STATE OF THE CLINIC | 2016

Cleveland Clinic Abu Dhabi
The United Arab Emirates, under the wise leadership of the President His Highness Sheikh Khalifa bin Zayed Al Nahyan, is driving ahead with the development of the healthcare sector according to the highest international standards.

His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces
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**Cleveland Clinic Abu Dhabi - Institutes & Specialties**

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Chairman of the Board Address

We are here to complement the existing healthcare infrastructure that the forward-thinking leadership of the UAE has put in place. By understanding our role in the wider national strategy, we will be able to succeed in delivering sustainable, high-quality healthcare to the country.
Dear Reader,

We are pleased to present the State of the Clinic 2016 report. We will publish this booklet every year to provide a comprehensive overview of Cleveland Clinic Abu Dhabi’s performance, as part of our commitment to transparency.

As you will see from this year’s report, 2016 was a landmark year for Cleveland Clinic Abu Dhabi, as we built upon our commitment to the people of the United Arab Emirates (UAE) to deliver compassionate, patient-centered care of the highest quality.

Across a range of key metrics, including number of patients served, number of Caregivers recruited, and inpatient capacity, we have shown strong growth and progress. In 2016, we grew our outpatient services, and almost tripled our capacity for the number of patients we can see. In 2016, Cleveland Clinic Abu Dhabi had more than 337,000 patient encounters, which includes 285,000 outpatient visits, over 39,000 Emergency visits, 5,400 hospital inpatient admissions, and more than 9,200 surgical cases. Each of our Institutes accomplished important “clinical firsts” for the region during the year, demonstrating that Cleveland Clinic Abu Dhabi can offer the highest level of sophisticated treatment and complex care.

However, beneath the top-line figures are important human stories of patients who were provided with hope and rehabilitation, and families who were freed from the burden of illness and pain. It is a great source of pride that our Caregivers continue to focus on the human factors that enable us to give every patient the best outcome and experience.

Having built a strong foundation, Cleveland Clinic Abu Dhabi can now continue to grow and serve more patients within the UAE and across the region, working alongside the other world-class assets in Mubadala’s healthcare network.

We are here to complement the existing healthcare infrastructure that the forward-thinking leadership of the UAE has put in place, and I believe that by understanding our role in the wider national strategy, we will be able to succeed in delivering sustainable, high-quality healthcare for the whole country.

Thank you for your interest in our work at Cleveland Clinic Abu Dhabi. We will continue to deliver up to and beyond the high expectations that the people of the UAE have placed in us.

Sincerely,

Waleed Al Mokarrab Al Muhairi
Chairman
Cleveland Clinic Abu Dhabi
CEO Address

"To deliver on our promise to our patients, we need every Caregiver to live up to his or her responsibilities every day and every moment. We believe that patients are part of our Cleveland Clinic Abu Dhabi family, and therefore expect Caregivers to treat each patient as a member of their own."
Dear Reader,

“Ahlan wa sahlan”, welcome.

At Cleveland Clinic Abu Dhabi, we put patients first, striving to deliver the globally recognized Cleveland Clinic caliber of care supported by compassionate, first-rate service. This report details the progress that has been made in 2016. Our primary mission is to bring the highest international standards of care close to home, an ambition that has been made possible through our strategic relationship with Mubadala.

We believe that every employee at Cleveland Clinic Abu Dhabi is a Caregiver, regardless of role. To deliver on our promise to patients, we need every Caregiver to live up to his or her responsibilities every day and every moment. We also believe that patients are part of our Cleveland Clinic Abu Dhabi family, and so expect Caregivers to treat each patient as a member of their own.

Our commitment is why this report focuses on all aspects of daily life within the Clinic – from breakthroughs in advanced surgery to hand hygiene compliance. We measure our performance in all areas because we understand that we need to deliver excellence in every step of the patient journey. Safety, quality, and patient experience remain our institutional priorities, and this report demonstrates the accomplishments we have made in those areas.

The report also highlights the growing role that Cleveland Clinic Abu Dhabi is playing in driving research, innovation, and education through partnerships with academic institutions in the UAE, including Khalifa University, the Fatima College of Health Sciences, the Higher Colleges of Technology, NYU Abu Dhabi, UAE University, and Zayed University. As part of our educational mission, we are set to start our first UAE-based internship programs. This work is essential to ensuring long-term sustainability, by building the academic environment that will nurture the next generation of Emirati Caregivers.

Looking forward, we will continue to improve access to care for as many people as possible, both within the UAE and regionally. We will grow patient volumes and strive to achieve full capacity. We will continue to collaborate with local healthcare providers, and, above all, we will uphold our promise of delivering the highest standard of care.

I will close by thanking my colleagues for their hard work in achieving the metrics outlined in this report. Teamwork, compassion, and integrity have all played key roles in delivering the highest standard of patient care, and it is a source of pride to see our people living these values every day at Cleveland Clinic Abu Dhabi.

Sincerely,

Tomislav Mihaljevic, MD
Chief Executive Officer
Cleveland Clinic Abu Dhabi
Cleveland Clinic Abu Dhabi Overview

Cleveland Clinic Abu Dhabi is an unparalleled extension of US-based Cleveland Clinic’s patient-centered model of care, combining state-of-the-art amenities with the best global clinical practices to deliver exceptional patient care.

Cleveland Clinic Abu Dhabi is a physician-led medical institution served by North American board-certified (or equivalent) physicians. The hospital is the result of an agreement signed in 2006 between the Mubadala Development Company and US-based Cleveland Clinic Foundation, in support of the Abu Dhabi government’s Economic Vision 2030 to develop a robust healthcare sector in the Emirate. Our mission is to offer patients in the United Arab Emirates and the wider region access to world-class care, close to home.

Cleveland Clinic Abu Dhabi is composed of 13 Institutes designed to put Patients First and align with the region’s specific healthcare needs. In all, more than 30 medical and surgical specialties are represented at Cleveland Clinic Abu Dhabi and integrated to offer coordinated, multidisciplinary care for adult patients.
Every aspect of Cleveland Clinic Abu Dhabi has been developed with the patient in mind, providing a seamless end-to-end patient experience. From family-friendly waiting areas and uplifting surroundings, to wholesome culinary offerings and comfortable patient rooms, every step of the patient journey was designed to cater to regional and cultural expectations. All these factors play a critical role in the road to recovery and help promote a positive mind-and-body connection. The hospital acts as a catalyst for medical innovation and education, and follows the highest international standards of quality and patient safety across all its operations.

Cleveland Clinic Abu Dhabi continues to expand its partnerships with insurance providers, and its unique ‘same-day’ appointment service, to offer more patients access to the hospital’s globally recognized model of care.
Patients First Philosophy

The Patients First philosophy guides everything we do at Cleveland Clinic Abu Dhabi.

Patient-Centered Institute Model
Offering coordinated, multidisciplinary care

Specialist Physicians
Available 24/7 at the hospital

Integration with Cleveland Clinic Main Campus
Promoting knowledge transfer across all hospital functions

Office of Patient Experience
Monitoring every step of the patient journey

Electronic Medical Records
Supporting a seamless and integrated recovery plan

Cleveland Clinic’s Globally-Recognized Standard of Care
Adapted to cater to regional and cultural expectations

13 INSTITUTES

- HEART & VASCULAR INSTITUTE
- NEUROLOGICAL INSTITUTE
- DIGESTIVE DISEASE INSTITUTE
- EYE INSTITUTE
- RESPIRATORY & CRITICAL CARE INSTITUTE
- MEDICAL SUBSPECIALTIES INSTITUTE
- ANESTHESIOLOGY INSTITUTE
- EMERGENCY MEDICINE INSTITUTE
- PATHOLOGY & LABORATORY MEDICINE INSTITUTE
- IMAGING INSTITUTE
- SURGICAL SUBSPECIALTIES INSTITUTE
- QUALITY & PATIENT SAFETY INSTITUTE
- CLINICAL & NURSING INSTITUTE
Patient Experience

Our Patient Experience levels are continuously measured using patient surveys.

LIKELIHOOD TO RECOMMEND

The Health Authority Abu Dhabi (HAAD) honored us with the ‘People’s Choice Award’, in the large hospital category, based on a patient experience survey of more than 40,000 patients.
Purpose-Built Facility

Every aspect of Cleveland Clinic Abu Dhabi has been developed with patient comfort and total wellness in mind.

- 26 Operating Rooms
- Diagnostics & Therapeutics
- 16 Procedure Rooms
- 17 Imaging Suites
- 41-Room Emergency Department

Office Wing Allows room for Bed Expansion

Ambulatory Clinic
242 Exam Rooms
Acute Care
292 Beds

Intensive Care
72 Beds

Healthcare Conference Center
Capacity Growth

Cleveland Clinic Abu Dhabi saw a planned and staged growth to 250 beds by year-end 2016, and will reach its target capacity of 364 beds in 2017.

*Maximum capacity of 490 beds.

- **364** Beds
- **26** Operating Rooms
- **409,234** Square meters total gross area on a 23 acre site
Caregivers

- 81% of physicians have an academic ranking
- 82% of Institute Chiefs have experience working at Cleveland Clinic in the United States
- 59% of physicians are U.S. board-certified
- 39% speak Arabic

- 80+ NATIONALITIES REPRESENTED
- 35+ LANGUAGES SPOKEN

- 2,900+ CLINICAL & NON-CLINICAL CAREGIVERS
- 240+ PHYSICIANS
- 1,400+ NURSES & ALLIED HEALTH PROFESSIONALS
- 1,200+ NON-CLINICAL CAREGIVERS

CAREGIVER ENGAGEMENT
Caregiver engagement plays a key role in making Cleveland Clinic Abu Dhabi a great place to work. On a scale from 0-5, our Engagement Index scores increased from 3.79 in 2015 to 3.94 in 2016. This is a considerable achievement given the hospital’s recent establishment.
By year-end 2016, 249 physicians worked at Cleveland Clinic Abu Dhabi.

The number of nursing and allied health professionals increased to 1,479 in 2016.

The number of non-clinical Caregivers increased to 1,208 in 2016.
Emiratization

Cleveland Clinic Abu Dhabi is contributing to the success and sustainability of healthcare in the UAE by developing Emirati Caregivers.

Cleveland Clinic Abu Dhabi built strong relationships with Zayed University, Khalifa University, NYU Abu Dhabi, UAE University, the Higher Colleges of Technology, and the Fatima College of Health Sciences to develop the Prep Academy and place Emirati graduates in administrative roles.

RELATIONSHIPS BUILT

AWARDS RECEIVED

CURRENT EMIRATIZATION STATUS

The proportion of UAE National Caregivers increased from 8.5% in 2015 to 15.5% in 2016.
Patient Distribution

In 2016, Cleveland Clinic Abu Dhabi’s patient distribution included 75% UAE Nationals, 23% Expatriates, and 2% were International Patients.

The number of unique international patients increased to 1,149 in 2016.
International patients came from more than 40 countries.

*Colors correspond with those in the map above. Percentages based on proportion of international patients.

Other countries of origin include:

- Afghanistan
- Argentina
- Australia
- Canada
- China
- Croatia
- Cyprus
- Egypt
- Estonia
- Finland
- France
- Germany
- Greece
- India
- Indonesia
- Iraq
- Jordan
- Kazakhstan
- Lebanon
- Mexico
- Morocco
- Netherlands
- Nigeria
- Palestine
- Philippines
- Portugal
- Russia
- Seychelles
- Singapore
- Slovenia
- South Africa
- Sweden
- Switzerland
- Syria
- Turkey
- Uganda
- United Kingdom
- United States of America
- Yemen
- Zambia
Patient Visits

Cleveland Clinic Abu Dhabi received 285,581 outpatient visits in 2016.

The hospital completed 70,575 same-day appointments in 2016.
Admissions increased in line with bed expansion, totaling 5,422 in 2016.

The average daily inpatient census increased to 149 patients per day by year-end 2016.
Physicians performed 9,265 surgical cases in 2016.

The Emergency Department completed 39,852 visits in 2016.

In 2016, nearly 500 patients were transferred to Cleveland Clinic Abu Dhabi from other UAE and international hospitals.
Heart & Vascular Institute

The Institute deploys cutting-edge technology and sophisticated therapies, such as catheter-based valve interventions, hybrid coronary revascularization, minimally invasive and robotic cardiac surgery.
In 2016, the Institute completed 25,531 outpatient visits.

Physicians within the institute performed 1,462 surgical and interventional cases.

Minimally invasive techniques offered by the Institute, result in faster recovery for patients, and provide alternatives for older and sicker patients who were previously not eligible for major surgery.
The Institute introduced 3D printing in order to individualize and optimize surgical and interventional cardiovascular therapy.

**Robotic Mitral Valve Repair**
Heart surgery using a robot with surgical instruments and high-definition cameras on thin robotic arms to repair a malfunctioning mitral heart valve.

**Transcatheter Aortic Valve Implantation**
Replacement of a damaged aortic heart valve by inserting an artificial valve through blood vessels without removing the old valve.

**Hybrid Cardiac Surgery**
A two-part procedure, including a robotically-assisted coronary artery bypass, followed by the insertion of a stent through a blood vessel.

**Totally Endoscopic Coronary Artery Bypass**
The least invasive coronary artery bypass grafting procedure available, using a robot for precision.

**MitraClip Transcatheter Mitral Valve Repair**
Heart surgery using a device that travels through blood vessels and clips onto a damaged mitral heart valve for treatment.
In 2016, the Heart & Vascular Institute:

- Performed the region’s first ablation procedure with zero fluoroscopy exposure.
- Introduced the region’s first comprehensive remote monitoring program for patients with cardiac implants.
- Used 3D imaging and laser navigation to visualize, pinpoint, and resect nodules in lung cancer patients. This is an alternative to the traditional approach, where a month could pass between detection, biopsy, and removal through open-chest surgery.
- Removed a rare heart tumor by performing a minimally invasive technique, in which the heart was stopped for only 20 minutes, allowing the patient to be discharged after only four days.
- Introduced phrenic nerve pacing, which helps patients with congenital hyperventilation syndrome, or those who have suffered a high cervical spinal cord injury, to breathe on their own.
- Performed the first leadless pacemaker implant in Abu Dhabi.

Produced/organized:
240 Publications & Presentations
2 Observerships
10 Grand Rounds
17 Clinical Series
Neurological Institute

The Institute is designated as the only Stroke Center in Abu Dhabi, and provides the diagnosis and comprehensive treatment of neurological disorders, including general neurology, movement and neuromuscular disorders, pituitary disorders, neuro-oncology, and adult epilepsy. It also offers surgical treatment for cranial, spinal, and neurovascular interventions.
In 2016, the Institute completed 25,880 outpatient visits.

Physicians within the institute performed 470 surgical cases.

In 2016, the Neurological Institute:

- Was designated by the Health Authority Abu Dhabi (HAAD) as the only Stroke Center in the UAE capital.
- Introduced 24/7 epilepsy monitoring, a unique healthcare service in which patients are monitored around-the-clock by Cleveland Clinic Abu Dhabi and Cleveland Clinic in Ohio.
- Performed the region’s first multilobar resection for the treatment of epilepsy, a semi-sitting skull base surgery with electrophysiological neuromonitoring.
- Produced/organized:
  - 54 Publications & Presentations
  - 2 Grand Rounds
  - 2 Observerships
  - 10 Neuroscience Update Meetings with live Webstream
  - 2 Conferences
  - 1 International Workshop
Digestive Disease Institute

The Institute continues to lead the way in gastrointestinal care in the region through advanced procedures. These include minimally invasive and robotic bariatric, hernia, gastrointestinal, and colorectal surgeries, as well as cutting-edge endoscopic procedures for tumor resection, and the treatment of achalasia and pancreatic and biliary diseases.
In 2016, the Institute completed 26,625 outpatient visits and clinic-based procedures.

Physicians within the Institute performed 4,184 endoscopic procedures in 2016.

In 2016, physicians within the Institute performed 1,375 surgical cases.
In 2016, the Digestive Disease Institute:

- Performed the region’s first Laparoscopic Transgastric Endoscopic Retrograde Cholangio-Pancreatography (ERCP).
- Performed the region’s first endoscopic revisional bariatric procedure and also tumor resection.
- Performed the first per-oral endoscopic myotomy (POEM) for achalasia in the Middle East.
- Completed 100+ bariatric surgeries, of which more than 40% were revisional.
- Performed 30+ robotic procedures, including robotic-assisted resection of pelvic tumors and pancreatectomies.
- Completed 100+ thyroid procedures.
- Established a dedicated multidisciplinary clinic for the treatment of inflammatory bowel disease.

Produced/organized:
- 34 Publications & Presentations
- 3 Observerships
- 18 Clinical Series
- 16 Grand Rounds
Eye Institute

The Institute has become the region’s leading destination for ophthalmological conditions, including a full range of comprehensive and subspecialty care in cornea, genetic eye diseases, glaucoma, neuro-ophthalmology, oculoplastic and orbital, pediatrics, and uveitis.
In 2016, the Institute completed 46,869 outpatient visits and 17,000 ophthalmology images.

Physicians within the institute performed 1,125 eye surgical cases.

The Eye Institute offers:

- Pediatric ophthalmic surgeries, including for children under 2 years old, through a coordinated effort with the Healthpoint pediatric team
- Lasik Eye Surgery
- Small Incision Lenticular Extraction (SMILE)
- Clinical Cross-Linking
- Cornea Transplant
- Oculoplastic and Orbital Surgeries
- Complex Infantile Strabismus
- Produced/organized:
  - 14 Publications & Presentations
  - 2 Grand Rounds
- Complex Infantile Glaucoma
Respiratory & Critical Care Institute

The Institute provides comprehensive services for patients with pulmonary disorders, along with expert coordinated care for critically-ill patients in the Intensive Care Unit (ICU).
Outpatient visits ramped up significantly, totaling 13,868 in 2016.

Physicians within the Institute performed 181 bronchoscopies in 2016.

In total, the ICU admitted 1,065 patients in 2016, with 8,980 patient days. Our average daily census increased by 124%, from 17 patients in January to 38 patients in December 2016.
48 ICU beds with a plan to increase the capacity to 72 beds in 2017

ICU bed capacity expanded from 24 to 48 in 2016, along with an increase in bed occupancy.

The Respiratory & Critical Care Institute offers:

**Bronchial Thermoplasty for Asthma**
Treatment for severe asthma that applies thermal energy to the airway walls to reduce muscle mass, preventing spasm. This procedure is performed using a tool passed through a bronchoscope.

**Endobronchial Coils for Emphysema**
Treatment for emphysema patients performed through implantation of around 10 coils, which gather and compress diseased lung tissue. This improves lung elasticity and air movement through the lung, making it easier to breathe.

**Electronavigation Bronchoscopy**
A technology which creates a three-dimensional map of the lungs, allowing a bronchoscope to explore and diagnose deeper and smaller lesions without the need for open surgery.

**Endobronchial Valves for Emphysema**
One way valves are placed to block airflow to the diseased region of the lung, redirecting the airflow to healthier regions where they function more efficiently. This results in significant improvement in lung performance, without the need for surgical incision.

Produced/organized:
13 Publications & Presentations
2 Grand Rounds
Medical Subspecialties Institute

The Institute brings together specialties that provide coordinated care across a broad spectrum of medical needs, with a focus on prevalent disorders in Abu Dhabi.
In 2016, the Institute completed 64,725 clinic appointments.

The Executive Health program provided care to 77 patients in 2016. The program provides a full evaluation in 6-8 hours, and is designed to discover potential health problems, reduce/eliminate medical risk factors, and promote wellness.

The Institute also introduced a dedicated pituitary and adrenal clinic to serve the growing number of endocrinology patients.

In 2016, the Medical Subspecialties Institute completed:

- 2,260 infusions
- 1,886 dialysis treatments

39 Publications & Presentations
1 Observership
12 Grand Rounds
2 Conferences
The Institute serves all the hospital’s perioperative needs, ensuring patient safety and comfort before, during, and after surgeries and procedures, including a multidisciplinary Pain Management program.
Pain Management Clinic visits ramped up significantly

2015
551 visits

2016
2,055 visits

In 2016, the Anesthesiology Institute:

- Served nearly 7,000 medical cases
- Covered 14,000 anesthesia hours
- Offered around-the-clock ICU support
- Produced/organized: 46 Publications & Presentations
  16 Clinical Series

The Anesthesiology Institute’s pain management clinic helped perform one of the region’s first MRI compatible spinal cord stimulator implants, relieving patients from chronic back pain.

In 2016, the Institute hosted the hospital’s first Pain Management Conference, and the first International Symposium on Neuromonitoring in the Operating Room and ICU.
The Institute offers 24/7 access to consultant physicians who provide comprehensive emergency services to patients who require immediate medical attention. It is also designated by the Health Authority Abu Dhabi as a Chest Pain and Stroke Center.
In 2016, the Emergency Department received 39,852 visits, with a daily average of 110 by year-end.

The door-to-physician time averaged 10 minutes between 2015 and 2016, well below the international target of 28 minutes.
Designated Stroke and Chest Pain Center in Abu Dhabi

<10 minutes to see a doctor

Best ED in Abu Dhabi 2016
*awarded by HAAD

24/7 consultant physician available
In 2016, the Emergency Medicine Institute launched:

- Event Medicine to provide medical support at major Abu Dhabi sporting and other public events.
- Fast Track for lower acuity patients to make their care more efficient, while still maintaining excellent levels of service.

8 Publications & Presentations
3 Grand Rounds
Pathology & Laboratory Medicine Institute

The Institute provides clinical and anatomical pathology testing services, supported by state-of-the-art equipment and tools, including laboratory automation and e-pathology.
In 2016, the Pathology & Laboratory Medicine Institute:

- Saw steady growth in test volumes across clinical and anatomical pathology, reaching 744,005 and 28,662 tests respectively.
- Provided health screening services for employees in the Ministry of Presidential Affairs (MOPA) and the Ministry of Foreign Affairs (MOFA).
- Reached the target average outpatient wait time of less than 10 minutes for phlebotomy, with a total of 48,855 patient collections.
- Produced/organized:
  - 47 Publications & Presentations
  - 2 Grand Rounds
  - 22 Clinical Series

College of American Pathologists (CAP) Accreditation
HIMSS Award for Safe Blood Transfusion Practices
HIMSS Elsevier Digital Healthcare Award


The Institute provides a full scope of diagnostic and interventional imaging, including x-rays, computed tomography, magnetic resonance imaging, ultrasound, nuclear medicine, PET/CT, bone densitometry, and both diagnostic and therapeutic interventional procedures.
In 2016, physicians within the Institute performed 55,782 procedures.

The average turnaround time for elective report review was 4.5 hours in 2016, well ahead of the 24-hour target.

In 2016, the average turnaround time for urgent radiologic studies was 32 minutes, well within the target of 60 minutes.
The Imaging Institute operates 24/7 in a fully digital environment with advanced:
- Radiology Information Systems
- Picture Archiving & Communication Systems
- Business Intelligence tools

Advanced post-processing performed for stroke management and pre-operative planning for complex surgical cardiac and neurological procedures.

The Institute received its first Federal Authority for Nuclear Regulation (FANR) license, valid for two years.

The Institute is actively involved in the many local, regional, and international imaging congresses, taking the lead in the continuing education effort.

Produced/organized:
14 Publication & Presentations
41 Imaging Conferences (Imaging Series)
2 Grand Rounds
The Institute brings together surgical specialties across a broad spectrum of surgical needs to support a multidisciplinary approach across the hospital. The Institute focuses on advanced urological services, state-of-the-art ear, nose, and throat services, and plastic reconstructive surgery, as well as routine and complex dental procedures.
In 2016, the Institute completed 21,464 outpatient visits.

Physicians within the Institute performed 944 surgical cases in 2016.

In 2016, the Surgical Subspecialties Institute launched:

- Belt lipectomy & upperbody lifting
- Endoscopic endonasal approach to skull base with neurosurgery
- First bilateral adrenal venous sampling
- Robotic prostatectomy
- Cochlear Implants
- Expansion of Dental services
- 45 Publications & Presentations
- 2 Clinical Summits
- 2 Grand Rounds
Quality & Patient Safety Institute

The Quality & Patient Safety Institute leads the hospital’s quality efforts by promoting effective, efficient, and safe healthcare. Cleveland Clinic Abu Dhabi has identified key measures of quality care and patient safety, and falls well within the performance of international benchmarks. Below we highlight four of the main metrics for 2016:

### CENTRAL LINE ASSOCIATED BLOODSTREAM INFECTION (CLABSI)

![Graph showing CLABSI rates from Q2 '15 to Q4 '16](image)

CLABSI rates saw a steady decline, leading to better performance than the National Database of Nursing Quality Indicators (NDNQI) median.

### CATHETER ASSOCIATED URINARY TRACT INFECTION (CAUTI)

![Graph showing CAUTI rates from Q2 '15 to Q4 '16](image)

CAUTI rates saw a steady decline, due to continuous hospital efforts to educate and train Caregivers on best practices in catheter care.
Continuous improvements were made towards reducing hospital-acquired pressure injury prevalence to a value below the NDNQI median.

Inpatient falls with injury remain below the NDNQI median, with continuous efforts being made to ensure patient safety.

*The National Database of Nursing Quality Indicators (NDNQI) is a member-based organization of academic medical centers and health systems in the United States and abroad that provides research-based national comparative data.*
Hand hygiene compliance continues to increase, reaching **92% in 2016** with the goal of achieving **>95% compliance in 2017**.
Clinical & Nursing Institute

The Clinical and Nursing Institute combines all non-physician healthcare professionals into one cohesive team to provide care to patients and families. In 2016, our nursing and clinical Caregivers team grew by more than 78%.
1,479 nurses and allied professionals who partnered with physicians to complete more than 285,000 outpatient visits, over 39,000 Emergency visits, 5,400 hospital inpatient admissions, and more than 9,200 surgical cases

In 2016, the Clinical & Nursing Institute:

- performed 13,723 Respiratory Therapy and Clinical Diagnostics procedures
- completed 18,618 Therapy and Rehabilitation encounters
- filed 493,445 Pharmacy Medication Orders
  - 207,445 inpatient
  - 286,000 outpatient
- completed 8,553 Clinical Dietetics encounters

Produced/organized:
- 87 Publications & Presentations
- 1 Research Study

Expansion of Clinical Roles
Invested in new roles to support team-based care and improve patient safety, quality, and service, including hiring the first Nurse Practitioners and Physicians’ Assistants in the UAE, increasing the number of patient educators, and creating the new role of Clinical Nurse Coordinator to support our hospitalists and specialty physicians in caring for inpatients.

Critical Care Training Program
Launched the first Critical Care Training Program, which deploys an evidence-based curriculum to ensure the continuous availability of nurses to care for our sickest patients, while providing professional development opportunities and retaining staff.
Established partnerships with the Royal College of Surgeons in Ireland, Medical University of Bahrain, and Case Western Reserve University to provide opportunities for enrollment in post-graduate nursing programs for qualified Cleveland Clinic Abu Dhabi Caregivers.

**DAISY**

Became one of more than 2,000 healthcare organizations worldwide to participate in the DAISY Award for Extraordinary Nurses, recognizing the “best of the best” and highlighting the vital role of nursing to patient care. DAISY awardees for 2016 came from the ICU, Emergency Department, and Acute Care.

**Magnet Journey**

Magnet Status is a recognition from the American Nurses Credentialing Center (ANCC) awarded only to healthcare organizations that have demonstrated excellence in nursing practice and patient care. Nursing-sensitive outcomes for 2016 met or exceeded Magnet standards for 3 of the 4 quarters of the year.

Launched the Professional Recognition Program to incentivize Caregivers to stay engaged in direct patient care as they support education and professional development, leadership and service, quality and patient safety, as well as research and evidence-based practice, the four domains of our professional practice model.
Hospital Accreditation, Certifications and Awards

Health Authority Abu Dhabi (HAAD) Licensing Audit

Joint Commission International (JCI) Accreditation Survey

College of American Pathologists (CAP) Accreditation

Hospitality Assured

ISO 22000 2005 Food Safety

HACCP Food Safety

HIMSS Analytics Electronic Medical Record Adoption Model (EMRAMSM) Stage 7

HIMSS Award for Safe Blood Transfusion Practices

HIMSS Elsevier Digital Healthcare Award

Leed Gold Certified

HAAD JAWDA “People’s Choice” Award
Research and Education Accomplishments

- Designated by the Health Authority Abu Dhabi (HAAD) as a human subject research facility and established a Research Ethics Committee (REC) to oversee all human subject research activity.
- Initiated multiple REC meetings to review research studies including multi-center studies, collaborative research studies with local and regional partners, as well as Cleveland Clinic Abu Dhabi investigator-initiated research studies.
- Initiated research collaboration with Khalifa University and New York University – Abu Dhabi (NYUAD). A number of collaborative projects involving centers of public health and genetics at NYUAD, as well as biomedical engineering at Khalifa University are currently underway.
- Accredited by HAAD as a designated teaching site for basic clinical training (observerships, internships, clinical attachments).
- Launched new clinical observership program, spanning all disciplines as a shadowing rotation for trainees, physicians, nursing, allied health and pharmacy. Observers are mentored by a clinical preceptor and have the unique opportunity to observe Cleveland Clinic Abu Dhabi’s clinical activities in the practice setting.
- Launched new clinical placement program. Clinical placements are rotations for health professional students or post-graduate trainees (physicians, nursing, or allied health) with clinical activities under supervision.
- Launched new clinical and nursing education programs, including the nursing return to practice program and the pharmacy internship program. The nursing return to practice program is a training program that is mandatory in the UAE for re-licensing of nurses with gap of practice of over 2 years. The pharmacy internship program is a post-graduate training program that is mandatory in the UAE for licensing of pharmacists.
- Plans to commence medical education and training programs in 2017, including physician fellowship and internships, as well as nursing and allied health internships.
Our Insurance Partners*

Our services are also available to self-pay patients. For more information, please contact our Global Patient Services office at +971 (0)2 659 0200.

*Insurance Partners as of February 1, 2017.