

# 20 20

**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

“I salute those who dedicate their lives to this profession. While medicines may treat, it is their support and care that gives us the hope for a healthier tomorrow. Let us recognize the brave medical staff globally who are leading the fight against COVID-19.”

# TABLE OF CONTENTS

01

CHAIRMAN'S MESSAGE

03

CEO'S MESSAGE

09

CARE FOR PATIENTS

25

CARE FOR CAREGIVERS

31

CARE FOR THE ORGANIZATION

39

CARE FOR THE COMMUNITY

43

RESEARCH AND EDUCATION

47

2020 IN STATISTICS

# CHAIRMAN'S MESSAGE



The 2020 'State of the Clinic' report reflects the tremendous challenges caused by the COVID-19 pandemic and the remarkable response of the nation's leadership and healthcare professionals in managing the crisis.

For Cleveland Clinic Abu Dhabi, 2020 can be divided into two distinct periods. At the start of the year, the leadership team quickly recognized the severity of the coronavirus outbreak and took swift action, forming a task force and reorganizing the hospital to focus on critical services provided by the Intensive Care Unit, Acute Care Unit, Emergency Department and operating rooms.

During this time, Cleveland Clinic Abu Dhabi worked closely with the National Emergency and Crisis Management Authority, and in collaboration with the Department of Health - Abu Dhabi, Abu Dhabi Healthcare Company (SEHA) and the Dubai Health Authority, as the Emergency Department successfully handled an increase in daily

average patient visits from 200 to 900 during the first wave of the pandemic.

Having been designated a tier-three facility by the Department of Health – Abu Dhabi, the hospital was mandated to care for patients with the most severe symptoms. Despite this, the procedures developed and employed by the team helped to significantly reduce mortality rates and expedite recovery times.

The second half of the year saw a shift in strategy and the hospital was designated a COVID-free facility from July 2020. The focus therefore evolved to treating the many seriously ill patients who had rescheduled medical care during the crisis.

The numbers reflect the resolve of our caregivers in managing the pressures of 2020. In total, the hospital recorded 697,918 patient encounters, the highest in the facility's history. This included 613,237 completed outpatient appointments, 16,994 surgical cases, 10,904 hospital patient admissions, and 56,783 Emergency Department visits.

Throughout the year, the team continued to provide cutting-edge treatments across our key specialties, with major innovations in the fields of transplant, oncology, cardiology, neurology, respiratory, eye, digestive diseases, and critical care.

In responding effectively to the changing needs of the community, and by consistently providing the highest standard of treatment, the caregivers of Cleveland Clinic Abu Dhabi again demonstrated the vital role the hospital plays within UAE society. Crucially, the facility continued to focus on research and education throughout 2020, ensuring that the lessons learned during this time will continue to be applied to the treatment of COVID-19 and other complex conditions.

To ensure that local communities have access to the best specialist care, Mubadala has consolidated its wholly-owned UAE medical assets into one integrated network, Mubadala Health. Cleveland Clinic Abu Dhabi is an integral part of this network, and will benefit from greater collaboration with other healthcare institutions to address the most pressing health and diagnostic issues in the region.

While 2020 was a year unlike any other, it confirmed that the people of the UAE can be confident in the quality of healthcare services available at Cleveland Clinic Abu Dhabi, and that we have the commitment, resilience and capabilities to tackle the greatest medical challenges.

Sincerely,

**Waleed Al Mokarrab Al Muhairi**  
Chairman  
Cleveland Clinic Abu Dhabi

# CEO'S MESSAGE



We would like to begin by offering heartfelt thanks to the selfless caregivers whose tireless efforts have made such a difference in the lives of our patients. In spite of unprecedented challenges during the 2020 global pandemic, teams of caregivers worked as one family to deliver the highest level of safe, effective, innovative patient-centric care. We also took care of each other, so that we could be resilient and strong for our patients, while demonstrating our firm commitment to the long-term sustainability of the healthcare sector.

As one of the first Cleveland Clinic facilities to face the pandemic, our enterprise-wide team-of-teams, data-driven approach supported the early decision to bring COVID-19 testing into our network. This ensured we were able to recognize affected patients rapidly and care for them effectively. Caregivers collaborated across disciplines and were willingly redeployed across the hospital to provide vital support in priority areas such as the Emergency Department, Intensive Care Units and in-patient floors. Partnerships with the Department of Health – Abu Dhabi and Ministry of Health, Mubadala Health network and other public and private partners enabled us to rapidly pivot back to delivering globally recognized Center of Excellence services in a COVID-19-free environment by the summer.

We applied new advances in data analytics and team-based collaboration to improve all aspects of patient care – enhancing access, increasing visits by 34% year-on-year to nearly one million, while adding safe, convenient options such as virtual scheduling, electronic appointments and home delivery of medication. Patient satisfaction and caregiver engagement scores reached all-time highs and coordination of services across the spectrum of our care delivery model ensured that patients were treated as family.

Our multidisciplinary teams saved many lives via historic firsts in multiorgan transplantation (heart, liver, lung, kidney, pancreas), while our Neurological Institute launched innovative deep brain stimulation procedures, and our Eye Institute ushered in a new era of genetic therapy in the UAE, treating children with RPE65-related retinal dystrophy. The growth of latest-generation cancer care proceeded more rapidly than anticipated, enabling us to address the leading reason why patients previously travelled abroad for care. Across all our Institutes, our passion for innovation led to us committing to becoming a zero-harm facility. We were one of only two hospitals outside the US to receive the Emergency Nurses Association's Lantern Award in 2020.

We also continued to train the next generation UAE national healthcare professionals through expansion of education for doctors, nurses and allied team members. Our researchers generated 331 academic publications including 48 scientific manuscripts to help the world understand and treat COVID-19 better.

The year 2021 marks 100 years of innovation in healthcare at Cleveland Clinic. We are inspired and committed to continue to expand our partnership in building a sustainable healthcare ecosystem for residents of Abu Dhabi, the United Arab Emirates and the Middle East. This will ensure that future generations will become part of a truly unique healthcare mission that offers care for life, research for health and education for those who serve.

Sincerely,

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





## CLEVELAND CLINIC ABU DHABI

*Opened in 2015, Cleveland Clinic Abu Dhabi, an integral part of Mubadala Health, has a mission to address a range of complex and critical care requirements unique to the region. In 2020, we touched the lives of more patients than ever before.*

### CARE FOR PATIENTS

**613,237**

Completed outpatient appointments

**316,373**

Answered appointment calls

**2,108**

Inpatient transfers

**56,783**

Emergency Department visits

**16,994**

Surgical cases

**10,904**

Hospital patient admissions

**394**

Beds

**4,346**

External physician referrals

**104**

Organ transplants since the beginning of the program in 2017

### RESEARCH

**112**

Research Ethics Committee (REC) reviewed research protocols

**98**

REC approved research protocols

**250+**

Academic publications

**48**

COVID-19 publications

### CARE FOR CAREGIVERS

**5,278**

Caregivers

**407**

Physicians

**21.1%**

Emiratization

Data reported throughout this report is as of December 31, 2020.



## OUR HISTORY – 100 YEARS OF INNOVATION

*Drawing on a proud legacy that began in 1921 in Cleveland Ohio, Cleveland Clinic Abu Dhabi continues to place innovation at the core of its mission. Since its inauguration in Abu Dhabi in 2015, the hospital has benefited the UAE and the wider regional community in having access to a continuously improved patient care and experience as we as advances in medical research and education that will pay dividends for generations to come.*



### FEBRUARY 26, 1921

Cleveland Clinic hosts an opening ceremony.

### 1922

When four-year-old orphan Madeleine Bebout fell into a diabetic coma, Henry John, MD, was able to save her life using a new discovery: insulin.

### 1926

Maria Telkes, PhD, joins to perform cell research the first woman employed at Cleveland Clinic as a physician or scientist.

### 1950

Willem Kolff, MD, PhD invents kidney dialysis and establishes the first hospital-based Department of Artificial Organs at Cleveland Clinic.

### 1955

George Crile Jr., MD, pioneers an alternative to radical mastectomy for treating breast cancer.

### 1967

René Favaloro, MD, pioneers coronary artery bypass surgery.

### 1984

Cleveland Clinic performs its 100,000<sup>th</sup> cardiac catheterization. The heart transplant program is established; today, Cleveland Clinic holds the world's record for the most hearts transplanted in a single year.

### 1993

Cleveland Clinic becomes the first major medical center to publish treatment outcomes for thoracic and cardiovascular surgery, demonstrating a commitment to quality, transparency and accountability.

### 1998

Marshall Strome, MD, performs the world's first successful larynx transplant.

### 2004

The first class enters Cleveland Clinic Lerner College of Medicine.



### 2008

Construction work for Cleveland Clinic Abu Dhabi breaks ground.

### 2015

His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, officially opens Cleveland Clinic Abu Dhabi.

### 2017

Cleveland Clinic Abu Dhabi performs the UAE's first heart transplant.

### 2018

The first cohort graduates from Cleveland Clinic Abu Dhabi's physician internship program. The hospital welcomes its first medical residents.

### 2019

Cleveland Clinic Abu Dhabi breaks ground on a dedicated oncology center.

### 2020

Cleveland Clinic Abu Dhabi performs its 100<sup>th</sup> organ transplant and the first pancreas transplant in the UAE.

# CARE FOR PATIENTS


Care for patients like they are our own family.

## OUR OBJECTIVE

To become the best place for care, anywhere.

Cleveland Clinic Abu Dhabi, an integral part of Mubadala Health, is here for one reason: to care for patients in their most vulnerable moments, and to provide that care better than anyone else.

## INSTITUTES

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

\*Centers of Excellence



## MEETING THE CHALLENGE OF COVID-19

The COVID-19 pandemic presented a generational challenge to people, governments and healthcare systems around the world. Working under the direction of the UAE leadership and in alignment with the Ministry of Health and Prevention, Department of Health – Abu Dhabi, National Emergency Crisis and Disaster Management Authority, Mubadala Health network and fellow providers, Cleveland Clinic Abu Dhabi was able to meet this challenge.

Caregivers from across the organization came together to provide life-saving care for patients. After supporting Abu Dhabi's response to the peak of the outbreak, Cleveland Clinic Abu Dhabi was able to resume all services when it was designated as a 'COVID-19 Free' facility in July 2020.



## Activating our response



As soon as it was determined that COVID-19 (then known as 2019-nCoV) had begun to spread internationally, Cleveland Clinic Abu Dhabi activated its pandemic response plan. As part of the first phase of its response, the hospital formed a Task Force that would be responsible for managing the organizational response to the virus and coordination with local and regional stakeholders. The Task Force was composed of representatives from across the organization including infectious diseases, critical care, nursing, supply chain, communications, IT and business intelligence among others.

The Task Force moved quickly to protect patients, caregivers and the wider community from the spread of the virus. Caregivers were informed of personal protective equipment (PPE) requirements in various clinical settings, access controls and temperature checks were put in place at entrances to the hospital and measures to enforce social distancing were established.

One of the first actions the Task Force took was to bring COVID-19 testing in-house. This allowed Cleveland Clinic Abu Dhabi to screen patients and caregivers quickly very early on to better understand and contain the spread of COVID-19.

Anticipating the potential spread of the virus and the demand it would place on healthcare providers across the globe, the Task Force began securing the supply chain for vital medication, equipment and PPE to ensure that Cleveland Clinic Abu Dhabi's strategic reserves would not be depleted.

## Preparing for the peak

As soon as COVID-19 was detected in the UAE, Cleveland Clinic Abu Dhabi began accelerating plans to prepare for a possible surge in cases. This involved detailed workforce planning, capacity building and data modeling to estimate when a peak might arrive. Using a predictive model developed in-house, it projected that the peak of the first wave infections in Abu Dhabi would occur in May 2020.

To help prevent the spread of COVID-19 in our community and protect patients and caregivers, Cleveland Clinic Abu Dhabi suspended non-essential surgeries and closed outpatient clinics. In total, 285 nurses were redeployed across our inpatient and outpatient COVID-19 response.

To meet projected demand, extra patient beds were activated across two patient floors. This allowed COVID-19 patients to be cared for in a separate, isolated area. This capacity was further augmented by the addition of new intensive care unit (ICU) beds that provided critical care to some of the sickest patients.

### Caring for the sickest patients

Cleveland Clinic Abu Dhabi was designated a Tier 3 hospital by the Department of Health, charged with providing care to some of Abu Dhabi’s sickest COVID-19 patients. This designation led to a significant increase in patient transfers from other facilities.

Our expertise in extracorporeal membrane oxygenation (ECMO) enabled us to provide life-saving care for patients who could not have accessed it elsewhere. Teams from Cleveland Clinic Abu Dhabi travelled to other facilities to place patients on ECMO and transport them back to our premises.

### Fulfilling our promise to the community

The suspension of outpatient services and non-essential surgeries was a decision made to protect our community from exposure to COVID-19 by empowering them to stay at home to help contain the spread. Despite the suspension of most non-COVID-19 services, Cleveland Clinic Abu Dhabi deployed new measures to fulfil our promise to the community. These allowed us to continue to care for some of the nation’s sickest patients through the height of the pandemic as safely as possible.

Plans for a virtual visit platform were accelerated in the early days of the outbreak with the service launching in April. By allowing patients to consult with their doctor from their computer or smartphone, Cleveland Clinic Abu Dhabi was able to continue offering care, support and advice to patients remotely.

Cleveland Clinic Abu Dhabi’s pharmacy launched a medication home delivery service, allowing patients to have their medication delivered to their door, eliminating the need to visit the pharmacy.

### Caring for caregivers

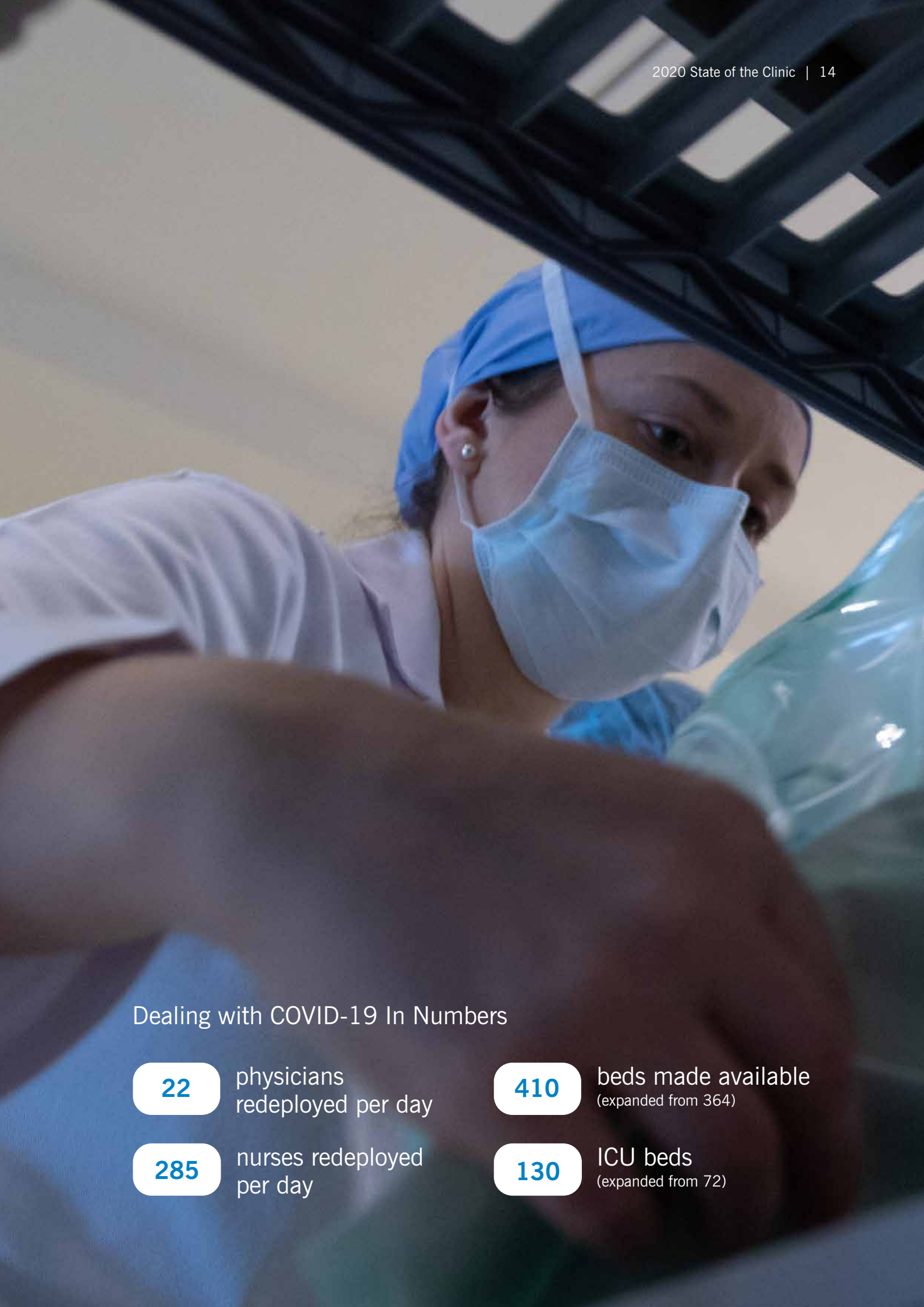
Caregivers across the globe made significant sacrifices in responding the pandemic. At Cleveland Clinic Abu Dhabi, proactive workforce management meant that frontline caregivers were not required to work additional hours. This meant our caregivers were fresh and well rested throughout the pandemic, allowing them to focus on their own and their colleagues’ wellbeing.

Caregivers also came together to care for each other, assembling care packages for colleagues in quarantine or home isolation.

### Entering a post-COVID-19 world

Cleveland Clinic Abu Dhabi received a ‘COVID-19 Free’ designation from the Department of Health in June 2020. Following this designation, caregivers worked quickly to resume all previously suspended outpatient and surgical services.

The second half of 2020 saw outpatient clinic visits increase by more than 9% over the same period in 2019. This reflects both a pent-up demand for services among patients who had not been able to visit the doctor due to the pandemic as well as our community’s confidence in the measures Cleveland Clinic Abu Dhabi has taken to prevent the spread of COVID-19.



### Dealing with COVID-19 In Numbers

22	physicians redeployed per day	410	beds made available (expanded from 364)
285	nurses redeployed per day	130	ICU beds (expanded from 72)





↑ 125,421

Unique Patients seen in 2020

20% year-on-year growth

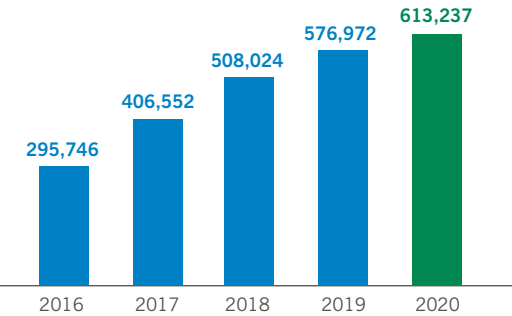
## TOUCHING MORE LIVES THAN EVER BEFORE

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

## PATIENTS SERVED

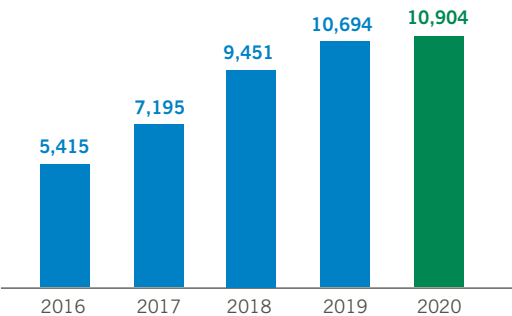
### Outpatient Visits

The total number of outpatient visits in 2020 was 613,237, representing a 6.29% increase over the previous year.



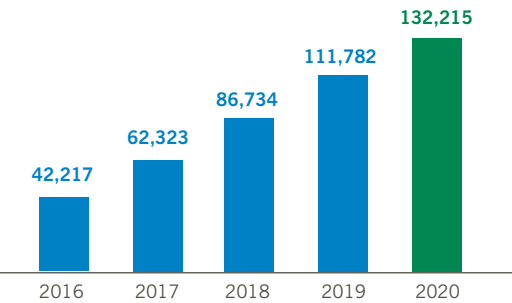
### Inpatient Admissions

Inpatient admissions increased by 1.96% from last year to 10,904 in 2020.



### Same Day Appointments

Same-Day Appointments increased by 18.28% from last year to 132,215 in 2020.





# 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 every step of the way, listening to our patients and their families and using this feedback to develop best practice in patient-centered care.

## Likelihood-to-recommend in 2020



83%

Inpatient Likelihood to Recommend



77%

Outpatient Likelihood to Recommend



89%

Ambulatory Surgery Likelihood to Recommend



78%

Emergency Department Likelihood to Recommend






# CLINICAL FIRSTS AND MEDICAL INNOVATIONS

Cleveland Clinic Abu Dhabi’s commitment to innovation and caring for the sickest of the sick continued throughout 2020, despite the pressures created by the pandemic. Over the course of the year, numerous regional and UAE firsts were performed, and new services were offered to patients for the first time. These included:

Heart & Vascular Institute

- Successfully used the first 4<sup>th</sup> generation transcatheter aortic value replacement in the region
- Installed the UAE’s first miniature leadless pacemaker




**SUCCESS STORY**

Physicians performed the UAE’s first implant of a synchronized leadless miniature pacemaker. The device is 93% smaller than a traditional pacemaker and smaller than a dirham coin. It eliminates potential complications associated with traditional pacemakers.

Neurological Institute

- First UAE Deep Brain Stimulation surgery
- First UAE Awake Brain surgery
- Launched the Scoliosis Surgery program
- Launched the Comprehensive Movement Disorder program
- Launched the Interdisciplinary Multiple Sclerosis Center




**SUCCESS STORY**

Surgeons performed awake neurosurgery to remove a brain tumor close to critical areas that control speech and other skills. The team used a 3D-model for planning in advance of the operation. The patient was conscious for parts of the surgery and read sentences and counted backwards from 100, enabling surgeons to be sure that they were treating the tumor without damaging vital pathways of the brain.

Digestive Disease Institute

- UAE’s first kidney-pancreas transplant
- Performed the first robotic whipple procedure for pancreatic tumors in the region
- First simultaneous liver-kidney transplant in the UAE
- Established the country’s first comprehensive intestinal failure program




**SUCCESS STORY**

Surgeons performed the UAE’s first robotic whipple procedure to treat pancreatic and duodenal tumors. During the complex operation, a surgical robot is used to remove or resect the head of the pancreas and portions of the small intestine and bile duct. Surgeons then reconnect the organs to ensure the digestive system remains functional.

Eye Institute

- Introduced gene therapy for retinal dystrophy
- Performed the UAE’s first artificial cornea transplant




**SUCCESS STORY**

Two Emirati children became the first patients in the UAE to benefit from a new genetic therapy to treat RPE65-related retinal dystrophy: a rare, formerly untreatable condition that leads to blindness. The treatment uses a modified bioengineered non-pathogenic virus to deliver normal copies of the RPE65 gene to the eye.

Emergency Medicine Institute

- First hospital in the region and one of only two outside the U.S. to receive the Emergency Nurses Association Lantern Award



**SUCCESS STORY**


Emergency Department caregivers were recognized for saving the life of a 59-year-old man admitted with chest pain who went into cardiac arrest nine times due to an acute heart attack.

Medical Subspecialties Institute

- Introduced convalescent plasma therapy for COVID-19
- New therapy for polycystic kidney disease
- Sustained low efficiency dialysis
- Launched genetic counselling service
- Geriatric clinic began seeing patients

Oncology Institute

- Introduced Hyperthermic Intraperitoneal Chemotherapy (HIPEC)
- New infusion center to meet growing demand
- Oncology patient and family council launched



**SUCCESS STORY**

The Oncology Institute introduced Hyperthermic Intraperitoneal Chemotherapy (HIPEC) to treat patients with advanced cases of abdominal cancer where tumors have spread to the lining of the abdominal cavity. HIPEC uses a single dose of chemotherapy drugs delivered directly to the abdomen to destroy any cancer cells that may remain after surgery.

Respiratory Institute

- Regional first treatment for hereditary angioedema

## Imaging Institute

- Began breast imaging studies
- First prostate and neuroendocrine Positron Emission Tomography (PET) scans
- UAE's first Functional Magnetic Resonance Imaging (fMRI) for brain surgery planning
- First cardiac PET infection studies in the UAE
- First PET inflammation studies in the UAE

## Critical Care Institute

- Postoperative care for dual organ transplant
- Extracorporeal Membrane Oxygenation (ECMO) retrieval for COVID-19

## Pathology & Laboratory Medicine Institute



- Saliva testing for COVID-19

## Surgical Subspecialties Institute

- Dual organ transplants (kidney/pancreas and kidney/liver)
- First posterior tibial nerve stimulation (neuromodulation) in the UAE
- Robotic ureteral stricture repairs with buccal grafts
- Bench reconstruction and renal autotransplantation for kidney cancer
- Minimally invasive surgery benign prostatic hyperplasia (BPH) incontinence
- Microvascular free flaps breast reconstruction
- Anterior repair and hysterectomy



### SUCCESS STORY

Surgeons performed a five-hour combined operation that saw a young woman in her twenties with type 1 diabetes receive both a new kidney to treat diabetes-related kidney failure and a new pancreas to eliminate her reliance on insulin injections. The new kidney will filter waste from her blood and the new pancreas will produce insulin to manage her blood sugar, effectively ending her status as a type 1 diabetic.

## Pharmacy



- Launched medication home delivery to support patients during travel restrictions

## Anesthesiology Institute

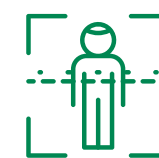
- UAE's first Dorsal Root Ganglion (DRG) stimulator for neuropathic pain
- Supported first awake neurosurgery
- Supported transplant program



### SUCCESS STORY

The Anesthesiology Institute supported the organization's COVID-19 response by converting 24 post-anesthesia care unit (PACU) beds into a temporary intensive care unit (ICU).

## Success Story



## Lung Cancer Diagnosis and Treatment

Designated as the official pilot lung cancer screening center for the emirate of Abu Dhabi by the Department of Health, Cleveland Clinic Abu Dhabi's Respiratory Institute provides a comprehensive range of advanced diagnostic and therapeutic bronchoscopies. The hospital has some of the most extensive experience in the region in two advanced forms of bronchoscopy:

Endobronchial Ultrasound Bronchoscopy (EBUS) allows a patient's care team to both diagnose and prepare a suspected lung cancer case for treatment in a single session. This ensures less disruption for the patient as well as a faster treatment.

Electromagnetic Navigation Bronchoscopy (EMNB) employs a GPS-like technology to navigate to a treatment site in the lung and build a 3D model of the route. By leaving a sheath to keep the pathway open, it facilitates further treatments for suspected cancers in the lungs.

Since opening, hundreds of patients have benefitted from these technologies through their treatment journey for suspected lung cancers.



## HERE TO HELP OTHER MEDICAL FACILITIES

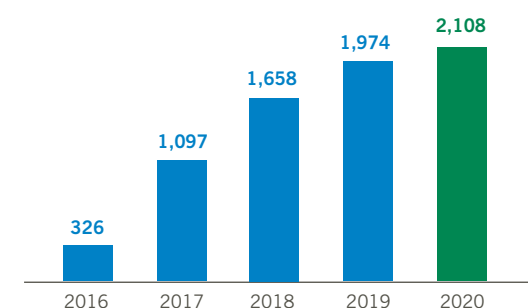


Since opening to patients in 2015, Cleveland Clinic Abu Dhabi has taken on the role of a true tertiary hospital, providing highly specialized medical care and offering advanced and complex procedures and treatments. In this role, the team is increasingly working with hospitals across the UAE and the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

The importance of this role was underlined during the first peak of the COVID-19 pandemic, when hospitals transferred some of their sickest patients to us, including several cases where teams from Cleveland Clinic Abu Dhabi travelled to other facilities, placed patients on extracorporeal membrane oxygenation (ECMO) and transported them back.

In total, 2,108 patients were transferred in 2020, a rise of 7% on the previous year.

### Hospital transfers



# 2,108

Patients were transferred to Cleveland Clinic Abu Dhabi from other UAE and international hospitals in 2020

## INSURANCE PARTNERS

In 2020, Cleveland Clinic Abu Dhabi continued to work with insurance partners to expand access and make complex, coordinated care available for those who needed it.



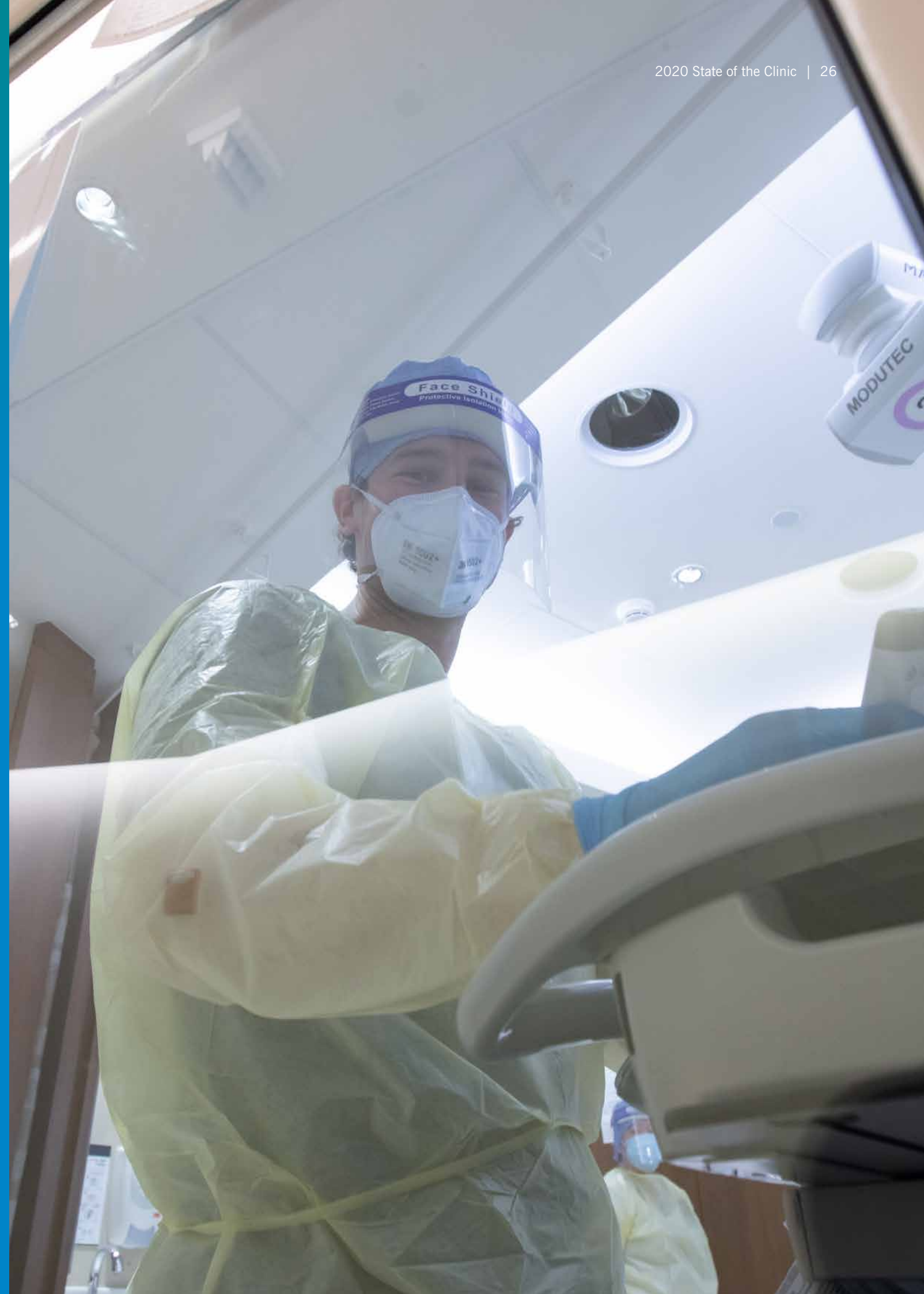
Patients with all levels of Daman Enhanced plans can come to Cleveland Clinic Abu Dhabi for inpatient, same-day procedures, and outpatient treatments.

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 direct billing bases for these conditions.

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

# CARE FOR CAREGIVERS

Treating fellow caregivers  
as our family.



# OUR OBJECTIVE: TO BECOME 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 5,200 caregivers from 77 countries in the span of a few years. We provide life-long learning opportunities, ensuring that caregivers are able to:

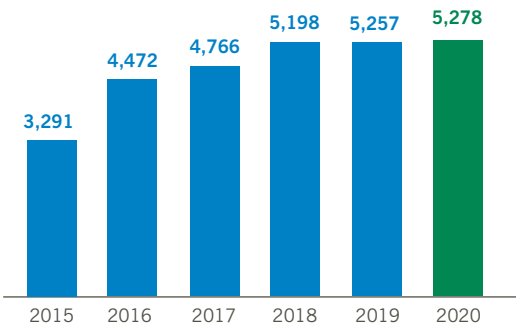
- Learn from global experts in the healthcare field
- Work in a world-class multispecialty hospital representing the benchmark in healthcare
- Gain international work experience and career progression.



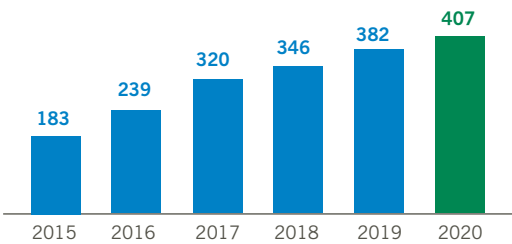
# OUR CAREGIVERS

In 2020, Cleveland Clinic Abu Dhabi employed a total of 5,278 caregivers, enabling us to manage a growing volume and growing complexity of patient care.

Number of Caregivers

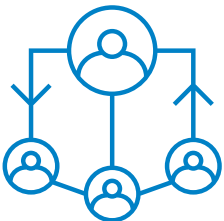


Number of Physicians



# EMIRATIZATION

Cleveland Clinic Abu Dhabi is committed to providing the region with world-class healthcare and building a sustainable legacy for future generations, in-line with the government's Abu Dhabi Economic Vision 2030. A key part of that commitment is fostering 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. Careers succession planning, mentoring and training programs are designed and facilitated to encourage a high level of caregiver engagement and retention.

In 2020, we achieved a new high for the representation of UAE national talent at senior management levels and above. The overall Emiratization rate was 21.1%.



## CARING FOR CAREGIVERS DURING COVID-19



Keeping caregivers safe, informed and engaged was a top priority throughout the COVID-19 pandemic.

The COVID-19 Task Force implemented several mechanisms to establish open channels of communication. A hotline was set up to allow employees to get answers to urgent questions, such as risk assessment following potential exposure to the virus. Protocols were also put in place to allow anonymous reporting of concerns, and a daily newsletter provided access to updates in policies and treatment guidelines.

Teams across the hospital made significant contributions to caregiver wellbeing in the first half of the year. Our Occupational Health team provided safe, accessible COVID-19 screening for caregivers throughout the period. Among a range of other notable initiatives, our Human Capital team personally contacted every caregiver who was stranded overseas due to travel restrictions and helped manage their return home. Our Talent Management team launched Mindspace, a well-being and resilience platform for caregivers, while the Food Services team prepared packages for Emergency and Occupational Health caregivers on daily basis, so that they could have healthy food at their stations.

Messages of thanks from the community were received through Cleveland Clinic Abu Dhabi's kudoboard. The digital platform enabled people to upload pictures, videos and messages of support for the caregivers working around the clock to protect the community from COVID-19. Caregivers also received a delivery of art made by local students to express their support and intended to brighten up the surroundings of the patients and caregivers on the frontlines.

One of the key learnings of 2020 was the importance of caring for ourselves and our colleagues to ensure that we can rise to whatever challenges we face. Our leadership team is working to ensure that systems are in place to support the professional, personal and holistic wellbeing of our caregivers and their families, so that everyone remains strong, healthy, resilient and ready to serve our patients.





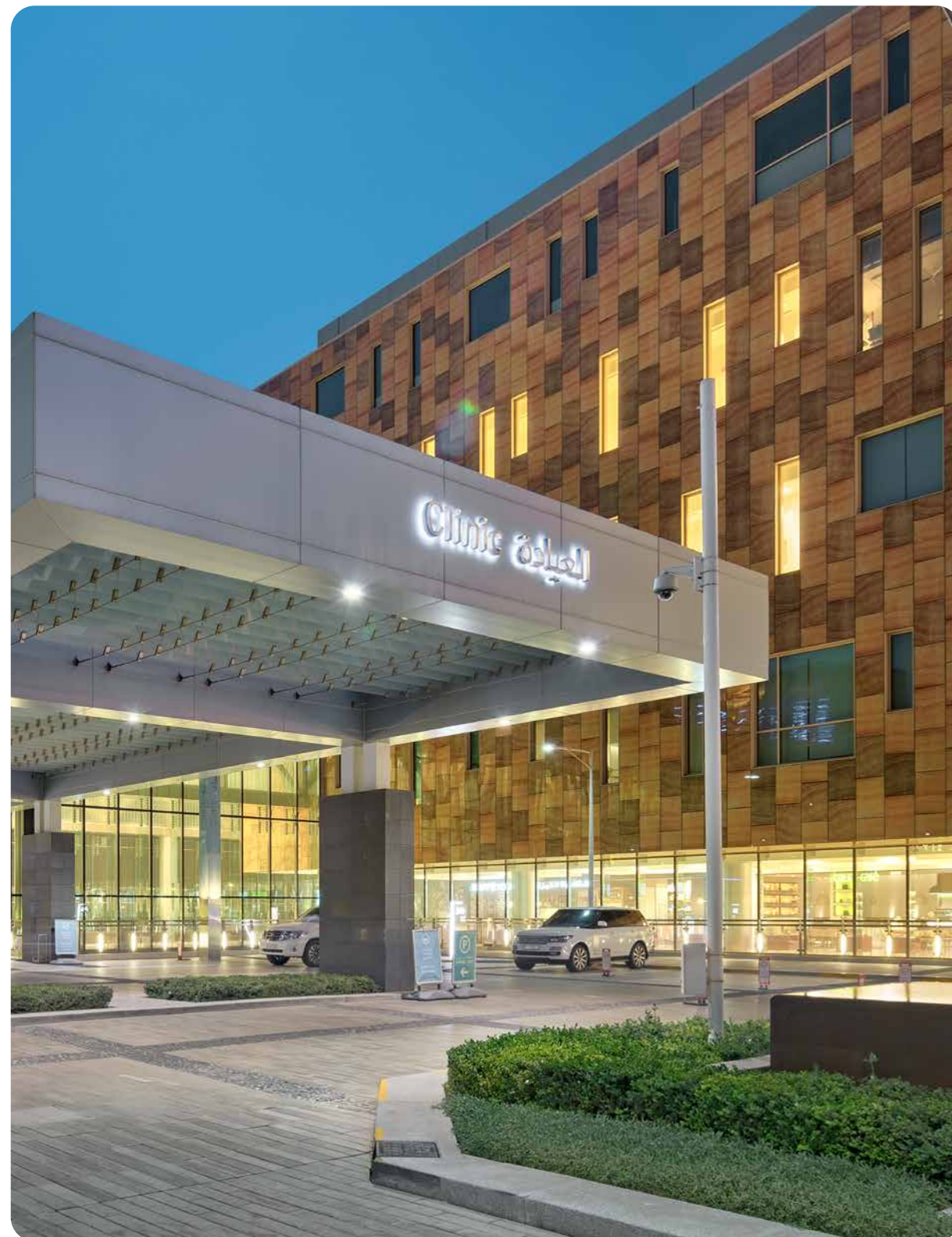
# CARE FOR THE ORGANIZATION

Treating the organization  
as our home.





## 2020 ACHIEVEMENTS



### JANUARY

- Cleveland Clinic Abu Dhabi's surgery limb salvage program successfully treated its 100<sup>th</sup> patient. The program, which was launched in 2018, has achieved a 300% increase in limbs saved.



### MARCH

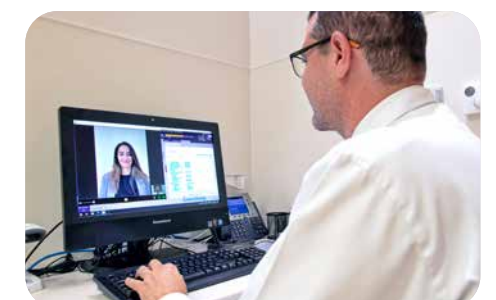
- Cleveland Clinic Abu Dhabi created a COVID-19 Task Force to assess the pandemic in real time and align with UAE regulations and international guidelines to reduce the risk of the disease. The force developed and communicated updates and new policies to ensure the highest standards of safety for patients, visitors, caregivers and the wider community.

### FEBRUARY

- Cleveland Clinic Abu Dhabi became the first and only hospital in the UAE to offer a new genetic therapy to treat RPE65-related retinal dystrophy, a disorder in which the RPE65 protein is lacking. The hospital is among only a select number of facilities equipped to administer treatment for this rare, formerly untreatable condition that leads to blindness.

### APRIL

- Cleveland Clinic Abu Dhabi launched outpatient virtual visits through the hospital's 'Health Portal' app, enabling patients to have a full appointment in the comfort and safety of their home. Patients who do not require a physical examination can use this option to see their doctor and discuss their health concerns using their mobile devices.







## MAY

- Surgeons at Cleveland Clinic Abu Dhabi successfully performed a minimally invasive procedure to repair a leaky heart valve in a high-risk patient, collaborating with experts through live streaming technology in a first-of-its-kind initiative.



## JULY

- Cleveland Clinic Abu Dhabi was awarded the Emergency Nurses Association's Lantern Award, becoming one of only two hospitals outside the US to be named as the first-ever international recipients of the honor. The global organization of more than 40,000 emergency nurses recognizes Emergency Departments that demonstrate exceptional performance and deliver the highest level of care.



## SEPTEMBER

- Cleveland Clinic Abu Dhabi introduced deep brain stimulation to the UAE, providing Parkinson's disease patients with a treatment that can help them manage the symptoms and reduce their dependence on medication.



## NOVEMBER

- Cleveland Clinic Abu Dhabi launched its annual campaign 'MENTion It' with a survey, resources and tips to raise awareness about common men's health issues and leading a healthy lifestyle.

## JUNE

- Cleveland Clinic Abu Dhabi joined hands with the US-based Cleveland Clinic to share expertise and best practice around treating COVID-19 patients. A team of 40 frontline medical staff from the US flew to Abu Dhabi to spend six weeks with the team at the hospital.



## AUGUST

- Cleveland Clinic Abu Dhabi introduced Endoscopic Submucosal Dissection (ESD), an advanced endoscopic resection technique that eliminates the need for surgery in patients with gastrointestinal precancerous lesions and early cancers.



## OCTOBER

- Operations Smile UAE provided life-changing surgery for eight children with cleft lip and cleft palate at Cleveland Clinic Abu Dhabi. Caregivers volunteered alongside medical teams from across the UAE to support the initiative.
- During Breast Cancer Awareness Month, Cleveland Clinic Abu Dhabi launched its dedicated Breast Health Clinic to strengthen oncology care for patients in the region. The multidisciplinary team offers targeted diagnostic testing, genetic counseling, innovative treatments, and reconstruction options in one location.



## DECEMBER

- Cleveland Clinic Abu Dhabi performed the UAE's first pancreas transplant in a five-hour dual transplantation that also had the patient with type 1 diabetes receive a new kidney.
- Cleveland Clinic Abu Dhabi and Khalifa University of Science and Technology announced the collaboration of their researchers to develop a model to understand how the COVID-19 virus travels through the air and how long it can stay airborne.







دائرة الصحة  
DEPARTMENT OF HEALTH

مؤشر Muashir



Cleveland Clinic Abu Dhabi received the highest possible rating – ‘Five Diamonds’ – in the Department of Health – Abu Dhabi’s Muashir assessment in 2020.

The program rates Abu Dhabi’s healthcare providers’ performance in multiple dimensions that impact the community and assigns an overall quality ranking on a scale of one to five diamonds. According to the report, Cleveland Clinic Abu Dhabi was one of only two ‘Outstanding’ facilities in the emirate.

## 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 2020, we received the following awards and external recognition.

### Hospital Accreditations

- JCI Stroke Program Intracycle Review
- DOH Ranking Audit 2020

### Respiratory Institute

- Designated as Angioedema Center of Reference and Excellence by the Global Allergy and Asthma European Network and its partners including the European Academy of Allergy and Clinical Immunology

### Emergency Medicine Institute

- 2020 Emergency Nurses Association Lantern Award

### Surgical Subspecialties Institute

- Arab Board Accreditation for Urology Residency Program

### Medical Subspecialties Institute

- Lifestyle Medicine Board Certification

### Radiation Safety

- FANR Audit

### Neurological Institute

- Electroencephalography Laboratory granted a five-year Laboratory Accreditation from the American Board of Registration of Electroencephalographic and Evoked Potential Technologists (ABRET)
- The World Federation of Neurosurgical Societies granted a post-graduate fellowship program to the Department of Neurosurgery, the only institution in the GCC to offer such a program

### Anesthesiology Institute

- OLA Center for European Society of Anesthesiology

### Imaging Institute

- American College of Radiology (ACR) reaccreditation for Computerized Tomography and Magnetic Resonance Imaging
- American College of Radiology (ACR) accreditation for Nuclear Medicine and Ultrasound

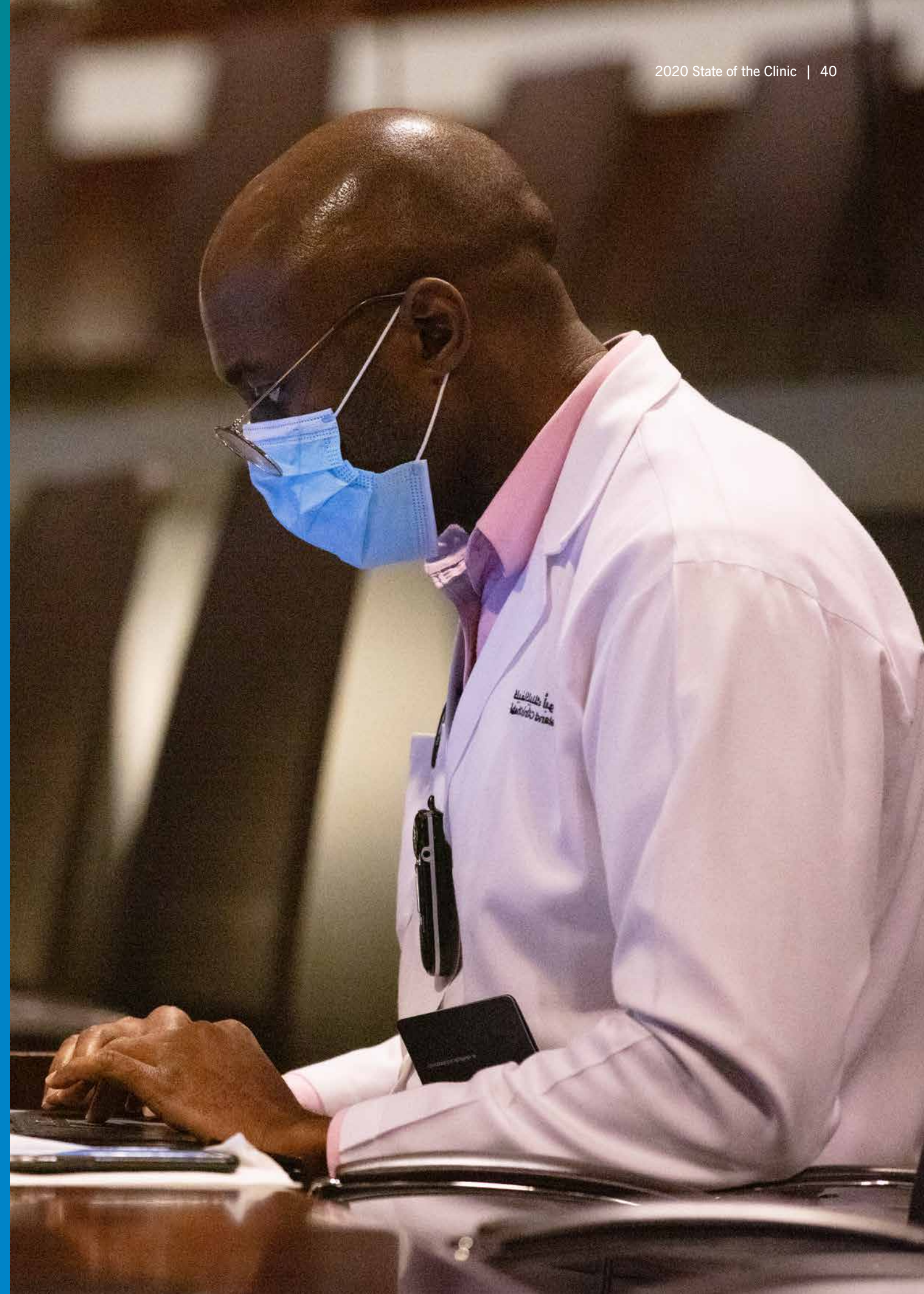
For a complete listing of awards and external recognitions, please scan the QR code below





# CARE FOR THE COMMUNITY

We are committed to the  
communities we serve.





## CARE FOR THE COMMUNITY

Cleveland Clinic Abu Dhabi's commitment to serve the community through corporate and public awareness programs became even more important with the outbreak of COVID-19 in 2020. The hospital focused on engaging and encouraging the public to stay safe and follow public health guidelines.

In parallel, the team used digital platforms to educate the public about a healthy lifestyle and organized corporate health screenings and virtual seminars throughout the year.

### Patient impact

Cleveland Clinic Abu Dhabi organized virtual education seminars for bariatric, Multiple Sclerosis, Parkinson's and vasectomy patients in 2020. Physicians discussed disease management and answered questions about their care.

Cleveland Clinic Abu Dhabi expanded its telehealth capabilities to allow patients to "visit" their doctor virtually, enhancing convenience and safety for patients during the pandemic.

### Corporate impact

Cleveland Clinic Abu Dhabi's corporate outreach team provided health education to 824 individuals across the UAE in 2020. The hospital conducted two in-person health screenings prior to the pandemic. 44 participants received a basic evaluation, including BMI, blood pressure and blood glucose, and the clinical team answered questions and directed them to relevant healthcare resources.

In total, 11 virtual events were also organized for a range of corporate, government, and community-oriented organizations throughout the year. The audience learned about a range of health topics and access to clinical experts.

### Public impact

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.

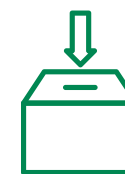
Additionally, Cleveland Clinic Abu Dhabi launched COVID-19 SMART, a free bilingual online course to educate the community about the disease and slow down its spread.

### Collaborative impact

Cleveland Clinic Abu Dhabi volunteers worked alongside Operation Smile for the fourth year in a row to provide life changing surgery for children in 2020. Medical volunteers from across the UAE arrived at the hospital in September to assist in cleft lip and cleft palate surgeries for eight children in a completely safe environment.



### Success Story



#### Going the extra mile

Cleveland Clinic Abu Dhabi's patient Hashan Ali was able to return to work as a grocery store employee after his life-saving leg amputation with the effort of the hospital's social workers to find a sponsor for a prosthetic limb. The team reached out to various charities and the Embassy of Bangladesh in the UAE for support, following which the Zakat Initiative agreed to cover the cost of a state-of-the-art prosthetic leg for him.



# RESEARCH AND EDUCATION

Investing in tomorrow's care.





# OUR RESEARCH PROGRAM

Cleveland Clinic Abu Dhabi caregivers strive to provide excellent care by actively conducting clinical research studies. Our investigators develop research questions with the aim to create new knowledge and engage in collaborations to bring research opportunities to our community in the UAE. This is achieved by introducing new medications to treat a specific condition, introducing innovative devices to reduce mortality, or generating new tools to improve quality of life.

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 (GCP) and comply with strict rules set out by the Abu Dhabi Department of Health. At the start of the COVID-19 pandemic, the research study review committees RAG (Research Advisory Group) and REC (Research Ethics Committee) shifted their priorities to expedite review of all COVID-19 related studies.

## Research

- 112 Research Ethics Committee (REC) reviewed research protocols, and 98 REC approved research protocols
- Received AED 330,000 in academic and industry grants to support 7 studies
- Received AED 3 million in Mubadala grants to support 13 studies
- 331 academic publications
- 48 COVID-19 publications
- Continued research collaboration with UAE academic institutions such as New York University Abu Dhabi UAE University and Khalifa University, as well as serving on scientific communities across the Emirate and UAE.

## Education

- 9 interns graduated; 9 new interns enrolled
- 39 residents training in 7 programs
- COVID-19 coordinated response for medical education
- 300+ Continuing Medical Education (CME) Regularly Scheduled Series (RSS) sessions, with one third held virtually
- Two virtual medical conferences in 2020

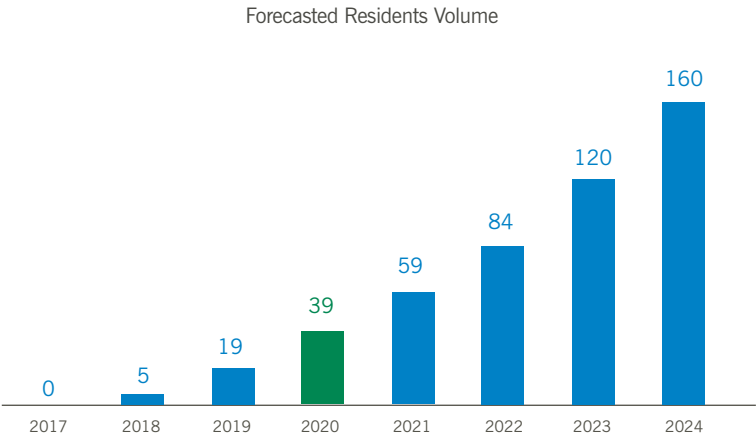
## National COVID-19 response

In addition to Cleveland Clinic Abu Dhabi’s support for COVID-19 research, we also participated in high-level committees at a national level.

- National Research Committee (Member)
- Abu Dhabi COVID-19 Institutional Review Board (Member)
- National Research Epidemiology Sub-Committee for COVID-19 (Members)
- National Data Safety Monitoring Board (DSMB) for COVID-19 studies (Chair)
- ADHRTC – Abu Dhabi Health Research and Technology Committee (Members)

## Our residency program

Cleveland Clinic Abu Dhabi’s residency program is part of an organizational 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.



Accreditation Council for  
Graduate Medical Education

## Accreditation

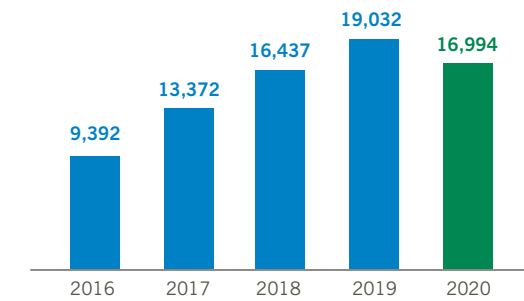
Cleveland Clinic Abu Dhabi’s Transitional Year (Physician Internship) and Internal Medicine residency programs received program accreditation from the Accreditation Council of Graduate Medical Education International (ACGME-I). CCAD is the first hospital in UAE to receive program accreditation of transitional year (physician internship).

# 2020 STATISTICS

## CLINICAL VOLUMES

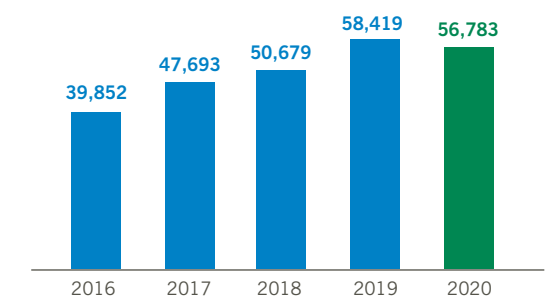
### Surgical Cases

More than 16,000 surgical cases were performed in 2020. The decrease from 2019 is explained by the fact that our team stopped performing elective surgeries during the first wave of COVID-19



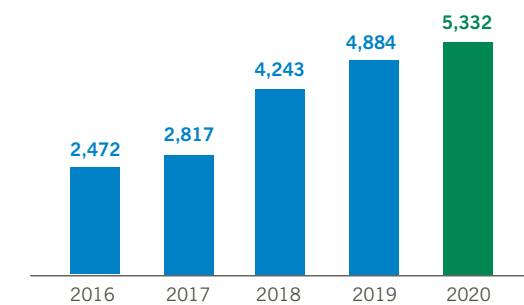
### Emergency Department Visits

The Emergency Department completed over 56,000 visits in 2020. The acuity of the patients seen in 2020 is higher than prior years.



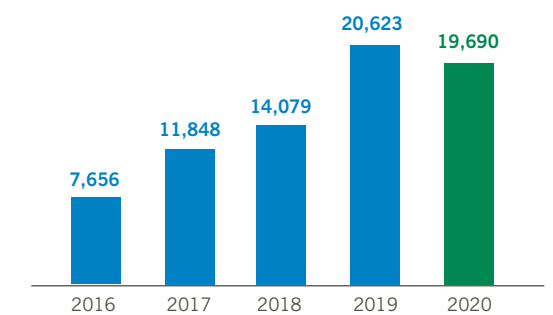
### Clinical Nutrition Encounters

More than 5,300 clinical nutrition visits were completed in 2020, an increase of 9.2% over last year.



### Therapy & Rehabilitation Encounters

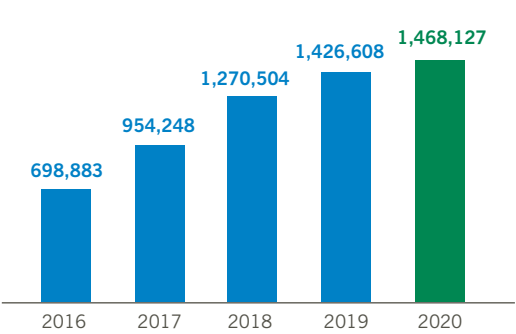
Over 19,000 therapy and rehabilitation encounters, including speech, occupational and physical therapy, were completed in 2020.





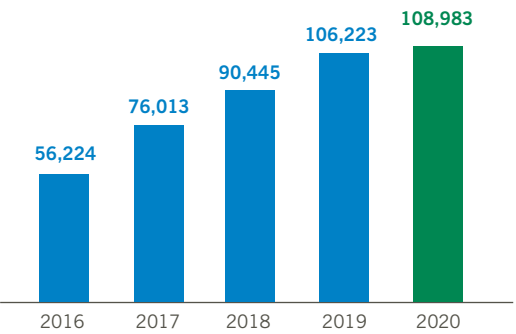
### Laboratory Tests

More than 1.4 million laboratory tests were performed in 2020, an increase of 2.91% over last year.



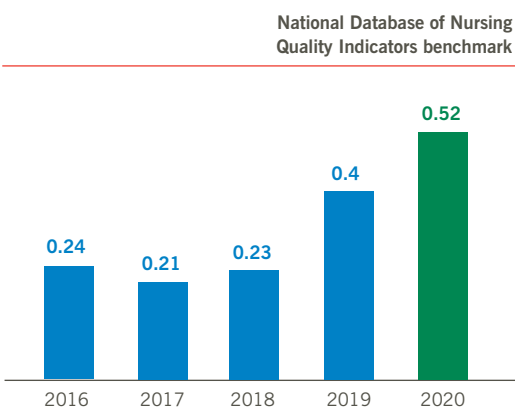
### Imaging Studies

More than 108,000 imaging studies were conducted in 2020, an increase of 2.60% over last year.



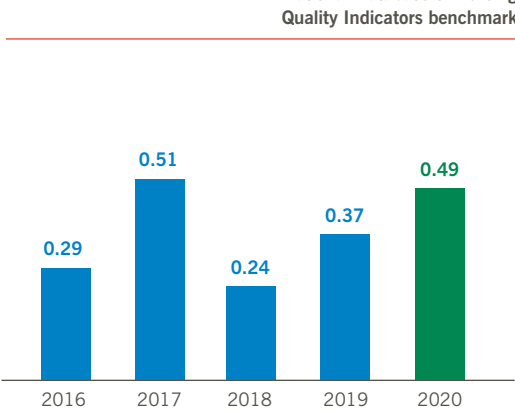
### Inpatient Falls with Injury

Inpatient falls with injury remain below the National Database of Nursing Quality Indicators benchmark of 0.72.



### Central Line Associated Bloodstream Infection

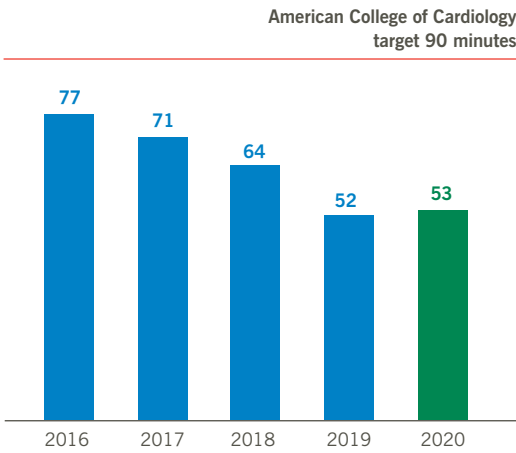
Central line bloodstream infection rates remain below the National Database of Nursing Quality Indicators benchmark of 1.3.



## QUALITY AND SAFETY

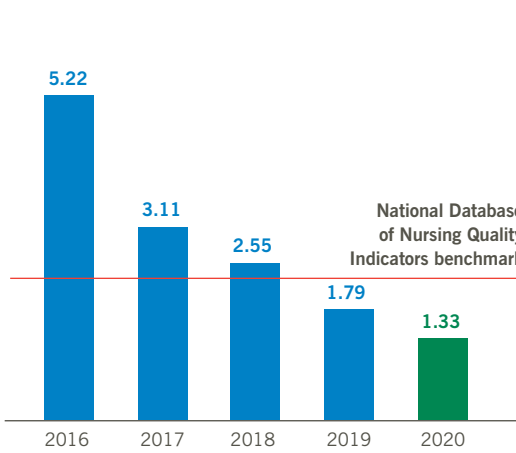
### ST-Elevation Myocardial Infarction (STEMI): Median door-to-Balloon times

The median door-to-balloon time for ST-Elevation Myocardial Infarction was 53 minutes in 2020, lower than the American College of Cardiology target of 90 minutes.



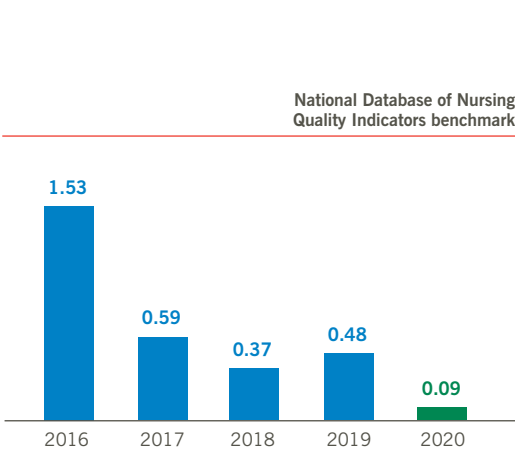
### Hospital-Acquired Pressure Injury (HAPI) Prevalence

Cleveland Clinic Abu Dhabi continues efforts to reduce hospital-acquired pressure injury prevalence. In 2020, the annual rate decreased to 1.33, better than the National Database of Nursing Quality Indicators benchmark of 2.07.



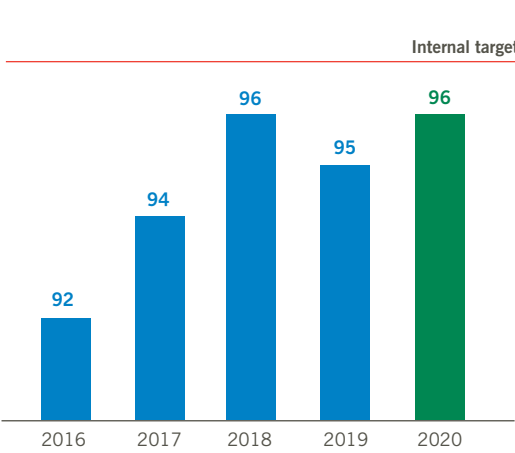
### Catheter Associated Urinary Tract Infection

Catheter Associated Urinary Tract Infection rates remain below the National Database of Nursing Quality Indicators benchmark of 1.63.



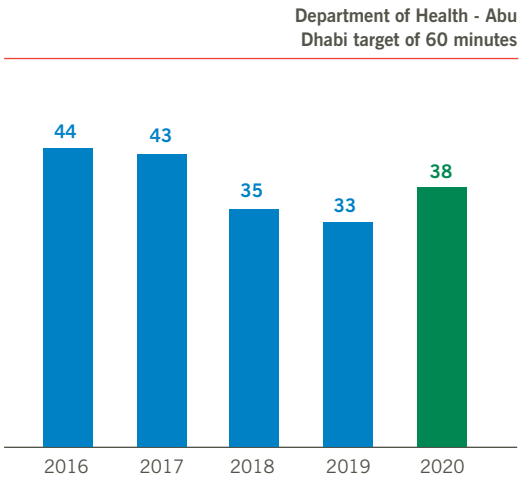
### Hand Hygiene Compliance

Hand Hygiene is one of the most effective ways to stop the spread of infections. Cleveland Clinic Abu Dhabi continues to work towards meeting the internal target of 100%.



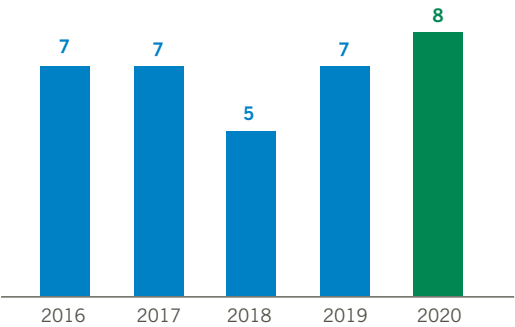
### Stroke: Door-to-Thrombolysis Times

The median door to IV Thrombolysis time for stroke patients was 38 minutes, faster than the target set by the Department of Health- Abu Dhabi of 60 minutes, and the internal Cleveland Clinic Abu Dhabi target of 45 minutes.



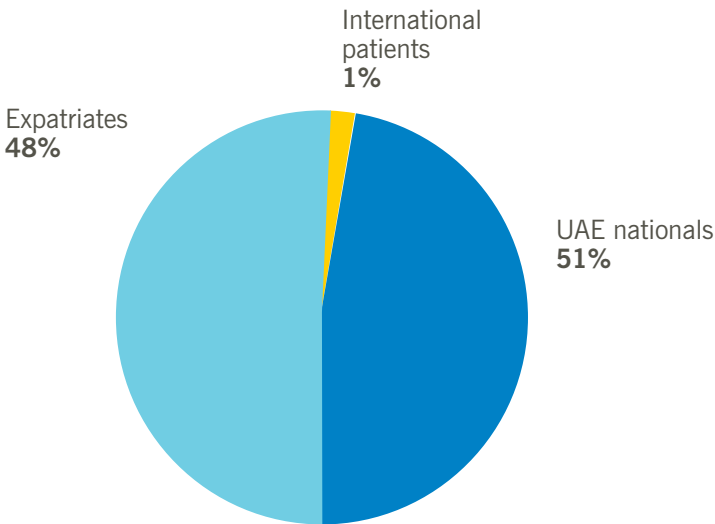
### Emergency Department Median Time to See a Physician

The median time to see a physician in the Emergency Department continues to be better than the Abu Dhabi Department of Health and internal Cleveland Clinic Abu Dhabi targets, with patients seeing a physician within 8 minutes of arrival.

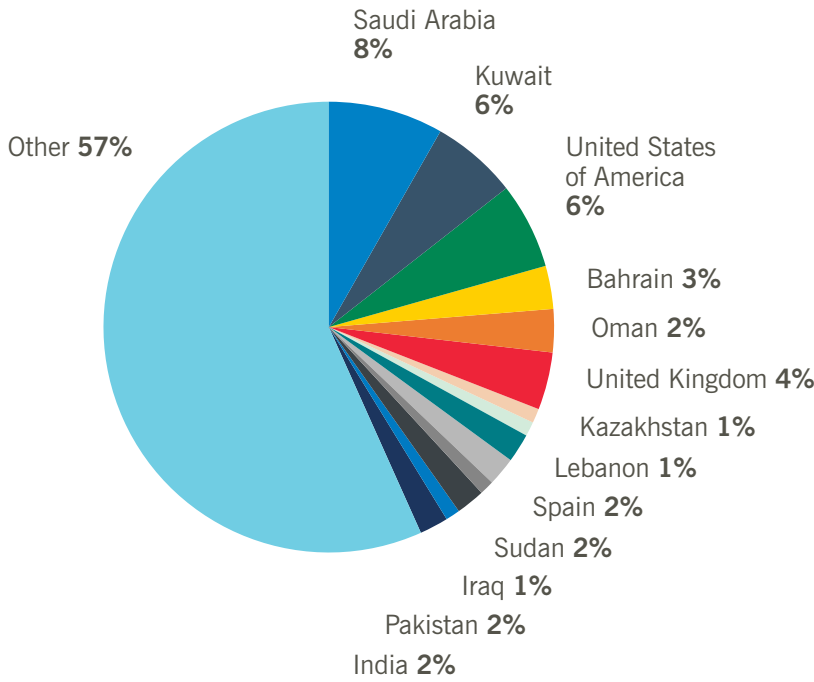


## PATIENT DEMOGRAPHIC

### Patient Distribution



### International Patients





## STAY CONNECTED

800 8 2223  
clevelandclinicabudhabi.ae



Cleveland Clinic Abu Dhabi  
Al Maryah Island, Abu Dhabi



Download our Health Portal app  
Cleveland Clinic Abu Dhabi

Follow us

