Are we Equipped in providing a Timely, Safe & High Quality Care

DAR AL SHIFA HOSPITAL

An overview

2011 - 2012
WHY PATIENTS GO ABROAD

PATIENT GOING ABROAD

- Adv Technology: 15%
- Better Care: 31%
- Faster Service: 15%
- Lower Cost: 39%

Ref: Mckinsey and Company report 2008
Patient Concerns are Common

- Quality of service
- Focus of Hospital on Patient Safety
- Doctors credentials
- Procedural outcome or complications

Traveling abroad patient additional challenges

- Religious and cultural issues

*Whether you are receiving Surgery in the country or abroad, there are always risks involved*
A credible healthcare institution which has continued to evolve

- Dar Al Shifa Hospital established in 1963 as the first private hospital in the State of Kuwait
- It began as a private Maternity Care Hospital, and today grown to cover over 25 specialties
- One of the leading provider in healthcare in the country
WHY PATIENTS GO ABROAD

Faster Service, 15%
Hospital features to meet patients’ various needs

- Inpatient Beds 100
- Critical Care Beds 7
- ER Beds 17
- Nursery Cribs 53
- NICU 11 (7 Incubator + 4 Intermediate)
- SCBU Cribs 3
- Delivery Room Beds 9
- OT 5
- Clinics 50
- **1,010** diverse workforce (130 Doctors and 300 Nurses)
CURRENT MEDICAL SERVICES & DEPARTMENTS

- Emergency
- Internal Medicine
- Catheterization Lab
- Open Heart Surgery
- Vascular Surgery
- Obstetrics & Gynecology
- Reproductive Medicine (IVF)
- Pediatrics
- Orthopedic & Traumatology
- Dermatology & Cosmetics
- Plastic Surgery
- Neuroscience
- Ear, Nose, & Throat (ENT)

- Urology & Male Reproduction
- Ophthalmology
- Respiratory Unit
- General Surgery
- Endocrinology
- Pain Management
- Physical Medicine
- Day Surgery
- Anesthesia & Intensive Care
- N.I.C.U.
- Diagnostic Imaging Center
- Medical Laboratory
- Pharmacy
WHY PATIENTS GO ABROAD

- Advanced Technology: 40%
• Cardiac Catheterization & Angiography Lab was launched in June 2007 doing Diagnostic & Therapeutic Procedures (only one in the private sector)

• 1st Hospital to acquire Open Heart Surgery in the private sector

• 1st Private Hospital to introduce leading technology in Radiology, Ophthalmology, Plastic Surgery, Neuroscience in Kuwait
Availability of Rx in home country provides:

a) The convenience of regular follow up
b) in a culturally acceptable environment,
c) with the advantage & availability of family support
NEW TECHNIQUES & FACILITIES

- Acquired new Hospital Information system - SAP; second hospital in the region
- Journey towards Complete Electronic Medical Record, and achieving the objective of a paperless hospital
- Dual Source CT - 128 Slice - Flash CT (Only one in Kuwait) Low Radiation Dose, Heart Rate Independent Cardiac Imaging
NEW TECHNIQUES & FACILITIES

EEG/EMG & NCS:

Used to aid in assessment of the integrity and function of the brain, nerves, muscles, and neuromuscular junction and their disorders.
AVEDRO Corneal Cross Linking for Keratoconus in only 6 minutes to stabilize the ectatic corneal diseases instead of an hour.
Water-Jet Machine:

For liposuction and injected at the same time, it works with J-AFT German Technology

The device uses to sculpt the body and then enlarge the parts away from the traditional methods
CARDIAC MRI

(15 - 20 per month):

- The most accurate exam for Heart Morphology, function and viability available in the imaging field
- The golden standard for volumes calculations as it does not make an assumptions of ventricular shape.
- Useful in assessment of many heart diseases & conditions. E.g.:
  - Congenital anomalies
  - Heart valves problems
  - Heart tissue viability (post MI)
  - Heart failure
  - Myocarditis and pericarditis
  - Cardiac tumors

Patients were previously sent to US
FRACTIONAL ERYGIUM-YAG
Non Ablative Laser:

- State-of-the-art laser based technology which provides effective non-ablative FRACTIONAL skin resurfacing, post acne scar of Hyper Pigmentation
- The new machine has proved to offer great safety record, and delivers sound results for all skin types, on and off the face - with minimal disruption to patients' daily routine
ACCREDITATION & RECOGNITIONS

- First hospital to be Accredited in Kuwait by Accreditation Canada in December 2007
- Reaccredited with Platinum Level in 2010; First hospital in Middle East to earn the Accreditation level
- 2010: Recognized by American Heart Association (AHA) as the “First Private Hospital in Kuwait” to have an independent affiliated Training Center to provide Life Support Training Courses
- 2011: Introduced a New Life Support Training Courses: NRP and First Aid Trainings
- ISO 22000 2005 – HACCP Accreditation for our Kitchen & Dietary Services
Receiving Certification from Accreditation Canada

ISO 22000:2005
ENSURING QUALITY HEALTHCARE

- Standardized procedures
- Quality teams
- Quality Audits
- Stakeholder’s feedback
- KPI’s
- Quality projects
HOSPITAL COMMITTEES

- Hospital Higher Committee
- Quality Improvement Committee
- Credentials & Privileges Committee
- Infection Control Committee
- Medical Records Review Committee
- Mortality & Morbidity Committee
- Ethical Committee
- Pharmacy & Therapeutic Committee
- Patient Safety Week
- Clinical Risk Assessment
- Disaster Plan & Drills
- Patient Information Materials
- Regular testing of Emergency Codes
- Patient Educational Programs
- Incident Reporting
Continued Commitment to Safe & Quality Healthcare

THANK YOU