



كليفلاند كلينك أبو ظبي

Cleveland Clinic Abu Dhabi

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2023

STATE OF THE CLINIC

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CHAIRMAN MESSAGE



Guided by its vision, mission and values, Cleveland Clinic Abu Dhabi is inspired to action every day, delivering compassionate, complex and patient-centric care and being the pre-eminent healthcare institution for research and cutting-edge technologies. As a part of the M42 network, Cleveland Clinic Abu Dhabi is a representation of the extraordinary power of combining state-of-the-art facilities and world-leading healthcare expertise with advancements in cutting-edge technology to deliver patient-first care at all times.

To live this ambition, Cleveland Clinic Abu Dhabi set four care priorities as its strategic framework, encompassing care for patients, the organization, for caregivers and the community. Reflecting on another remarkable year, Cleveland Clinic Abu Dhabi consistently delivered across all these areas and gained both local and international recognition for its contributions to medical advancement and environmental and technical innovation, achieving some of the highest industry awards in both clinical and non-clinical areas.

In providing world-class complex care, Cleveland Clinic Abu Dhabi has embraced the most advanced technologies to elevate its operations and deliver outstanding clinical outcomes. We utilize robotic and non-invasive surgeries, artificial intelligence (AI) and high-resolution digital imaging to deliver compassionate care. Our successful surgical procedures – such as the pioneering robot-assisted kidney transplants and complex cardiac surgeries – exemplify our commitment to a multidisciplinary approach to complex care.

Among the significant milestones over the year was the successful triple-swap kidney transplant, marking a breakthrough in healthcare. The hospital also performed the UAE's first combined coronary artery bypass graft (CABG) and liver transplant. In addition, a patient with cystic fibrosis and severe lung and liver dysfunction underwent a complex 14-hour multi-organ transplant and experienced a remarkable recovery.

Complementing our focus on patient care is our keenness in advancing research and medical education, which was evident throughout the year, as we progressed 210 research studies either independently or in collaboration with universities and strategic partners.

We are dedicated to investing in exceptional leadership, advancing technology, education and research and building healthcare expertise in the UAE and the region. This mirrors the inspirational focus of the UAE on building a world-class healthcare system to ensure a healthier future for all people. The UAE's healthcare expenditure amounting to 3.3% of GDP is one of the highest in the Gulf region. The country's wise leadership is making substantial investments in healthcare infrastructure and technologies, funding critical health services and helping create a thriving private sector. This has placed the UAE at the forefront of medical excellence and technological advancements to serve people all around the world.

M42 has fully aligned with this effort and is making great strides, bringing together state-of-the-art facilities, the best talent and next-generation technology to deliver precise, preventative and predictive care. Cleveland Clinic Abu Dhabi is playing a central role in this effort, and the Board and I are incredibly proud of the leadership, clinicians and support staff on their achievements.

Sincerely,

Hasan Jasem Al Nowais

Managing Director and Group Chief Executive Officer, M42
Chairman, Cleveland Clinic Abu Dhabi

CEO MESSAGE



In 2023, our strategic vision and direction at Cleveland Clinic Abu Dhabi led to outstanding achievements, setting new standards in healthcare delivery in the UAE.

Our commitment to providing the best care for our patients, through quality care, cutting-edge technology, expertise, and research, was at its peak. And the compassion and empathy of our caregivers resonated with the trust our patients have placed in us, which has led to a record number of patients served since inception in 2015. With 787,829 outpatient visits, 34,111 surgeries and procedures, 14,445 inpatient admissions, and 61,205 emergency visits, our numbers reflect our promise to ensuring complex care is accessible for all.

We have delivered some of the highest standards in patient safety and treatment as we continued to enforce our mission to provide world-class complex care. These included 192 organ transplants, an auditory

brainstem implant, a robotic rib resection and venolysis procedure, and the first robotic kidney transplant in the UAE.

The inauguration of our Fatima bint Mubarak Center, a first-of-its-kind integrated and stand-alone cancer center in the UAE, ushered in a new era of innovative oncological care, and the groundbreaking work accomplished at the facility offered renewed hope and healing to 2,485 cancer patients.

We continue to be globally recognized for our excellence in healthcare delivery as featured in Newsweek's 2023 'World's Best Hospitals' and 'World's Best Smart Hospitals' lists. Our research initiatives have also made significant strides during the year. The Ministry of Health and Prevention (MoHAP) recognized Cleveland Clinic Abu Dhabi as the top research hospital in the UAE. In multiple disciplines, including stroke care and adult cardiac surgery, antimicrobial stewardship, and extracorporeal life support, the hospital was recognized by international accredited bodies and as Centre of Excellence (CoE) by the Department of Health Abu Dhabi (DOH). These recognitions are a testament to our commitment to excellence in clinical care and healthcare innovation.

Our strategy to foster a culture of excellence, innovation and compassion, which empowers our caregivers to deliver the best care for our patients, is in line with our pursuit to become the best place to work in healthcare. While doing so, we have not only grown responsibly but have set new standards for sustainability in healthcare. These include significant reductions in greenhouse gas emissions, improved water and energy efficiency, and better waste management, which are all achievements that place us at the forefront of green action in healthcare. At COP28, we were proud to be a key partner in furthering M42 and the UAE's healthcare sustainability goals. We will furthermore continue to support the UAE's Net Zero by 2050 strategic initiative.

While we are proud of the strides we have made this year, we also recognize that the healthcare landscape is changing. We will therefore continue to forge forward - driving innovation, offering cutting-edge treatments, ensuring zero harm, and delivering compassionate care - as part of our aim to set elevated standards for healthcare in the UAE and beyond.

Warmest regards,

Jorge A Guzman, MD, MBA

Chief Executive Officer, Cleveland Clinic Abu Dhabi

2023 HIGHLIGHTS



Cleveland Clinic Abu Dhabi, part of the M42 group, is a state-of-the-art multispecialty hospital that consistently sets high standards for innovation and complex care in the region. With its world-class facilities and cutting-edge technologies, Cleveland Clinic Abu Dhabi is dedicated to advancing healthcare expertise while ensuring patient-first care at all times.

As part of its commitment to transforming healthcare in the region, Cleveland Clinic Abu Dhabi partners with key stakeholders like the Ministry of Health and Prevention (MoHAP), the Department of Health – Abu Dhabi (DoH), the Dubai Health Authority (DHA), and other health facilities and community programs, to actively position the UAE as a hub for life sciences.

In 2023, Cleveland Clinic Abu Dhabi remained dedicated to addressing the complex and critical healthcare needs of the population locally and within the broader region, resulting in double-digit growth in specific service areas. This included accommodating a growing number of international patients from over 90 countries, who were drawn by its world-class facilities and expertise.

Patients Served

 **887,991**
patients served

 **787,829**
outpatient visits

 **14,445**
inpatient admissions

 **61,205**
emergency visits

 **226,933**
same day appointments

 **24,459**
cancer patient visits

 **2,547**
hospital transfers

Surgeries

 **34,111**
surgeries and procedures

 **621**
cardiac surgeries

 **436**
complex bariatric surgeries

 **489**
colorectal surgeries

 **25,179**
surgical cases

 **192**
transplant procedures

 **1,366**
neurological surgeries

VISION, MISSION AND VALUES

Cleveland Clinic Abu Dhabi’s vision, mission 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.

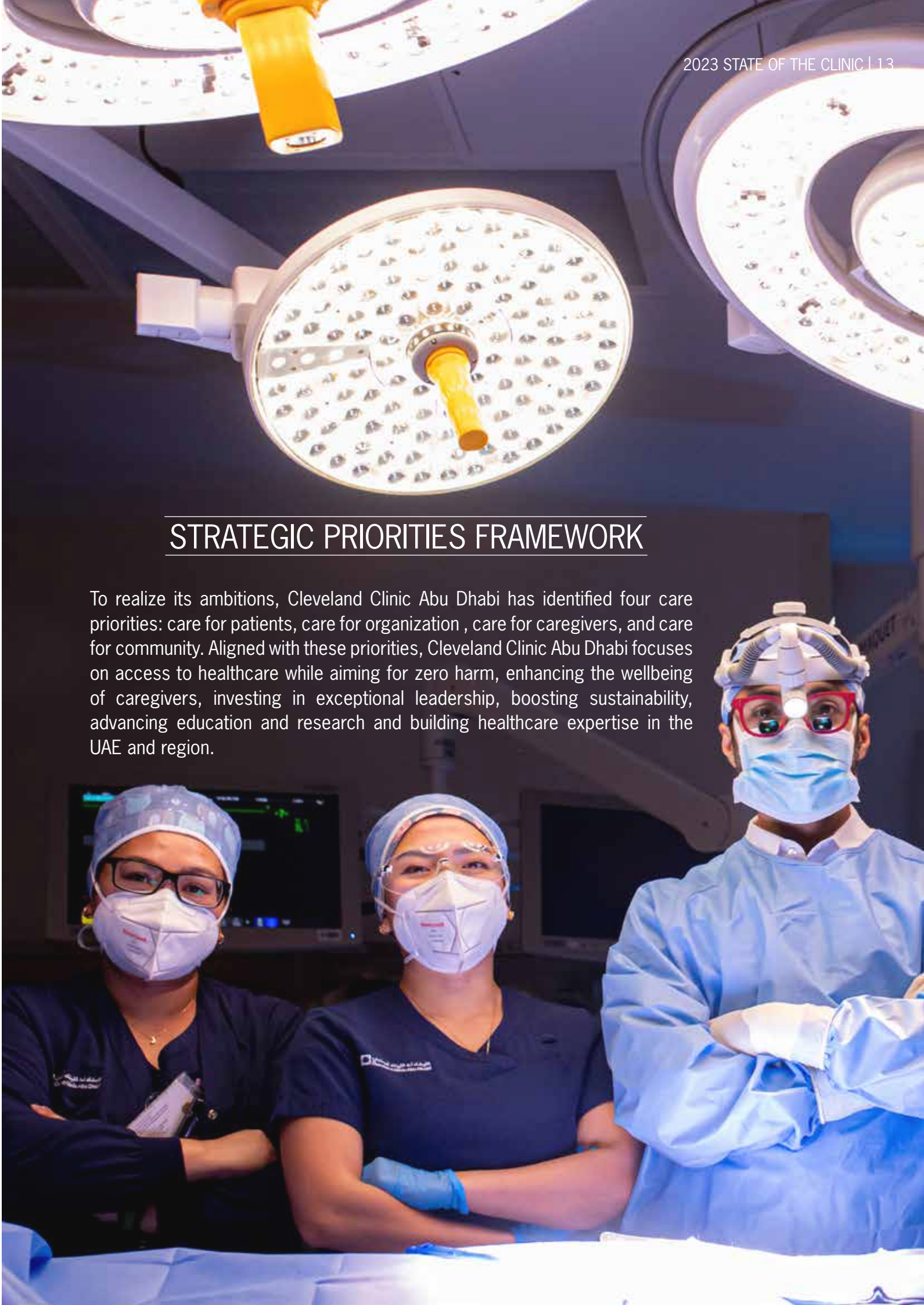
Mission
To provide compassionate complex care, research for health, and educate those who serve.

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 patients across the Cleveland Clinic global network receive the same world-class care regardless of location.



STRATEGIC PRIORITIES FRAMEWORK

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



AWARDS, ACCOLADES AND ACCREDITATIONS

In 2023, 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

- Arab Hospitals Federation (AHF) – ‘The Arab Healthcare Digital Transformation Star’ Gold Initiative certificate at MedHealth Abu Dhabi 2023.
- Emergency Nurses Association Lantern Award® – Emergency Department, for a second term
- Healthcare Asia Awards (HAA) – Hospital of the Year 2023.
- Extracorporeal Life Support Organization (ELSO) – Excellence in Life Support Award for Extracorporeal Life Support (ECLS) Center.

Certifications

- Centre of Excellence (CoE) for stroke care and adult cardiac surgery – Department of Health – Abu Dhabi (DoH).
- Gold Level Center of Excellence (CoE) for extracorporeal life support – Extracorporeal Life Support Organization (ELSO).
- Center of Excellence (CoE) for antimicrobial stewardship – Infectious Diseases Society of America (IDSA).
- Comprehensive Stroke Center certification – American Stroke Association (ASA), part of the American Heart Association.

Accreditations

- Joint Commission International (JCI) accreditation for the third consecutive time since 2016, including the Fatima bint Mubarak Center receiving this accreditation in the first year of its operations.
- Accreditation Council for Continuing Medical Education (ACCME®) – Provisional accreditation.
- Commission on Accreditation of Rehabilitation Facilities (CARF).

Recognitions

- Newsweek’s 2023 ‘World’s Best Hospitals’ list – Top and only hospital in the UAE and the GCC.
- Newsweek’s 2023 ‘Best Smart Hospital’ in the UAE and the Gulf region (for the second consecutive year).
- Ministry of Health and Prevention – UAE (MoHAP) - Cleveland Clinic Abu Dhabi ranked as No.1 research hospital in the nation.
- Emirates Cancer Society Sixth Annual Meeting – Cleveland Clinic Abu Dhabi social work department recognized for its support of patients undergoing complex treatment.



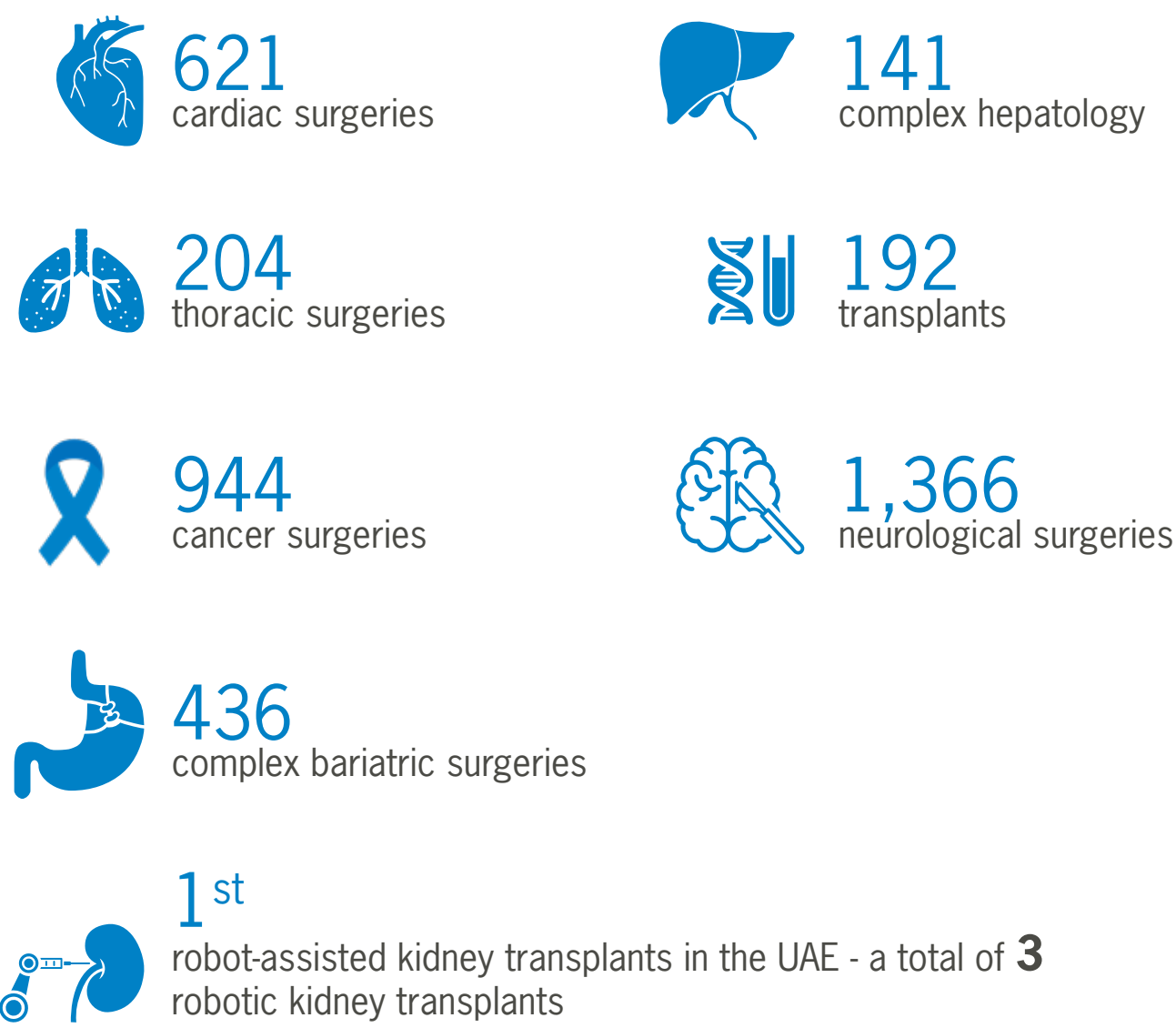
World-Class Complex Care Close To Home





Cleveland Clinic Abu Dhabi is committed to providing world-class complex care close to home. The hospital's reputation for delivering outstanding clinical outcomes is a direct result of its proficiency in complex care, leveraging of cutting-edge innovation and best-in-class technologies, and keenness toward advancing research, and its unwavering dedication to delivering the highest standards of quality and safety.

Embracing advancements in technologies such as robotics and artificial intelligence (AI), Cleveland Clinic Abu Dhabi has deployed healthcare services that ensure patients receive the most advanced treatments available.



TRANSPLANT STORY

Established in April 2017, Cleveland Clinic Abu Dhabi's Transplant Center stands as the first and only multi-organ transplant center in the UAE, offering kidney, liver, pancreas, lung and heart transplants. Collaborating with the renowned Cleveland Clinic Transplant Center U.S., the facility brings one of the world's most comprehensive transplant services to the region.

Since its inception, the center has performed 530 transplants, pioneering groundbreaking procedures within the UAE and the wider region. In 2023, it completed 192 procedures, transplanting 98 livers, 69 kidneys, 16 lungs and 9 other organs.

Its collaboration with Cleveland Clinic U.S. has enabled multidisciplinary teams to also pioneer complex related living donor liver transplants, allowing relatives to donate a portion of their liver to family members in need. This innovation has since attracted international patients seeking specialized care to Cleveland Clinic Abu Dhabi.

The center takes pride in its caregivers, who are certified as organ transplantation coordinators, and it hosts the only heart failure-certified nurse outside North America. It also houses the UAE's only Intensive Care Unit dedicated to combined solid organ transplants, as well as the country's only lung transplant center.

Beyond these medical advancements, the center supports national and regional organ donation initiatives like Hayat - The National Programme for Donation and Transplantation of Human Organs and Tissue that enables UAE residents above 21 years old to register to donate their organs in the case of brain death, thus reinforcing its commitment to saving lives and improving patient outcomes.



98
liver transplants - 2 living related transplants and 96 deceased donors



69
kidney transplants -25 living transplants and 44 deceased donors



16
lung transplants



6
heart transplants



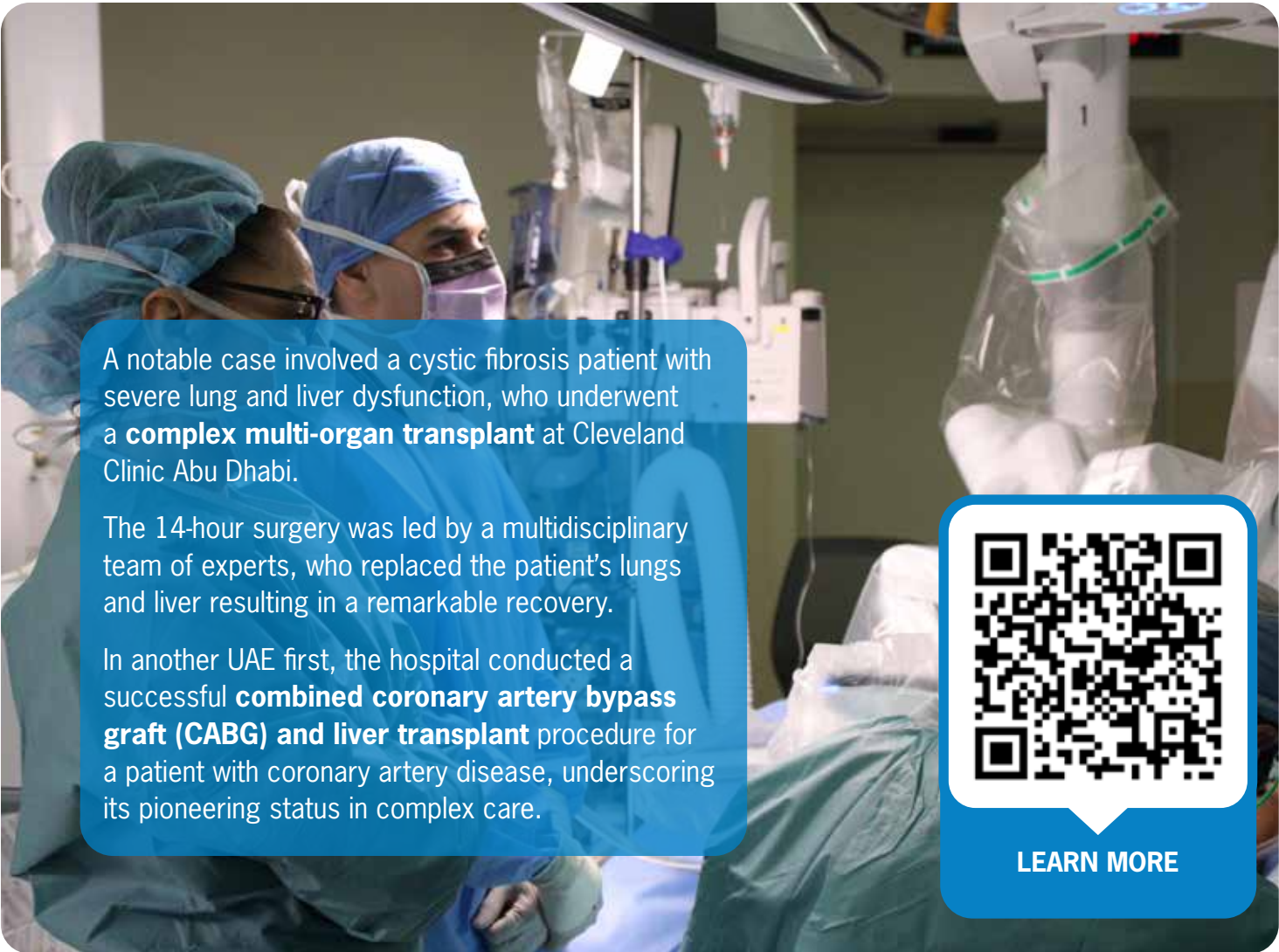
3
pancreas transplants

MEDICAL INNOVATIONS AND FIRSTS

In 2023, Cleveland Clinic Abu Dhabi achieved a significant milestone by facilitating a triple-swap kidney transplant as part of Abu Dhabi's paired kidney donation program. This collaborative effort involved three patients receiving life-saving organs through a groundbreaking "kidney swap", showcasing the hospital's commitment to advancing healthcare in the UAE.

The paired kidney donation program matches transplant recipients with compatible live donors, positioning the UAE as a preferred healthcare destination for individuals seeking compatible donors to combat kidney failure.

In another groundbreaking effort for the UAE, Cleveland Clinic Abu Dhabi, in partnership with colleagues from Cleveland Clinic U.S., conducted three robot-assisted kidney transplants. This achievement underscores the hospital's commitment to transforming healthcare with advanced technologies. The robotic surgical system used in these procedures offers a precise, minimally invasive option for patients, with numerous benefits that include reduced pain, minimal blood loss, smaller scars, shorter recovery times, lower infection risks, and improved clinical outcomes. Surgeons control a console that provides a three-dimensional (3D) view of the surgical site, while specialized instruments on robotic arms mimic the surgeon's movements with unmatched accuracy.



A notable case involved a cystic fibrosis patient with severe lung and liver dysfunction, who underwent a **complex multi-organ transplant** at Cleveland Clinic Abu Dhabi.

The 14-hour surgery was led by a multidisciplinary team of experts, who replaced the patient's lungs and liver resulting in a remarkable recovery.

In another UAE first, the hospital conducted a successful **combined coronary artery bypass graft (CABG) and liver transplant** procedure for a patient with coronary artery disease, underscoring its pioneering status in complex care.



LEARN MORE

Fatima bint Mubarak Center



2,491

patients



24,459

cancer patient clinic visits



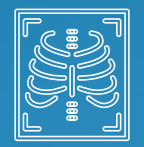
5,605

radiation treatments



5,210

chemotherapy infusions



6,420

imaging studies

Cancers treated

- Blood cancers including leukemia, lymphoma, and multiple myeloma
- Breast cancers
- Endocrine cancers including adrenal, parathyroid, and thyroid cancers
- Gastrointestinal cancers including colorectal, esophageal, stomach, gastric, liver, pancreatic, biliary, and small bowel cancers
- Genitourinary cancers including bladder, prostate, renal, and testicular cancers
- Gynecological cancers including cervical cancer
- Head and neck cancers
- Neurological cancers including brain and spinal cord tumors, pituitary tumors, and primary central nervous system lymphoma
- Thoracic cancers
- Ophthalmological cancers (eye cancers) including 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

In March 2023, Cleveland Clinic Abu Dhabi inaugurated the Fatima bint Mubarak Center, a first-of-its-kind integrated stand-alone facility in the UAE dedicated to advanced cancer care.

Named in honor of Her Highness Sheikha Fatima bint Mubarak, the center provides personalized, world-class oncological services.

The center has been modeled on Cleveland Clinic’s Taussig Cancer Center, and has recently been awarded a three-year accreditation from the Joint Commission International (JCI), emphasizing its commitment to excellence.

TECHNOLOGICAL INNOVATIONS IN CANCER CARE

The Fatima bint Mubarak Center has introduced Ethos adaptive radiotherapy, an artificial intelligence (AI)-driven technology that allows real-time adaptation of cancer treatment plans based on daily changes in patient anatomy. This innovation significantly reduces treatment time and radiation exposure, benefiting various cancer types, particularly pelvic, abdominal, bladder and prostate cancers.

Additionally, the center offers radioembolization (TARE-Y90 therapy), a minimally invasive targeted therapy for liver cancer. The procedure uses radioactive microspheres to selectively destroy cancer cells while sparing healthy liver tissue, providing improved quality of life and prolonged survival for select patients whose liver cancer has spread to other parts of the body.

The Fatima bint Mubarak Center is also home to a state-of-the-art chemotherapy robot, which leverages an automated compounding process to prepare patient-specific hazardous doses with ease and accuracy, thereby ensuring caregiver and patient safety. The robot’s benefits extend to increased pharmacist efficiency, reduced operating costs, automated record-keeping, and streamlined inventory management.

Through these innovative technologies, the Fatima bint Mubarak Center has elevated the standard of cancer care in the region, with a focus on patient experience, research, and innovation.



LEARN MORE



HEART, VASCULAR & THORACIC

In September 2023, the Department of Health – Abu Dhabi (DoH) certified Cleveland Clinic Abu Dhabi as Centre of Excellence (CoE) for Adult Cardiac Surgery (ACS). This certification highlights Cleveland Clinic Abu Dhabi’s exceptional capabilities in delivering a comprehensive range of integrated cardiac surgery and structural heart disease interventions. The hospital is therefore recognized as a leading destination for ACS that offers patients access to a range of treatment options and high-quality care.

Cleveland Clinic Abu Dhabi currently provides a wide array of specialized cardiovascular and structural heart procedures. The hospital is home to a world-renowned cardiac surgery program, and offers state-of-the-art facilities to deliver multidisciplinary services that address non-critical conditions associated with complex heart disorders. These services are facilitated by the hospital’s advanced cardiac surgery facilities, including intensive care units and cardiac operating theaters. A team of cardiologists with extensive experience, including some of the world’s most respected surgeons, oversees all cardiac care and complex surgery services related to cardiovascular medicine, interventional cardiology, and electrophysiology.

To solidify its position as Center of Excellence (CoE) for ACS, Cleveland Clinic Abu Dhabi is committed to advancing research and education in cardiac sciences. The Heart, Vascular & Thoracic Institute therefore continues to collaborate with partners and health-tech incubators to bring world-class research, education, and innovation to Abu Dhabi.

 **222** structural heart interventions

 **504** complex open-heart cardiac surgeries

 **114** Transcatheter Aortic Valve Replacement (TAVR)

 **204** thoracic surgeries

MEDICAL INNOVATIONS AND FIRSTS

In May 2023, Cleveland Clinic Abu Dhabi introduced the UAE’s first Invasive Microvascular and Coronary Spasm Program to diagnose a cardiac disorder that causes chest pain or angina due to artery spasms or inadequate dilation. The condition is often missed in routine cardiac assessments. The hospital’s program, involving a multidisciplinary team of physicians, caregivers and advanced equipment, therefore addresses a gap in diagnosis typically left undiscovered by standard coronary artery angiograms. The program integrates various medical disciplines, including interventional cardiology, women’s cardiology, and cardiovascular imaging, drawing expertise from a similar program offered at Cleveland Clinic U.S.

Another milestone at Cleveland Clinic Abu Dhabi involved a groundbreaking robotic rib resection and venolysis procedure to treat venous thoracic outlet syndrome. This minimally invasive surgery, a major advancement in medical technology, was successfully performed on a 22-year-old female patient. Traditionally, venous thoracic outlet syndrome surgery requires a large chest incision, leading to longer healing time and visible scarring. In contrast, utilizing robotic technology, the Cleveland Clinic Abu Dhabi team made only three small incisions on the patient’s back, ensuring minimal pain and no visible scars. The procedure achieved outstanding clinical results whilst providing the patient with minimally painful treatment option and optimized recovery. Such pioneering methods align with Cleveland Clinic Abu Dhabi’s commitment towards delivering patient-centric compassionate care.

Complex procedures

In October 2023, Cleveland Clinic Abu Dhabi successfully performed a complex aortic valve replacement surgery on a 31-year-old international patient with a rare genetic heart condition, known as bicuspid aortic valve disease, which had resulted in congestive heart failure. Without any prior symptoms, the patient had begun experiencing shortness of breath and severe leg swelling, leading to the diagnosis. The patient’s heart function had deteriorated significantly by the time he arrived in the UAE, with an ejection fraction of only 15%, well below the normal range of 50 to 70%, and his heart had enlarged by 50% due to a leaking aortic valve.

Cleveland Clinic Abu Dhabi, renowned for its advanced expertise and innovative technology in treating complex heart diseases, was the recommended option for this patient’s care. Despite being a high-risk procedure, a valve replacement became the only option to save the patient’s life. The successful surgery resulted in the patient’s rapid recovery and stands as a testament to the hospital’s commitment to providing world-class care.



LEARN MORE



NEUROLOGY & NEUROSURGERY



1,366

surgical procedures



Neurointerventional radiology

537

cases



Cranial

488

cases



Spinal

257

cases



Others (peripheral nerves, biopsies & etc)

84

cases



67,069

outpatient visits in 2023



LEARN MORE

In July 2023, the Department of Health – Abu Dhabi (DoH) designated Cleveland Clinic Abu Dhabi as Centre of Excellence (CoE) for Stroke Care in Abu Dhabi. This prestigious recognition reflects the hospital's extraordinary capability to deliver top-tier stroke care, enabled by a highly skilled, multidisciplinary team of physicians and caregivers extensively trained in cerebrovascular and neurological diseases. These experts cover various critical disciplines, including emergency medicine, stroke neurology, interventional neuroradiology, cerebrovascular surgery, diagnostic neuroradiology and diagnostic radiology.

Cleveland Clinic Abu Dhabi's Neurovascular Medicine Program and Stroke Center utilizes cutting-edge equipment and comprehensive clinical solutions as part of its commitment to enhancing quality and performance. Actively contributing to advanced education and research endeavors, the program has been certified as a Comprehensive Stroke Center by the Middle East and North Africa Stroke Organization (MENASO) and the American Stroke Association® (ASA), in recognition of the facility's commitment to prioritizing quality care for stroke patients.

The Neurovascular Medicine Program and Stroke Center is committed to delivering comprehensive services that encompass the latest diagnostic and treatment options for stroke and other cerebrovascular conditions. This commitment is upheld by a multidisciplinary team of stroke neurologists, neuro-interventionalists, vascular neurosurgeons, and specialists. Their approach is guided by state-of-the-art imaging techniques, notably the revolutionary ARTIS Icono system – the most advanced stroke interventional system in the region. Enhanced by artificial intelligence (AI), this cutting-edge system ensures rapid and precise evaluation and treatment for stroke patients, leading to significantly improved outcomes compared to more conventional approaches.

Beyond expertise and technology, Cleveland Clinic Abu Dhabi places paramount importance on the overall patient experience and safety within its Neurovascular

Medicine Program and Stroke Center. This is evident in the hospital's quality metrics, where it consistently not only meets but exceeds both national and local benchmarks. A key metric demonstrating this commitment is the door-to-IV thrombolysis time, where the hospital has achieved a 100% compliance rate, with every patient presenting with an ischemic stroke receiving intravenous blood clot treatment within the 60-minute window mandated by the Department of Health – Abu Dhabi (DoH). The consistent achievement of such targets exemplifies Cleveland Clinic Abu Dhabi's efforts to create a reliable, safe, and exceptional healthcare environment, ensuring that all patients receive timely and effective stroke care aligned with the highest standards of medical practice.

Complex procedures

Cleveland Clinic Abu Dhabi's Neurological Institute used an Auditory Brainstem Implant (ABI) to restore hearing for a young patient who had severe hearing loss due to genetic factors and multiple large benign intracranial tumors. The auditory brainstem implant, a sophisticated neural auditory prosthesis, was surgically implanted to create a sensation of sound through the strategic placement of a multielectrode surface array within the brainstem's lateral recess that effectively bypassed the peripheral auditory system. This intricate surgical procedure required collaborative effort, drawing on the expertise of an interdisciplinary team across neurology, neurosurgery, radiology, audiology, speech and language pathology, and psychology in order to ensure the highest levels of care and successful outcomes.

In 2023, Cleveland Clinic Abu Dhabi also marked 41 successful deep brain stimulation procedures since its introduction to the hospital in 2020, representing a significant milestone that reaffirms the hospital's commitment to innovative medical solutions. This advanced procedure involves the implantation of electrodes in the brain to modify abnormal activity responsible for Parkinson's disease symptoms. The electrodes are controlled by implantable pulse generators (IPG), which effectively reduce symptoms and bring renewed hope to patients. The hospital's expertise in this area, supported by a successful collaboration with Cleveland Clinic U.S. has minimized the need for patients to seek treatment abroad.

CRITICAL CARE



196
ECMO cases



72
critical care beds



2,710
highly complex ICU
patients managed



4,000
complex bedside
procedures performed
across 3 levels

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 three levels of specialized units dedicated to delivering integrated critical care and home to the only Extracorporeal Membrane Oxygenation (ECMO) Center in the UAE. In 2023, the institute managed 196 ECMO cases and 172 organ donors through the deceased organ donation program, highlighting its pivotal role in life-saving interventions.

A total of 2,710 highly complex patients were cared for at Cleveland Clinic Abu Dhabi's ICU and around 4,000 intricate bedside procedures were successfully completed in 2023.

As the only ICU managing multi-organ transplant care and the only American Heart Association (AHA) accredited stroke centre in UAE, Cleveland Clinic Abu Dhabi has received the Extracorporeal Life Support Organization (ELSO) Gold Award and was recognised by Hayat - The National Programme for Donation and Transplantation of Human Organs and Tissue for 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. Additionally, in 2023 the institute developed a pioneering program to train healthcare professionals in brain death declaration, and delivered the only comprehensive ECMO workshops in the UAE.

The forthcoming fellowship program and Fundamental Critical Care Support (FCCS) certification for nurses will serve to further reinforce its status as a centre of excellence in critical care, ensuring that Cleveland Clinic Abu Dhabi continues to lead in providing innovative and comprehensive healthcare services.

MEDICAL INNOVATIONS IN COMPLEX CARE

Digestive Disease Institute

- Cleveland Clinic Abu Dhabi introduced a novel surgical technique for gynecomastia surgery, effectively addressing the ‘dished-out’ chest appearance post-breast tissue resection. This innovative approach, used during surgical interventions for 30 patients, has been well-received for the improved surgical outcomes, a total of 95 gynecomastia surgeries were performed in 2023.
- The hospital pioneered the use of artificial intelligence (AI) in colonoscopies to enhance screening for colon cancer screening, becoming the largest center in the UAE to offer AI-assisted colonoscopies.
- The introduction of gallbladder drainage procedures using lumen apposing metal stents (LAMS) represents a major UAE-first, providing minimally invasive solutions for inflammation, shorter recovery times and improved patient quality of life.

Surgical Subspecialties Institute

- The Otolaryngology and Head & Neck Surgery Program, in collaboration with the ophthalmology department, performed a unique biocoronal incision approach for a challenging orbital lesion, successfully restoring vision.
- Collaboration with the Plastic Surgery Program resulted in the first mandibulectomy with fibula flap reconstruction.
- Head and neck surgeons accomplished complex oral cavity resections and reconstructions.
- The department also pioneered the lateral pharyngotomy approach for treating base of tongue cancer.
- The Plastic department Program successfully performed breast reconstruction using lymphoid tissue transplant, nasal reconstruction using knee bone graft, reanimation surgery for facial paralysis, tendon reconstructions, and a complex reconstruction for diabetic foot.
- The Urology Program introduced High-Intensity Focused Ultrasound (HIFU) for prostate cancer treatment, offering a minimally invasive option to patients.

Respiratory Institute

- The first chronic thromboembolic pulmonary hypertension (CTEPH) program was established in the UAE.
- Successfully performed 14 endarterectomies, introducing the procedure to the UAE.

Eye Institute

- The institute developed an innovative surgical technique for treating aphakia.
- Surgical teams successfully performed tube shunt procedures for complex infantile glaucoma.

Imaging Institute

- The first portal vein recanalization program in the UAE was established.
- Choline positron emission tomography–computed tomography (choline PET CT) offered for the detection of parathyroid localization.
- Ictal single-photon emission computed tomography (SPECT) was introduced to measure cerebral blood flow for epilepsy/seizure patients.

The Best Place To Receive Care





INTERNATIONAL PATIENTS

Through comprehensive efforts and offerings, Cleveland Clinic Abu Dhabi has solidified Abu Dhabi's standing as a prominent global healthcare destination with a robust capacity to provide advanced treatment of complex conditions.

Positioned as a premier destination for medical tourism in the UAE, Cleveland Clinic Abu Dhabi has gained recognition for its superior healthcare services, and its success in attracting international patients seeking specialized treatments. Strategic partnerships with international insurance companies also contribute to the increased influx of international patients.

Cleveland Clinic Abu Dhabi is today acknowledged globally for its advanced technologies and specialized programs, especially those leveraged within the hospital's multi-organ Transplant Center. The Heart, Vascular & Thoracic Institute, offering services such as complex cardiac surgery and interventional cardiology, also remains in particularly high demand among international patients.

In 2023, Cleveland Clinic Abu Dhabi's international patient services team noted a remarkable 20% surge in patient volume compared to the previous year, treating a total of 1,057 international patients hailing primarily from Saudi Arabia, Pakistan, Oman and Bahrain.

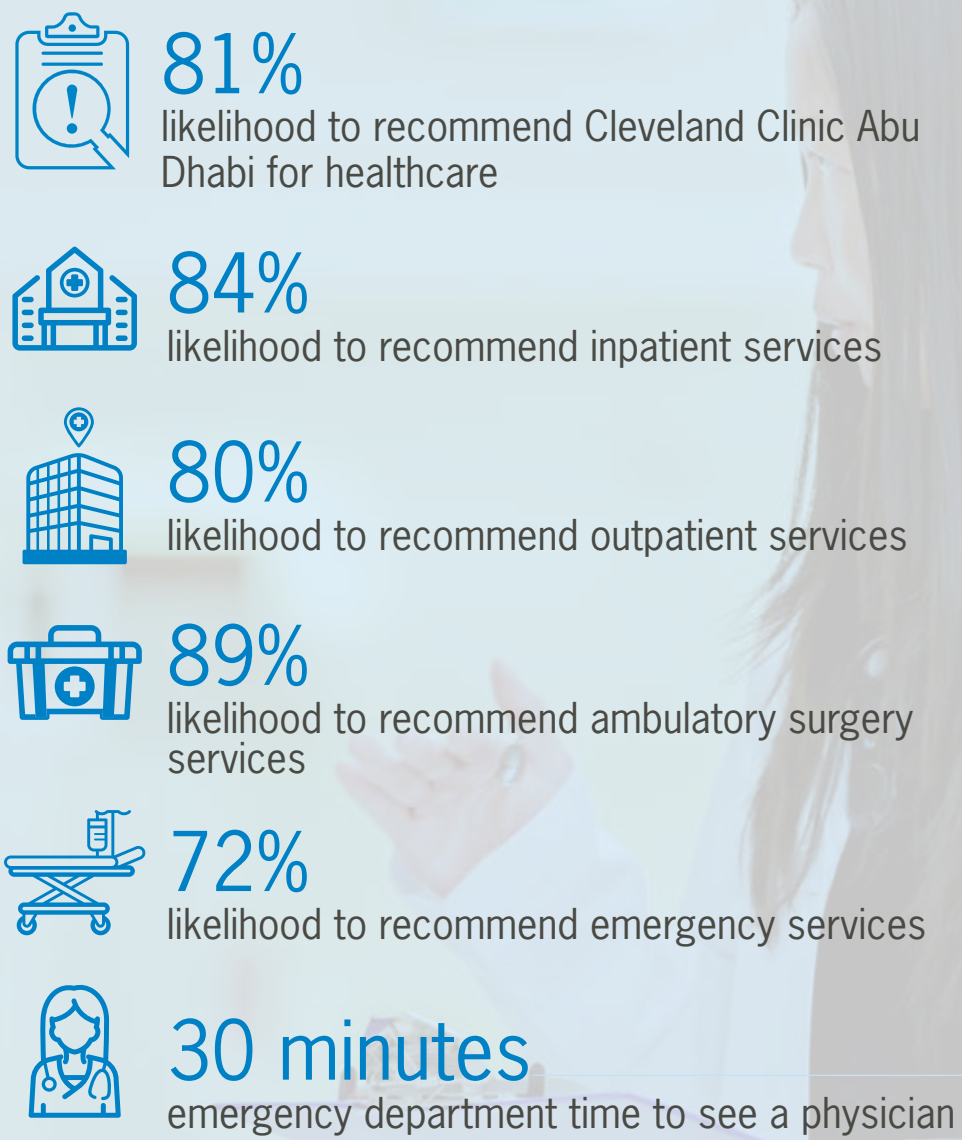
With a focus on comfort and empathy, the international patient services department at Cleveland Clinic Abu Dhabi ensures a smooth and convenient experience for individuals and families seeking top-tier healthcare close to home. The services offered include appointment scheduling, travel support, medical records coordination, cost estimation, payment facilitation, hospital admission support, critical care transfers, and concierge services.

The growth in international patients stems from other factors as well, including physician referrals, word-of-mouth recommendations, the hospital's proximity to the Gulf and MENA region, and heightened media awareness of medical tourism to the UAE. Moreover, the trusted care, world-class facilities and an extensive range of services have contributed to growth in this sphere. This success is furthermore a direct result of Cleveland Clinic Abu Dhabi's partnerships with M42, Cleveland Clinic U.S., the Department of Health – Abu Dhabi (DoH) and other industry partners, which collectively enhance the hospital's international reputation and contribute to its development.



20% increase in international patient volume in 2023

PATIENT EXPERIENCE



LEARN MORE

Recognized as one of the top three hospitals in the Gulf region, Cleveland Clinic Abu Dhabi excels in delivering outstanding patient-centered care, actively engaging with patients and prioritizing their feedback, which contributes to an exceptional overall patient experience.

The hospital partners with patients and families through the Patients and Family Advisory Council, which has expanded to more than 50 members this year.

MULTIDISCIPLINARY MODEL OF CARE

Cleveland Clinic Abu Dhabi has been designed with a patient-centered focus, in line with its commitment to a patient-first philosophy. The hospital has therefore organized its departments and services according to disease grouping to foster collaborative care. This structure promotes better synergy among caregivers, enabling them to operate as a cohesive, multidisciplinary team dedicated to assessing and determining the most effective treatment strategies for each patient.

- 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

INSTITUTE HIGHLIGHTS

Surgical Subspecialties Institute

- Surgeons treated 2,298 cases in 2023 with a 3% growth rate compared to 2022.
- The institute recorded an increase of 21% in performing complex procedures compared to 2022.

Digestive Disease Institute

- The institute completed 70,837 outpatient visits in 2023.
- A total of 11,459 surgical and procedural cases were performed during the year, including liver transplants, pancreatic transplants, therapeutic advanced endoscopies, colorectal surgeries, bariatric surgeries, and abdominal wall reconstructions.

Emergency Medicine Institute

- The institute recorded a total of 61,205 encounters, surpassing its target by 108% and exhibiting a 7.3% YOY growth.
- A total of 7,549 patients were admitted.
- The average wait time to see a doctor was reduced from 32 minutes in 2022 to 30 minutes in 2023.
- A notable decrease in the Left Without Being Seen rate was observed, dropping from 3.39% in 2022 to 2.18% in 2023.
- The Emergency Nurses Association Lantern Award was renewed in 2023, making Cleveland Clinic Abu Dhabi's Emergency Department the only one outside of the United States to receive this award twice.

Anesthesiology Institute

- A total of 25,384 procedures were completed in 22 different anesthesia locations.
- A transitional pain service was implemented for acute to chronic pain care.

Imaging Institute

- 12,500 average patients served per month - 10% increase YoY.
- 1,651 PET CT cases delivered with exceptional results.
- Provided expert medical interpretation and supervision of over 2000 PET studies at the Tawam Molecular Imaging Centre (TMIC) in Al Ain.

Eye Institute

- A total of 2,122 surgeries were completed during the year.
- An artificial intelligence (AI)-based diabetic retinopathy screening program was launched.
- Initiated the process of setting up an adult ocular oncology service, which is expected to be operational in 2024.
- Five Emirati patients with reduced vision who are potentially eligible for retinal gene therapy were identified, in collaboration with M42 and the Emirati Genome Program.

Nursing Institute

- The institute contributed to the achievement of the Emergency Nurses Association Lantern Award for the Emergency Department for a second term.
- The transfer center developed a Peak Census Procedure, which supported Center of Excellence (CoE) teams to seamlessly admit patients requiring complex care services.
- A total of 324 nursing caregivers were successfully onboarded during the year.

Respiratory Institute

- The institute completed 16 lung transplants in 2023.
- Treated more than 350 asthma patients.
- The only cardiopulmonary exercise testing center was set up in the UAE.
- State-of-the-art facilities, and the expansion to five sleep labs, allowed for 79% growth of in-house sleep studies.
- The only adult cystic fibrosis and non-cystic fibrosis bronchiectasis centre in the UAE opened at the institute.
- As one of two centers in Abu Dhabi providing oral immunotherapy for patients with severe food allergies, the institute extended a novel treatment option that can significantly reduce the risk of anaphylaxis and death. Six patients were successfully treated in 2023.
- It is the only accredited center in the UAE to provide penicillin allergy de-labeling, perioperative hypersensitivity assessment, subcutaneous allergen immunotherapy according to American and European standards, and comprehensive immunologic workup and management for patients with primary immunodeficiency.
- A total of 235 bronchoscopy procedures were completed, including for complex cases that required cryo-transbronchial biopsies.

Oncology Institute

- A total of 2,485 new cancer patients were treated.
- The Fatima bint Mubarak Center completed 24,459 clinic visits.
- Cleveland Clinic Abu Dhabi’s first bone marrow transplant was successfully performed.
- The institute launched a palliative care service, brachytherapy treatment, stereotactic radiosurgery, and lymphatic bypass for breast cancer.
- New clinics were established to cater to cancer survivors and high-risk patients, specifically addressing the needs of those with multiple myeloma and amyloidosis.

Neurology Institute

- In total, 67,059 visits were completed in as well as 1,366 surgical cases.
- More than 22,202 patients served.
- Received approval to offer stereoelectroencephalography (SEEG), a minimally invasive surgical procedure used to identify deep areas in the brain where difficult-to-treat epileptic seizures begin. The treatment will be offered in the UAE for the first time.
- The institute was designated as Centre of Excellence (CoE) for Stroke Care by the Department of Health – Abu Dhabi (DoH).
- Comprehensive Stroke Center certification was awarded by the American Stroke Association (ASA), part of the American Heart Association.
- The Stroke Program was recertified by Joint Commission International (JCI).

Medical Subspecialties Institute

Infectious Disease

- Recognized as Center of Excellence (CoE) in antimicrobial stewardship by the Infectious Diseases Society of America (IDSA).
- An outpatient parenteral antimicrobial therapy (OPAT) was launched.

Endocrinology Program

- Introduced a selective arterial calcium stimulation test, in collaboration with the Interventional Radiology department.
- Specialty clinics were set up to assist patients with uncontrolled diabetes and pituitary health.
- The program pioneered the first radiofrequency ablation to manage benign thyroid nodules.

Nephrology Program

- The program offered a total of 4,978 hemodialysis and plasmapheresis treatments, representing the busiest period since its establishment.
- A total of 2,814 days of offering continuous renal replacement therapy (CRRT) were logged. The slow dialysis treatment runs for days to address the needs of unstable patients in intensive care units, and the institute is one of the few centers in the region offering complex CRRT, including therapy for patients on extracorporeal membrane oxygenation (ECMO) support as well as patients undergoing liver transplantation.

Rheumatology Program

- The program cared for 8,500 patients requiring complex care.
- Received more than 50 requests from DOH requesting review for patients traveling abroad for medical treatment.
- The first multicenter cohort of systemic sclerosis in the UAE was launched as part of the Rheumatology Program.

Hospital Medicine Program

- The program admitted 4,778 patients .
- Established a team to support complex care at the hospital, including the admission service for other institutes.

Others

- The Dermatology Program set up a psoriasis clinic.
- The Primary Care Program hosted a number of specialized clinics including uncontrolled hypertension, geriatric patients, survivorship, influenza, and comprehensive medication management.
- The Lifestyle Medicine Program remained dedicated to enhancing survival and minimizing recurrence for cancer patients, and helped multiple people adopt evidence-based lifestyle behaviors and healthy life choices in order to prevent treat and manage chronic diseases through nutrition, physical activity, stress management, sleep, and social relationships.

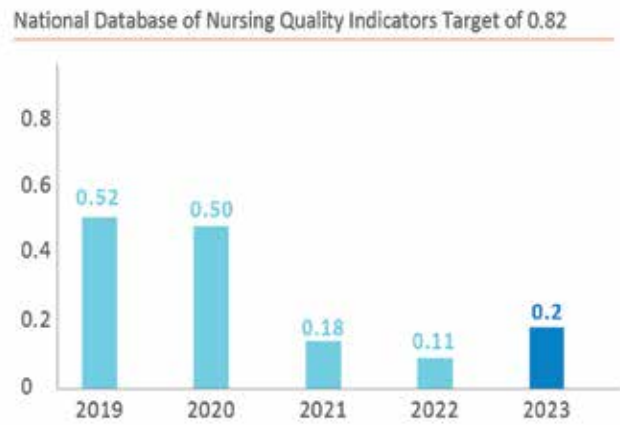
PURSuing ZERO HARM

In its drive towards zero harm, Cleveland Clinic Abu Dhabi adopts and continuously reinforces a culture of good reporting through the “Good Catches” program, which aims at reporting possible harm incidents caught by caregivers, before they occur, preventing harm from reaching patients. This process allows for continuous assessment and adjustment of quality and safety processes to address any gaps or opportunities for improvement.

1,175 good catches

Central Line-Associated Bloodstream Infection (CLABSI)

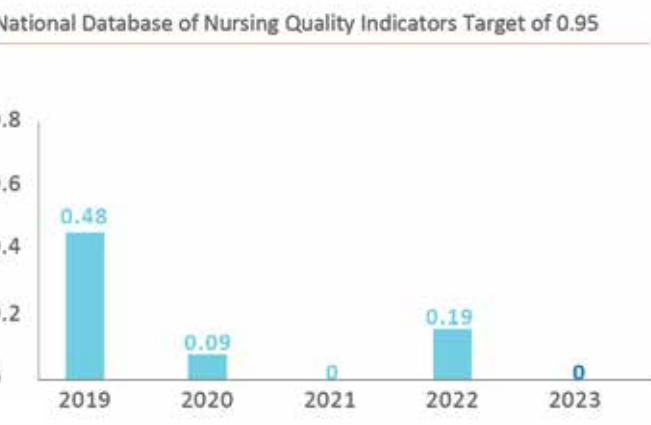
RATE 0.2 per 1,000 line days



The CLABSI rate at Cleveland Clinic Abu Dhabi is 0.2, significantly below the National Database of Nursing Quality Indicators benchmark of less than 0.82. This demonstrates the hospital’s effective management of bloodstream infections, and the maintenance of a safe environment for patients.

Catheter-Associated Urinary Tract Infection (CAUTI)

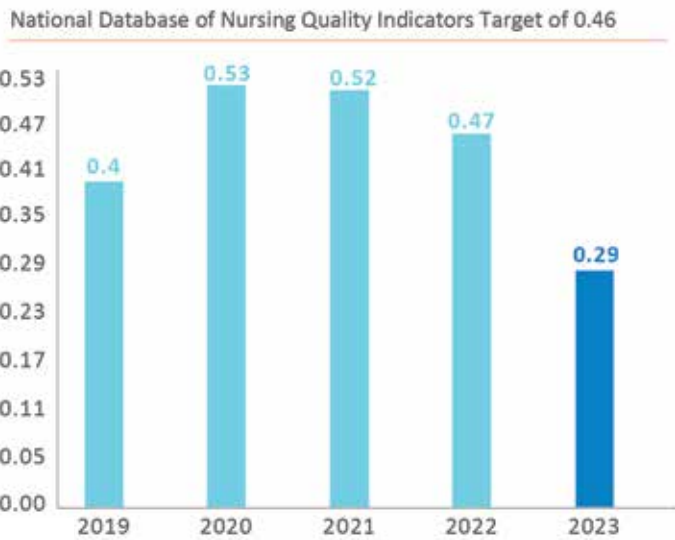
RATE 0 per 1,000 catheter days



CAUTI is one of the most common healthcare-associated infections in hospitals, and can prolong hospital stays while increasing death and morbidity rates. In 2023 Cleveland Clinic Abu Dhabi reported a CAUTI rate of zero, exceeding the National Database of Nursing Quality Indicators benchmark of less than 0.95.

Inpatient falls with injury

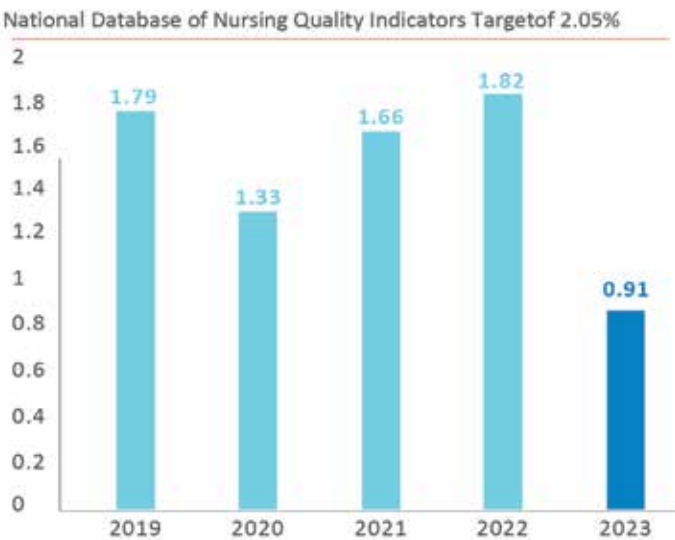
RATE 0.29 per 1,000 bed days



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 0.29 per 1,000 bed days, reflecting remarkable performance and maintaining a rate below the National Database of Nursing Quality Indicators benchmark of less than 0.46.

Hospital-acquired pressure injury (HAPI) prevalence

RATE 0.91% per 1,000 discharges



Cleveland Clinic Abu Dhabi continues to reduce HAPIs – localized pressure injuries acquired during hospital stays – recording an annual rate of 0.91% per 1,000 discharges, well below the National Database of Nursing Quality Indicators benchmark of 2.05%.

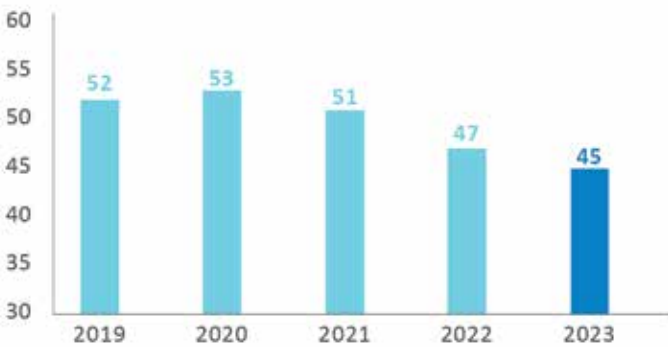
ST-Elevation Myocardial Infarction (STEMI) Times

COMPLIANCE 100%

45 mins

Immediate treatment for STEMI, the most severe type of heart attack, is essential. In 2023, Cleveland Clinic Abu Dhabi maintained a median STEMI door-to-balloon time of 45 minutes, performing significantly better than the American College of Cardiology's target of 90 minutes. This achievement placed the hospital in the 90th percentile of the National Cardiovascular Data Registry (NCDR) benchmark worldwide.

National Database of Nursing Quality Indicators Target of 90 minutes



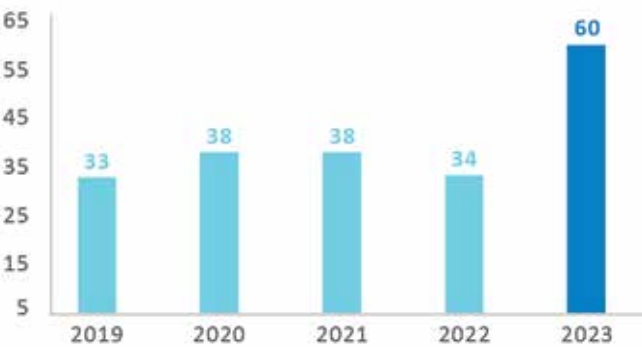
Stroke: Door-to-IV Thrombolysis Times

COMPLIANCE 100%

60 mins

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).

Department of Health – Abu Dhabi Target of 60 minutes



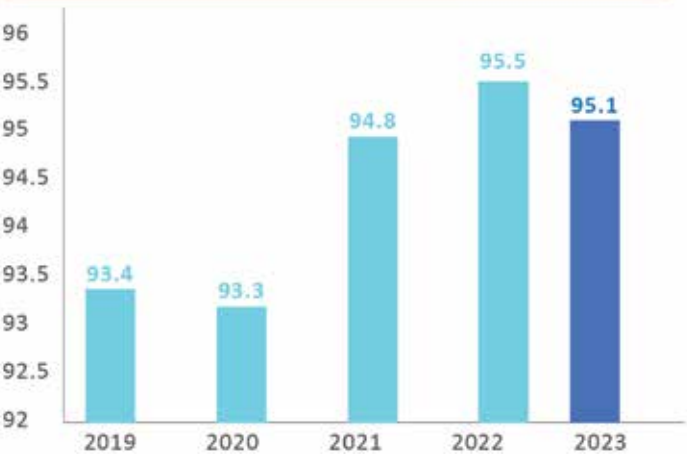
Hand hygiene

Compliance: 95.1%

Hand hygiene is a critical focus at Cleveland Clinic Abu Dhabi, to prevent the transmission of illnesses. In 2023, the hospital recorded a compliance rate of 95.1%, using the JCI Targeted Solutions Tool to ensure adherence to hygiene protocols.

The hospital continues to enforce stringent guidelines and provide ongoing training to caregivers to achieve and maintain this goal, focusing on infection control practices, proper hygiene protocols, and regular monitoring of compliance measures.

Joint Commission International Target of 90%



MEET OUR LEADERSHIP



Jorge A Guzman, MD, MBA
Chief Executive Officer



Mumtaz Khan, MD, MBA
Chief of Staff



Marc Petre, PhD
Chief Operating Officer



Mubarak Al Darmaki, MD, MSc
Chief Administrative Officer



Sawsan Abdel-Razig, MD
Chief Academic Officer



Bryan Lord
Chief Information Officer



Glenn Zirbser, MBA
Chief Financial Officer



Elizabeth Govero, DNP, MSN
Chief Nursing Officer



Ali Al Jawdar, MBA
Chief Human Capital Officer

The Best Place To
Work In Healthcare



LEARN MORE

OUR CAREGIVERS

Cleveland Clinic Abu Dhabi fosters a culture of collaboration, inclusivity, education, and excellence among its caregivers, who are at the heart of the institution's world-class care. By supporting the wellness and development of its caregivers, the hospital maintains its status as the best place for receiving world-class complex care and best place to work in healthcare. In addition to a raft of education and well-being initiatives, the hospital implements ongoing strategies to attract and retain top clinicians from around the world.

In 2023, the hospital launched the 'Together for our patients' culture program, reinforcing its commitment to a unified, empathetic approach to the delivery of healthcare. This program, celebrated through caregiver stories and workshops, further cements the hospital as an exemplary place for care and professional growth.

In 2023, Cleveland Clinic Abu Dhabi was home to 5,125 of caregivers, including 1,434 contractors. This diverse team comprises of 444 physicians, 1,556 nurses, and 577 allied health professionals representing 79 nationalities, including 656 Emirati professionals.

CAREGIVER WELL-BEING INITIATIVES

The well-being of caregivers is a top priority at Cleveland Clinic Abu Dhabi, and complements the hospital's delivery of top-quality patient care. A wide range of resources are therefore provided to support caregivers' physical, emotional, and social welfare. Annual health checkups ensure comprehensive occupational health, and a well-resourced caregiver cafeteria providing nutritious meals. The hospital also promotes an active lifestyle with marked walking paths on campus, and the Layaqa fitness gym and other wellness program.

In 2023, Cleveland Clinic Abu Dhabi introduced several initiatives to boost the physical, social and mental health of caregivers. The One Healthcare Eco Challenge and EcoChallenge.org, encouraged caregivers to adopt healthier habits and work together toward wellness goals. 34 caregivers enrolled in Emerge Stronger, a one-on-one peer support program designed to help caregivers cope with distress from adverse clinical events. These programs are delivered at Cleveland Clinic Abu Dhabi in partnership with Cleveland Clinic U.S. Additionally, a lifestyle transformation challenge, promoting fitness as a lifestyle through an eight-week exercise "my EAP" program for caregiver teams, was also introduced for caregivers.

In 2023, the emphasis was on mental well-being, with mental health first-aid training and well-being seminars on offer. Initiatives like the Burnout Survey, in collaboration with Occupational Safety and Health Management System, reiki sessions, and 'Mind Your Mind' Mental Health Week were also held to address mental health concerns. Peer-to-peer training sessions with Cleveland Clinic U.S., sports and clubs for caregivers, and the "my EAP" program, further contributed to a supportive environment.

These comprehensive efforts aim to empower caregivers to reach optimum health, thereby enhancing their quality of life and enabling the best possible care for patients.

ACHIEVEMENTS, AWARDS, AND STATISTICS

- At the 2023 Employee Happiness and Summit Awards, Cleveland Clinic Abu Dhabi was a silver medalist in the ‘Best Employee Wellness Initiatives’ category.
- Six sports clubs, including football, basketball, badminton, dragon boat, cricket and squash, were sponsored by the Caregiver Well-being team.
- The hospital held the first CME-accredited Well-being Academy seminars, which were attended by 653 caregivers.

LEARNING AND DEVELOPMENT

75
workshops delivered

1,331
participants engaged

91,627
hours logged on Mindspace

78%
of UAE nationals completed
40 hours or more of learning

Cleveland Clinic Abu Dhabi fosters a culture of continuous education and development of its caregivers to help them attain the highest levels of performance and well-being. At Cleveland Clinic Abu Dhabi, caregivers have access to an A.I.-powered learning experience platform, Mindspace, to upskill themselves. In 2023, the hospital saw a significant increase in Mindspace utilization for online learning, with caregivers logging in for a total of 91,627 learning hours. The hospital’s talent and leadership development efforts also included the successful launch of the LEAD Program by HULT. Facilitated by Cleveland Clinic Abu Dhabi’s Chief Executive Officer Dr. Jorge Guzman, this seven-month program involved workshops, masterclasses, coaching and projects engaging 24 directors and 23 managers.

Cleveland Clinic Abu Dhabi’s collaboration with Cleveland Clinic U.S. supported the global implementation of the Leader Skills Passport program, encompassing 168 participants, including 24 Cleveland Clinic Abu Dhabi leaders. Additionally, aligning with the goal of fostering UAE national clinical talent, one of the hospital’s UAE national physiotherapists participated in the Cleveland Clinic U.S.’ Connect program for cardiac rehabilitation therapy.

Cleveland Clinic Abu Dhabi also introduced the Leadership EDGE Program, with over 90 leaders already enrolled, highlighting the hospital’s investment in leadership excellence and caregiver growth.

CELEBRATING OUR CAREGIVERS

Each year, Cleveland Clinic Abu Dhabi takes pride in recognizing exceptional caregivers who uphold the hospital’s core values in their work, exemplify compassionate care, and serve as inspiring role models of the hospital’s ethos of excellence. The Caregiver Annual Awards ceremony is a highly anticipated annual event that honors these outstanding caregivers.

The awards consist of two distinct categories - the Values Awards and the prestigious Caregiver of the Year Award. The Values Awards acknowledges and appreciates caregivers who consistently demonstrate Cleveland Clinic Abu Dhabi’s values in their daily actions. The Caregiver of the Year is a sought-after accolade awarded to one exemplary caregiver selected from a group of finalists spanning from all eight functions. This acknowledgement celebrates the exceptional dedication, expertise and compassion displayed by the caregiver.

This year, the Caregiver of the Year award was conferred on Abdul Aziz Alghfeli, Senior Manager, VIP Services, Administration. As the leader of VIP and protocol services, Abdul Aziz ensures the delivery of exceptional services and patient experiences. His management style has raised the bar at Cleveland Clinic Abu Dhabi and inspired him to strive for excellence.

The 2023 Values Awards recipients

Quality and Safety Value Award: Emily Rundle, Assistant Nurse Manager, PACU, Prep, Nursing

Integrity Value Award: Mysel Miguel, Graduate Education Coordinator, Academics

Empathy Value Award: Dr. Yazan Aljabery, Associate Staff Physician, Medical

Inclusion Value Award: Janelle Dalayon, Perioperative Staff Nurse, Nursing

Innovation Value Award: TricValve Team, HVTI

Stewardship Value Award: EMR - Epic Security Team

Teamwork Value Award: Dialysis Nurses Team

Advancing Healthcare In The UAE



EDUCATING THOSE WHO SERVE

Cleveland Clinic Abu Dhabi, as a designated teaching hospital, plays a pivotal role in offering top-tier healthcare education to both current and future medical professionals, including physicians, nurses, and allied health experts, at various stages of their career journey.

The hospital holds the distinction of being the first organization in the UAE to receive the Provisional Accreditation from the Accreditation Council for Continuing Medical Education (ACCME®). This accreditation recognizes the hospital as a distinguished provider of Continuing Medical Education (CME), and empowers it to grant credits for local, regional, and international medical education programs, including the American Medical Association (AMA) Physician’s Recognition Award (PRA) Category 1 Credit™. This status affirms the hospital’s commitment to providing high-quality healthcare, and demonstrates its adherence to the highest levels of accreditation and regulatory compliance.

Cleveland Clinic Abu Dhabi also boasts multiple accreditations for its educational and professional development offerings, contributing to the advancement of healthcare.

The Accreditation Council for Pharmacy Education (ACPE) accreditation positions Cleveland Clinic Abu Dhabi as a leading accreditor for continuing education courses and activities, in alignment with the most rigorous educational standards, demonstrating the hospital’s commitment to ongoing professional development.

In addition, regional and international accreditors such as the National Institute of Health Specialties (NIHS – Emirati Board) and the Accreditation Council for Graduate Medical Education – International (ACGME-I) each recognizes Cleveland Clinic Abu Dhabi’s efforts in developing robust and competent educational and professional development programs, catering to both current and future healthcare professionals.

The Education Department at Cleveland Clinic Abu Dhabi is also committed to developing comprehensive competency-based educational and professional development programs in clinical research, with a strong focus on enhancing excellence in healthcare delivery. This is through the development of a ‘fundamentals of clinical research’ course which is given to residents, fellows, and early-career researchers.

Cleveland Clinic Abu Dhabi prioritizes creating an environment where caregivers can thrive, learn, evolve, and also contribute to the education of the next generation in the healthcare field.



LEARN MORE

Undergraduate Medical Education (UME)

- Awarded a grant by the Cleveland Clinic Healthcare System – Education Institute for our Global Medical Education Course proposal.
- Received 867 clinical placement applications and completed 392 clinical placement experiences.
- Resumed Cleveland Clinic Abu Dhabi – Cleveland Clinic U.S. sub-internship in collaboration with Khalifa University.
- Welcomed and completed clerkship training for three cohorts of medical students from Khalifa University in General Surgery and Internal Medicine.

Continuing Medical Education (CME)

- Accredited over 23 regularly scheduled activities with a total of 10,137 participants.
- Delivered the Emergency Medicine Institute Grand Rounds, providing Department of Health – Abu Dhabi (DoH) Continuing Medical Education (CME)-accredited lectures.
- Managed 6 CME conferences and 1 webinar with a total of 2,421 participants.

CME Management Process

In a strategic reform of our continuing medical education (CME) processes, we revamped the CME standard operating procedure for increased efficiency. In June 2023, our CME team gained oversight of CME live events (conferences, workshops, seminars, etc.), including the supervision of external events management providers (EMPs). The CME Team has streamlined the process to enhance the physicians’ journey in holding CME live events at CCAD and ensure seamless, compliant, high-quality, and successful activities. These new processes aim to position us as a top facility for medical education in the region, promoting relevant, evidence-based and balanced CME-accredited activities that are free from any commercial-bias. By the end of 2023, the CME team managed seven successful live events and is planning to exceed the number of conferences in 2022.

Graduate Medical Education (GME)

- Onboarded 43 new trainees, including interns, residents, and fellows across 11 GME programs in September 2023.
- Recorded a total of 106 interns, fellows and residents at the end of 2023.
- Started the inaugural cohort of 2 gastroenterology fellows in September 2023.
- Graduated 9 physician interns and 3 internal medicine residents in a special ceremony.
- Matched 4 graduate medical interns into a Cleveland Clinic Abu Dhabi residency program (General Surgery, Radiology, Anesthesiology, Internal Medicine).

- Partnered with Cleveland Clinic U.S. to launch a certificate program for Graduate Medical Education leadership teams, a program designed to equip leaders with valuable insights and skills.
- Received National Institute for Health Specialties Initial Accreditation (Emirati Board) for seven programs: Anesthesia, Emergency Medicine, General Surgery, Internal Medicine, Otolaryngology and Head & Neck Surgery, Urology, And Neurology.
- Received the Accreditation Council for Graduate Medical Education International (ACGME-I) Continued Accreditation for 3 programs: General Surgery, Internal Medicine and Transitional Year.

Other achievements

- Cleveland Clinic Abu Dhabi made a significant impact at the Arab Health Congress 2023, with its physicians delivering thought-provoking presentations and insights at nine Continuing Medical Education (CME)-accredited conferences led by Cleveland Clinic U.S.
- Graduated over 100 Cleveland Clinic Abu Dhabi physicians in an INSEAD leadership program, which represents a strategic educational effort by the hospital to develop future leaders and inspiring best-in-class talent.

EDUCATION FOR EMIRATIZATION

Cleveland Clinic Abu Dhabi places high priority on promoting the professional development and education of UAE nationals, recognizing that their enrichment contributes directly to the sustainability of the UAE’s healthcare sector.

The hospital offers a wide array of opportunities for UAE nationals, ranging from beginner-level positions to fellowship and leadership roles. In 2023, 10 out of 11 medical education graduates at the hospital were UAE nationals, showcasing Cleveland Clinic Abu Dhabi’s dedication to empowering local talent. Notably, four interns from this cycle are also set to join Cleveland Clinic Abu Dhabi’s workforce, marking the program’s tangible impact on the healthcare community.

Additionally, the hospital offers the Wateen Graduate Trainee Program, which provides qualified UAE nationals with an opportunity to pursue growth in clinical and non-clinical roles. The Level-Up Program further supports this initiative with various certification opportunities.

With an aim to heighten the level of competence of its caregivers and attract and retain high-caliber clinical Emirati talent, Cleveland Clinic Abu Dhabi also introduced the Connect Program, a highly selective four- to eight-week development program offered to UAE national caregivers with a passion for healthcare. The program provides a structured learning experience focused on the best clinical practices from Cleveland Clinic U.S.

- **Graduated 9** trainees in 2023 from the Wateen Graduate Trainee program.
- **Matched 4** graduate medical interns to a Cleveland Clinic Abu Dhabi residency program (General Surgery, Radiology, Anesthesiology, Internal Medicine).
- **Participation of 58** candidates in the healthcare assistant program.
- **11 graduate** medical education programs.
- Currently training **109 interns**, fellows and residents, of whom 62% were UAE nationals.
- **Graduated 2** Emirati professionals from the Connect Program.

RESEARCH FOR HEALTH

Cleveland Clinic Abu Dhabi's specialized multidisciplinary research team conducts a wide range of unique, high-quality studies and clinical trials focusing on conditions that are prevalent in the region. Equipped with the latest technology and resources, the team actively seeks to identify new ways to prevent, diagnose and treat diseases more effectively, aiming to accelerate the development of innovative treatments toward enhancing healthcare in the UAE.

The research team at Cleveland Clinic Abu Dhabi adheres to Good Clinical Practice (GCP) standards, and strictly complies with the rules and regulations set out by the Department of Health – Abu Dhabi (DoH).

In 2023, Cleveland Clinic Abu Dhabi was recognized as the number one research hospital in the nation by the Ministry of Health and Prevention – UAE (MoHAP) in appreciation of its commitment to developing research and medical knowledge. The distinction, highlighted in the 'Landscape of Health Research Report, in the UAE 2017-2022, affirms the hospital's dedication to providing best-in-class healthcare, and highlights its leading role in pioneering research.

In 2023, the hospital conducted 212 active research studies. These studies support the future of the healthcare sector and strengthen Abu Dhabi's reputation as a hub for life sciences.

Cleveland Clinic Abu Dhabi was also named the top research hospital in the UAE and retained its position as the UAE's top hospital for a second consecutive year on Newsweek's prestigious 2023 World's Best Hospitals list.





 **212**
active studies, 19% funded

 **150+**
caregiver investigators involved in research

 **42**
research studies completed/closed

 **6**
projects awarded Mubadala Higher Education Grants

 **34**
contracts executed in 2023

 **8**
projects supported by Department of Health – Abu Dhabi (DoH) Research and Innovation Grants

KEY PROJECTS

- The Eye Institute and Research Department is taking proactive steps to tackle keratoconus, a progressive and degenerative corneal eye disease that, when left untreated, can lead to blindness. To better understand and manage the disease, the research team is launching a study to determine its prevalence in the local population. Keratoconus typically emerges during adolescence or in the 20s, and its exact cause remains unknown. With no apparent eye diseases or injuries to explain the weakening and reshaping of the cornea, early detection through preventative screening is crucial. Untreated cases may ultimately necessitate corneal transplants to restore vision.
- To further improve the health of the Emirati population, the hospital is also currently conducting three genome-based studies focused on liver health, breast health and obesity. These studies utilize DNA data to expedite the development of new treatments and personalized healthcare options. Cleveland Clinic Abu Dhabi also conducts outreach program to encourage greater participation in these groundbreaking clinical trials.

Research education

In 2023, Cleveland Clinic Abu Dhabi launched a new curriculum for its Research Student Program to provide education on research methodologies, and to empower students with opportunities to shadow all functions in the Research Department. The curriculum also offers one-on-one mentoring from a principal investigator.

For the third consecutive year, Cleveland Clinic Abu Dhabi delivered the Fundamentals of Clinical Research course to trainees and faculty, cementing its position as a top teaching hospital.

Grants and collaborations

In the pursuit of advancing knowledge and fostering collaboration, Cleveland Clinic Abu Dhabi hosted a research meeting in collaboration with Khalifa University to showcase the research projects completed under its collaborative 2022 program.

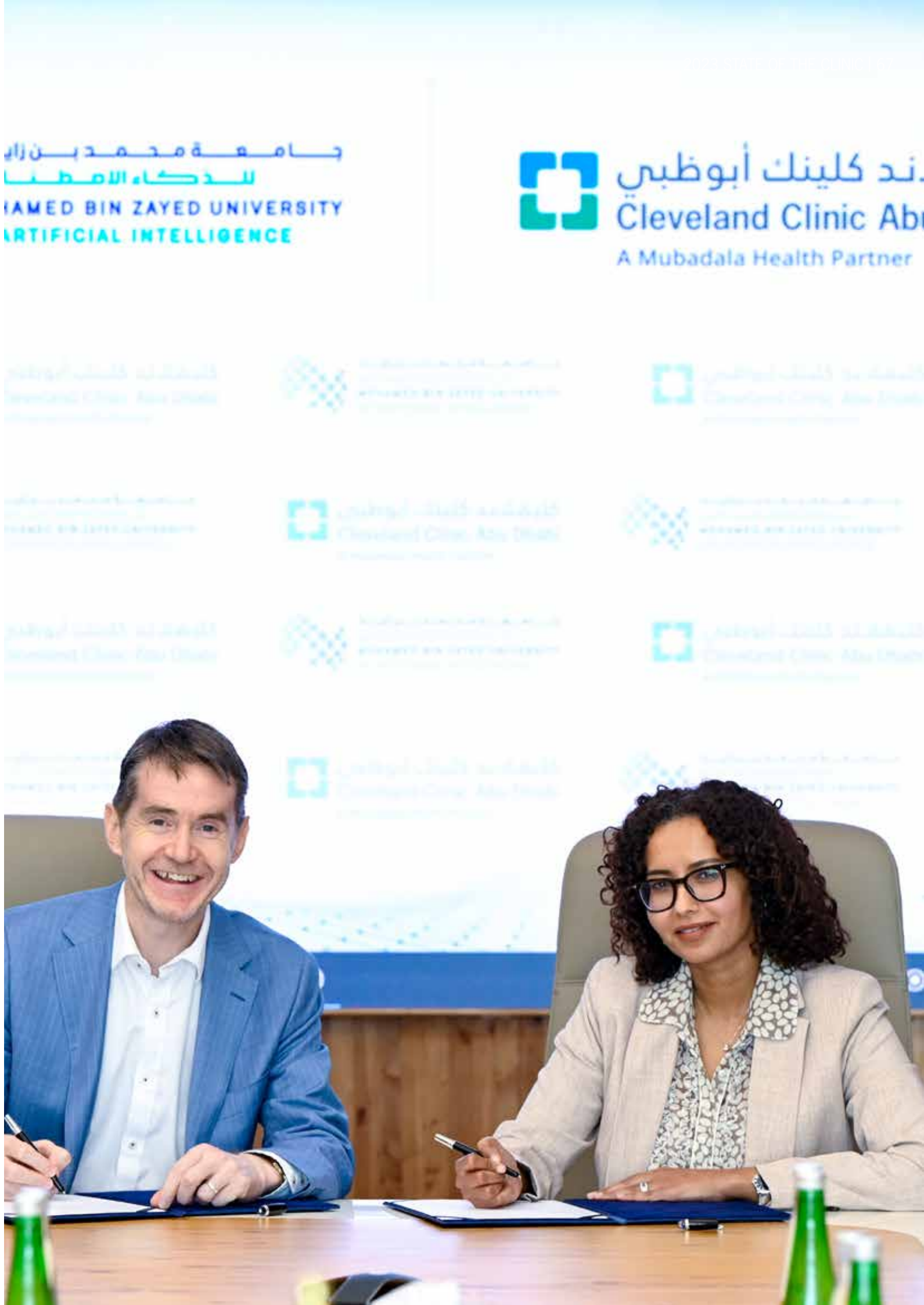
The hospital also signed a significant agreement with the Mohamed Bin Zayed University of Artificial Intelligence (MBZUAI) to explore the potential for artificial intelligence (AI) in research and education. The collaboration is set to offer mentorship opportunities to students, bridging academic learning with real-world opportunities in healthcare.

Nursing Research

In an initiative aimed at enhancing our research capabilities, two of our research nurse coordinators (RNCs) underwent a comprehensive two-month training program at Taussig Cancer Center at the Cleveland Clinic Foundation at Ohio main campus. The primary objective of this initiative was to expose our team members to diverse disease profiles within the field of oncology and equip them with the necessary skills to effectively coordinate and manage research activities in this specialized domain. This immersive experience not only broadened their understanding of various medical conditions but also fortified our organizational capabilities in conducting impactful research within the dynamic landscape of Oncology.

2022 Research Awards

In 2023, the Research Department commemorated the outstanding contributions of the previous year with a special award ceremony. Dr. Wael Al Mahmeed earned the title of 'Researcher of the Year' for his impactful involvement in research. Dr. Juan Barajas Gamboa received the distinguished honor of 'Research Scholar of the Year,' while the Lab Team was celebrated as the 'Research Team of the Year' for their unwavering support across more than 50 clinical trials.



A Sustainable Organization



OUR ENVIRONMENTAL IMPACT

Cleveland Clinic Abu Dhabi acknowledges global environmental responsibility and integrates a patient-centered approach with a commitment to sustainability. In 2023, it led initiatives aligning with the Abu Dhabi Environment Vision 2030, aiming to create a positive societal impact.

The hospital's operational enhancements, including equipment and facility retrofits, led to a remarkable reduction in energy consumption. Achieving an Energy Star Score of 50, up from 28 in 2016, it aims for a score of 69 by 2030 for top energy performance.

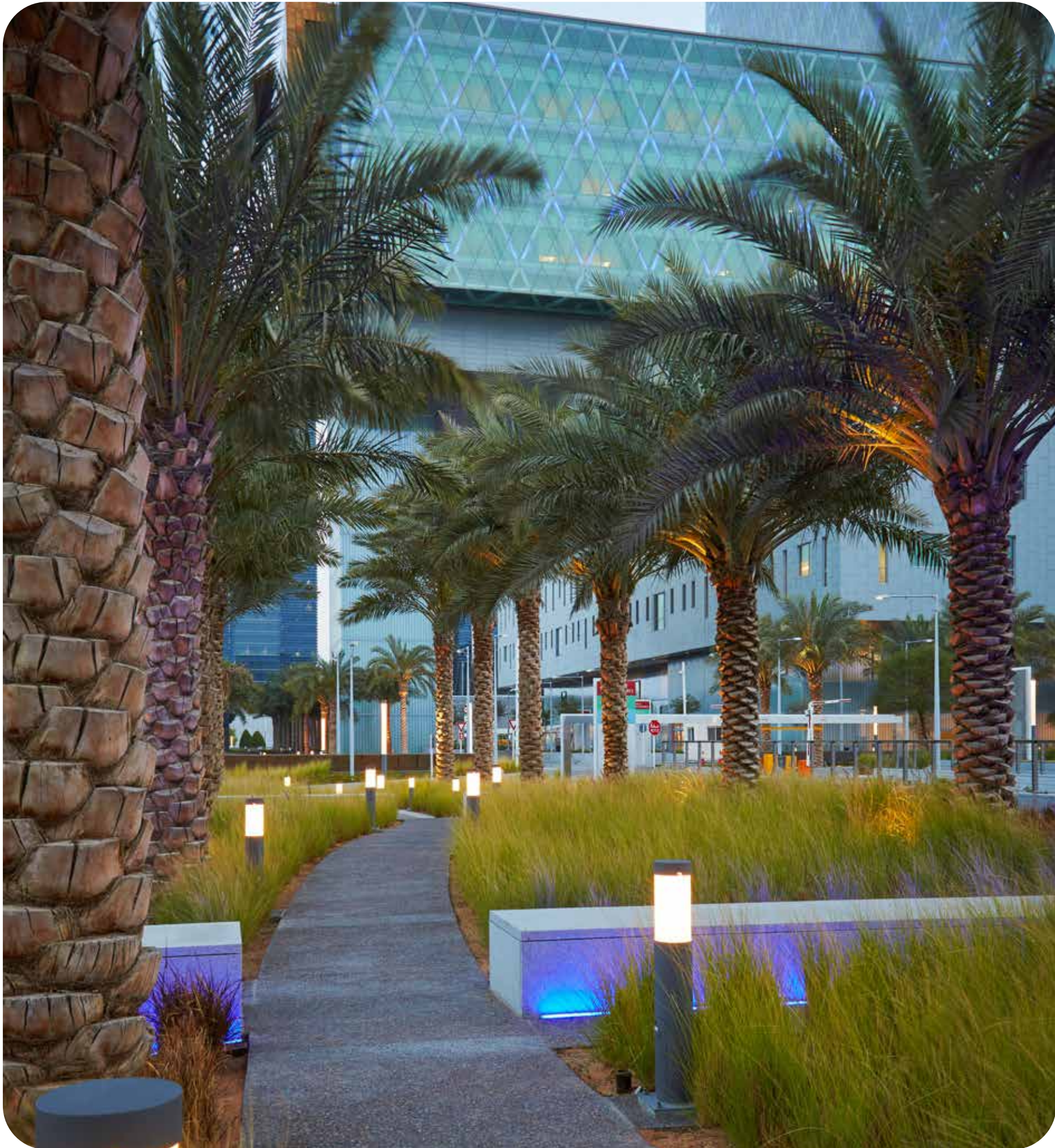
In 2023, the hospital's Water Use Index (WUI) recorded a value of 16.9, representing a substantial reduction from the 2017 baseline of 22.1, indicating a commendable 23% decrease in water consumption compared to the benchmark year.

To further reduce its environmental impact, the hospital switched to biodegradable paper bags in its outpatient pharmacy, avoiding approximately 7,500 tons of CO₂ emissions. It also introduced a carpool program as part of its Sustainable Transportation Policy to encourage caregivers to share rides, reducing vehicle carbon emissions, raising environmental and social responsibility awareness, and optimizing parking space utilization.

Participating in the annual Earth Hour event, over 2,500 lights were switched off, saving 20,000 watts of energy and reducing CO₂ emissions by 0.009 metric tons, equivalent to charging 1,089 smartphones.

As a key part of the M42 network, the hospital played a pivotal role at the 28th Conference of Parties (COP28) in Dubai, marking its place in environmental action. Cleveland Clinic Abu Dhabi is also a member of the Emirates Nature WWF-led UAE Alliance for Climate Action (UACA) Advisory Committee, committed to promoting collaboration to achieve the country's net-zero targets. It participates as a knowledge-sharing partner to support UAE NetZero targets, aiming for technical support, collaboration, and advocacy for greener practices across all sectors.

Looking ahead to 2030, Cleveland Clinic Abu Dhabi has set ambitious targets, including an 18% reduction in energy consumption, waste recycling rate improvement to 30%, and an overall reduction in greenhouse gas emissions by 21%, earning recognition from regional and global organizations.



11.3%

reduction in greenhouse gas emissions from the 2017 baseline year

19%

year over year reduction in domestic water usage

100%

of paper used for printing is FSC-certified

100%

of our landscape waste is recycled

18%

of non-clinical waste responsibly diverted

5%

of parking spaces are reserved for low-emitting vehicles 500 spots designated for bicycles and scooters

90%

of cleaning products are eco-friendly

50

energy star code

83%

of our landscape watering comes from AC condensate and other systems

90%

of fertilizer used is organic

8.3%

reduction in Energy Use Index (EUI)

50%

conservation of vegetated open space

90%

of janitorial products are paper-based, and all are FSC-certified

78%

of landscaping features are drought-tolerant and native plants



LEARN MORE

SUSTAINABILITY AWARDS AND MEMBERSHIPS

Cleveland Clinic Abu Dhabi's commitment to environmental protection and sustainable healthcare in the UAE have been recognized by several regional and international organizations.

- The hospital and the Fatima bint Mubarak Center achieved LEED Gold certification from the United States Green Building Council.
- Abu Dhabi Sustainable Business Leadership Forum 2023 honored Cleveland Clinic Abu Dhabi with a Certificate of Recognition for Sustainability Reporting.
- Cleveland Clinic Abu Dhabi joined the UAE Alliance for Climate Action (UACA) Advisory Committee, led by Emirates Nature-WWF. The hospital is serving in an advisory and knowledge-sharing capacity to drive greater sustainability in the healthcare sector.
- Cleveland Clinic Abu Dhabi received an honorary mention from the International Hospital Federation's Ashikaga-Nikken Excellence Award for Green Hospitals.



SUPPORTING A HEALTHIER NATION

VOLUNTEERING AND SOCIAL RESPONSIBILITY

- **89** lives touched through Operation Smile since the partnership began in **2017**
- **17** individuals benefited from corrective surgeries in **2023**

Cleveland Clinic Abu Dhabi and Operation Smile united once again to support children and adults affected by cleft lip and palate, significantly improving their quality of life. Since its inception in 2017, the partnership has delivered 89 life-changing corrective surgeries for patients, enabling them to smile and take on the world with confidence.

In 2023, 17 individuals, including 15 children, received treatments under this initiative. A multidisciplinary team from Cleveland Clinic Abu Dhabi - comprising of anesthesiologists, physicians, nurses, and expert caregivers - continuously volunteers expertise and resources to support this cause.

This partnership addresses not only patients' physical deformities but also community stigma and isolation, demonstrating Cleveland Clinic Abu Dhabi's dedication to social responsibility and community well-being.

CORPORATE HEALTH

In 2023, Cleveland Clinic Abu Dhabi's corporate outreach team provided health education to a total of seven organizations and 327 individuals.

The educational programs included webinars by clinical experts, in-person health evaluations for corporate groups, and various other health activations.



SUPPORTING PUBLIC HEALTH

Cleveland Clinic Abu Dhabi’s commitment to the community extends beyond patient care into broader health initiatives.

The organization persisted in its mission to raise awareness and prompt action on critical health challenges through a number of public events, including fun runs, online seminars and screening campaigns.

- In partnership with the Department of Health – Abu Dhabi (DoH), Cleveland Clinic Abu Dhabi supported the Abu Dhabi Community Campaign to promote organ donation as part of Hayat - the National Programme for Donation and Transplantation of Human Organs and Tissue. The hospital set up the first Hayat booth at its facility to create awareness about the program and drive organ donor registration.
- To enhance access to world-class healthcare, Cleveland Clinic Abu Dhabi introduced evening clinics during the holy month of Ramadan, thus adapting to the needs of the community.
- In response to the devastating earthquake in Turkey and Syria, Cleveland Clinic Abu Dhabi and M42 supported the Bridges of Good initiative, aiding earthquake survivors in partnership with the Emirates Red Crescent.
- The Junior Caregiver Program trained 29 students in various healthcare departments, with the aim of sparking interest in healthcare careers among youth.
- Cleveland Clinic Abu Dhabi celebrated World Transplant Day by participating in the organ donation awareness program led by the Department of Health — Abu Dhabi (DoH).
- The Arts for Health program at Cleveland Clinic Abu Dhabi featured Emirati oud players, providing music therapy to support patients’ psychological, emotional and physical well-being.
- The month-long Fit for Life challenge by Cleveland Clinic Abu Dhabi encouraged 791 community members to incorporate exercise into their daily routine, recording 400,000 minutes of exercise.
- On World Heart Day, Cleveland Clinic Abu Dhabi carried out an awareness campaign about heart health at The Galleria Al Maryah Island.
- In October, Cleveland Clinic Abu Dhabi engaged in breast cancer awareness initiatives, including participation in the Abu Dhabi Commercial Bank Pink Run by 70 caregivers and a community awareness booth at The Galleria.
- Cleveland Clinic Abu Dhabi showcased its holistic approach to cancer care by hosting reiki healing sessions for patients, offering relaxation and well-being.
- In collaboration with Abu Dhabi Blood Bank Services and the Ministry of Public Health, Cleveland Clinic Abu Dhabi held its third blood donation drive in 2023, collecting 243 units of blood from 274 caregivers.



10,000
lives touched through community events



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



791
community members’ participation in the month-long Fit for Life challenge



70
participants from Cleveland Clinic Abu Dhabi in support of the Abu Dhabi Commercial Bank Pink Run



243
units of blood donated by caregivers during the year’s blood drives

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Cleveland Clinic Abu Dhabi
Al Maryah Island, Abu Dhabi