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**STATE OF
THE CLINIC**



صاحب السمو الشيخ محمد بن زايد آل نهيان

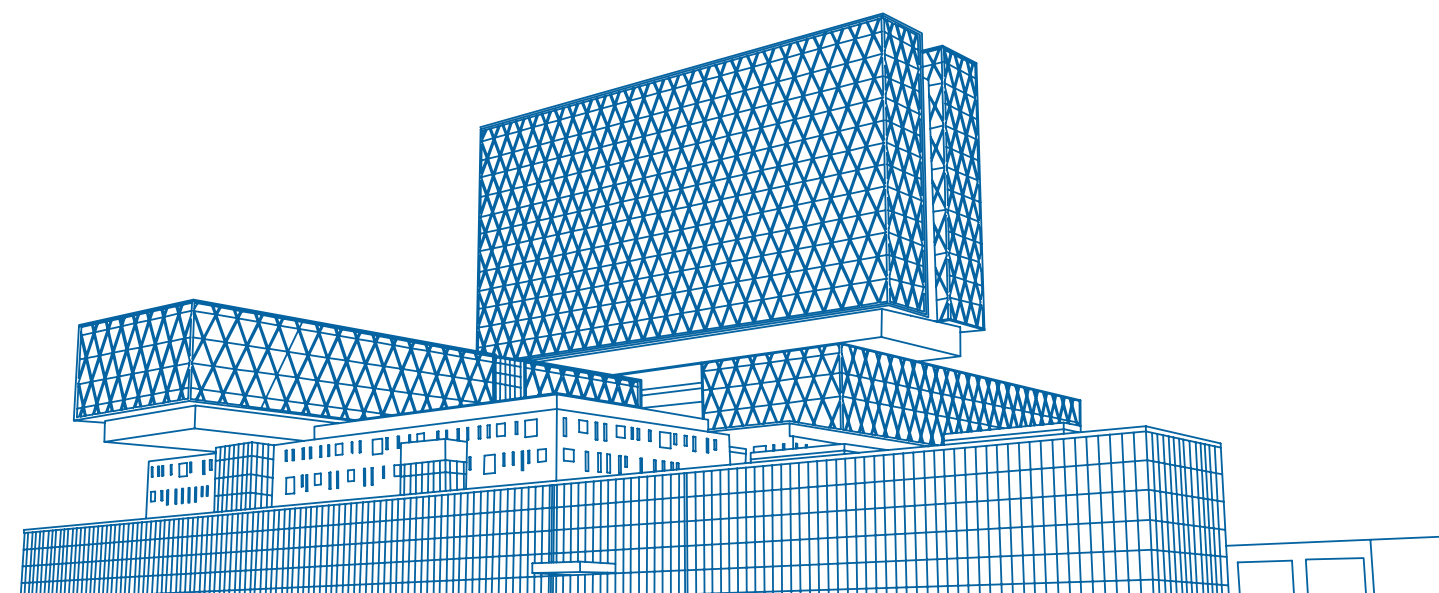
ولي عهد أبوظبي نائب القائد الأعلى للقوات المسلحة

HIS HIGHNESS SHEIKH MOHAMED BIN ZAYED AL NAHYAN
CROWN PRINCE OF ABU DHABI AND DEPUTY SUPREME COMMANDER OF THE UAE ARMED FORCES

“The continued development of the health sector as one of the vital and key sectors, as well as the important role of investment in this vital area, will inspire and support medical personnel in the public and private sectors across the nation.”

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CHAIRMAN'S MESSAGE



I am pleased to present the State of the Clinic 2019 report. This is our fourth annual report, which we hope provides a useful overview of the operations of Cleveland Clinic Abu Dhabi to our healthcare partners, our caregivers and to the community we serve.

Cleveland Clinic Abu Dhabi saw ongoing growth, development and innovation in 2019. By the end of the year, the hospital had recorded 665,117 patient encounters, which included 576,972 completed outpatient appointments, 10,694 inpatient admissions, 71,183 same-day appointments, over 58,419 Emergency Department visits, and more than 19,032 surgical cases.

As part of the Mubadala network of healthcare providers, Cleveland Clinic Abu Dhabi is working to address the health concerns of the UAE and wider region, focusing on areas where patients will benefit most from a world-class, multidisciplinary team of specialists and care providers. We aim to provide the highest standard of care for all our patients, supported by a culture of innovation and patient safety.

One area where we addressed a significant need in 2019 was in cancer prevention and treatment. Cancer remains the third largest cause of death in Abu Dhabi and the single biggest reason for patients to seek treatment abroad. Cleveland Clinic Abu Dhabi already provides a broad range of surgical and clinical oncology treatments. In 2019, we broke ground on a purpose-built oncology center, which will offer comprehensive, personalized care at a single location, as well as expanding the range of cancer treatments available in the country.

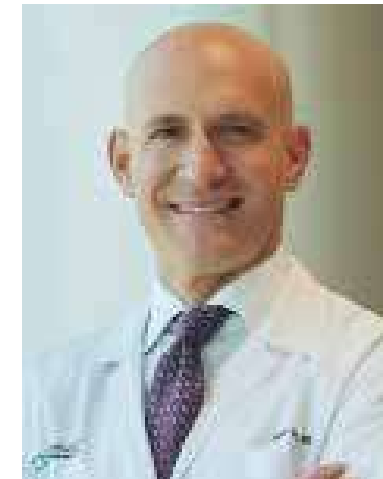
Our commitment to excellence was validated by a number of important awards and accreditations from the leadership of the UAE and international credentialing authorities during 2019. In particular, Cleveland Clinic Abu Dhabi became the first hospital in the UAE and one of the youngest-ever to receive Magnet accreditation, a global credential of excellence from the American Nurses Credentialing Center. The team was also successfully reaccredited by JCI, an internationally-recognized accreditation that reflects an organization's commitment to best practices in quality and patient safety.

Perhaps our most important work, in terms of long-term benefit, is in the role of Cleveland Clinic Abu Dhabi as a teaching hospital. The hospital is actively supporting the development of the next generation of healthcare professionals, with a broad range of residency programs, fellowships and partnerships with prominent educational institutions in the UAE. The Academic Office continues to encourage outcomes-based research and development through local and international collaboration.

Sincerely,

Waleed Al Mokarrab Al Muhairi
Chairman
Cleveland Clinic Abu Dhabi

CEO'S MESSAGE



As you will see from this year's report, 2019 was a remarkable year for Cleveland Clinic Abu Dhabi. We actively pursued our strategic and care priorities, looking to enhance the way we care for our patients, our caregivers, our community and our organization.

Across our Institutes, we introduced cutting-edge treatments, including numerous regional and national medical firsts and an expansion of our robotic and minimally invasive surgery capabilities. Our two newest Centers of Excellence, the Transplant and Oncology Institutes, made significant progress. We performed 75 transplant operations between the launch of the transplant program in 2017 and the end of 2019. In addition, we began to offer surgical, chemotherapy and clinical cancer care, and made significant progress in the construction

of our dedicated Cancer Center, which will offer all treatments, including radiation, in one location upon completion.

We have continued to make great strides in enriching the patient experience, while managing an increase in patient volumes and complexity. We reduced waiting times in our clinics and introduced more efficient check-in processes, as well as improving access by working with our insurance partners. The feedback and advice we received from our new Patient Advisory Committee has been invaluable in guiding our efforts.

Underscoring the values of the 'Year of Tolerance', we marked the end of 2019 by opening a new multi-faith prayer room at the hospital, providing visitors of all faiths a space to practice their religion in a comforting and safe work environment.

We continued to care for our caregivers, who worked together seamlessly to achieve Magnet accreditation, becoming the first hospital in the UAE to do so. We also secured JCI reaccreditation with no clinical findings. Our caregivers' strong engagement and unity were demonstrated at our largest-ever Family Day, when more than 6,700 caregivers and family members came together in celebration.

Throughout all these ambitious programs, we have strived to be responsible stewards who care for our organization, using resources mindfully. We are fully aligned with the nation's strategy to create a sustainable healthcare sector.

Becoming sustainable requires us to invest in the future. In 2019, we managed five residency programs, a Physician Internship Program and an expanded Wateen graduate trainee program to support the next generation of healthcare leaders. These initiatives operated in parallel with a strong culture of innovation, which sees our caregivers develop original research and pioneering procedures that contribute to the wider healthcare ecosystem.

Our aim is to make Cleveland Clinic Abu Dhabi the best place to receive healthcare and the best place to work in healthcare in the world. With your support, we are achieving that.

Sincerely,

Rakesh Suri, MD, DPhil
Chief Executive Officer
Cleveland Clinic Abu Dhabi

العيادة
clinic

CLEVELAND CLINIC ABU DHABI

Opened in 2015, Cleveland Clinic Abu Dhabi, part of Mubadala's network of world-class healthcare providers, has a mission to address a range of complex and critical care requirements unique to the region

CARE FOR PATIENTS

576,972

Outpatient
appointments

10,694

Inpatient
admissions

58,419

Emergency
department visits

19,032

Surgical
cases

364

Beds

75

Organ transplant operations since
the beginning of the program

RESEARCH

89

Approved research
studies

311

Academic
publications

CARE FOR CAREGIVERS

5,257

Caregivers

382

Physicians

21.2%

Emiratization achieved

Data reported throughout this report is as of December 31, 2019.

CARE FOR PATIENTS

















Care for the patient as if they are our family.

OUR VISION

To become the best place for care, anywhere.

Cleveland Clinic Abu Dhabi, part of Mubadala’s network of world-class healthcare providers, is here for one reason: to take care of patients. We are a unique and unparalleled extension of US-based Cleveland Clinic’s model of care, specifically designed to address a range of complex and critical care requirements for the people of the UAE and wider population.

INSTITUTES

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

*Centers of Excellence



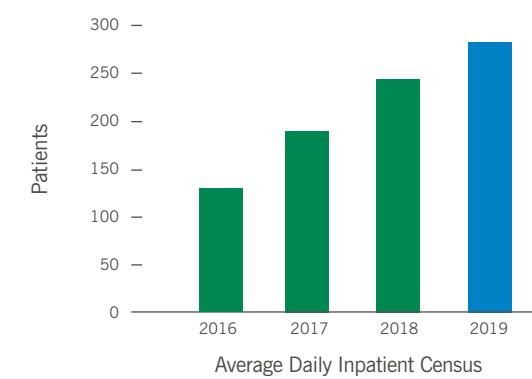
DAILY SAFETY HUDDLES

One of the major innovations introduced by Cleveland Clinic Abu Dhabi, daily safety huddles enable the team to perform real-time problem solving. They are 15-minute, stand-up meetings that happen daily across the organization. Problems are resolved on the spot or escalated, so that they can be addressed by leadership. Daily huddles have enabled us to improve quality, safety and the efficiency of our system, and the model has been so successful it has been exported back to Cleveland Clinic in the United States. This is one of the many processes we use to deliver the highest standard of patient care.

PATIENTS SERVED

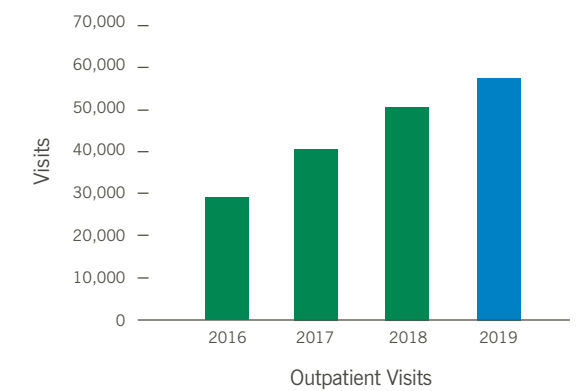
Average Daily Inpatient Census

The average daily inpatient census increased by 15% over last year to 271.



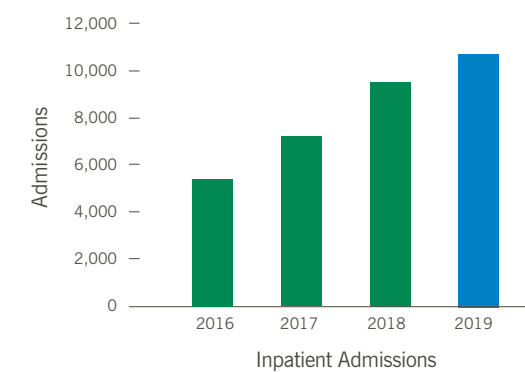
Outpatient Visits

The total number of outpatient visits in 2019 was 576,972, representing a 14% increase over the previous year.



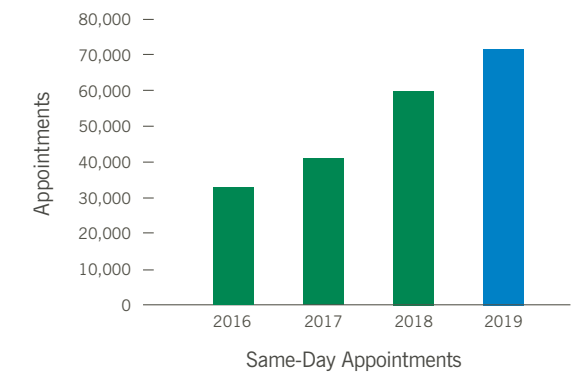
Inpatient Admissions

Inpatient admissions increased by 13% to 10,694 in 2019.



Same-Day Appointments

Same-Day Appointments increased by 18% to 71,183 in 2019.



PATIENT EXPERIENCE

Cleveland Clinic Abu Dhabi's Office of Patient Experience uses real-time data to measure how well caregivers are meeting patients' expectations. The team continually collaborates with our caregivers to enhance their experience at every step of the way, listening to our patients and their families, and using this feedback to develop best practices in delivering quality, patient-centered care.

Inpatient Likelihood to Recommend

 **84%**

Inpatients in 2019, rated their likelihood to recommend at the highest level. This ranks in the 92nd percentile against international comparison groups.

LISTENING TO THE VOICE OF THE PATIENT

The 'Patient First' philosophy is at the heart of everything we do at Cleveland Clinic Abu Dhabi, we continuously strive to provide outstanding clinical care within a caring, compassionate and supportive environment for patients and their families.

In September 2019, Cleveland Clinic Abu Dhabi became the first hospital in the United Arab Emirates to create a Patient and Family Advisory Council, designed to ensure that patients' opinions and experiences are reflected in daily life at the hospital.

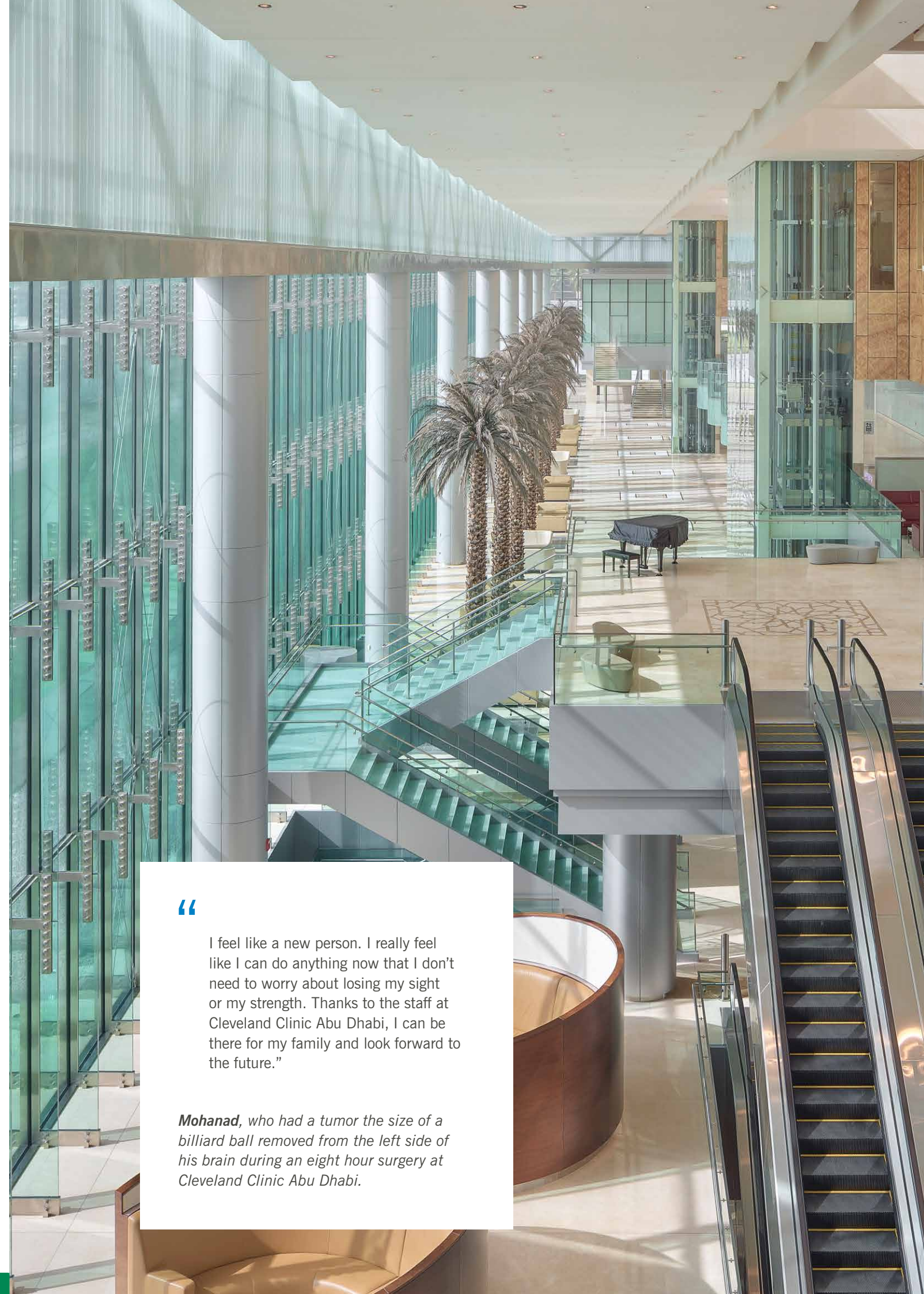
The Council includes patients and family members and meets regularly to empower participants to take an active role in improving the patient experience by providing real time, ongoing feedback towards hospital initiatives. During the meetings, members provide guidance on how to improve the patient and family experience to a range of caregivers from the hospital, including clinical, administrative, and support staff.

The Council also includes full-time caregivers from the hospital, including 'champions' for the physicians and the nurses. These professionals attend each meeting to listen to the patients' feedback and provide real-time responses about the practicality and likely impact of each suggestion.

“

I feel like a new person. I really feel like I can do anything now that I don't need to worry about losing my sight or my strength. Thanks to the staff at Cleveland Clinic Abu Dhabi, I can be there for my family and look forward to the future.”

Mohanad, who had a tumor the size of a billiard ball removed from the left side of his brain during an eight hour surgery at Cleveland Clinic Abu Dhabi.



CLINICAL FIRSTS AND MEDICAL INNOVATIONS

Our culture promotes innovation for better patient care. Since opening our doors in 2015, Cleveland Clinic Abu Dhabi has delivered important national, regional and international medical firsts. Throughout 2019, our caregivers continued to make medical breakthroughs, led by innovations from our centers of excellence, including:

- Heart & Vascular Institute
- Resection of inferior vena cava tumor thrombus, including retro hepatic exposure.
 - Laparoscopic resection of endovascular coils in ovarian vein.
 - Recanalization of chronically occluded inferior vena cava and iliac veins.
 - Orbital atherectomy in coronary and peripheral interventions.
 - First pascal transcatheter mitral valve repair in the region.



SUCCESS STORY
In November 2019, patients benefited from an innovative new procedure to correct mitral valve regurgitation. The new procedure is a minimally invasive alternative to open heart surgery, where physicians access the patient's heart through a vein in their leg and implant a device to repair their heart valve while it is still beating.

- Neurological Institute
- **1st** awake brain surgery in the UAE.
 - **1st** Botox treatment for movement disorders in the UAE.



SUCCESS STORY
A multidisciplinary team used new three dimensional imaging technology to successfully perform neurosurgery on a patient, removing a tumor while she was still awake. The approach enables doctors to continually monitor the patient's function and minimizes the risks of the operation.


- Digestive Disease Institute
- First robotic gastric pacemaker in the region.
 - First hospital in the GCC to provide home total parenteral nutrition.
 - First serial transverse enteroplasty procedure in GCC.
 - First robotic revisional bariatric operation in the UAE.



SUCCESS STORY
Surgeons performed the first robotic procedure to install a gastric pacemaker to treat an increasingly common gastric condition known as gastroparesis in April 2019. The device provides an electric charge to stimulate the muscles that control the emptying of the stomach.

- Eye Institute
- Descemet membrane endothelial keratoplasty.
 - Phakic intraocular lens implantation in patients with iris cysts using customized patient assessment.
 - Femtosecond laser-assisted Myo Ring implantation for advanced keratoconus.
 - Topography-guided customized laser assisted in situ keratomileusis.

- Critical Care Institute
- **1st** First Neuro intensive care unit in the UAE to implement advanced multimodal neuro-monitoring for high-grade brain injured patients.

- Emergency Medicine Institute
- 

“Best Emergency Department in Abu Dhabi”, as voted by patients.
- 13 physicians granted academic appointments in 2019.
 - Multiple presentations at Emirates Society of Emergency Medicine Conference.

- Medical Subspecialties Institute
- Established trabecular bone scoring and bone densitometry for improved osteoporosis diagnosis.
 - Virtual glucose monitoring to improve inpatient diabetes management.
 - Received Primary Care license.
 - Initiated Women's Health Program.

- Surgical Subspecialties Institute
- **1st** robotic head and neck surgery in the UAE performed on a cancer patient.
 - **1st** use of free flap breast surgery procedure done at Cleveland Clinic Abu Dhabi.
 - **1st** artificial urinary sphincter for post cancer treatment in the UAE.
 - **1st** artificial urinary sphincter for post cancer treatment in the UAE.
 - **1st** Male Sling procedure to treat incontinence in a prostate cancer patient in the UAE.
 - **1st** urethral bulking procedure at Cleveland Clinic Abu Dhabi.



SUCCESS STORY
Surgeons performed a six-hour procedure – called a free flap – to remove the tumors from the back of the head of a UAE national patient and reconstruct the affected area in 2019.

Respiratory Institute

- UAE's **1st** dedicated multidisciplinary Interstitial Lung Disease clinic.
- UAE's **1st** accredited Lung cancer screening program with 5 year exclusivity.
- Exclusive sleep program with multi-disciplinary consultant group.

Pathology & Laboratory Medicine Institute



First fully awake anesthesia in the Middle East for cerebral tumor.

- Clear first Pre-Admission testing clinic created.

Imaging Institute

- Needle guidance software introduced for localized lung nodules to perform video-assisted thoracoscopic surgery procedure and consolidate two procedures into one.
- Introduced prostate embolization.
- Performed giant aneurysm treatment.
- First cardiac amyloidosis imaging procedure in the region.

Quality & Patient Safety



Creation of an incidental lung nodule registry.

Nursing Institute

- **1st** hospital in the UAE to receive Magnet accreditation.



Pharmacy

- **1st** in the UAE to establish an opioid stewardship program.
- **1st** in the UAE to establish a transplant pharmacotherapy pharmacist-led clinic.
- **1st** in the UAE to establish a medication therapy management pharmacist-led clinic.
- **1st** hospital in the UAE to implement the international bar code.
- Launched Medication Take Back service in 2019.



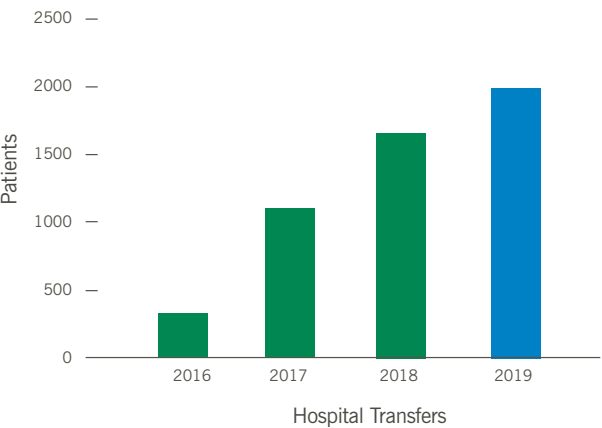
HERE TO HELP



Since opening to patients in 2015, Cleveland Clinic Abu Dhabi has taken on the role of a true tertiary hospital, providing highly specialized medical care and offering advanced and complex procedures and treatments. In this role, the team is increasingly working with hospitals across the UAE and the region to care for patients whose conditions require support beyond that offered at primary and secondary levels.

More than 1,900 patients were transferred to Cleveland Clinic Abu Dhabi from UAE and international hospitals in 2019, often in serious or critical conditions.

Hospital Transfers



1,900

Patients were transferred to Cleveland Clinic Abu Dhabi from other UAE and international hospitals in 2019

INSURANCE PARTNERS

In 2019, Cleveland Clinic Abu Dhabi added new insurance partners and continuously expanded contracts to cover more lives.



Patients with all levels of Daman Enhanced plans can come to Cleveland Clinic Abu Dhabi for inpatient, same-day procedures and outpatient treatments.

The Department of Health – Abu Dhabi has officially designated Cleveland Clinic Abu Dhabi as a Center of Excellence for adult cardiothoracic surgery, chest pain, stroke and ST-Elevation Myocardial Infarction. Cleveland Clinic Abu Dhabi works with insurance companies to receive the necessary approvals to treat patients on a direct billing basis for these conditions.

Services are also available to self-paying patients. Financial Counselors are available to help with billing and insurance inquiries.

For more information, call 800 8 2223 or visit clevelandclinicabudhabi.ae

RESEARCH AND EDUCATION

Cleveland Clinic Abu Dhabi caregivers conduct research studies and clinical trials to develop new healthcare options for a wide variety of medical conditions. The aim of the research programs is to speed up the development of new treatments, and to enhance medical care in the UAE.

Our research enterprise excels by differentiating itself through a team-based approach to discovery. All of the research studies meet the standards of good clinical practice and comply with strict rules set out by the Abu Dhabi Department of Health.

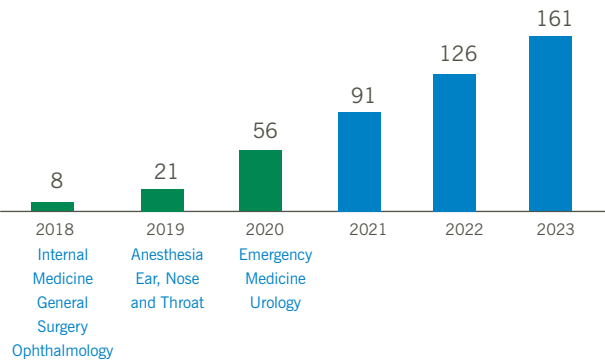


188
Studies approved by the
Research Ethics Committee
between 2016-2019

Residency Programs

Cleveland Clinic Abu Dhabi’s residency programs are part of an integrated strategy to transform physician education in the region and boost the number of Emirati physicians practicing in the country. Residencies provide an opportunity for physicians to specialize in their chosen field of medicine under the supervision and guidance of a fully qualified physician. Upon completing their residency, physicians can practice medicine independently.

5
Residency programs
offered in 2019



In 2019, Cleveland Clinic Abu Dhabi achieved significant growth in its residency programs, adding three new residencies to bring the total to five: Internal Medicine, General Surgery, Ophthalmology, Ear, Nose, Throat and Anesthesia. Plans are in place to add Emergency Medicine and Urology residency programs in 2020.



CARE FOR CAREGIVERS

Treating fellow caregivers
as our family.



BECOMING THE BEST PLACE TO WORK IN HEALTHCARE

Cleveland Clinic Abu Dhabi promotes teamwork, inclusion and integrity. We strive to make this the best place to work and grow in healthcare.

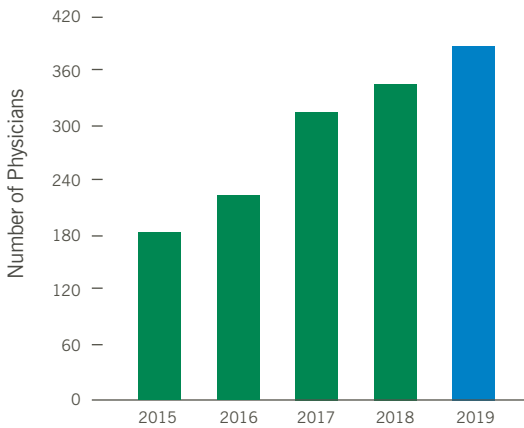
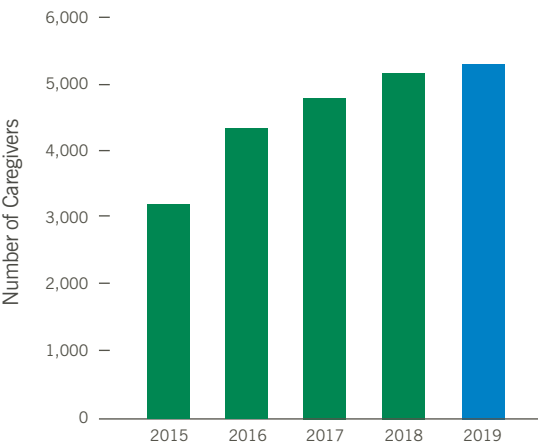
We've grown from a few people to over 5,257 caregivers from 87 countries in the span of a few years. We provide life-long learning opportunities, ensuring that caregivers are able to:

- Learn from global experts in the healthcare field.
- Work in a world-class multispecialty hospital representing the benchmark in healthcare.
- Gain international work experience and career progression.



OUR CAREGIVERS

In 2019, Cleveland Clinic Abu Dhabi employed a total of 5,257 caregivers, enabling us to manage a growing volume and growing complexity of patient care.



EMIRATIZATION

Cleveland Clinic Abu Dhabi is committed to providing the region with world-class healthcare and developing a sustainable healthcare sector, in line with the government's Abu Dhabi Economic Vision 2030. A key part of that commitment is to identify and foster emerging UAE national talent.

We offer extensive training and development opportunities to create dynamic career pathways for UAE nationals across all levels of the organization. Career succession planning, mentoring and training programs are designed and facilitated to encourage a high level of Caregiver engagement and retention.



In 2019, we achieved a new high for the representation of UAE national talent, with more UAE nationals working in the hospital and more in senior management roles than ever before. The overall Emiratization rate was 21.2%.

MAGNET ACCREDITATION



In 2019, Cleveland Clinic Abu Dhabi was granted Magnet designation, a global credential of excellence in healthcare, from the American Nurses Credentialing Center. The hospital became the first in the UAE to receive the prestigious designation as well as one of the youngest hospitals ever to earn this accreditation.

Magnet recognition is only granted to exceptional healthcare organizations that meet the specific criteria outlined by the ANCC. To achieve Magnet recognition, an organization must meet standards in quality patient care, nursing excellence and innovations in professional nursing practice.

In addition to the Magnet designation, Cleveland Clinic Abu Dhabi also earned Joint Commission International re-accreditation in October. The hospital received exceptional feedback from the team of Joint Commission International inspectors, who re-accredited the hospital for the next three years.

FAMILY DAY AT CLEVELAND CLINIC ABU DHABI

Family Day is an annual tradition at Cleveland Clinic Abu Dhabi, a chance to thank our caregivers and the people who make their work possible – their families.

Caregivers and their families spent a wonderful Family Day at Warner Bros. World Abu Dhabi on Yas Island in November, as a special interactive event that brought everyone together.



More than 6,700 people and family members attended this event, making it the largest Family Day in our history.

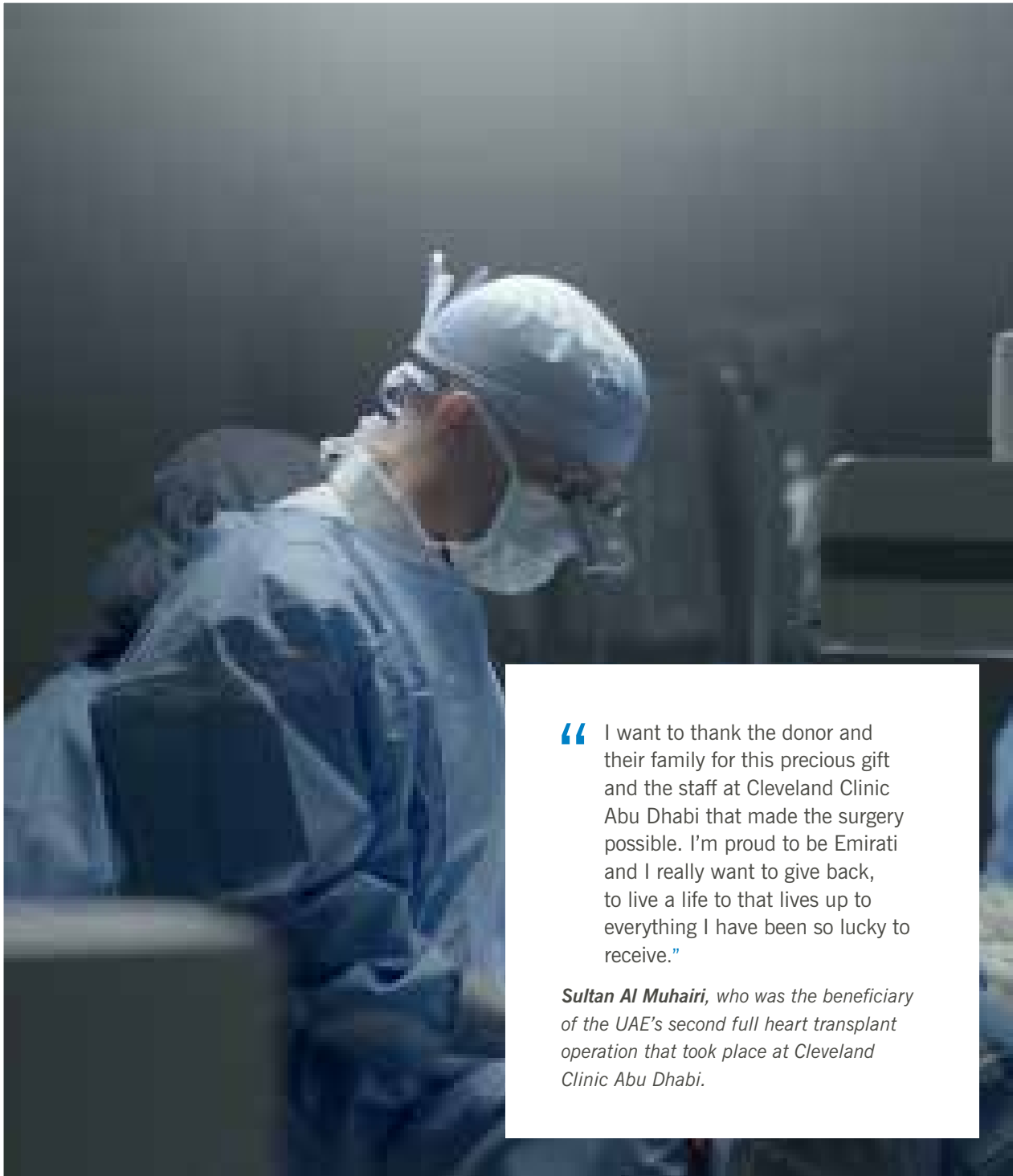
CARE FOR THE ORGANIZATION

Treating the organization
as our home.



2019 ACHIEVEMENTS

In line with its mission to support the development of the UAE’s healthcare sector and provide the highest possible standard of care, Cleveland Clinic Abu Dhabi continued to add to its range of achievements in 2019.



“ I want to thank the donor and their family for this precious gift and the staff at Cleveland Clinic Abu Dhabi that made the surgery possible. I’m proud to be Emirati and I really want to give back, to live a life to that lives up to everything I have been so lucky to receive.”

Sultan Al Muhairi, who was the beneficiary of the UAE’s second full heart transplant operation that took place at Cleveland Clinic Abu Dhabi.



JANUARY

- Cleveland Clinic Abu Dhabi hosted a celebratory event for transplant recipients and their families, bringing beneficiaries of the some of the UAE’s first organ transplants together.
- By the end of the year, the hospital performed 75 organ transplants.



MARCH

- Caregivers from the Eye Institute served as Clinical Directors for the ‘Opening Eyes’ program at the Special Olympics World Summer Games 2019, providing eye health screenings to more than 3,000 athletes. Of those, more than 800 athletes received glasses and eleven were referred for urgent treatment.

FEBRUARY

- The hospital’s residency program is accredited by the Accreditation Council for Graduate Medical Education International. Two new programs are introduced during 2019 – Anesthesia and Ear, Nose and Throat – bringing the total number of residencies to five.
- Surgeons performed a new technique for minimally invasive robotic surgery to treat cancers of the head and neck in a UAE first.



APRIL

- Cleveland Clinic Abu Dhabi broke ground on a new dedicated oncology center. The purpose-built center will provide patients with comprehensive, personalized care at a single location when it opens in 2022.
- Surgeons performed the first robotic procedure to install a gastric pacemaker in the GCC, for the treatment of gastroparesis.





MAY

- H.H. Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of UAE and Ruler of Dubai, awarded Dr. Wael Al Mahmeed with the first Mohammed bin Rashid Award for Investing in Scientific Research in recognition of his efforts to support research and the scientific community in the UAE.



JULY

- Nearly 100 Abu Dhabi high school students took part in the largest-ever 'Junior Caregiver' program, which is designed to attract young UAE nationals to careers in healthcare.
- Surgeons performed a fully robotic bariatric revisional operation in a first-of-its-kind procedure in the UAE, offering a minimally invasive alternative to patients.



SEPTEMBER

- Cleveland Clinic Abu Dhabi marked World Heart Day with a public awareness campaign focused on improving the health of its community. The campaign, which include activations in local malls and an online digital heart health calculator, generated a strong response across the community.



NOVEMBER

- Cleveland Clinic Abu Dhabi became the first hospital in the UAE to achieve Magnet accreditation, a global credential of excellence, from the American Nurses Credentialing Center.
- Doctors performed a first-in-the-UAE procedure for mitral valve regurgitation.
- The hospital also inaugurated Abu Dhabi's first multi-faith prayer room in a hospital in partnership with the Department of Community Development.

JUNE

- Operation Smile UAE offered 31 screenings and specialist consultations for children with cleft lip and cleft palate conditions. More than 180 caregivers volunteered to support the initiative, 18 patients were operated on and four underwent dental procedures.
- Cleveland Clinic Abu Dhabi became the first hospital in the UAE to introduce a Patient and Family Advisory Council.



AUGUST

- Cleveland Clinic Abu Dhabi was designated as a Laparoscopic Surgery Testing Center, becoming one of only three such centers in the Middle East and North Africa region. The program is a key requirement for physicians seeking board certification in the United States.



OCTOBER

- Cleveland Clinic Abu Dhabi signed a partnership with Etihad Airways to promote Abu Dhabi as a premier medical travel destination, in a first-of-its-kind agreement.
- The hospital and a number of caregivers received awards from the Department of Health for their role as a strategic partner in promoting early cancer screenings.



DECEMBER

- Cleveland Clinic Abu Dhabi signed an agreement with Khawarizmi International College to train the UAE's first-ever Emirati respiratory therapists. As part of the agreement, Cleveland Clinic Abu Dhabi will provide mentoring for a number of UAE national caregivers studying for the Bachelor of Science degree in Respiratory Care program at Khawarizmi International College specialized campus.





“ To everyone, from admin to reception, nurses and doctors, housekeeping, we would like to thank you from the bottom of our hearts for your kindness and the love, care, and patience you have shown our mother. Thank you for making our mother’s journey here one that we will forever be grateful for.”

From a **Grateful Patient Relative**

ACCREDITATION, CERTIFICATIONS, AWARDS

Our organization is regularly assessed and commended by the leadership of the UAE and by a range of outside agencies and healthcare experts. In 2019, we received the following awards and external recognitions.

Hospital Accreditations

- Magnet Accreditation
- Joint Commission International Accreditation

Medical Subspecialties Institute

- Primary Care License attained
- Department of Health Award for cancer screening

Pharmacy

- Successful preparatory survey for the post-graduate pharmacy residency program

Digestive Disease Institute

- Mohamed Bin Rashid University - Al Mahmeed Collaborative Research Award
- Center of Excellence for Bariatric and Metabolic Surgery, Certified by the European Accreditation Council of Bariatric Surgery

Research and Education

- Residency Program Accreditation Council for Graduate Medical Education - International accreditation

Radiation Safety

- FANR Audit



In October 2019, we were awarded Joint Commission International re-accreditation. Following extensive preparation, we received exceptional feedback from the team of Joint Commission International inspectors, who re-accredited Cleveland Clinic Abu Dhabi for the next three years.

In the stringent Joint Commission International review, surveyors found that our organization had zero ‘Not Met’ measurable elements, meaning that we demonstrated absolutely every single standard in patient care and safety.

For a complete listing of awards and external recognitions, please visit www.clevelandclinicabudhabi.ae/en/about-us/pages/our-awards-and-accreditations.aspx

CARE FOR THE COMMUNITY

We are committed to the
communities we serve.



MAKING A POSITIVE IMPACT IN OUR COMMUNITY

Cleveland Clinic Abu Dhabi is committed to helping to bring positive change within the community. In 2019, caregivers from across the organization stepped outside the hospital to give back to the community they serve. They did this by showcasing the wide variety of exciting careers available in the healthcare sector and by supporting people in taking charge of their health through screenings and education on healthy lifestyle choices.



TAWDHEEF ABU DHABI

Cleveland Clinic Abu Dhabi had a significant presence at Tawdheef Abu Dhabi, the leading career and entrepreneurial event for UAE nationals, in January. Since opening its doors, the hospital has made recruiting and developing the next generation of UAE national healthcare professionals a top strategic priority.

Cleveland Clinic Abu Dhabi has a robust career development framework available to UAE nationals at all stages in their careers. In addition to job specific training, the hospital offers UAE nationals a personalized development plan, individual career path, access to its healthcare leadership academy, administrative fellowships and 'Wateen', its graduate trainee program.

OPENING EYES

Cleveland Clinic Abu Dhabi volunteers supported the 'Opening Eyes' program at the 2019 Special Olympics World Games in March.

The program was part of the 'Healthy Athletes' initiative that supports athletes of determination taking part in the games. It offers eye testing and screening, providing glasses for athletes or referring them for follow-up care, depending on their diagnosis.

The screenings were open to more than 3,000 athletes taking part in the in the Games, with 800 athletes receiving glasses and eleven referred for urgent treatment.



KNOW YOUR HEART

Studies show that cardiovascular disease is largely preventable when you know your risk factors and act when needed. Ahead of World Heart Day, Cleveland Clinic Abu Dhabi raised awareness of some of the signs and symptoms of heart disease through the campaign, "Know Your Heart" in September.

The campaign used a range of tools to raise awareness of heart disease and its links to lifestyle factors such as obesity, including community outreach and education events and offering a range of digital tools including an online heart health calculator.

AL AIN

Cleveland Clinic Abu Dhabi conducted a screening targeted towards visitors at the Al Jimi Mall in Al Ain in December. The roadshow attracted a large number of people who were screened for their blood glucose level, blood pressure and height and weight. The booth was a success conducted 554 screenings in total. Visitors left feeling empowered about their health and choices.



MULTI-FAITH ROOM

Cleveland Clinic Abu Dhabi inaugurated a new multi-faith prayer room in the hospital, to provide a place a safe space of calm and empathy for our diverse community of caregivers, patients and their families to spend quiet moments of reflection within the hospital. Its inauguration by the Department of Community Development reflected the UAE's reputation as a global destination for the many millions who live, work, and seek medical treatment in the country.

PARTNERING FOR A HEALTHIER COMMUNITY

Cleveland Clinic Abu Dhabi established a robust corporate outreach program in 2017, to offer flexible and customized employee health schemes to government and non-government organizations.

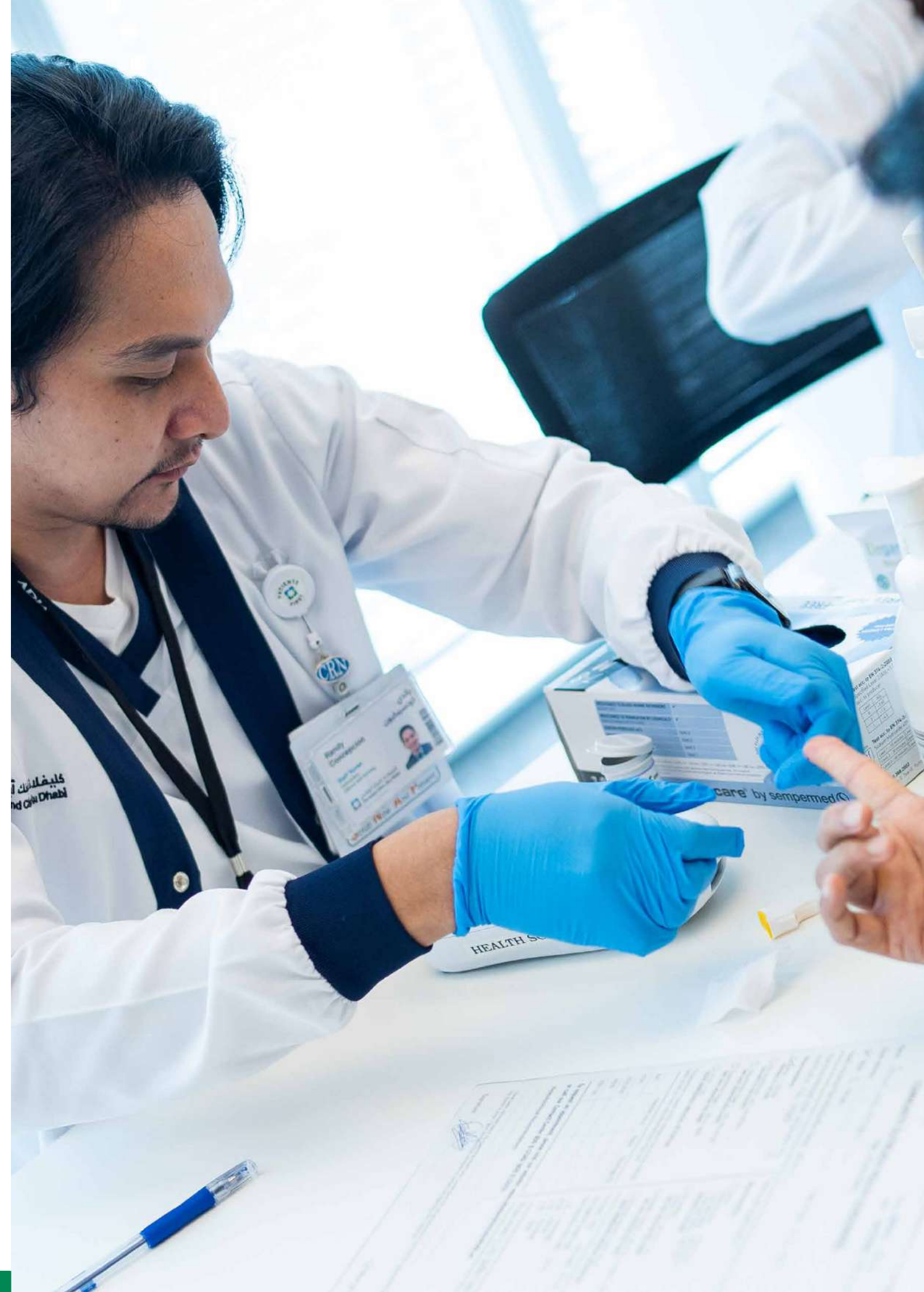
In 2019, the hospital expanded its outreach with 16 new entities, including the United States Embassy, Department of Finance and the Federal Authority of Identity and Citizenship. The hospital reached more than 1,500 employees through on-site screenings and educational sessions, equipping residents with the knowledge and resources to take control of their health.

In addition, as part of Cleveland Clinic Abu Dhabi's strategy to build lifelong relationships with the wider community and enhance health literacy among residents across the country, the hospital began its outreach efforts in Al Ain for the first time in 2019, visiting Al Ain Distribution Company and Al Ain Zoo among others.

The program had great success in enhancing the work environment with tailored health and wellness plans and increasing the convenience and access to primary healthcare and specialist consultation for employees.



Chef Raghuprasad Pillai from Food Services, provides a cooking demo for healthy recipes.

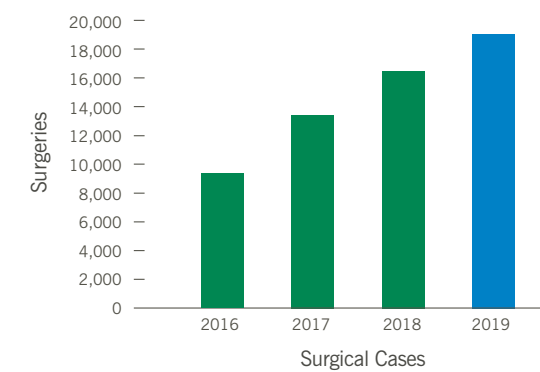


2019 STATISTICS

CLINICAL VOLUMES

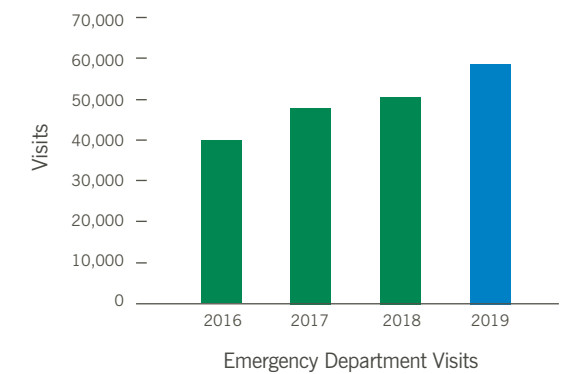
Surgical Cases

More than 19,000 surgical* cases were performed in 2019, an increase of 16% over last year.



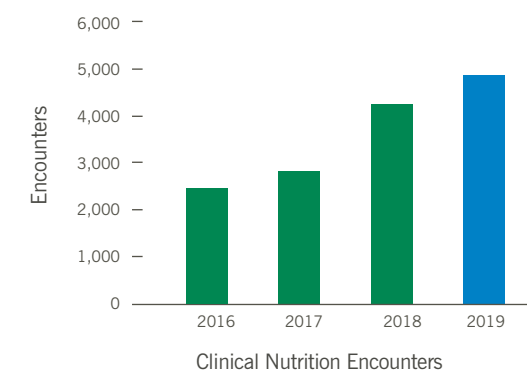
Emergency Department Visits

The Emergency Department received over 58,000 visits in 2019, an increase of 15% over last year.



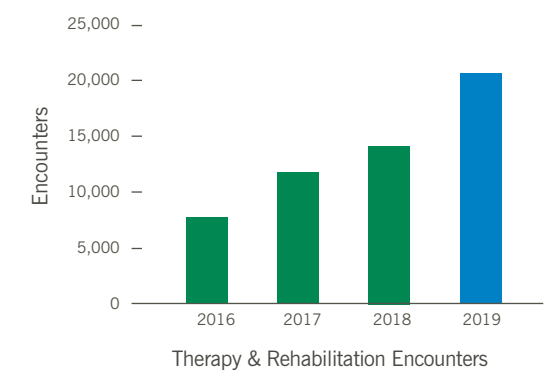
Clinical Nutrition Encounters

More than 4,800 clinical nutrition visits were completed in 2019, an increase of 15% over last year.



Therapy & Rehabilitation Encounters

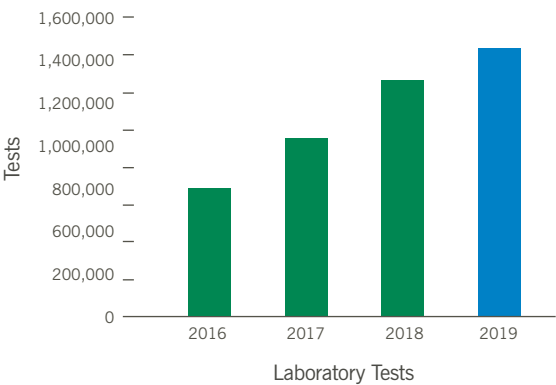
Over 20,000 therapy and rehabilitation encounters, including speech, occupational and physical therapy, were completed in 2019, an increase of 46% over last year.



*Surgical case volume does not include diagnostic or procedural volumes.

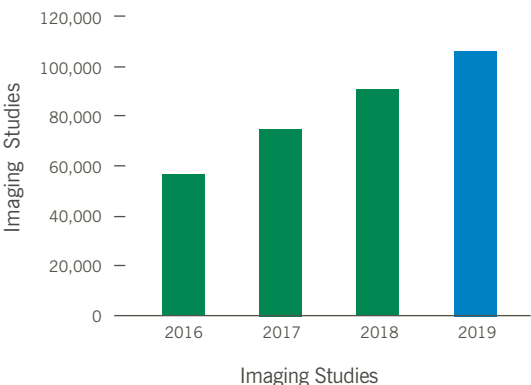
Laboratory Tests

More than 1.4 million laboratory tests were performed in 2019, a 12% increase over last year.



Imaging Studies

More than 100,000 imaging studies were conducted in 2019, an increase of 17% over last year.

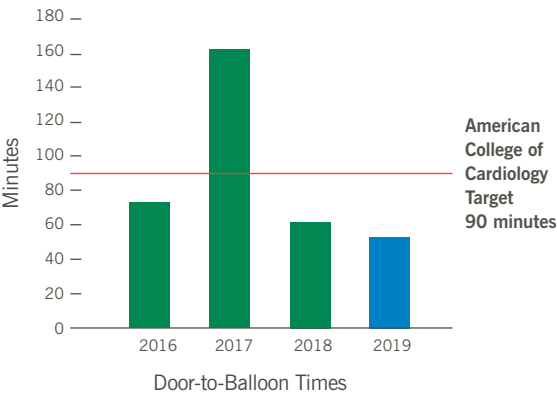


QUALITY AND SAFETY

Patients and families trust us with their most valuable possession: their health. We honor that trust by continually working to make healthcare safer and more effective. We measure safety, including hand hygiene, hospital-acquired infections, complications and serious safety events. We set targets for improvement and monitor our progress on detailed scorecards. There was improvement in the majority of quality and safety areas in 2019, even while managing a significant increase in patient volumes and case complexity.

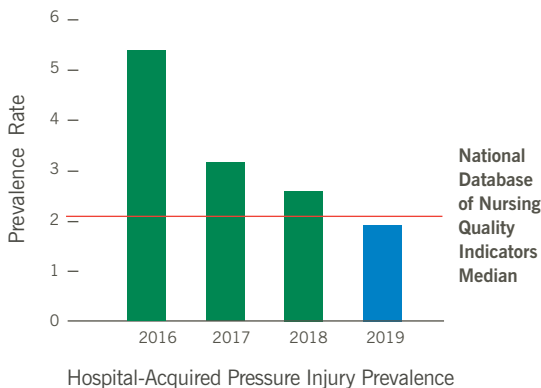
ST-Elevation Myocardial Infarction: Door-to-Balloon Times

The average ST-Elevation Myocardial Infarction door-to-balloon time was 53 minutes in 2019, lower than the American College of Cardiology target of 90 minutes.



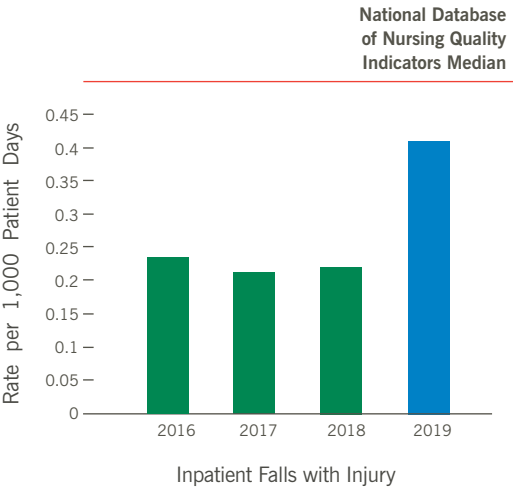
Hospital-Acquired Pressure Injury Prevalence

Cleveland Clinic Abu Dhabi continues efforts to reduce hospital-acquired pressure injury prevalence.



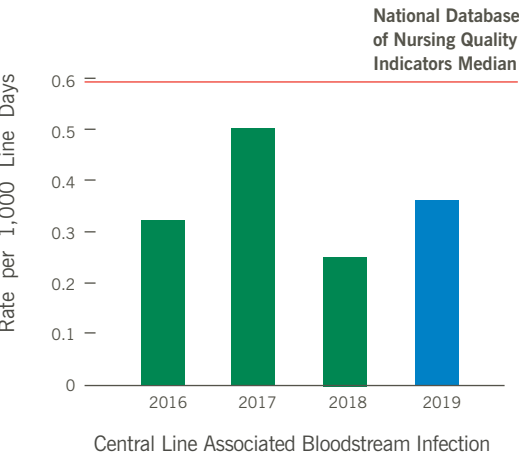
Inpatient Falls with Injury

Inpatient falls with injury remain below the National Database of Nursing Quality Indicators median of 0.70.



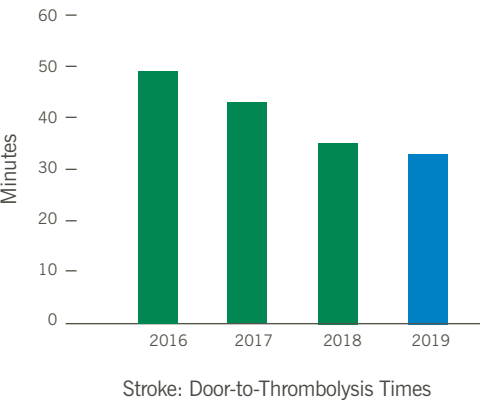
Central Line Associated Bloodstream Infection

Central line bloodstream infection rates remained below the National Database of Nursing Quality Indicators median.



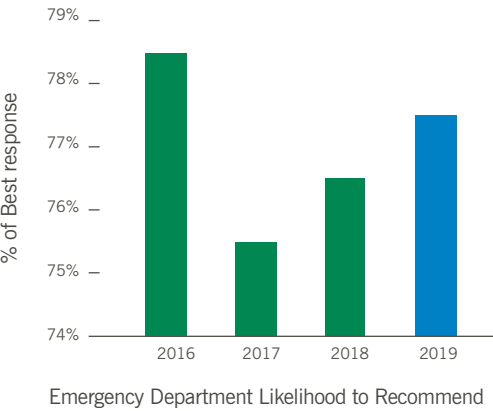
Stroke: Door-to-Thrombolysis Times

The median door to Thrombolysis time for stroke patients was 33 minutes, better than the Department of Health – Abu Dhabi benchmark of 60 minutes.



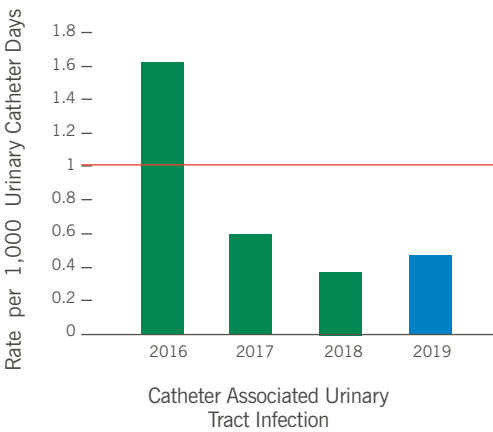
Emergency Department: Likelihood to Recommend

In 2019, 77% of Emergency Department Patients rated their likelihood to recommend at the highest level. This ranks in the 72nd percentile against international comparison groups.



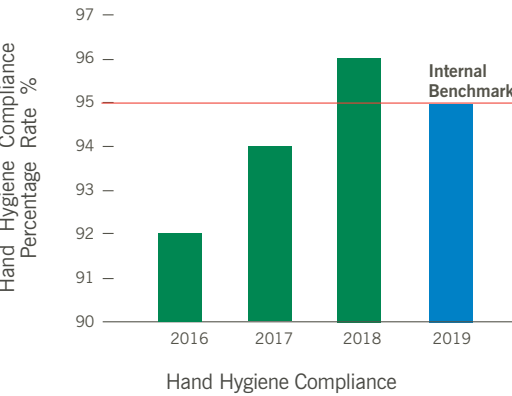
Catheter Associated Urinary Tract Infection

Catheter Associated Urinary Tract Infection rates remain below the National Database of Nursing Quality Indicators median.



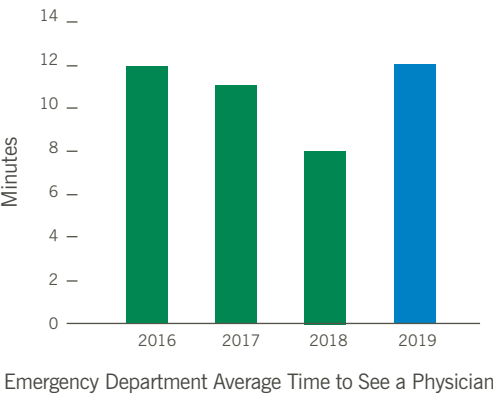
Hand Hygiene Compliance

Hand Hygiene is one of the most effective ways to stop the spread of infections. Hand hygiene continues to meet Cleveland Clinic Abu Dhabi's internal target of 95%.



Emergency Department Average Time to See a Physician

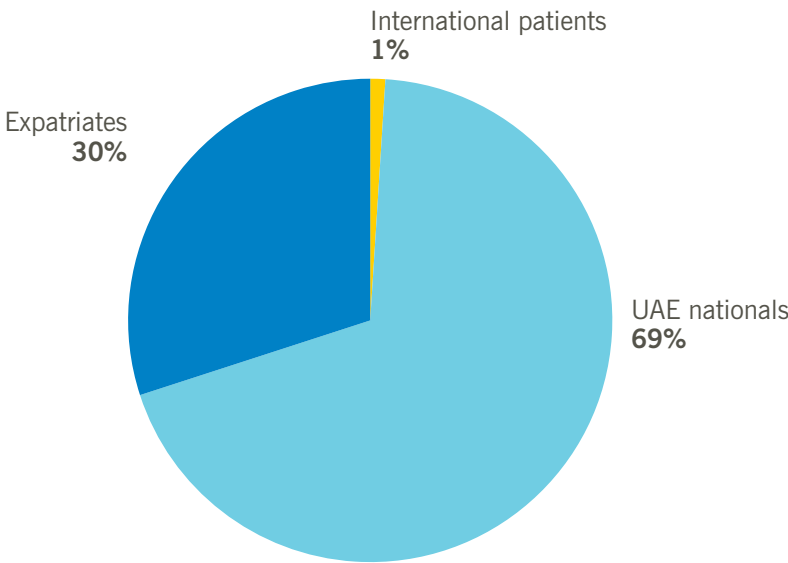
The average time to see a physician in the Emergency Department continues to be under the Abu Dhabi Department of Health and internal Cleveland Clinic Abu Dhabi targets, with patients seeing a physician within an average of 12 minutes after arrival.



PATIENT DEMOGRAPHIC

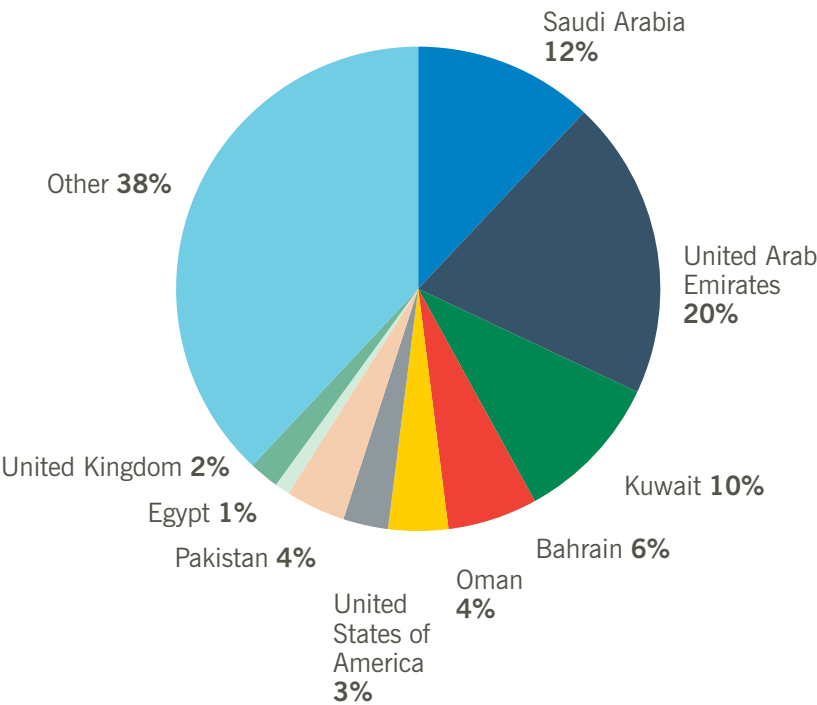
Patient Distribution

Cleveland Clinic Abu Dhabi's patient distribution included 69% UAE nationals, 30% expatriates and 1% international patients.



International Patients

The number of unique international patients increased to 1,893 in 2019. The GCC region accounted for 52% of all international patient visits.



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