abroad Returned Patients
<b>Health – Patient Experience</b>	
Star of Excellence	Village of Hope: Qatar's Global Rehab Model for Gaza War Survivors
Rising Star	Reducing Pediatric Pre-Operative Anxiety with Virtual Reality at ACC
Award of Merit	From Tradition to Transformation: Embracing Care Partners in Birth
Award of Merit	Excellence in Diabetes Care Through Patient Experience in Qatar
<b>Health – Clinical Practice</b>	
Star of Excellence	Genetic Testing in Kidney Transplantation: A New Precision Medicine Prospect
Rising Star	New Rising in Qatar: Empower Reintegration Via Return-To-Work Program
Award of Merit	Transforming Peritoneal Dialysis Care in Qatar: A Model of Excellence
Award of Merit	Strengthening Code Team Response with Debrief at NCCCR
<b>Health – Operational Performance</b>	
Star of Excellence	HMC's Visitor Health Insurance Success Story
Rising Star	Improving Efficiency in Discharge Room Cleaning with Automated Alerts
Award of Merit	Enhancing Patient Safety via EMPI Data Clean-up
Award of Merit	Automation and RPA Integration in HMC's Clinical Coding Operations
<b>Health – Collaborative Achievement</b>	
Star of Excellence	Contingency Behavioral Recovery Journey Model at USTRC
Rising Star	Transplanting the "Untransplantables": Breaking Barriers, Restoring Hope
Award of Merit	One Team, One Flow – From Bottlenecks to Breakthroughs in Patient Flow
Award of Merit	Transforming Care Together: A Collaborative Journey to ICU Excellence
<b>Education</b>	
Star of Excellence	THIQA: Resilience Through Interprofessional Support
Rising Star	Future Frontline Leaders: Development Through Transformative Learning
Award of Merit	Little Lives, Big Impact: ABC-PICC Model for Pediatric Excellence
Award of Merit	Building a Learning Health System with Value Improvement Program at ACC
<b>Research</b>	
Star of Excellence	Empowering the Care of Wound VAC Therapy – The Program
Rising Star	Inflammatory Biomarkers as Predictors for Antidepressant Efficacy
Award of Merit	National Ageing Registry: An Innovative Big Data Analytics Platform
Award of Merit	Evaluating the Impact of MoAV Intervention on Reducing Restraint Use

# Conferences and Events

Throughout 2025, HMC organized 109 accredited conferences and symposia that supported learning, shared expertise and strengthened the quality of care across the system. These events brought together local and international specialists to exchange knowledge and highlight the latest advances in healthcare. Highlights included:

**109**  
Conferences and  
Symposia

## Person-Centered Care Middle East Forum

The Person-Centered Care Middle East Forum brought together healthcare leaders and innovators to advance person-centered approaches across care systems. Delivered in partnership with Planetree International, the forum showcased how innovation, integration, and co-designed care models are transforming patient and family experience.

## High Risk and Critical Care Obstetrics Conference

A major conference dedicated to high-risk obstetrics and maternal critical care was held to bring together experts to share the latest approaches in managing complex pregnancies. The event supported HMC's continued expansion of advanced maternal services, integrating obstetrics, anesthesiology, intensive care medicine, and cutting-edge fetal surveillance to treat life-threatening conditions such as obstetric hemorrhage, cardiac disease, hypertensive disorders, and pregnancy-related metabolic or trauma emergencies.

## Qatar International Internal Medicine Conference

The Qatar International Internal Medicine Conference brought together clinicians, researchers, and academics to share advancements in internal medicine and its subspecialties. The event featured plenary sessions, symposia, diagnostic challenges, abstract presentations, and hands-on workshops covering topics such as point-of-care ultrasound, hepatology, and chronic disease management.

## International Conference on Employee Wellbeing and Workplace Health

The International Conference on Employee Wellbeing and Workplace Health provided an interdisciplinary platform focused on building healthier, more resilient, and more productive workplaces. The program emphasized solution-focused approaches to employee wellbeing, highlighting the role of mental health, engagement, and organizational culture in achieving sustainable workforce performance.

## Collaborative Surgery Conference

The Collaborative Surgery Conference united multiple surgical specialties on a shared platform for learning, innovation, and clinical advancement. The event integrated expertise from breast oncological surgery, colorectal surgery, and acute care surgery, supporting the exchange of best practices and the adoption of new technologies across the surgical continuum.

## Future Priorities

### Support the delivery of the National Health Strategy 2024–2030

- Align priorities with the strategy's three core focus areas: improving population health and wellbeing, achieving excellence in service delivery and enhancing health system resilience.
- Through integrated care delivery across primary, secondary, tertiary, and community services, HMC will contribute to achieving the strategy's 15 identified outcomes.
- Support national efforts to build a health-focused society, driven by innovation, sustainability and clinical excellence, ensuring people in Qatar are physically, mentally and socially healthy.

### Implementation of HMC Strategy 2024–2030

Through the goals of the Strategy, HMC will:

- Lead the future of healthcare in Qatar by working with partners to define clinical standards and ensure consistent, high-quality care across the system.

Encourage growth in the private sector through partnerships and joint ventures.

- Ensure every patient receives excellent clinical outcomes and a positive experience while promoting resource efficiency.
- Invest in research, education, and innovation to drive continual improvements in care and healthcare delivery.

### Improving patient experience

- Advance HMC's person-centered care approach to ensure every patient and family receives compassionate, respectful and coordinated care.
- Continue the journey of Planetree Person-Centered Care accreditation, building on the six HMC facilities already accredited and expanding best practices across the network.
- Work closely with patients and their families to co-design care pathways that reflect their needs and preferences, utilizing established initiatives such as the Patient and Family Advisory Councils.

### Continue to improve access to care

- Expand the use of virtual consultations and telemedicine to provide more convenient access for patients, improve follow-up care and enhance the overall patient experience.
- Improve appointment booking and management processes through digital platforms and centralized systems to improve efficiency and access to care.
- Utilize the support in Qatar by strengthening partnerships with private hospitals.

### Optimization Initiatives

HMC will continue strengthening optimization efforts to ensure high-quality care is delivered efficiently and sustainably. Priorities include:

- Value improvement and operational efficiency: Enhancing patient flow, optimizing clinical pathways and reducing unwarranted variation across services.
- Smarter use of resources: Expanding medication-

use efficiencies, improving procurement practices and increasing adoption of high-value, locally produced products.

- Digitization and automation: Harnessing digital tools, data analytics and automated systems to streamline operations, reduce waste and support evidence-based decision-making.

### Nationalization Program

- HMC will continue to advance its Nationalization efforts, with a strong focus on expanding opportunities for Qataris across all areas of the healthcare workforce.
- The Human Resources Department will work closely with key government ministries to develop targeted recruitment pathways, new scholarship streams, and enhanced professional development programs aligned with future national workforce priorities.
- HMC aims to build an even stronger, highly skilled, and sustainable national workforce, supporting government Nationalization targets and ensuring long-

term growth, capability and resilience within Qatar's healthcare system.

### Digitalization and AI Implementation

- Expand the range of services available through the Lbaih mobile app, enabling patients to access care remotely, manage their appointments, and view medical information.
- Integrate AI and digital tools into clinical care processes to enhance diagnostic accuracy, support clinical decision-making and improve patient outcomes while strengthening efficiency across care pathways and streamlining workflows.

### Modernization program

- HMC will continue to invest in infrastructure and hospital upgrades to ensure patients receive care in modern, advanced, and comfortable environments.
- Future plans include major enhancements across Aisha Bint Hamad Al Attiyah Hospital, Hamad General Hospital and Rumailah

Hospital, with improvements to buildings, clinical spaces, technology and digital systems.

- These upgrades will support quality of care, better patient flow and more efficient services across the entire healthcare network.

