



كليفلاند كلينك أبوظبي
Cleveland Clinic Abu Dhabi

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STATE OF THE CLINIC

2024

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MESSAGE FROM THE CEO



Dr. Georges-Pascal Haber

Chief Executive Officer
Cleveland Clinic Abu Dhabi



Dear caregivers, patients, and partners,

As we close the chapter on 2024, I couldn't be prouder of what we've accomplished together. This year has reaffirmed our unwavering commitment to world-class, patient-first care, groundbreaking medical advancements, and making a lasting impact on our region.

One of our most defining milestones was surpassing one million patient encounters - a testament to the trust our community places in us. Thanks to our caregivers' dedication and expertise, we've cared for more than 933,000 patients, conducted over 830,000 outpatient visits, and performed nearly 27,000 surgeries and procedures—including 839 cardiac surgery cases, 641 colorectal surgeries, and 241 organ transplants. Every one of these numbers represents a life touched, a family reassured, and a future made brighter. Innovation has remained at the heart of everything we do. This year, we performed the

region's first combined heart and lung transplant and executed a simultaneous robotic kidney transplant for both donor and recipient - a game-changer in advanced medicine. We also introduced cutting-edge technologies and treatments that continue to redefine healthcare in the UAE and beyond.

Beyond clinical excellence, we strengthened education and research as an ACCME-accredited provider of Continuing Medical Education. We hosted the Global Cancer Summit and Nursing Conference, bringing together top minds to drive progress. We also secured prestigious research grants, including funding from the Bill & Melinda Gates Foundation, and were named number one Research Hospital for second consecutive year in a row by the UAE Ministry of Health and Prevention (MOHAP).

Our impact extended beyond our walls. Through health roadshows and city-wide initiatives, we empowered communities with knowledge on preventive care and early detection, ensuring more people benefit from timely interventions. Our collaborations with M42, Cleveland Clinic U.S., the Department of Health – Abu Dhabi, and the Ministry of Health and Prevention have further positioned the UAE as a global leader in medical sciences.

This year was also marked by financial and operational strength, ensuring long-term sustainability as we continue to invest in patient-first care. We recorded an 8% year-over-year increase in operating revenue, reflecting the growing demand for our services and the trust of our community. At the same time, our supply chain optimization efforts delivered over \$90 million in savings, allowing us to reinvest in cutting-edge technology, research, and caregiver development.

Our excellence was recognized on the world stage. We were honored with multiple prestigious awards, including the MENA Green Building Award for sustainability, the Hamdan Medical Award for healthcare innovation, and for the third consecutive year, recognition in Newsweek's 'World's Best Hospitals' list - the only hospital in the UAE and GCC to receive this distinction.

At our core, our mission remains unchanged: to provide compassionate complex care, drive research for health, and educate those who serve. Every caregiver at Cleveland Clinic Abu Dhabi embodies our values - Empathy, Teamwork, Inclusion, Integrity, Quality & Safety, Innovation, and Stewardship - ensuring we remain the best place to receive and deliver care.

Looking ahead to 2025, our focus is clear: expanding access to exceptional care, advancing research and education, and investing in the well-being of our caregivers and patients. With your trust, dedication, and partnership, I have no doubt we will continue to set new standards in healthcare excellence.

Thank you for being part of this extraordinary journey. Here's to another year of innovation, impact, and transformative care.

2024 HIGHLIGHTS



Cleveland Clinic Abu Dhabi achieved a historic milestone in 2024 by surpassing one million patient encounters. Renowned for setting the standard in healthcare in the UAE and region, the hospital continues to redefine patient-first care through innovative treatment solutions and cutting-edge technologies. Its commitment to advancing medical expertise has improved patient outcomes for even the most complex cases.

2024 marked the introduction of groundbreaking technologies and pioneering procedures that have redefined regional healthcare excellence. The performance of the first combined heart and lung transplant and simultaneous robotic kidney transplant for both donor and recipient, are successes that exemplify Cleveland Clinic Abu Dhabi’s leadership in medical innovation. These advancements are not only transformative for patient outcomes but also forge new benchmarks of care, reinforcing the hospital’s position as a leader in overcoming the most complex medical challenges.



PATIENT NUMBERS



Patients served	Outpatient visits	Inpatient admissions
933,410	830,902	14,593
Emergency visits	Same day appointments	Cancer patient visits
61,640	286,040	27,781

SURGERIES



Surgeries and procedures	Complex bariatric surgeries	Organ transplants
26,275	345	241
Cardiac surgery cases	Colorectal surgeries	Neurological cases
839	641	21,500

As an Accreditation Council for Continuing Medical Education (ACCME®) accredited hospital and provider of Continuing Medical Education (CME), Cleveland Clinic Abu Dhabi hosted multiple key events including its inaugural Global Cancer Summit and Nursing Conference in 2024. The conferences brought together international experts to share knowledge that continue to shape the future of medical expertise, research and education in the region and globally. Cleveland Clinic Abu Dhabi also secured a record number of research grants, including a grant from the Bill & Melinda Gates Foundation, highlighting its leadership in advancing medical research and innovation.

Community engagement remained a key priority, with the hospital participating in and hosting various city-wide events and local health roadshows designed to raise awareness about preventive care, early detection and advanced treatment solutions for complex conditions. These initiatives not only improved public awareness of key community prevalent health issues but also empowered communities with knowledge to take charge of their health, while ensuring that world-class care is increasingly accessible to all.

In line with its vision to position the UAE as a global hub for medical sciences, Cleveland Clinic Abu Dhabi forged stronger partnerships and collaborations with key stakeholders, including M42, Cleveland Clinic U.S., the Department of Health – Abu Dhabi (DoH), the Ministry of Health and Prevention (MoHAP) and others. These strategic alliances have been instrumental in driving innovation, enhancing healthcare delivery, and shaping the future of medicine in the region.

MISSION, VISION & VALUES



Cleveland Clinic Abu Dhabi’s mission, vision and values are the cornerstones that inspire all endeavors within the organization. Its caregivers actively embody seven core values that guide their daily interactions with patients, empowering them to deliver premium, patient-centric care.

VISION

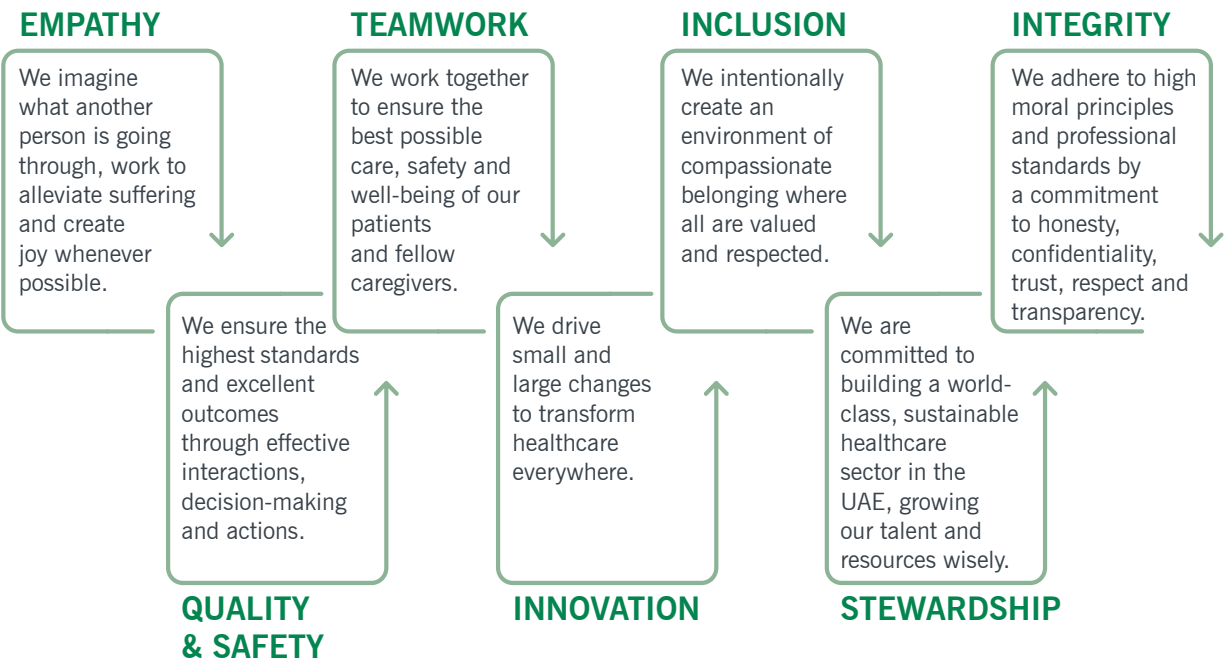
To be the best place to receive care and the best place to work in healthcare.

MISSION

To provide compassionate complex care, research for health, and educate those who serve.

VALUES

Cleveland Clinic Abu Dhabi’s values are instrumental in enabling the organization to realize its mission and vision, acting as guiding principles to ensure that patients across the Cleveland Clinic global network receive the same world-class care regardless of location.



STRATEGIC PRIORITIES FRAMEWORK

As part of its ambitions, Cleveland Clinic Abu Dhabi focuses on four care priorities: care for patients, care for caregivers, care for organization and care for community. Aligned with these priorities, Cleveland Clinic Abu Dhabi focuses on improving access to healthcare while aiming for zero harm, enhancing the welfare of caregivers, investing in exceptional leadership, boosting sustainability, advancing education and research, and building healthcare expertise in the UAE and region.

AWARDS, ACCOLADES & ACCREDITATIONS



In 2024, Cleveland Clinic Abu Dhabi gained both local and international recognition for its contributions to medical advancement and environmental and technical innovation, amassing some of the highest industry achievements, both clinical and non-clinical.

AWARDS



- **MENA Green Building Award 2024**
'Existing Sustainability Building Project of the Year' category
- **Hamdan Medical Award 2024**
Innovation in Healthcare for the UAE Lung Transplant Program – "Hope with Every Breath."
- **Hamdan Medical Award 2024**
Best Research in Healthcare for the study "Testicular Torsion Code: A Multidisciplinary Approach to Improve Outcomes in Testicular Torsion Cases."
- **Arab Hospitals Federation (AHF)**
Platinum Champion in the safest working environment mentally and physically category
- **Future Workplace Award**
Best Innovative Learning and Development initiative
- **International Hospital Federation**
Silver Winner of the Ashikage-Nikken Excellence Award for Low-Carbon Healthcare

CERTIFICATIONS & ACCREDITATIONS



- **Comprehensive Stroke Center** certification from the American Stroke Association (ASA), part of the American Heart Association
- Accreditation from the American Nurses Credentialing Center's (ANCC) Practice Transition Accreditation Program (PTAP) **for the hospital's Graduate Nurse Residency Program**
- Cardiac Cath Lab Accreditation with Percutaneous Coronary Intervention (PCI) from American College of Cardiology
- **Recognized** by the American College of Cardiology as the International Center of Excellence for its demonstrated commitment to comprehensive, high-quality culture and cardiovascular care

RECOGNITIONS



- **Ministry of Health and Prevention – UAE (MoHAP)** - No.1 research hospital in the nation for the second consecutive year
- **Magnet® designation** – Second consecutive designation from the American Nurses Credentialing Center (ANCC) for nursing excellence
- **Newsweek's 2024 'World's Best Hospitals' list** – Top and only hospital in the UAE and the GCC for third consecutive year
- **Newsweek's 2025 'Best Smart Hospital'** in the UAE and the Gulf region for the fourth consecutive year
- **North American Skull Base Society (NASBS)** – Only hospital in UAE to be designated as NASBS Multidisciplinary team of Distinction
- **IASIOS accreditation** – Awarded the status of IASIOS Accredited Center for Interventional Oncology

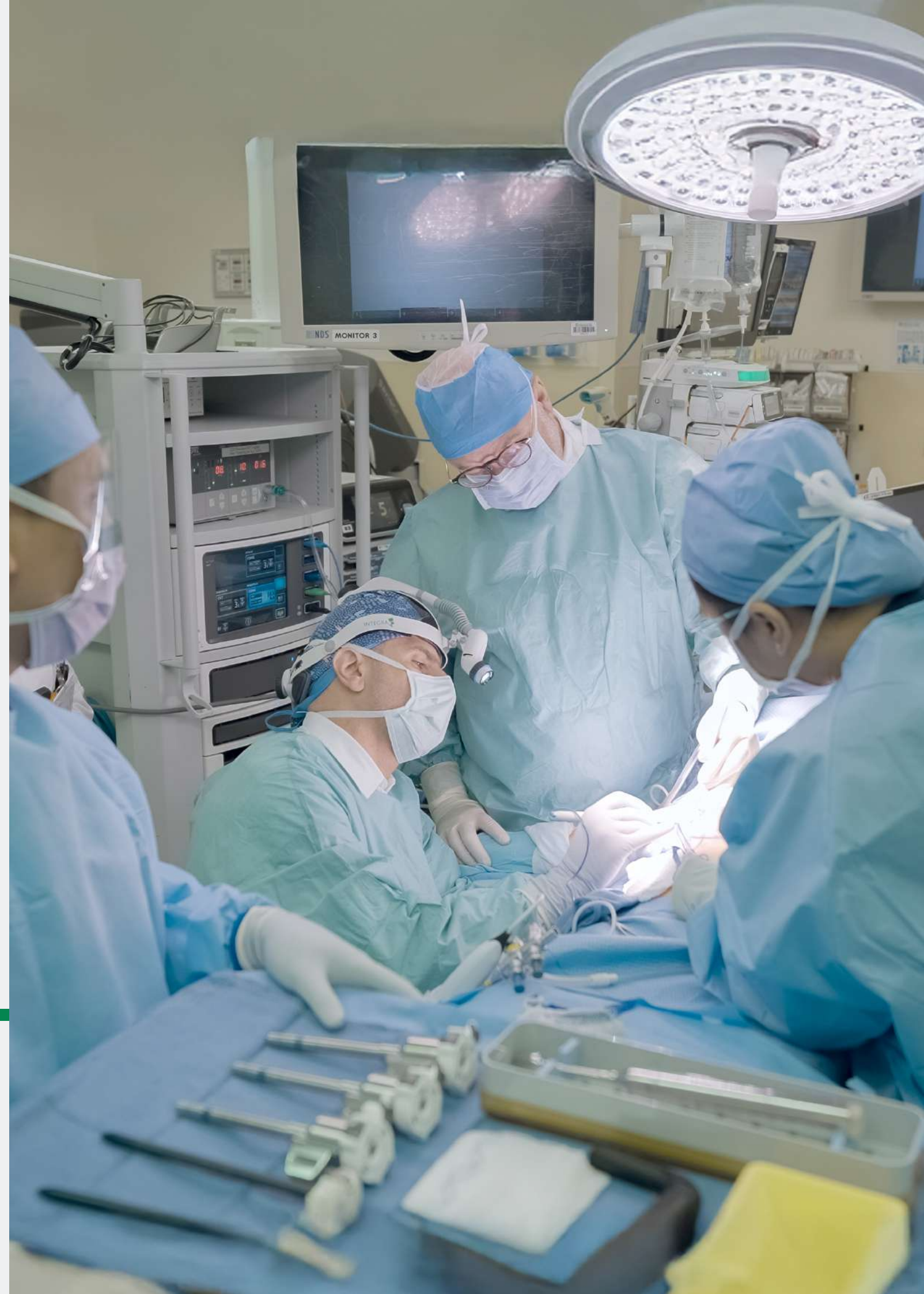
KEY EVENTS



- **Inaugural Cleveland Clinic Global Summit** on Innovations in Cancer Care
- **Frontiers** in Advanced Hepato-Biliary Cancers and Transplant Oncology
- **First Annual Nursing Conference Under the patronage** of Her Highness Sheikha Fatima bint Mubarak, Chairwoman of the General Women's Union (GWU), President of the Supreme Council for Motherhood and Childhood, and Supreme Chairwoman of the Family Development Foundation (FDF), the "Mother of the UAE"
- **6th Internal Medicine Update Conference 2024** Under the Patronage of His Excellency Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Tolerance and Coexistence
- **Inaugural Robotic Collaboration Summit**

SECTION 01

WORLD-CLASS
COMPLEX CARE
CLOSE TO HOME



2024 IN NUMBERS



Cleveland Clinic Abu Dhabi has firmly established itself as a leading center for world-class complex care, delivering exceptional clinical outcomes that redefine healthcare standards in the region. The hospital's commitment to excellence is reflected in its mastery of complex medical procedures, integration of cutting-edge innovations, and adoption of best-in-class technologies such as robotics and AI, ensuring patients have access to the most advanced treatments close to home.



839

Cardiac surgical cases



233

Thoracic surgeries



1,461

Cancer surgeries



138

Complex hepatology



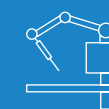
241

Transplants



1,336

Neurological surgeries



343

Robotic surgeries

Cleveland Clinic Abu Dhabi has achieved a series of medical firsts in over a decade, underscoring its role as a leader in complex care. Some of the 2024 clinical firsts include:

- First simultaneous robotic kidney transplant for both donor and recipient using a single robot in the region
- First heart and lung transplant in the UAE
- First Stereoelectroencephalography (SEEG) procedure to pinpoint the origins of hard-to-treat epileptic seizures within the brain
- First deep brain stimulation (DBS) surgery for epilepsy
- First robotic mastectomy in the UAE and Cleveland Clinic global network
- First bilateral kidney transplant - transplantation of two kidneys from a single deceased donor
- First active middle ear implant for hearing loss
- Introduced renal denervation, a new procedure designed to treat resistant hypertension

In addition to groundbreaking procedures, Cleveland Clinic Abu Dhabi leads the way in adopting innovative technologies to provide world-class care. Key advancements in 2024 include:

- Focal One High-Intensity Focused Ultrasound (HIFU) for prostate cancer treatment in Abu Dhabi.
- Artisse Intracapsular Flow Modulator for treatment of cerebral aneurysms MENA region
- Aquablation therapy for benign prostatic hyperplasia (BPH)

MULTI-ORGAN TRANSPLANT CENTER



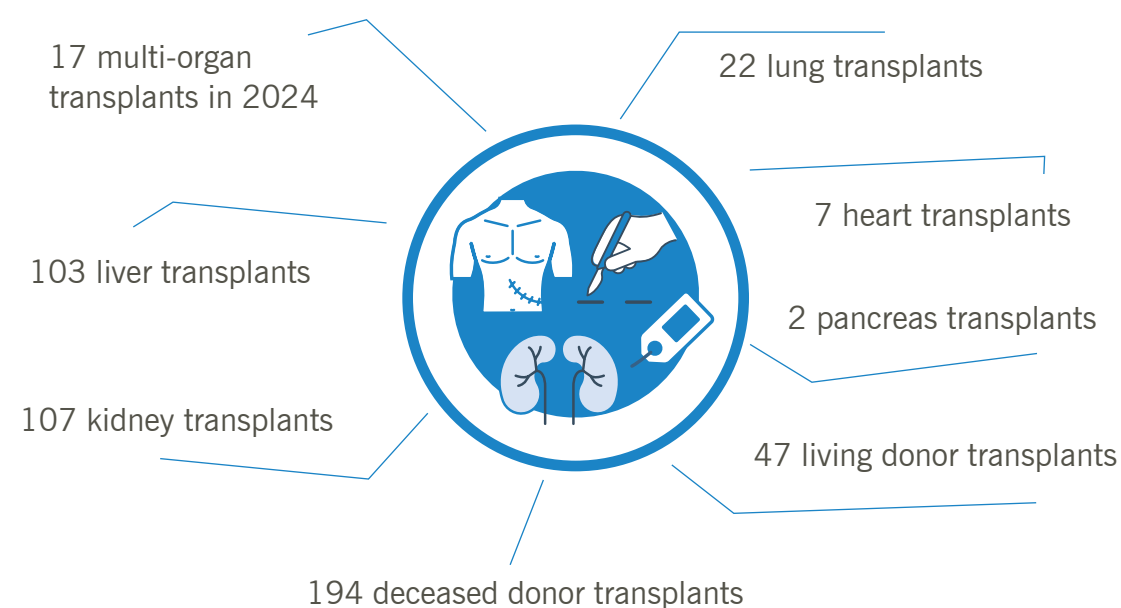
In 2024, Cleveland Clinic Abu Dhabi achieved major milestones in transplantation, cementing its position as a leader in complex care. Since its establishment in April 2017, and as the nation's first multi-organ transplant facility, Cleveland Clinic Abu Dhabi has defined organ transplantation in the UAE. The program has brought cutting-edge techniques and comprehensive transplant services to the region, achieving transformative medical milestones and improving countless lives. Collaborating with the world-renowned Cleveland Clinic Transplant Center in the U.S., the center performs some of the most complex transplant procedures. In 2024, it successfully performed 24% more transplants than the previous year, including a significant 38% increase in lung transplants at the UAE's only lung transplant center.

774

TRANSPLANTS SINCE PROGRAM LAUNCH IN 2017

241

TRANSPLANT PROCEDURES IN 2024



Cleveland Clinic Abu Dhabi performed the region's first simultaneous robotic kidney transplant for both donor and recipient using a single surgical robot. The procedure involved related UAE National donor and recipient, with the recipient suffering with end-stage renal failure. The ground-breaking surgery required meticulous coordination between the surgical team handling the donor and transplant team managing the recipient, demonstration exceptional precision and teamwork.

Later in the year, the hospital also pioneered a bilateral kidney transplant, using two kidneys from a single deceased donor. Unlike traditional kidney transplants, which typically involve a single kidney, a bilateral approach was necessary for the 78-year-old patient because each donor kidney individually did not provide sufficient function to meet the patient's metabolic needs.



In a groundbreaking milestone, the hospital successfully performed the UAE's first combined heart and lung transplant on a patient battling pulmonary hypertension, a life-threatening condition that disrupts blood flow between the heart and lungs due to high pressure in the pulmonary artery. A thorough evaluation by the hospital's multidisciplinary team determined that a lung transplant alone would be insufficient, as prolonged high pressure had severely enlarged the patient's heart, making a combined heart and lung transplant the only viable option for a successful outcome.

The center's expertise goes beyond traditional transplants, achieving breakthroughs such as related living donor liver transplants that allow family members to donate part of their liver to loved ones. These innovative procedures have transformed outcomes for local patients and attracted international patients seeking world-class care and expertise to Abu Dhabi.

The facility boasts several unique distinctions:

- The UAE's only Intensive Care Unit exclusively for combined solid organ transplants
- The country's only lung transplant center
- The only heart failure-certified nursing caliber outside North America
- A dedicated team of organ transplant coordinators certified in their field
- Supporting National Organ Donation Initiatives

Aligned with the UAE's national health goals, the center actively supports organ donation initiatives, including Hayat – The National Programme for Donation and Transplantation of Human Organs and Tissue. This program enables residents over the age of 21 to register as organ donors, further advancing live-saving efforts across the nation.

Cleveland Clinic Abu Dhabi also received the Hamdan Medical Award 2024 for Innovation in Healthcare for its UAE Lung Transplant Programme – 'Hope with Every Breath.' The program, led by a dedicated team from the Thoracic Surgery and Lung Transplantation Department at Cleveland Clinic Abu Dhabi, has been recognized for its groundbreaking contributions to advancing lung transplantation in the region.

As Cleveland Clinic Abu Dhabi continues to push boundaries in transplantation and organ donation, its caregivers remain committed to delivering the highest standard of care, setting the standard for excellence in the region and beyond.

FATIMA BINT MUBARAK CENTER



Modeled after Cleveland Clinic's world-renowned Taussig Cancer Center, the Fatima bint Mubarak Center at Cleveland Clinic Abu Dhabi has been a beacon of hope for cancer patients across the UAE and region since its inception in 2023. Offering state-of-the-art therapies and personalized care, the center continues to make remarkable progress in advancing oncology in the region.

IN NUMBERS

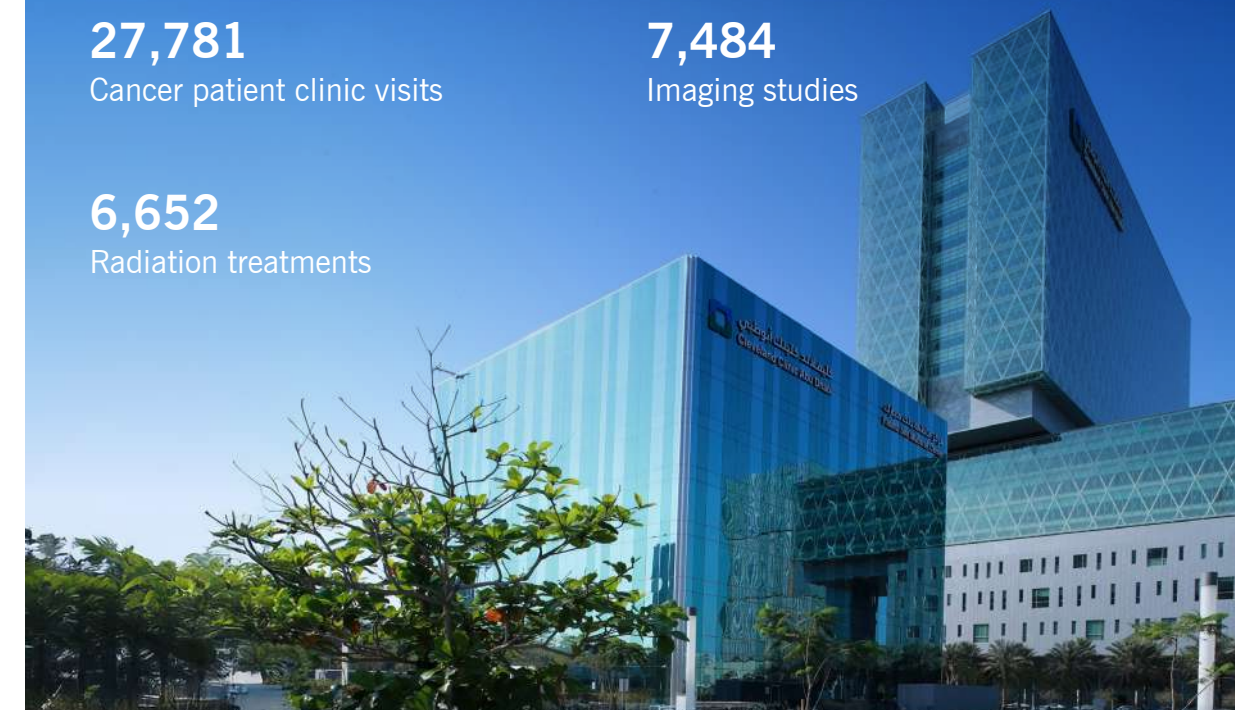
2,674
Patients

7,336
Chemotherapy infusions

27,781
Cancer patient clinic visits

7,484
Imaging studies

6,652
Radiation treatments



With 24 specialized clinical departments, patients receive individualized care at every stage of their journey. The vision of the Fatima bint Mubarak Center goes beyond treating cancer, it represents a commitment to innovation, research, and community impact. The facility is an active participant in genetic screening initiatives in the UAE and beyond, demonstrating its pioneering role in the fight against cancer.

List of cancers treated:

- Blood cancers including leukemia, lymphoma, and multiple myeloma
- Breast cancers
- Endocrine cancers like adrenal, parathyroid, and thyroid cancers
- Gastrointestinal cancers like colorectal, esophageal, stomach, gastric, liver, pancreatic, biliary, and small bowel cancers
- Genitourinary cancers like bladder, prostate, renal, and testicular cancers
- Gynecological cancers like cervical cancer
- Head and neck cancers
- Neurological cancers like brain and spinal cord tumors, pituitary tumors, and primary central nervous system lymphoma
- Thoracic cancers
- Ophthalmological cancers (eye cancers) like intraocular melanoma and orbital tumors
- Soft tissue cancers including soft tissue sarcomas, melanoma or skin cancer, as well as thoracic, cardiac, lung, mediastinal, and tracheal tumors and cancers

The center achieved a groundbreaking milestone as the first in the GCC region to participate in a global clinical trial aimed at reducing breast cancer recurrence. Funded by AstraZeneca, the trial focuses on a new Selective Estrogen Receptor Degradar (SERD) drug, designed to block estrogen receptors more effectively than current therapies. This innovative trial could set a new standard of care for breast cancer patients, contingent on successful outcomes.

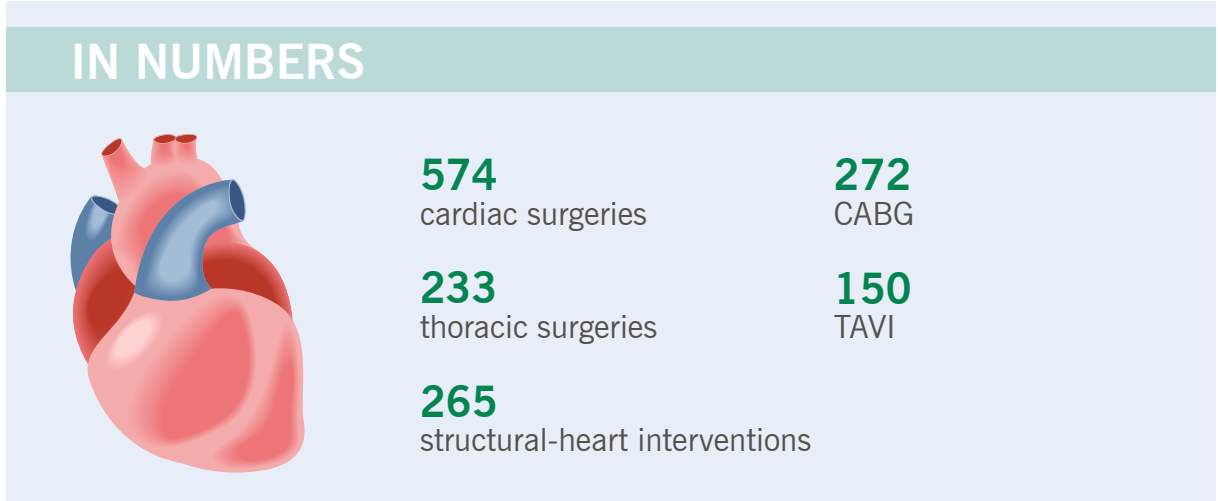
Research continues to be a cornerstone of the center’s mission. In collaboration with M42 and the Department of Health – Abu Dhabi (DoH), the center launched an initiative to provide 256 Emirati cancer patients with personalized treatment and prevention plans. As part of the program, 200 additional participants from the Emirati Genome Programme were screened for genetic variants linked to cancers such as breast, ovarian, colorectal, and lung. This initiative underscores the UAE’s commitment to leveraging advanced genetics for cancer prevention. Findings from the study highlighted the critical need for early detection and tailored intervention in the region. The prestigious Ma’an Research & Innovation Grant was also secured to conduct a study on spatial networks in the tumor microenvironment of HR-positive breast cancer.

Further recognizing the power of education, Cleveland Clinic Abu Dhabi launched its first annual cancer run in 2024. The community-driven initiative raises awareness about the importance of cancer diagnosis, treatment, research, and prevention, emphasizing the critical need for collective action against one of the world’s most pressing health challenges. The 2024 inaugural run drew over 1,500 registered runners and nearly 2,500 attendees, marking a strong start for the initiative.

Through its groundbreaking advancements, personalized care, and unwavering commitment to saving lives, the Fatima bint Mubarak Center is not just treating cancer—it is rewriting the future of oncology for the region.

HEART, VASCULAR AND THORACIC INSTITUTE

Cleveland Clinic Abu Dhabi has set the gold standard for cardiovascular care in the UAE, pioneering advanced treatments and delivering life-changing outcomes for patients. In 2024, the Heart, Vascular & Thoracic Institute achieved remarkable milestones, solidifying its position as the region’s leader in cardiac care and cutting-edge innovation.



Since introducing Transcatheter Aortic Valve Implantation (TAVI) in 2015, Cleveland Clinic Abu Dhabi has revolutionized the treatment of aortic stenosis. The minimally invasive procedure, a safer alternative to traditional open-heart surgery, particularly for patients at higher risk for conventional interventions. In 2024, the hospital completed 32% more TAVI procedures than the previous year and celebrated the milestone of its 500th procedure. As designated Centre of Excellence in Adult Cardiac Surgery (ACS) by the Department of Health – Abu Dhabi, this achievement underscores the hospital’s commitment to advancing patient care and outcomes.

Building on its reputation for innovation, Cleveland Clinic Abu Dhabi introduced renal denervation, a cutting-edge treatment for resistant hypertension. This minimally invasive procedure targets nerves in the kidneys, offering a powerful new solution for patients whose blood pressure remains uncontrolled despite medications and lifestyle changes. As one of many pioneering treatments at the hospital, it pushes the boundaries of medical care, empowering patients with a transformative option to manage their health and enhance their quality of life.

Collaboration and technology are central to the Institute’s success. In partnership with NYU Abu Dhabi, the hospital utilized 3D printing technology to create a detailed anatomical model for a 41-year-old patient with a rare cardiovascular anomaly. This innovative approach,

involving 3D image reconstruction, slicing, and printing, allowed surgeons to plan a complex surgical intervention with exceptional precision, minimizing risks and maximizing outcomes.

In a ground-breaking first for the UAE, a highly skilled multidisciplinary team of experts at Cleveland Clinic Abu Dhabi successfully performed a combined heart and double lung transplant, offering new hope to patients with life-threatening conditions. The recipient, a patient with congenital heart defect diagnosed two decades ago, underwent complex surgery at Cleveland Clinic Abu Dhabi after years of declining health due to pulmonary hypertension.

Cleveland Clinic Abu Dhabi's Heart, Vascular & Thoracic Institute is also home to a world-renowned cardiac surgery program, delivering advanced care through state-of-the-art facilities, including intensive care units and specialized cardiac operating theaters. A multidisciplinary team of leading cardiologists and surgeons oversees a broad spectrum of services, from interventional cardiology to structural heart health.

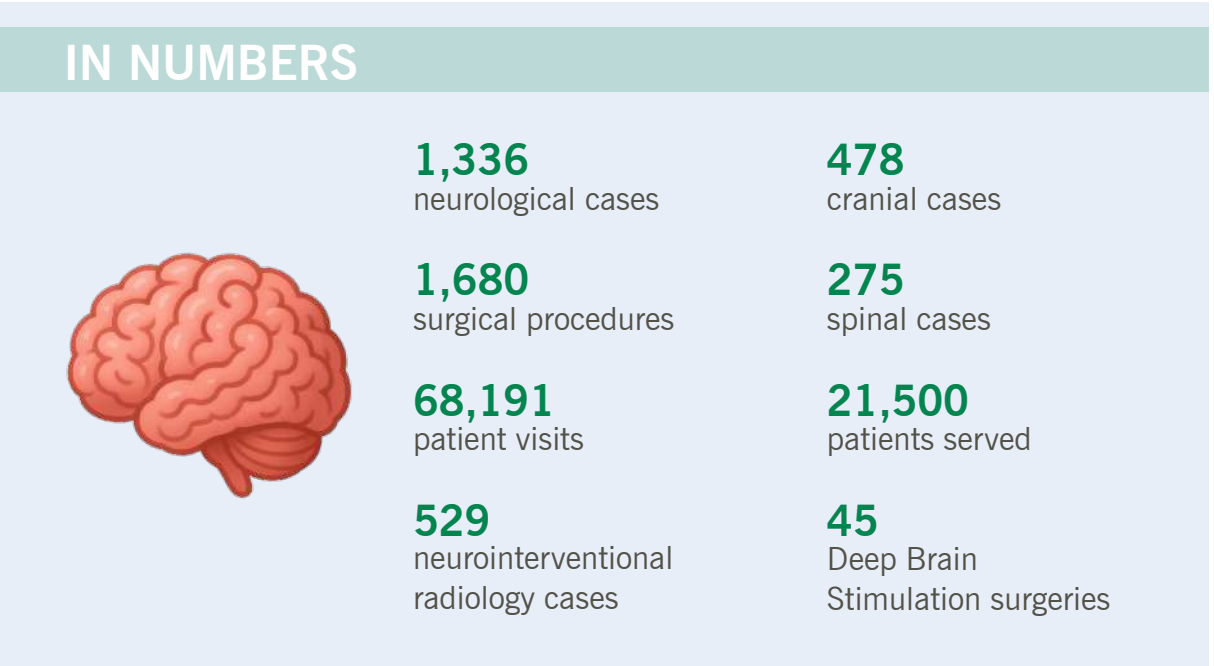
With a commitment to clinical excellence, the hospital continues to expand its portfolio of specialized procedures, ensuring patients have access to the latest advancements in cardiovascular medicine without leaving the region.



NEUROLOGICAL INSTITUTE



Leading the region in neurological care, the Neurological Institute at Cleveland Clinic Abu Dhabi sets the standard for excellence, combining cutting-edge technology, multidisciplinary expertise, and groundbreaking treatments to transform patient outcomes. In 2024, the institute further cemented its leadership with key milestones and prestigious recognitions, reinforcing its commitment to delivering the highest level of care.



Building on its 2023 designation as a Center of Excellence for Stroke Care by the Department of Health – Abu Dhabi (DoH), the institute received the prestigious Comprehensive Stroke Center certification from the American Stroke Association (ASA). This certification highlights the institute's expertise in managing the most complex stroke cases, underpinned by world-class stroke response system that has set new standards in treatment efficiency, times and recovery outcomes.

Adding to its impressive list of accolades, Cleveland Clinic Abu Dhabi became the only hospital in the UAE to receive the Multidisciplinary Team of Distinction designation from the North American Skull Base Society (NASBS). This recognition highlights its expertise in treating complex cranial conditions through a collaborative, team-based approach.

In 2024, its stroke alert pathways continue to redefine care, delivering clot-busting drugs within an impressive 35 minutes, well below the global benchmark of 60 minutes. For epilepsy patients, the institute offers groundbreaking treatments like stereotactic encephalography (SEEG) and Deep Brain Stimulation (DBS). These minimally invasive procedures offer new hope for patients with focal seizures that are resistant to medication.

Since its launch in 2020, the DBS program has expanded to address conditions such as Parkinson's disease, tremors, and chronic pain.

A key highlight in 2024 was the institute's adoption of the Artise Intracranial Flow Modulator, making it the first in the Middle East and North Africa (MENA) region to utilize this innovative device. The modulator revolutionizes the treatment of cerebral aneurysms, offering a minimally invasive alternative to traditional open surgery. This advancement reinforces Cleveland Clinic Abu Dhabi's role as a trailblazer in integrating the latest medical technologies into patient care.

The Neurological Institute operates with a collaborative, patient-centered approach. Its world-renowned movement disorder program and specialized care for cranial, spinal, and peripheral nerve conditions distinguish it apart as a true center of neurological excellence. Each patient benefits from a tailored treatment plan developed by a multidisciplinary team, ensuring precise, effective, and personalized care.

With a steadfast commitment to innovation, embracing technology, and fostering collaboration, the Neurological Institute at Cleveland Clinic Abu Dhabi continues to elevate the standard of neurological care, offering patients in the UAE and beyond access to world-class treatments and life-changing solutions.



CRITICAL CARE



Cleveland Clinic Abu Dhabi's Critical Care Institute (CCI) stands at the forefront of advanced complex care in the UAE, providing integrated critical care for neurological, surgical, and cardiothoracic patients. The institute comprises of three levels of specialized units dedicated to delivering integrated critical care and is home to the only Extracorporeal Membrane Oxygenation (ECMO) Center in the UAE.



With 84 critical care beds currently in operation and plans to expand to 90, the institute continues to enhance its capacity to meet the growing demand for specialized intensive care. In 2024, the Anesthesiology Institute supported 26,275 cases, playing a vital role in optimizing patient outcomes in critical care settings. As the only ICU managing multi-organ transplant care and the only American Heart Association (AHA) accredited stroke center in the UAE, Cleveland Clinic Abu Dhabi has received the Extracorporeal Life Support Organization (ELSO) Gold Award and was recognized by Hayat—the National Programme for Donation and Transplantation of Human Organs and Tissue—for its excellence in organ donor management.

Cleveland Clinic Abu Dhabi's Critical Care Institute has marked several medical firsts, pioneering in the UAE for the Declaration of Death by Neurological Criteria in partnership with the Ministry of Health and Prevention (MOHAP) and establishing the country's only 24/7 Neurologic Critical Care Unit. With its growing capacity, specialized expertise, and the critical contributions of anesthesiology, the institute continues to set new benchmarks in critical care excellence across the region.

SECTION 02

THE BEST
PLACE TO
RECEIVE CARE



MULTIDISCIPLINARY MODEL OF CARE

At Cleveland Clinic Abu Dhabi, the patient-first philosophy is at the heart of everything we do. By organizing departments and services around specific disease groupings, the hospital fosters seamless collaboration among caregivers.

List of institutes:

- Anesthesiology Institute
- Critical Care Institute
- Digestive Disease Institute
- Emergency Medicine Institute
- Eye Institute
- Heart, Vascular & Thoracic Institute
- Imaging Institute
- Medical Subspecialties Institute
- Nursing Institute
- Neurological Institute
- Oncology Institute
- Pathology & Laboratory Medicine Institute
- Quality & Patient Safety Institute
- Respiratory Institute
- Surgical Subspecialties Institute



PATIENT EXPERIENCE



Ranked as the top hospital in the UAE and among the world’s best in Newsweek’s Global Hospital rankings, Cleveland Clinic Abu Dhabi is a leader in patient-centered care. The hospital actively engages with patients, prioritizing their feedback to continuously enhance the patient experience. This commitment is exemplified by the Patients and Family Advisory Council, which grew to more than 50 members this year, strengthening collaboration between caregivers, patients, and their families.

LIKELIHOOD TO RECOMMEND CLEVELAND CLINIC ABU DHABI SERVICES



Inpatients

85%

Vs 84.1% target

Outpatients

79.6%

Vs 80.2% target

Ambulatory surgery patients

87.9%

Vs 88.8% target

Emergency Department patients

75.1%

Vs 72.4% target

24 minutes Emergency Department time to see a physician

INSTITUTE HIGHLIGHTS



SURGICAL SUBSPECIALTIES INSTITUTE

30 | In 2024, the Surgical Subspecialties Institute treated a total of 2,142 cases, marking an 18.3% year-on-year growth. The institute also reported that 26% of its procedures were classified as complex, including those performed using robotic-assisted surgery, underscoring its commitment to advanced surgical techniques.

DIGESTIVE DISEASE INSTITUTE

The Digestive Disease Institute completed an impressive 72,924 outpatient visits in 2024. Additionally, a total of 11,801 surgical and procedural cases were performed, encompassing a wide range of specialized interventions such as liver and pancreatic transplants, therapeutic advanced endoscopies, colorectal surgeries, bariatric procedures, and abdominal wall reconstructions.

EMERGENCY MEDICINE INSTITUTE

The Emergency Medicine Institute recorded a total of 61,640 encounters, reflecting a modest year-on-year growth. A total of 7,293 patients were admitted, with an average wait time of just 24 minutes to see a doctor. The institute also achieved a notable improvement in patient flow, as evidenced by a reduced Left Without Being Seen (LWBS) rate of 1.9%.

ANESTHESIOLOGY INSTITUTE

The Anesthesiology Institute provided care to 26,275 patients in 2024. A key development during the year was the implementation of a transitional pain service, designed to enhance the continuity of care from acute to chronic pain management.

IMAGING INSTITUTE

The Imaging Institute served an average of 12,725 patients per month, reflecting a 2.7% year-over-year growth. A total of 152,719 imaging studies were conducted, marking a 2.7% increase compared to 2023. The institute also performed 2,259 PET-CT cases, achieving exceptional outcomes with a remarkable 35% growth over the previous year.

Further advancing its capabilities, the institute introduced a Whole Body MRI Screening Program to enhance early detection and prevention. AI-powered tools like Annalise were integrated to improve detection, diagnosis, and workflow efficiency. The institute also achieved UAE firsts with the introduction of precision isotope FET scans for differentiating tumor recurrence from recurrent disease and advanced multiple sclerosis imaging sequences that elevate neurological care.

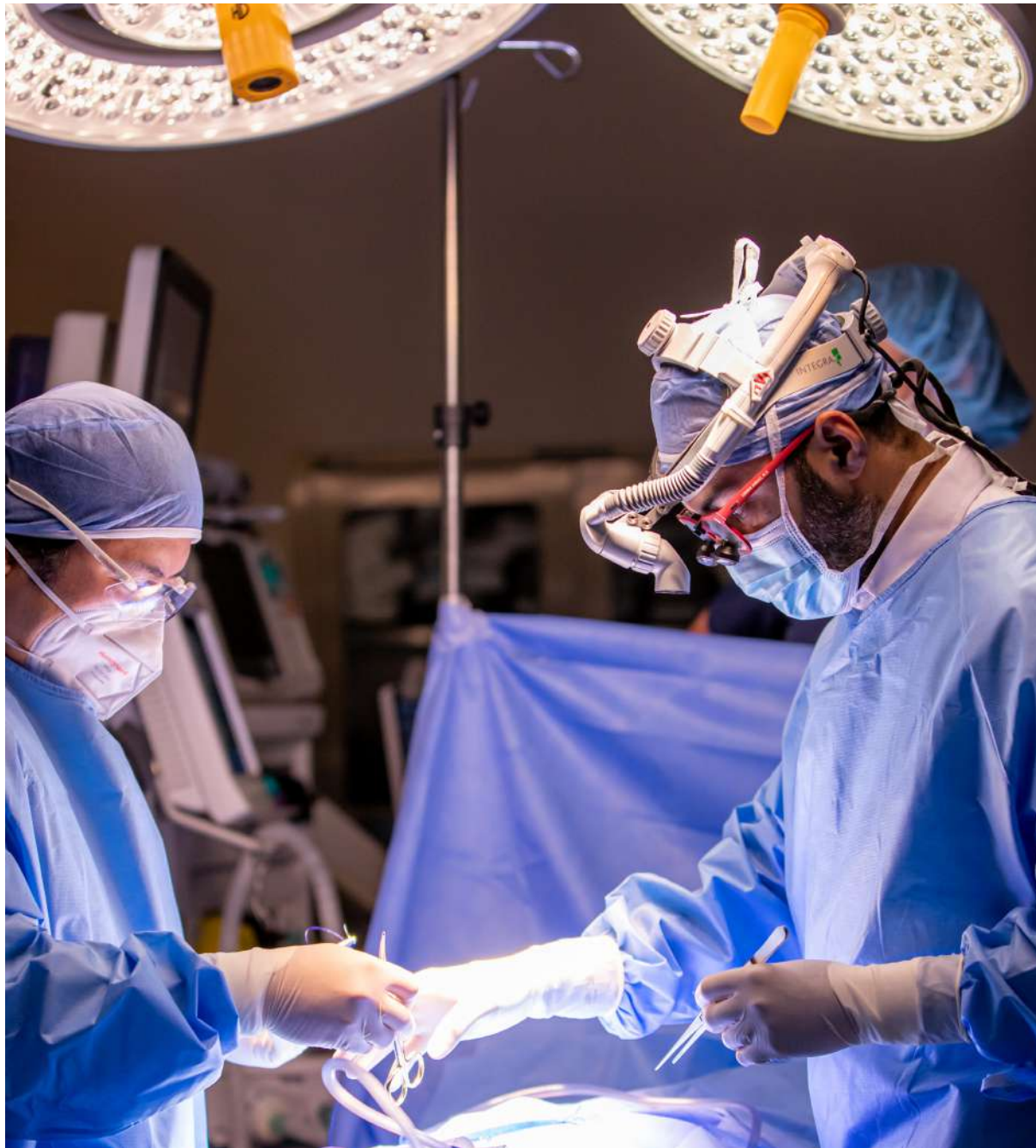
EYE INSTITUTE

The Eye Institute provided care to 123,181 outpatients in 2024 and successfully completed 2,142 surgeries. One of the year's remarkable achievements was saving the vision of a 57-year-old patient suffering from a rare chronic sinusitis fungal infection, showcasing the institute's expertise in complex ophthalmic care.

NURSING INSTITUTE

The Nursing Institute continued to make significant strides in advancing patient care and professional development in 2024. Home to a total of 1,725 nurses, the institute recorded a remarkable 114% year-on-year increase in certified nurses, demonstrating a commitment to excellence in nursing practice.

Reinforcing its leadership in nursing excellence, the hospital achieved its second Magnet Hospital Recognition, becoming the youngest hospital ever to be redesignate. The institute also hosted the inaugural Annual Global Nursing Conference, which brought together 471 caregivers for knowledge sharing and professional growth.



RESPIRATORY INSTITUTE

The Respiratory Institute performed 22 lung transplants in 2024, including two combined heart and lung transplants. A total of 5,603 asthma cases treated, and 2,744 patients seen in the pulmonary clinic, the institute also established the UAE's only cardiopulmonary exercise testing center and opened the country's first adult cystic fibrosis and non-cystic fibrosis bronchiectasis center. As one of only two centers in Abu Dhabi providing oral immunotherapy for severe food allergies, the institute introduced a groundbreaking treatment to significantly reduce the risk of anaphylaxis and death. It also remains the only accredited center in the UAE for penicillin allergy de-labeling, perioperative hypersensitivity assessment, and comprehensive immunologic workups for primary immunodeficiency. Additionally, 347 bronchoscopy procedures were performed, including advanced cases requiring cryo-transbronchial biopsies.

ONCOLOGY INSTITUTE

In 2024, the Oncology Institute launched three clinical trials and performed 1,461 cancer surgical procedures, reflecting a 55% increase from 2023. The year-on-year demand for oncology services surged, with radiation treatments increasing by 19%, chemotherapy infusions rising by 41%, and the number of new oncology patients growing by 7%. The FMBC clinic recorded 27,781 visits, a 14% increase, while oncology imaging studies rose by 17%. These figures highlight the institute's expanding role in providing cutting-edge cancer care.

NEUROLOGY INSTITUTE

The Neurology Institute treated 1,336 neurological cases in 2024, performing 1,680 surgical procedures. The institute recorded 529 neurointerventional radiology cases, 478 cranial cases, and 275 spinal cases, up from 257 in 2023. Peripheral nerve cases, biopsies, and other specialized procedures increased from 84 in 2023 to 92 in 2024, while deep brain stimulation (DBS) surgeries rose from 41 to 45. Neurointerventional (NI) visits grew to 68,191. In a major milestone, the institute performed the first stereoelectroencephalography (SEEG) procedure, a minimally invasive technique for identifying epileptic seizure origins, as well as the first DBS surgery for epilepsy. Cleveland Clinic Abu Dhabi also became the first in the Middle East and North Africa (MENA) region to introduce the Artisite Intracranial Flow Modulator, setting a new benchmark in the treatment of cerebral aneurysms.





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MEDICAL SUBSPECIALTIES INSTITUTE

In 2024, Cleveland Clinic Abu Dhabi's Nephrology Program continued to provide critical renal care, delivering 5,176 hemodialysis and plasmapheresis treatments, reflecting a steady 4% from the previous year. The program also expanded its support for patients with acute kidney failure, performing 3,039 continuous renal replacement therapy (CRRT) treatments, up from 2,814 in 2023. These figures highlight the institute's commitment to enhancing renal care services and ensuring patients receive advanced, life-sustaining treatments.

The Rheumatology program continues to lead in the management of complex autoimmune and musculoskeletal disorders, treating 8,678 patients requiring specialized care in 2024. This marks significant growth, as the program saw an increase in the number of patients needing complex care. The program's expertise and reputation contributed to a 56% rise in referrals from the Department of Health – Abu Dhabi, with 78 cases reviewed for patients seeking treatment abroad. This surge underscores the program's expanding role in providing specialized care and its growing recognition as a center of excellence for rheumatologic conditions in the region.

INTERNATIONAL PATIENTS



In 2024, Cleveland Clinic Abu Dhabi further solidified its position as a global healthcare leader, welcoming patients from over 90 countries and recording more than 10,000 international patient encounters, marking a 35% surge. The hospital experienced a growing demand for its advanced services in cardiology, ophthalmology, neurology, and urology, with patients from Kuwait, Saudi Arabia, Pakistan, Bahrain, and the USA leading the charge. As part of the Cleveland Clinic global network, the hospital ensures a seamless experience for international patients, underpinned by its investment in technology, innovation, and research, earning prestigious regional and international accreditations. This growth not only underscores the hospital's leadership in medical innovation but also strengthens the UAE's position as a hub for medical tourism.



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More than 1,900 international patients, a 10% increase from the previous year, sought care at Cleveland Clinic Abu Dhabi, entrusting the hospital with the management of complex and life-threatening conditions. A significant portion of these patients were treated in key specialties, highlighting the hospital's growing reputation as a premier destination for world-class, complex care. Central to this success is the hospital's International Patient Services team, which offers personalized support at every stage, from travel and accommodation arrangements to the seamless coordination of care.

The hospital's increasing global appeal is fueled by several factors, including its strategic location in the Gulf and MENA region, trusted physician referrals, and the growing recognition of Abu Dhabi as a hub for world-class healthcare. Collaborations with Cleveland Clinic in the U.S., M42, and other esteemed partners further enhance its ability to provide care that meets the highest international standards. Cleveland Clinic Abu Dhabi's success in medical tourism reflects the trust patients place in its services and aligns with the UAE's vision of becoming a global destination for advanced healthcare. Every step of this journey exemplifies the hospital's commitment to redefining healthcare delivery, blending cutting-edge innovation with compassionate, patient-centered care.

PATIENTS SERVED IN 2024			
Unique patients	Patient encounters	Outpatient visits	Inpatient admissions
127,402	1,041,918	830,902	14,593
Total surgeries & procedures	Emergency department visits	Same day appointments	
26,275	61,640	286,040	

ACHIEVING ZERO HARM	
3,439 GOOD CATCHES Cleveland Clinic Abu Dhabi is committed to delivering safe, efficient, and accessible healthcare with a relentless focus on zero harm. Through its Good Catch program, the Quality & Patient Safety Institute empowers caregivers to proactively identify and prevent risks, driving continuous improvement in patient safety and care excellence.	CENTRAL LINE-ASSOCIATED BLOODSTREAM INFECTION (CLABSI) RATE  0.13 per 1,000 line days Cleveland Clinic Abu Dhabi maintains an exceptionally low CLABSI rate of 0.13, well below the internal target of 1 and the NDNQI benchmark of 0.68. This achievement reflects the hospital's strong infection prevention measures and commitment to providing a safe, high-quality care environment.
INPATIENT FALLS WITH INJURY RATE  0.2 per 1,000 Patient days Falls among inpatients are the most common safety incidents in hospitals, with physical harm occurring in 30-50% of cases and fractures in up to 3% of cases. Reported fall rates for hospital inpatients globally vary between 1.7 to 25 falls per 1,000 patient days, depending on the care area, with geropsychiatric patients being at the highest risk. Cleveland Clinic Abu Dhabi maintains a low fall rate of 0.2 per 1,000 patient days, reflecting remarkable performance and maintaining a rate below the National Database of Nursing Quality Indicators.	CATHETER-ASSOCIATED URINARY TRACT INFECTION (CAUTI) RATE  0.07 per 1,000 catheter days CAUTI is a leading healthcare-associated infection that can extend hospital stays and increase morbidity and mortality rates. In 2024, Cleveland Clinic Abu Dhabi achieved a CAUTI rate of 0.07, surpassing its internal target of 1 and performing well below the National Database of Nursing Quality Indicators benchmark of less than 0.95.

ST-ELEVATION MYOCARDIAL INFARCTION (STEMI) TIMES
RATE  44 minutes Immediate treatment for STEMI, the most severe type of heart attack, is critical. In 2024, Cleveland Clinic Abu Dhabi achieved a median STEMI door-to-balloon time of 44 minutes, improving from 45 minutes in 2023 and far surpassing the American College of Cardiology's 90-minute target. This outstanding performance placed the hospital in the 90th percentile of the National Cardiovascular Data Registry (NCDR) benchmark worldwide.

HOSPITAL-ACQUIRED PRESSURE INJURY (HAPI) PREVALENCE
RATE  1.09% per 1,000 discharges Cleveland Clinic Abu Dhabi remains committed to reducing HAPIs—localized pressure injuries acquired during hospital stays—achieving an annual rate of 1.09% per 1,000 discharges, significantly lower than the National Database of Nursing Quality Indicators benchmark of 2.05.

STROKE: DOOR-TO-IV THROMBOLYSIS TIMES
RATE  Compliance: 100% Cleveland Clinic Abu Dhabi achieved 100% compliance with the Department of Health – Abu Dhabi (DoH) requirement for intravenous blood clot treatment within 60 minutes for ischemic stroke patients, surpassing the 95% compliance rate required for a Center of Excellence (CoE). In 2024, the hospital also achieved its fastest-ever Door-to-IV tPA time of 14 minutes, well ahead of the DoH-Jawda target of under 60 minutes, further demonstrating its commitment to delivering rapid, life-saving stroke care.
HAND HYGIENE
RATE  Compliance: 95.4% Hand hygiene is a top priority at Cleveland Clinic Abu Dhabi, with a goal of 100% compliance to prevent illness transmission. In 2024, the hospital achieved a compliance rate of 95.4%, utilizing the JCI Targeted Solutions Tool to ensure strict adherence to hygiene protocols. The hospital continues to enforce rigorous guidelines and offers ongoing training to caregivers, focusing on infection control, proper hygiene practices, and continuous monitoring to reach and sustain this goal.

SECTION 03

THE BEST PLACE
TO WORK
IN HEALTHCARE



MEET OUR LEADERSHIP



Georges-Pascal Haber, MD, PhD
Chief Executive Officer Cleveland Clinic Abu Dhabi



Marc Petre, PhD
Chief Operating Officer



Sawsan Abdel-Razig, MD
Chief Academic Officer



Mumtaz Khan, MD, MBA
Chief of Staff and Interim Chief Medical Officer



Francois van Zyl
Chief Financial Officer



Bryan Lord
Chief Information Officer



Elizabeth Govero, DNP, MSN
Chief Nursing Officer



Ali Al Jawdar
Chief Human Capital Officer

At Cleveland Clinic Abu Dhabi, caregivers are more than healthcare providers—they are the driving force behind the hospital's reputation for world-class care. With a diverse team of 5,796 caregivers, including 1,901 contractors, the hospital reflects a truly global workforce, bringing together 594 physicians, 1,725 nurses, and 590 allied health professionals from 82 nationalities—including 645 Emirati professionals. Built on the pillars of collaboration, inclusivity, education, and excellence, Cleveland Clinic Abu Dhabi prioritizes the well-being and professional growth of its caregivers, fostering a culture of innovation that ensures its standing as a leading medical institution and employer of choice in the region.

As part of this commitment, the Caregiver Experience Survey was relaunched after two years to assess the hospital's workplace culture and its patient-first approach. The overall organizational engagement indicator has risen to 4.08, placing it in the 57th percentile, up from 28th percentile in 2023. Additionally, the safety culture indicator—which measures key areas such as resources, teamwork, prevention and reporting, and pride and reputation—has increased by 0.19 points, while the well-being index has risen to 3.65 compared to the previous survey. These results highlight Cleveland Clinic Abu Dhabi's continued efforts to foster a positive and supportive work environment.

The hospital marked a major operational milestone in 2024 with its transition to the Abu Dhabi Global Market (ADGM) free zone. As an international financial center with an independent legal framework, ADGM provides globally recognized regulations that enhance financial sustainability, standardize employment terms, and align caregiver benefits under a more robust legal structure. This move underscores Cleveland Clinic Abu Dhabi's commitment to equity, inclusivity, and long-term security for its workforce.

Cleveland Clinic Abu Dhabi's Parent-Friendly Policies, developed in response to caregiver feedback, supports working parents with expanded parental and antenatal leave, extended nursing hours, and dedicated time for school events. The policies also provide emergency childcare assistance and unpaid leave provisions for pregnancy loss or multiple births, ensuring caregivers have the flexibility and support they need during key family moments.

Additionally, caregivers now have access to a new Caregiver Recognition Portal, designed in 2024 to foster a culture of appreciation by enabling colleagues to acknowledge and celebrate each other's contributions in real time. This initiative strengthens teamwork and morale across the hospital. Alongside this, the revamped intranet platform, integrated into Microsoft Teams via Viva Connections, provides a seamless and more intuitive way for caregivers to stay informed. The platform enhances connectivity and engagement across all departments.

Layaqa, Cleveland Clinic Abu Dhabi's exclusive fitness center, promotes a culture of health and wellness among caregivers and their families. Over the past year, 1,800 caregivers visited the center more than 40,000 times. It successfully transitioned from a contracted service to an in-house model, achieving cost savings of over AED 1 million. This transformation involved redesigning and re-implementing multiple program elements with the support of a newly recruited team, enhancing operational efficiency while ensuring seamless service continuity.

CAREGIVER WELLBEING INITIATIVES



Caregiver well-being is a cornerstone of Cleveland Clinic Abu Dhabi's commitment to excellence in patient care. Supporting the physical and mental health of caregivers not only enhances their quality of life but also fosters a more engaged, resilient, and high-performing workforce.

In 2024, Cleveland Clinic Abu Dhabi introduced a comprehensive range of initiatives to enhance caregiver wellness, support professional development, and encourage collaboration across disciplines. More than 3,386 caregivers participated in 34 well-being programs, reflecting the hospital's commitment to meeting the physical, emotional, and professional needs of its workforce and ensuring they thrive both personally and professionally.

WELLNESS INITIATIVES

- **Caregiver Culinary Program** – Monthly cooking sessions with professional chefs to promote healthy eating and social connection.
- **Wellbeing Academy** – Panel discussions and seminars covering topics such as Live, Love, Thrive 2024, Culinary Medicine, cancer health screening, and influenza awareness.
- **Wellbeing Expo 2024** – A one-day engagement program featuring wellness activities like yoga, yogic breathing, a mini wellbeing retreat, and art therapy.

EMOTIONAL & MENTAL WELL-BEING PROGRAMS

- **Emerge Stronger** – A peer-support program offering confidential, one-on-one guidance from trained caregivers, particularly for those affected by the Second-Victim Phenomenon.
- **Employee Assistance Program (MyEAP)** – Confidential counseling services in partnership with the American Center for Psychiatry and Neurology, addressing stress, depression, anxiety, workplace challenges, and emotional well-being. Meditation services are also available.
- **Wellbeing Days** – Dedicated wellbeing rounds across various functions, including GME nurse residents and nurse residents, providing targeted support and resources.



HEALTH & PREVENTIVE CARE

- **Annual health checkups and flu vaccination campaigns** to promote preventive care.
- **Quarterly blood donation drives** to encourage community support.
- **Monthly Reiki sessions** to aid in stress management and relaxation.
- **World Diabetes Day sessions** focused on health education and disease management

SPORTS AND FITNESS

- **Sports programs** to stay active and build camaraderie through a variety of sports, including basketball, football, dragon boat, padel tennis, cricket, squash and badminton
- **Fitness Challenges**, promoting awareness and inspiring commitment to a healthy, active lifestyle, including Ramadan Fitness, Breast Cancer Awareness, Layaqa Team Building Program.
- **A variety of options of fitness classes**, which were designed and delivered to enhance engagement and encourage healthy habits.

Through these initiatives, Cleveland Clinic Abu Dhabi is not just supporting its caregivers—it is empowering them to seek guidance, build resilience, and continue delivering world-class healthcare with excellence and compassion.

LEARNING AND DEVELOPMENT INITIATIVES



Cleveland Clinic Abu Dhabi promotes a culture focused on ongoing education and the growth of its caregivers, aiming to support their performance and overall well-being. Caregivers have the opportunity to enhance their skills through Mindspace, an AI-driven platform for learning. In 2024, there was a notable rise in the use of Mindspace for online education, with caregivers collectively dedicating 72,117 hours to learning on the platform.

In addition to self-paced learning, caregivers benefited from Leadership Edge, an award-winning program explicitly designed for people-leading Directors and Managers. The program requires a 7.2-day commitment over nine months and offers a diverse selection of classroom-based learning experiences. Centered around Cleveland Clinic Abu Dhabi's three key strategic priorities—Growth, Quality, and Innovation—Leadership Edge equips leaders with the tools, insights, and strategies needed to lead effectively, build high-performing teams, and enhance self-awareness. To date, the program has successfully developed 100 people leaders, reinforcing the hospital's commitment to leadership excellence.

Recognizing its dedication to continuous learning, Cleveland Clinic Abu Dhabi's Learning and Development team received the Future Workplace Award, ranking 1st in the GCC, further solidifying its leadership in fostering professional growth and innovation.

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- Delivered 79 workshops
- A total of 1,356 participants engaged in learning programs
- Caregivers logged 72,117 hours on Mindspace
- 537 UAE Nationals completed 40 hours of learning

CELEBRATING OUR CAREGIVERS



Each year, Cleveland Clinic Abu Dhabi proudly recognizes exceptional caregivers who embody the hospital's core values, deliver compassionate care, and serve as role models of excellence. The Caregiver Annual Awards is a highly anticipated event dedicated to honoring these remarkable individuals.

The awards are presented in two key categories: the Values Awards, which recognize caregivers who consistently demonstrate the hospital's core values in their daily actions, and the Caregiver of the Year Award, a prestigious honor given to one outstanding caregiver selected from a pool of finalists across all eight functions. This award highlights their exceptional dedication, expertise, and compassion in delivering world-class care.

This year, the Caregiver of the Year Award was presented to Dr. John Rodriguez, a leader in general surgery. He has consistently delivered exceptional advanced skills training, service, and has played a pivotal role in enhancing the patient experience. His commitment to improvement and leadership has elevated standards at Cleveland Clinic Abu Dhabi, inspiring colleagues to continuously strive for Excellence



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2024 VALUES AWARDS RECIPIENTS



- **Quality and Safety Value Award:** Dr. Emna Abidi, for her dedication to advancing research and upholding the highest standards in healthcare.
- **Integrity Value Award:** Rachael Crookes, for exemplifying professionalism and ethical leadership in Clinical and Nursing.
- **Empathy Value Award:** Amer Al Ferekh, for his commitment to patient education and compassionate care.
- **Inclusion Value Award:** Vanessa Espinosa, for fostering a culture of belonging and respect as a Staff Nurse.
- **Innovation Value Award:** The ACU Macros Team - Brian O'Moore & Minji Kim - for driving meaningful change in Clinical and Nursing.
- **Stewardship Value Award:** The Inpatient Chemotherapy Nurses, for their dedication to sustainable, high-quality patient care.
- **Teamwork Value Award:** The Respiratory Engagement Team, for their collaborative efforts in enhancing patient safety and well-being.

This celebration reflects Cleveland Clinic Abu Dhabi's unwavering commitment to recognizing and appreciating the incredible contributions of its caregivers.

SECTION 04

ADVANCING HEALTHCARE IN THE UAE



EDUCATING THOSE WHO SERVE



Cleveland Clinic Abu Dhabi stands as a beacon of learning, innovation, and the cultivation of tomorrow's healthcare leaders. As a distinguished teaching hospital, it empowers physicians, nurses, and allied health professionals with world-class education that not only shapes their careers but also influences the future of patient care.

Pioneering in its field, Cleveland Clinic Abu Dhabi is the first hospital in the UAE to receive Provisional Accreditation from the Accreditation Council for Continuing Medical Education (ACCME®). This milestone solidifies its role as a leading provider of Continuing Medical Education (CME), enabling the hospital to award CME credits for local, regional, and international medical programs, including the highly esteemed American Medical Association (AMA) Physician's Recognition Award (PRA) Category 1 Credit™. Through this recognition, the hospital reaffirms its significant contribution to advancing medical education, shaping the careers of healthcare professionals both regionally and globally.

Further amplifying its dedication to education and knowledge exchange, Cleveland Clinic Abu Dhabi led nine influential conferences at Arab Health 2024, showcasing its thought leadership in the healthcare sector. Physicians from the hospital also participated in dynamic knowledge-sharing sessions on the M42 stage, connecting with peers and exploring pivotal topics in the advancement of medicine and the delivery of patient-centered care.

Continuing Medical Education (CME) in 2024:

- 24,306 CME participants
- 12 CME International Conferences
- 42 regularly scheduled educational activities
- 3,909 CME conferences participants
- Led 9 CME conferences at Arab Health 2024



In 2024, Cleveland Clinic Abu Dhabi made significant strides in its Undergraduate Medical Education (UME) programs, reinforcing its role as a leader in shaping the next generation of healthcare professionals. The hospital received an impressive 863 clinical placement applications, successfully placing 52% of them in hands-on training experiences. These placements provided invaluable hands-on training opportunities, allowing future healthcare professionals to gain practical experience in a world-class healthcare environment.

Cleveland Clinic Abu Dhabi also continued to strengthen its Graduate Medical Education (GME) programs by onboarding new trainees across various medical disciplines, ensuring a consistent flow of skilled professionals into the healthcare workforce. The training process remained robust, with interns, fellows, and residents receiving structured learning experiences under expert supervision. The hospital celebrated the graduation of several residents and interns, who completed their training and are now equipped with the skills and clinical exposure necessary to progress into residency programs and further their careers.

The GME program continues to nurture future specialists in high-demand fields. In 2024, 20 internal medicine residents were trained, laying a strong foundation for the specialists of tomorrow. The hospital also welcomed its second cohort of outstanding Gastroenterology fellows and established itself as the principal training site for liver disease and transplant, serving all adult Gastroenterology fellowship trainees in the UAE.

Graduate Medical Education (GME) in 2024

- 22 individuals graduated from CCAD's programs, comprising 12 residents and 10 interns
- 43 new interns, residents and fellows onboarded across various medical disciplines
- 116 total interns, fellows, and residents enrolled in a training program
- First resident graduates from the General Surgery Residency program
- 6 graduate medical interns matched to CCAD residents' program

EDUCATION FOR EMIRATIZATION >>>

Aligned with the UAE's vision to cultivate a world-class healthcare workforce, Cleveland Clinic Abu Dhabi remains steadfast in its commitment to developing Emirati talent and ensuring a sustainable, highly skilled national healthcare sector. Recognizing that investing in professional growth directly enhances the country's healthcare sustainability, the hospital offers a range of career pathways for UAE nationals, from entry-level roles to specialized medical training and leadership development.

In 2024, the hospital proudly saw 20 UAE nationals graduate from its medical education programs, including 10 residents and 10 interns—doubling the number of Emirati graduates compared to the previous year. Cleveland Clinic Abu Dhabi's Wateen Graduate Trainee Program provides structured growth opportunities in both clinical and non-clinical fields, while the Level-Up Program offers access to various certifications designed to enhance skills and promote career progression.

Further solidifying its commitment to attracting, developing, and retaining top Emirati clinical talent, the hospital launched the Connect Program. This highly selective, four- to eight-week initiative is tailored for UAE national caregivers passionate about healthcare, offering structured learning experiences and insights from Cleveland Clinic U.S. By equipping participants with advanced knowledge and best clinical practices, the program aims to elevate patient care standards and contribute to the development of a world-class healthcare workforce in the UAE.

- 20 Emirati graduates completed their medical training at Cleveland Clinic Abu Dhabi, including 10 residents and 10 interns
- The Wateen Graduate Trainee Program supported the professional development of Emirati graduates
- Emirati candidates participated in the Healthcare Assistant Program, which developed essential healthcare skills
- Emirati professionals also benefited from the Connect Program, which focused on fostering leadership in healthcare



RESEARCH FOR HEALTH >>>

Cleveland Clinic Abu Dhabi continues to drive advancements in medical research, steadily increasing funding through industry collaborations, government grants, and academic partnerships since 2017. In 2024, the hospital set a new research achievement, with three physician-researchers securing prestigious grants in the Department of Health (DoH) Ma'an Research Grant Cycle, receiving 5.25 million AED—the highest awarded to any hospital in Abu Dhabi. This reinforces Cleveland Clinic Abu Dhabi's commitment to pioneering studies that shape the future of healthcare.

The hospital's multidisciplinary research team leads groundbreaking studies and clinical trials targeting prevalent regional conditions, leveraging cutting-edge technology to advance disease prevention, diagnosis, and treatment. In 2024, Cleveland Clinic Abu Dhabi launched an enhanced Research Student Program curriculum, providing education on research methodologies, mentoring from principal investigators, and shadowing opportunities within the Research Department. The hospital also delivered its Fundamentals of Clinical Research course for the third consecutive year, further strengthening its reputation as a leading teaching hospital.

Cleveland Clinic Abu Dhabi continues to influence key research areas, with its Gastroenterology Department securing two of the four Mubadala higher education grants at Mubadala's applied research day. The hospital also launched the IBD project through the 2023 DoH grant cycle and collaborated with the Oncology Institute on a DoH-ADPHC-funded initiative to implement liquid biopsy-based colorectal cancer screening in Abu Dhabi, shaping future screening strategies in the UAE. Recognizing its contributions, the Ministry of Health and Prevention (MoHAP) named Cleveland Clinic Abu Dhabi the UAE's top research hospital for the second consecutive year in 2024, while the hospital also achieved the highest number of indexed journal publications in 2023, solidifying its leadership in academic research and innovation.

- 30 studies completed
- 229 active research studies
- 5,442 human subjects consented
- 200+ caregiver investigators involved in research
- 244 research studies completed/closed in the lifetime of the hospital
- 43 research contracts executed

SECTION 05

A SUSTAINABLE ORGANISATION



Cleveland Clinic Abu Dhabi is driving global environmental responsibility, seamlessly embedding sustainability into its patient-first philosophy. In 2024, the hospital led transformative initiatives aligned with Abu Dhabi Environment Vision 2030, delivering measurable societal impact. Strategic operational upgrades, including facility enhancements and advanced equipment, have resulted in significant energy reductions.

Championing sustainable mobility, the hospital's Sustainable Transportation Policy introduced a carpool program, slashing carbon emissions, fostering environmental consciousness, and optimizing parking efficiency. Meanwhile, its EcoChallenges initiative empowered caregivers to adopt greener habits, rewarding their contributions to a healthier planet.

With its sights set on 2030, Cleveland Clinic Abu Dhabi is committed to bold sustainability targets: an 18% reduction in energy consumption, a 30% waste recycling rate, and a 21% cut in greenhouse gas emissions—achievements that continue to earn recognition from regional and global environmental leaders.

➤ **8.3%**
reduction in Energy Use
Index from 2017

➤ **80%**
of our landscape watering comes from
AC condensate and other systems

➤ **55%**
reduction in Carbon Emission
per visitor since 2017

➤ **50%**
of janitorial products are paper-based,
and all are FSC-certified

➤ **100%**
of paper used for
printing is FSC-certified

➤ **78%**
of landscaping features are drought-
tolerant and native plants

➤ **100%**
of our landscape
waste is recycled

➤ **45**
energy star code

➤ **5%**
of parking spaces are reserved
for low emitting vehicles

➤ **500**
spots designated for
bicycles and scooters

AWARDS AND ACCOLADES



Cleveland Clinic Abu Dhabi's dedication to environmental stewardship and sustainable healthcare in the UAE has earned recognition from regional and international organizations.

- Silver winner of the prestigious Ashikaga-Nikken Excellence Award for Low-Carbon Healthcare at the 2024 International Hospital Federation Awards
- MENA Green Building Award in the 'Existing Sustainability Building Project of the Year' category.
- Member of the UAE Alliance for Climate Action (UACA) Advisory Committee, led by Emirates Nature-WWF.
- Arab Hospitals Federation Certificate of Gold Initiative 2024

COMMUNITY RESPONSIBILITY



Cleveland Clinic Abu Dhabi's commitment to the community extends beyond patient care into broader health initiatives, aligning with its patient-first philosophy. The hospital continues to make a positive impact through volunteering, active participation in community events, and collaborative partnerships. Caregivers at Cleveland Clinic Abu Dhabi work to improve the well-being of individuals in the community, offering their expertise through medical missions, health education programs, and support for local causes. This dedication to community service is integral to the hospital's mission, ensuring that it not only cares for patients but also contributes meaningfully to society.

- Through its partnership with Operation Smile, Cleveland Clinic Abu Dhabi has positively impacted 107 lives since 2017, providing corrective surgeries to 18 individuals, including 15 children in 2024 alone, with caregivers volunteering their expertise and time to support the cause.
- As part of its commitment to education, the hospital hosted a robotic surgery roadshow, offering over 600 students hands-on experience with advanced surgical robotics and showcasing how innovation is shaping the future of medicine.
- On World Heart Day, Cleveland Clinic Abu Dhabi trained high school students in life-saving CPR skills as part of its community health education initiative, reinforcing its commitment to public health and emergency preparedness.
- In 2024, the corporate outreach team provided health education to 20 organizations and 2020 individuals, offering webinars by clinical experts, in-person health evaluations for corporate groups, and various other health activations.

SUPPORTING PUBLIC HEALTH

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Throughout the year, Cleveland Clinic Abu Dhabi actively participates in and organizes numerous community engagement initiatives. These include educational drives in prominent locations like Yas Mall and Galleria Mall, where caregivers connect with the public on critical health issues like heart health, stroke, cancer, and overall wellness. These activations aim to raise awareness, provide valuable information, and encourage preventative care. In 2024, the hospital hosted 15 community activations and open-day events, including those for World Heart Day, Diabetes Day, Stroke Awareness, and Pulmonary Rehab Week, which collectively attracted over 5,400 participants. Through these events, caregivers delivered essential health education to the public, reinforcing the hospital's commitment to fostering a healthier community.

In addition to educational initiatives, Cleveland Clinic Abu Dhabi marked World Cancer Day in 2024 by hosting its inaugural Cancer Run. The event saw over 1,500 runners on Al Maryah Island, with nearly 2,000 supporters cheering them on. The hospital also sponsors and participates in charity runs such as the Pink Run, Zayed Charity Run, and ADNOC Marathon, further demonstrating its dedication to public health and community support.

The hospital's commitment to the community is further exemplified by its active participation in blood drives. In 2024, four drives were organized, with more than 270 caregivers donating a total of 247 units of blood—over 100 liters—helping to meet the urgent needs of local patients.

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11,569 lives touched through outreach events in the community
- »



100 participants from Cleveland Clinic Abu Dhabi in support of the Abu Dhabi Commercial Bank Pink Run
- »



26 Community outreach events
- »



95 Runners from Cleveland Clinic Abu Dhabi for the Zayed Charity Run for Parkinsons
- »



400,000 minutes of exercise recorded in the Fit for Life community challenge
- »



400,000 minutes of exercise recorded in the Fit for Life community challenge
- »



75 volunteers from the transplant team for the ADNOC marathon in support of the Hayat program for organ donation and transplantation
- »



247 units of blood donated by caregivers during the year's blood drives

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