

Mouwasat

Mouwasat Medical Services Co.



المواساة

شركة المواساة للخدمات الطبية

Mouwasat Medical Services

2024



MOUWASAT MILESTONE



**First Private
Healthcare Company
Listed in Joint Stock
Market**

**Opening of
Mouwasat
Hospital
Khobar**

**Opening of
First
Hospital In
Dammam**

**Hospital
Jubail**

1974

1987

2000

2004

2006

2009

2014

2018

2022

**The Start In
Dammam
(poly clinic)**

**Hospital
Madinah**

**Acquisition
of Mouwasat
Hospital -
Qatif**

**Mouwasat
Hospital
Riyadh**

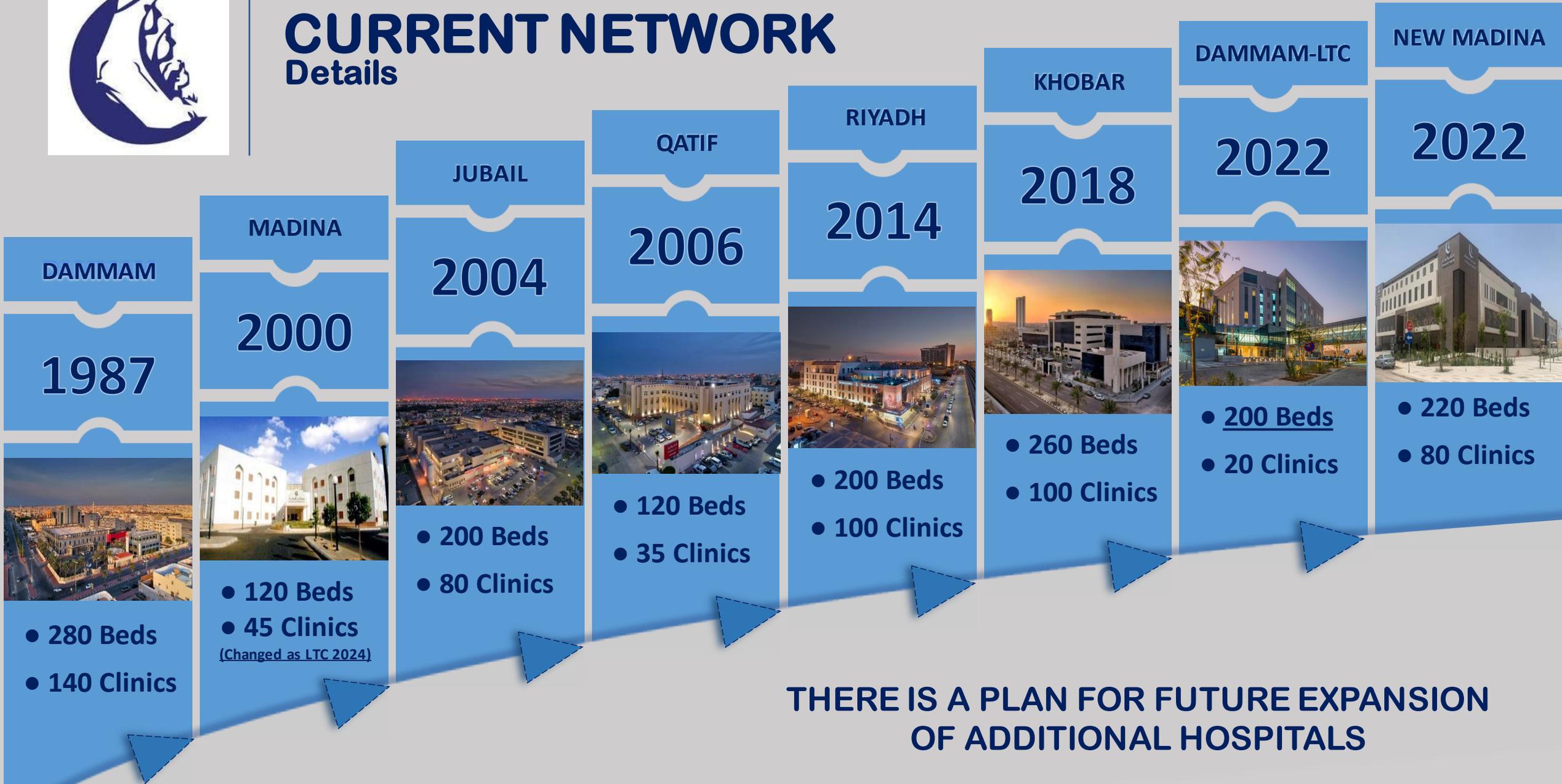
**Mouwasat
LTC & Rehabilitation -
Dammam**

**New Mouwasat Hospital –
Madina (Economic City)**



CURRENT NETWORK

Details



THERE IS A PLAN FOR FUTURE EXPANSION OF ADDITIONAL HOSPITALS

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NEWLY OPENED FACILITIES

RECENTLY OPENED FACILITIES



**TOWER 2
DAMMAM HOSPITAL**

LTC and Rehabilitation Center
In Operation January 2022



**NEW MADINA HOSPITAL
Economic Knowledge City**

In operation June 2022



**HEMODIALYSIS UNIT
(47 Machines)**

The Unit is Located at
Mouwasat Hospital, Dammam
In Operation January 2022



MADINA LTC

In Operation January 2024

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MMS LTC PROJECT

• **MOUWASAT HOSPITAL – DAMMAM** •
• **LTC BUILDING** •



**CARF
INTERNATIONAL
2022**
Commission on
Accreditation of
Rehabilitation
Facilities

TUNNEL CONNECTION TO THE MAIN HOSPITAL

TOWER 2 - DAMMAM HOSPITAL REHABILITATION CENTER

- Services Provided in Long Term Care Building •
 - Using Artificial Intelligence System •



200 BEDS CAPACITY

32 ICU BEDS

24 INTERMEDIATE ICU

20 SPECIALIZED CLINICS

GERIATRIC CONSULTANCY

NEURO REHABILITATION

SPINE REHABILITATION

**ROBOTIC GAIT
REHABILITATION**

OCCUPATIONAL THERAPY

CARDIAC REHABILITATION

HYDROTHERAPY

PAIN MANAGEMENT

EXERCISE GYM

PEDIATRIC REHABILITATION

WOUND CARE

SOCIAL WORKER

• MADINA LONG TERM CARE HOSPITAL •
• In Operation January 2024 •



MOUWASAT HOSPITAL – MADINA

• Long Term Care and Rehabilitation Services •

100 BEDS

30 ICU BEDS

LONG TERM SERVICES

REHABILITATION

GERIATRIC CONSULTANCY

PHYSIOTHERAPY

RADIOLOGY SERVICES

LABORATORY SERVICES

DIAGNOSTIC AND THERAPEUTIC

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**FUTURE EXPANSION PROJECTS
UNDER PROCESS**

Mouwasat Hospital – Jeddah

Number of Beds

300

Number of Clinics

80

**Number of Critical
Care Beds**

70

Current Status

Building structure
completed
On-going
interior re-design

**Expected Date of
Operation**

**Expected
2Q 2025**



Mouwasat Hospital – Yanbu

Number of Beds

200

Number of Clinics

60

**Number of Critical
Care Beds**

60

Current Status

**Under
Construction**

**Expected Date of
Operation**

3Q 2025



New Mouwasat Hospital – Qadisiya, Riyadh

Build up area

30,000 m²

Number of Beds

120

Number of Clinics

40

**Number of
Critical Care Beds**

35

Current Status

**Designing
Phase**

**Expected Date of
Operation**

**36 months
after start
construction**





APPROVED 2 POLYCLINIC PROJECTS

📍 **KHOBAR**

- Under Licensing

📍 **JUBAIL INDUSTRIAL CITY**

- Under Design

• SERVICES PROVIDED •

30 OPD CLINICS IN
DIFFERENT SPECIALTIES

EMERGENCY
DEPARTMENT

LAB AND RADIOLOGY
SERVICES

PRIMARY HEALTHCARE
SERVICES

PHARMACY
SERVICES

DIAGNOSTIC AND
THERAPEUTIC SERVICES



**FUTURE
ADDITION**

2 POLYCLINICS IN RIYADH CITY

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MMS CAPACITY & UTILIZATION

BED CAPACITY BY YEAR 2026 WILL BE **2,220**

620 BEDS

FUTURE EXPANSION ADDITIONAL BEDS

200 Mouwasat Hospital Yanbu

300 Mouwasat Hospital Jeddah

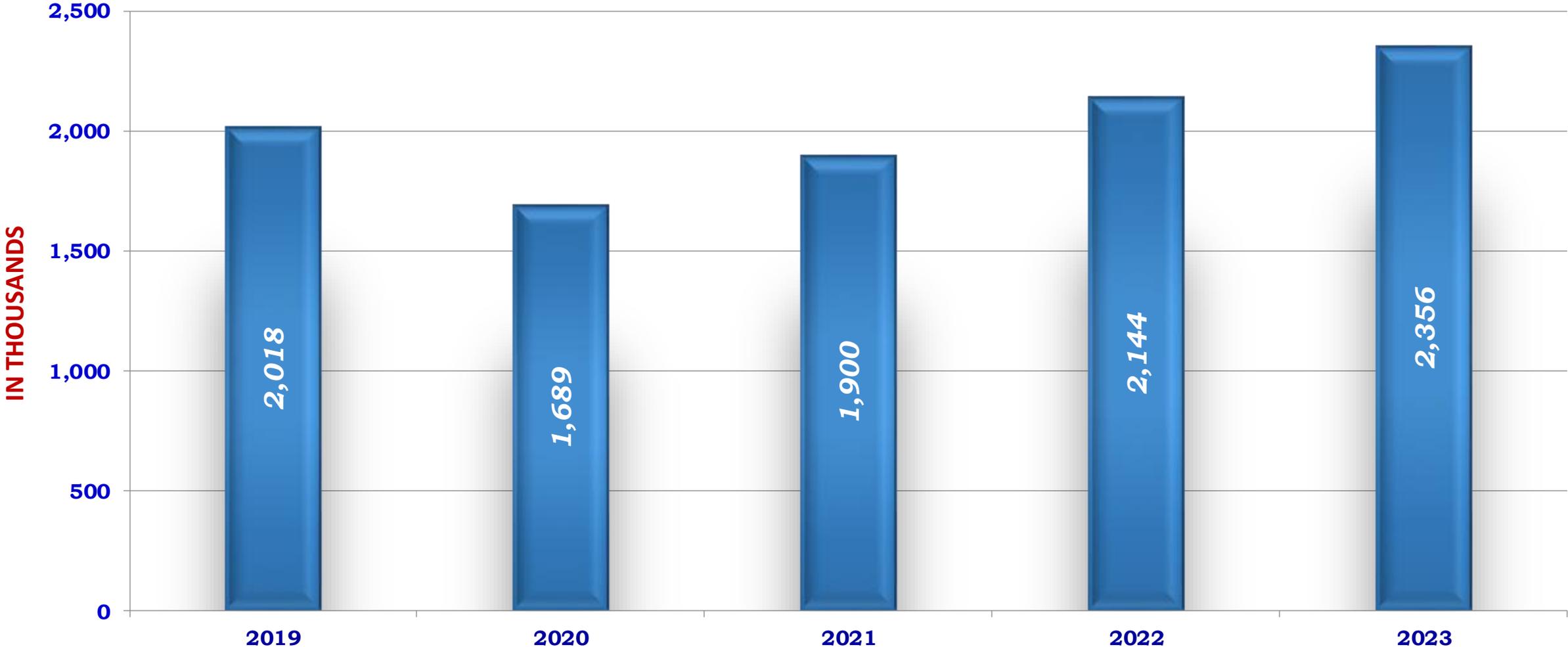
120 Mouwasat Hospital Qadisiyah-Riyadh

• MMS CAPACITY DETAILS •

Services	2023 Capacity	2026 Capacity
Inpatient Beds	1,600	2,220
Critical Care Beds	475	700
Emergency Room	160	250
Outpatient Clinics	600	800
Operating Theaters	55	95
Hemodialysis	125	145

OPD UTILIZATION GROWTH

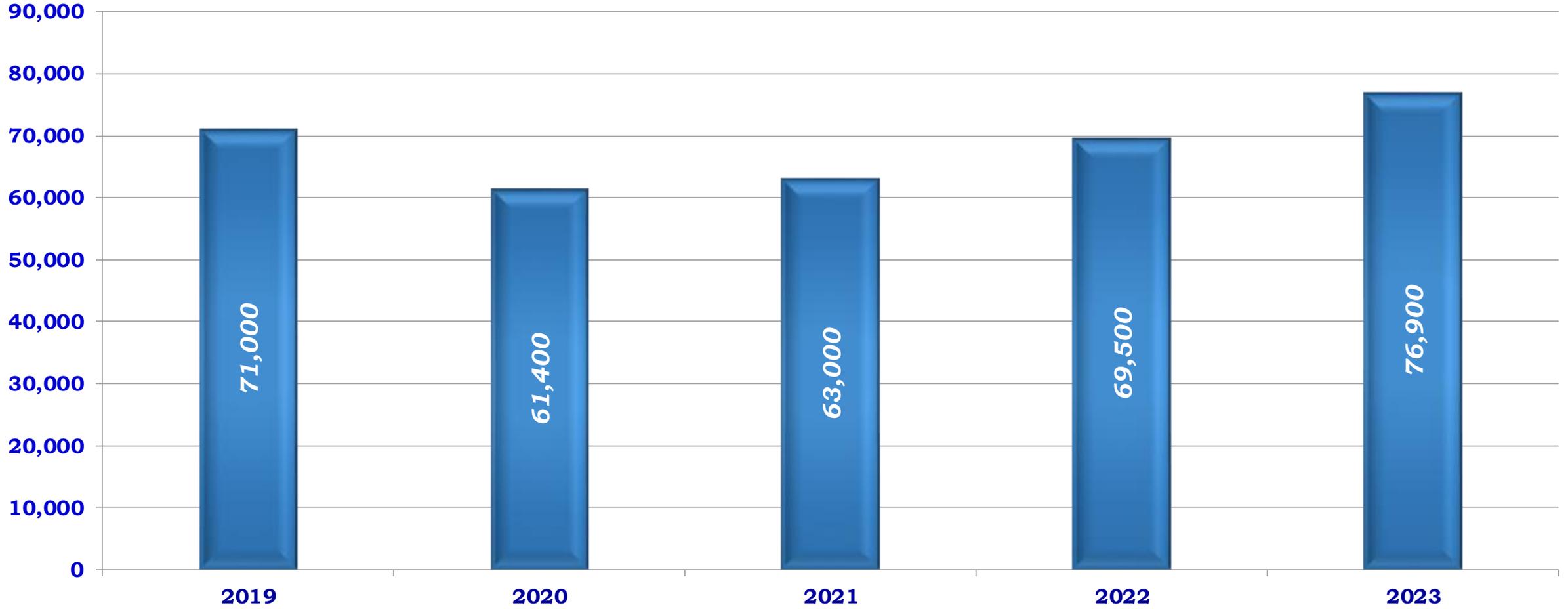
NO. OF OUTPATIENT VISITS



Serving 10,109,518 Out-patients in the last 5 years

ADMISSION UTILIZATION GROWTH

NO. OF IN-PATIENT ADMISSIONS



Serving 349,555 Inpatients in the last 5 years

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SPECIALIZED UNITS & SERVICES

SPECIALIZED UNITS AND CENTERS

Chemotherapy
4 Departments



Specialized Centers

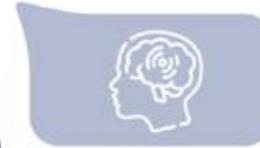
Hemodialysis Centers
Six Centers



Nuclear Medicine
(PET Scan & SPECT Scan)
One Center



Stroke Management
One Unit



Reproductive Assistant IVF
One Center



Cardiac Surgery
Four Departments



Cardiac Cath Labs
Five Cath Labs Departments

Badana Center
2 Units



**Skincare
Plastic Surgery &
Cosmetology**
Two Centers



Diabetic & Endocrine Centers
Six Centers



Interventional Radiology
Four Units



• SPECIALIZED UNITS AND CENTERS •

• Cath Lab •



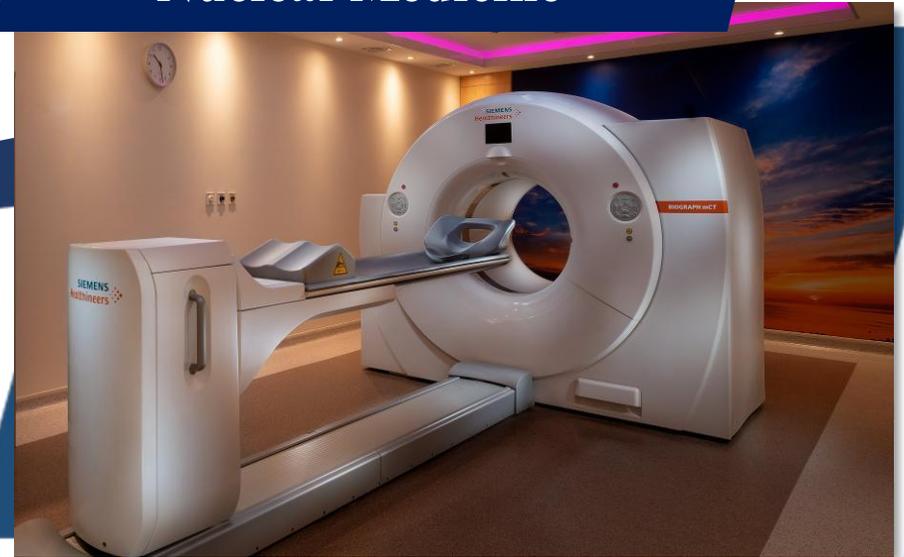
• Diabetic & Endocrine •



• IVF •



• Nuclear Medicine •



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EDUCATION PROGRAM

Residency Programs For Saudi Board (SCFHS)

Mouwasat Hospital - Dammam



الهيئة السعودية للتخصصات الصحية
Saudi Commission for Health Specialties



**Internal
Medicine**



Pediatric



**Clinical
Pharmacy**



Anesthesia



Geriatric



**Intensive
Care**



Radiology

Other Accredited Programs from SAUDI COMMISSION FOR HEALTH SPECIALTIES (SCFHS)
Plan for additional SPECIALITIES and SUB-SPECIALTIES

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شركة المواساة للخدمات الطبية

QUALITY PROGRAMS

Hospital Wide & Departmental Accreditations

Mouwasat Hospital - Dammam

Dammam, Saudi Arabia

has been
accredited
by



JOINT COMMISSION INTERNATIONAL

which has evaluated this Hospital and found it to meet the international health care quality standards for patient care and organization management.

Effective 17 December 2021 through 16 December 2024

Jacob Thomas, MD
Chair

Jean Courtney
Interim President and Chief Executive Officer

Joint Commission International is a division of
Joint Commission Resources Inc., an affiliate of The Joint Commission.

JHCO ID 6040095

110

Departmental and Services Accreditations

220

Accreditation surveys

20

Accreditation bodies

Kingdom of Saudi Arabia
Saudi Health Council
Saudi Central Board for Accreditation
of Healthcare Institutions



المملكة العربية السعودية
المجلس الصحي السعودي
المركز السعودي لاعتماد المنشآت الصحية

شهادة اعتماد Accreditation Certificate

يشهد المركز السعودي لاعتماد المنشآت الصحية بأن:

Saudi Central Board for Accreditation of Healthcare Institutions certifies that:

مستشفى المواساة - الدمام
Al Mouwasat Hospital - Dammam

قد اجتاز الزيارة التقييمية التي أجريت بتاريخ ٢٧ أغسطس ٢٠٢٣ وفق المعايير الوطنية للمستشفيات - النسخة الثالثة، ولذا تم منحه هذه الشهادة وذلك لمدة ثلاث سنوات تبدأ من تاريخ ٠٤ سبتمبر ٢٠٢٣ وتنتهي بتاريخ ٠٣ سبتمبر ٢٠٢٦

has passed the survey visit conducted on 27 August 2023 against the National Standards for Hospitals - 3rd edition. Hereby, the hospital is accredited for three years: starting from 04 September 2023 and ending on 03 September 2026

Ref no.EST/PVT/HOS/0277

فهد بن عبد الرحمن الجلال
رئيس المجلس الصحي السعودي



سالم بن عبدالله الوهابي
مدير عام المركز السعودي لاعتماد المنشآت الصحية



يحتفظ CBAHI بحق هذه الشهادة وفي حال الإختلال بالمعايير فإن من صلاحية تعليقها أو سحبها في أي وقت، يرجى التواصل على complaints@cbaahi.gov.sa التي مختصت بمعالجة الشكاوى.
This certificate is property of CBAHI and could be revoked upon non-compliance with CBAHI standards. For complaints write to us at complaints@cbaahi.gov.sa
سماهي المكتب الرئيسي: ص.ب ٧٧٢٢ الرياض ١١٥٨٨ - فاكس: ٩٦٦١٢٤٥٦٧
CBAHI Head Office: P.O. Box 75722, Zip code 11588, Riyadh 12264 - 2415, Saudi Arabia Phone: 92 00 12512 Fax: +966 11 245 5622
www.cbaahi.gov.sa

MOUWASAT MEDICAL SERVICES, CO.

20 ACCREDITATION BODIES



CBAHI
2013

Central Board for Accreditation of Healthcare Institutions



JCI
2006

Joint Commission International



CAP
2013

College of American Pathologists



AABB
2017

American Association of Blood Banks



HACCP
2013

Hazard Analysis Critical Control Points



HIMSS
2017

Healthcare Information and Management Systems



CATHLAB
2017

Center Of Excellence



ESR
2016

Essential Safety Requirements



SCFHS
2022

Saudi Commission for Health Specialties



ACHS
2024

Australian Council on Healthcare Standards International



CARF INTERNATIONAL
2022

Commission on Accreditation of Rehabilitation Facilities



ACR
2016

American College of Radiology



ASHP
2021

Accreditation Standard for International Hospital and Health –System Pharmacy



SRC
2017

Center of Excellence



ACC
2017

Center of Excellence Cardiology



NCDR
2017

National Cardiovascular Data Registry



BADANA
2014

Center of Excellence



SFDA
2021

Blood Bank



CIMS
2023

ISSA Cleaning Industry Management Standard



NCPD
2023

Nursing Continuing Professional Development From ANCC

**MOUWASAT MEDICAL
SERVICES**

CENTER OF EXCELLENCE



Cardiology

Cath Lab

OB/GYN

Orthopedic

Bariatric



Urology

Neurosurgery

Endoscopy

**Kidney
Stone Management**

**Minimal Invasive
Surgery**

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NATIONAL & INTERNATIONAL AWARDS

Awards & Recognition



The Award for Top CEO in Healthcare Field for the Year 2019 by MediaQuest During the "Best CEO" Conference



Customer Experience Award, where Mouwasat Ranked Second in the World for Providing a Unique and Distinguished Customer Experience



Mouwasat Medical Services Company in Forbes Magazine's List of the 100 Most Powerful Companies in the Middle East for Year 2021



Khobar Hospital Selected Among the World's Best 250 Smart Hospitals



Dammam Hospital Selected Among the World's Best 250 Smart Hospitals



Khobar Hospital Selected Among the World's Best 250 Smart Hospitals

Awards & Recognition



Healthcare Provider of the Year 2022 Award by the Council of Cooperative Health Insurance, Saudi Arabia



Best Value Based Healthcare Strategy Award 2023 by the Council of Cooperative Health Insurance, Saudi Arabia



Medical Provider of the Year for Pharmacies Award 2023 by the Council of Cooperative Health Insurance, Saudi Arabia



A Certificate of Appreciation for the Distinguished Role in Providing Job Opportunities for Citizen and Localizing Jobs During the year 2019 by their Excellencies and Ministers of Labor of GCC



Riyadh Hospital Received Zero CLABSI Award 2023 (Central Line-Associated Bloodstream Infection)

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شركة المواساة للخدمات الطبية

**DIGITALIZATION, AUTOMATION,
TELE- MEDICINE
AND ARTIFICIAL INTELLIGENCE**

MOUWASAT TELE-ICU NETWORK 2021

FDA



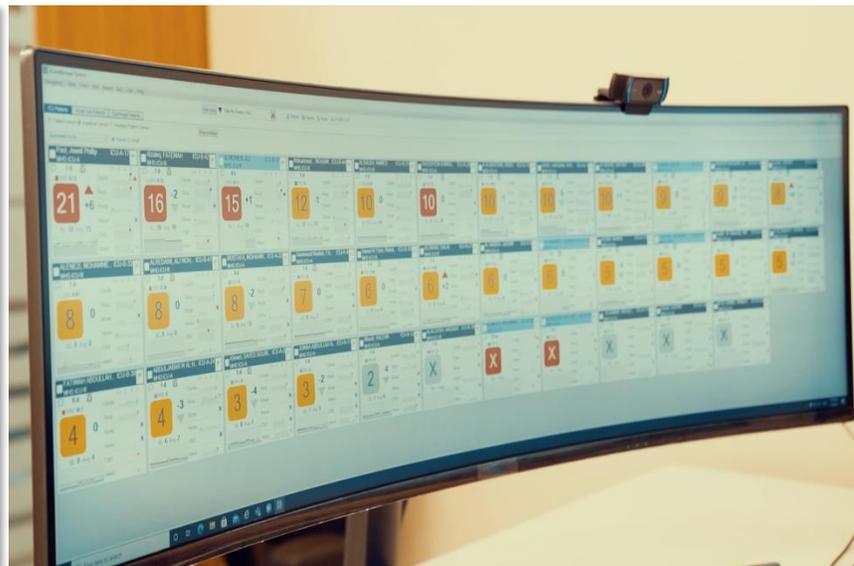
It's the **First** in the Kingdom of Saudi Arabia & Middle East.

Mouwasat TELE-ICU Project is **FDA** Approved

It Connects the Command Center with **7** Mouwasat ICUs Distributed in Mouwasat Hospitals Network.

It is the Largest Group of Hospitals Connected to One Command Center

The Command Center capacity is serving 375 beds and expandable to serve 1,500 beds



TELE RADIOLOGY Command Center Serving 7 Hospitals



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ROBOTIC HEALTHCARE PROGRAMS

ROBOTIC SURGERY

GENERAL SURGERY
UROLOGY
GYNECOLOGY
ONCOLOGY

ADVANTAGES OF SURGERY

- *Reduce post surgical pain*
- *Less blood loss*
- *Smaller scars*
- *Faster recovery*
- *Shorter hospital stay*
- *Less risk of infection*



ROBOTIC PHARMACY

ADVANTAGE

- Reduce waiting time.
- Avoid medication expiration date.
- Eliminate medication error.
- Increasing patient Safety.



**First Robotic in
Private Sector in KSA**

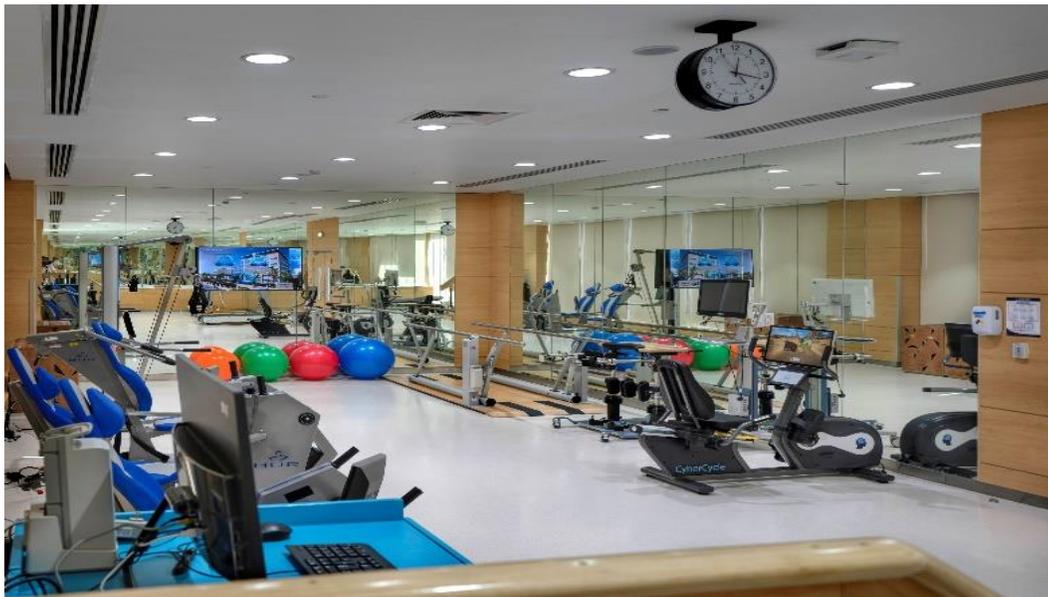
- **Khobar 2018**
- **Jubail 2021**
- **New Madina 2022**
- **Dammam 2023**

Planned for 2024
• **Riyadh Hospital**



Robotic Gait Rehabilitation

TOWER 2 - DAMMAM HOSPITAL REHABILITATION CENTER



Functional Rehabilitation



ROBOTIC KNEE REPLACEMENT



KHOBAR

BENEFITS

- Reduce of joint pain
- Increase mobility
- Increase stability
- Correction of deformities
- Natural knee functions



DIGITAL OPERATING THEATERS





CLINICAL LABORATORY, HISTOPATHOLOGY AND BLOOD BANK SERVICES



aa **BB** Accredited

CAP
ACCREDITED ✓
COLLEGE of AMERICAN PATHOLOGISTS

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**BUILDING MANAGEMENT
SYSTEM COMMAND CENTER
(Honeywell)**

COMMAND CENTER - BUILDING MANAGEMENT SYSTEM

CONTROL

- SAFETY CONTROL
- FIRE ALARM SYSTEMS
- AIR CONDITIONING
- SECURITY SYSTEMS
- ISOLATION ROOMS
- MECHANICAL FANS
- MONITORING POWER SUPPLY SYSTEMS
- MONITOR MEDICAL GAS



● DAMMAM ● JUBAIL ● KHOBAR ● QATIF ● RIYADH ● MADINA ● LTC MADINA ●

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CUSTOMER EXPERIENCE

CUSTOMER EXPERIENCE



24/7 Call Center

920004477



Mouwasat Mobile Application



Mouwasat Website



Customer Satisfaction Measurement Program



Mouwasat Social Media Platforms



Complaints Unit



Patient Relations

CUSTOMER EXPERIENCE



YOUR VOICE
HAS THE POWER OF CHANGE



WE WANT TO IMPROVE AND YOU CAN HELP US

We at Mouwasat Medical Services Co. appreciate your valuable feedback. We are working closely with Health.Links/Press Ganey, the leading company in evaluating hospital services, to improve your experience with us.

We value your time and feedback by responding to the survey you will receive after your visit through an SMS or a phone call.

For your privacy, all information will be kept confidential.



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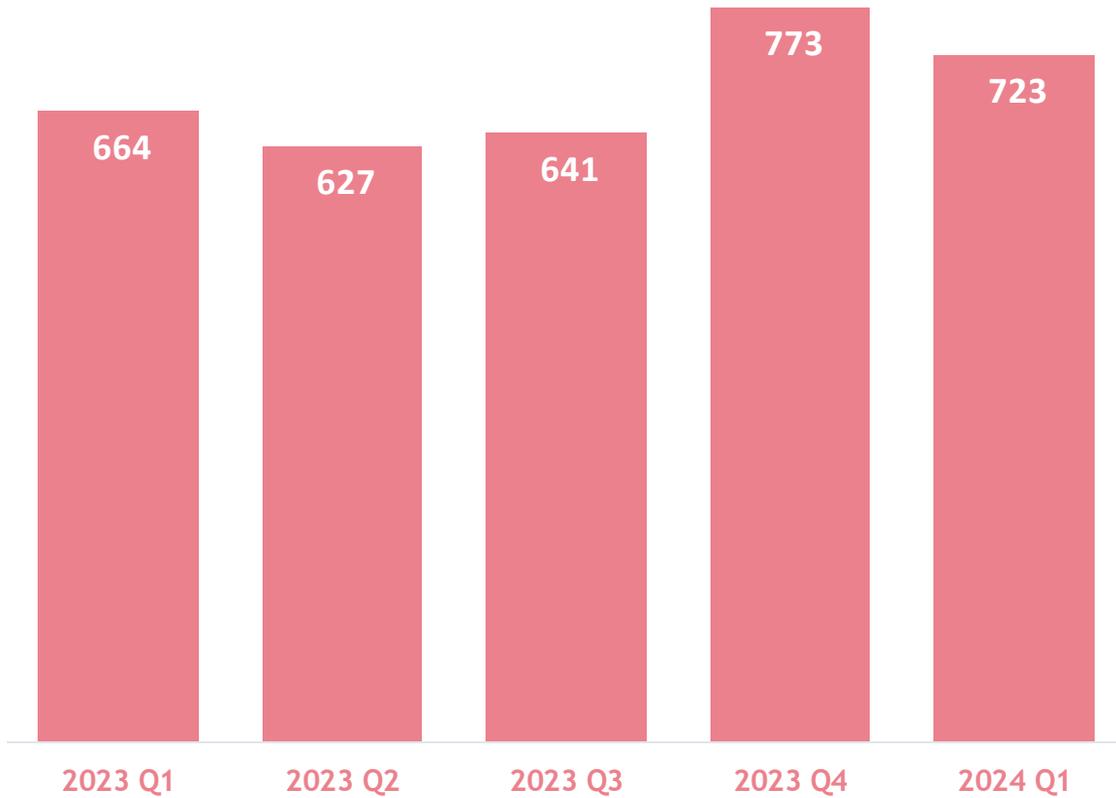
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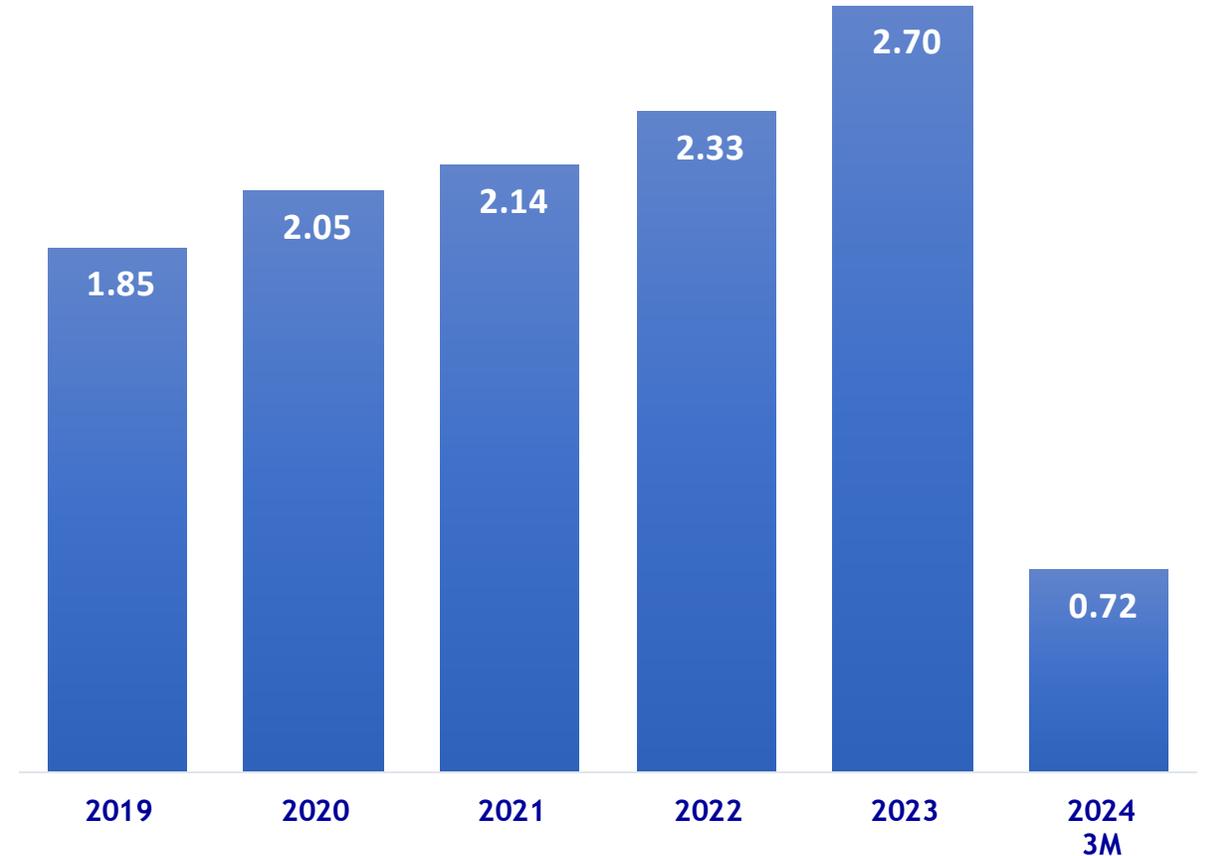
FINANCIAL IMPACT

REVENUE GROWTH

Revenue - Quarters "in Million"

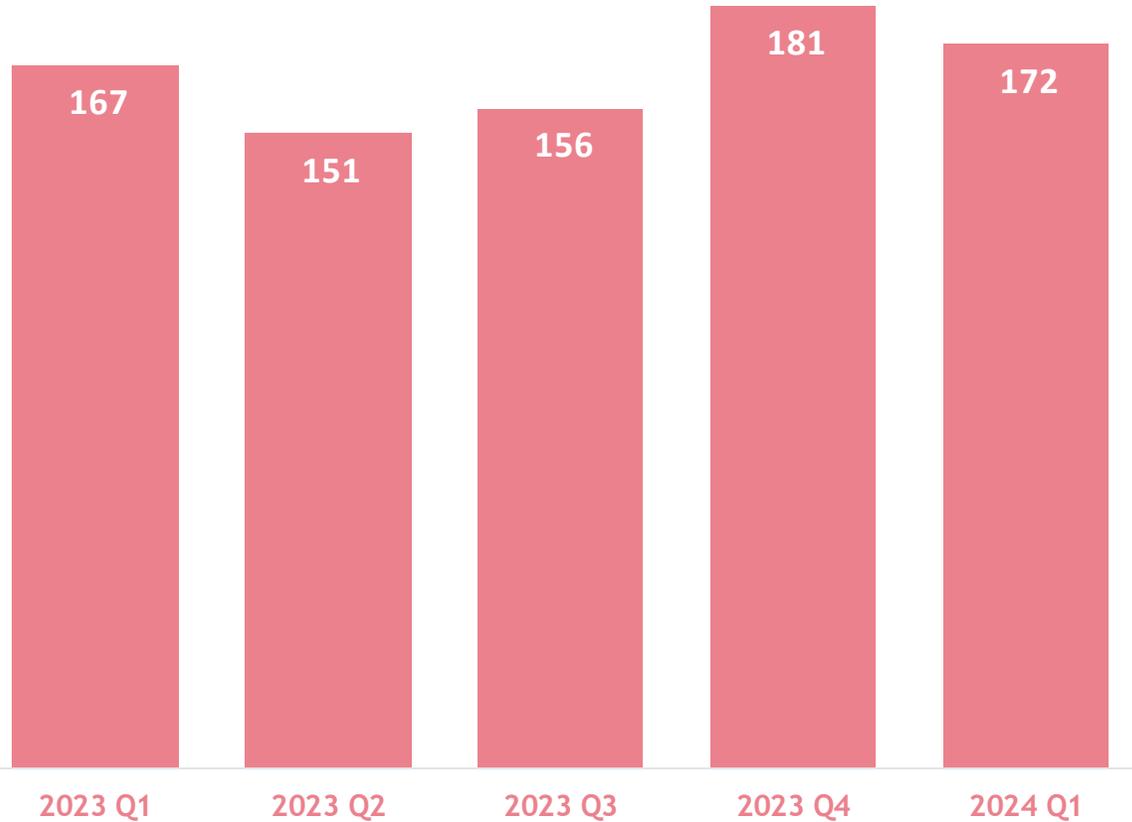


Revenue - Years "in Billion"

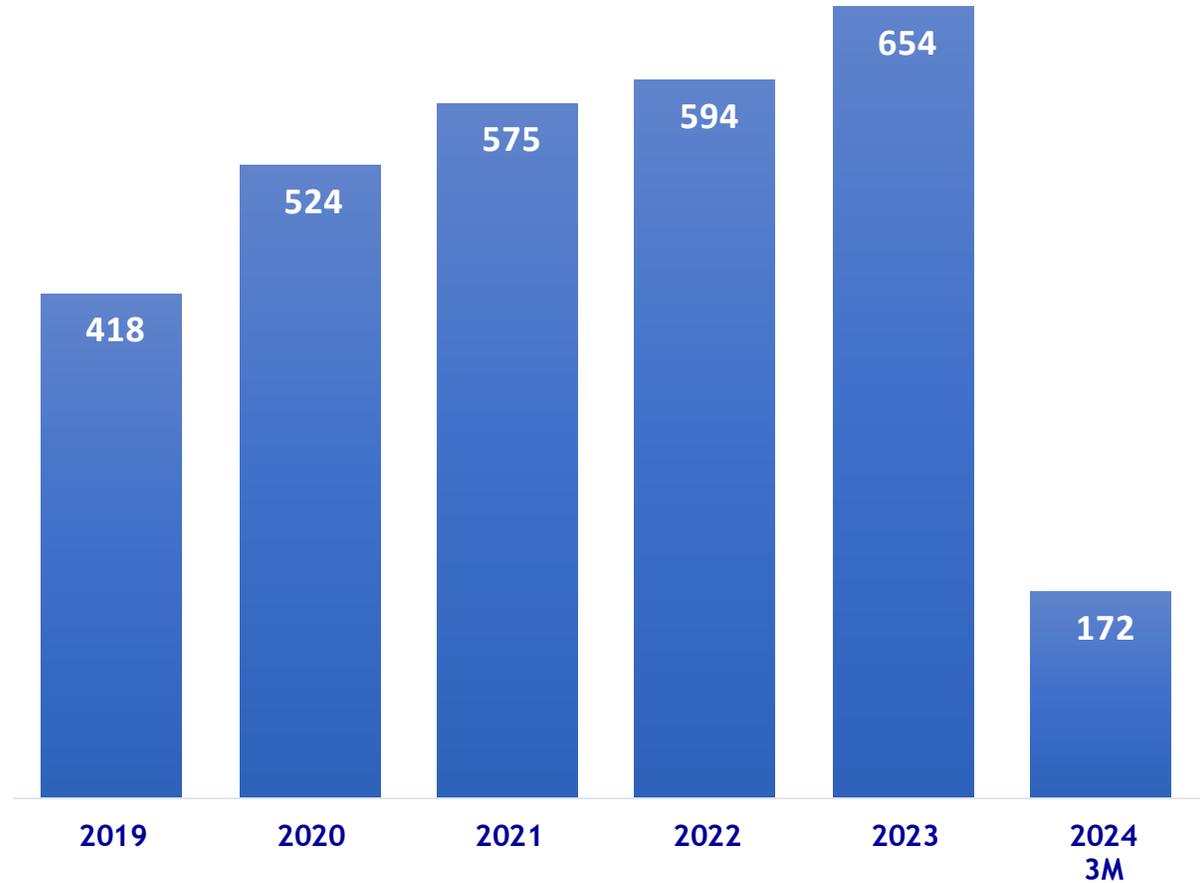


PROFIT GROWTH

Profit - Quarters "in Million"



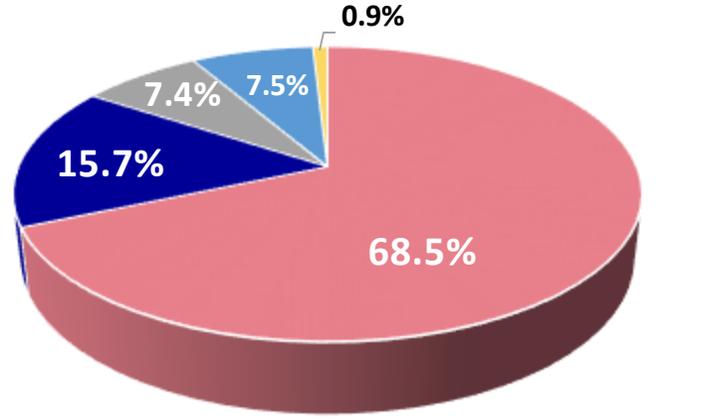
Profit- Years "in Million"



REVENUE SEGMENTATION

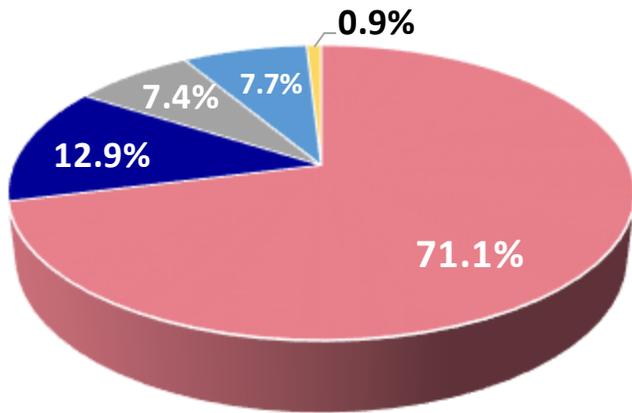
2024 - 3M

Insurance	68.5%
Aramco	15.7%
MOH	7.4%
CASH	7.5%
Others	0.9%



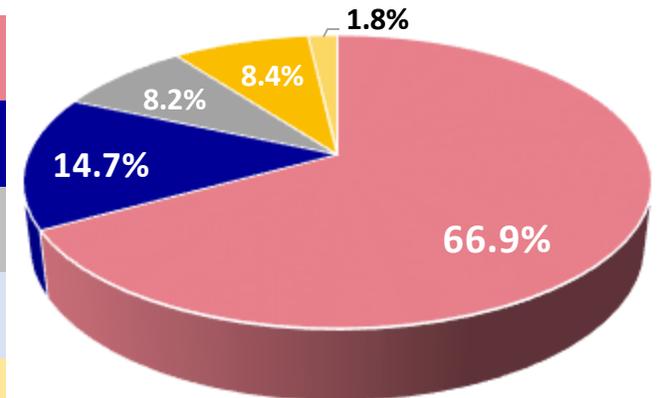
2023

Insurance	71.1%
Aramco	12.9%
MOH	7.4%
CASH	7.7%
Others	0.9%



2022

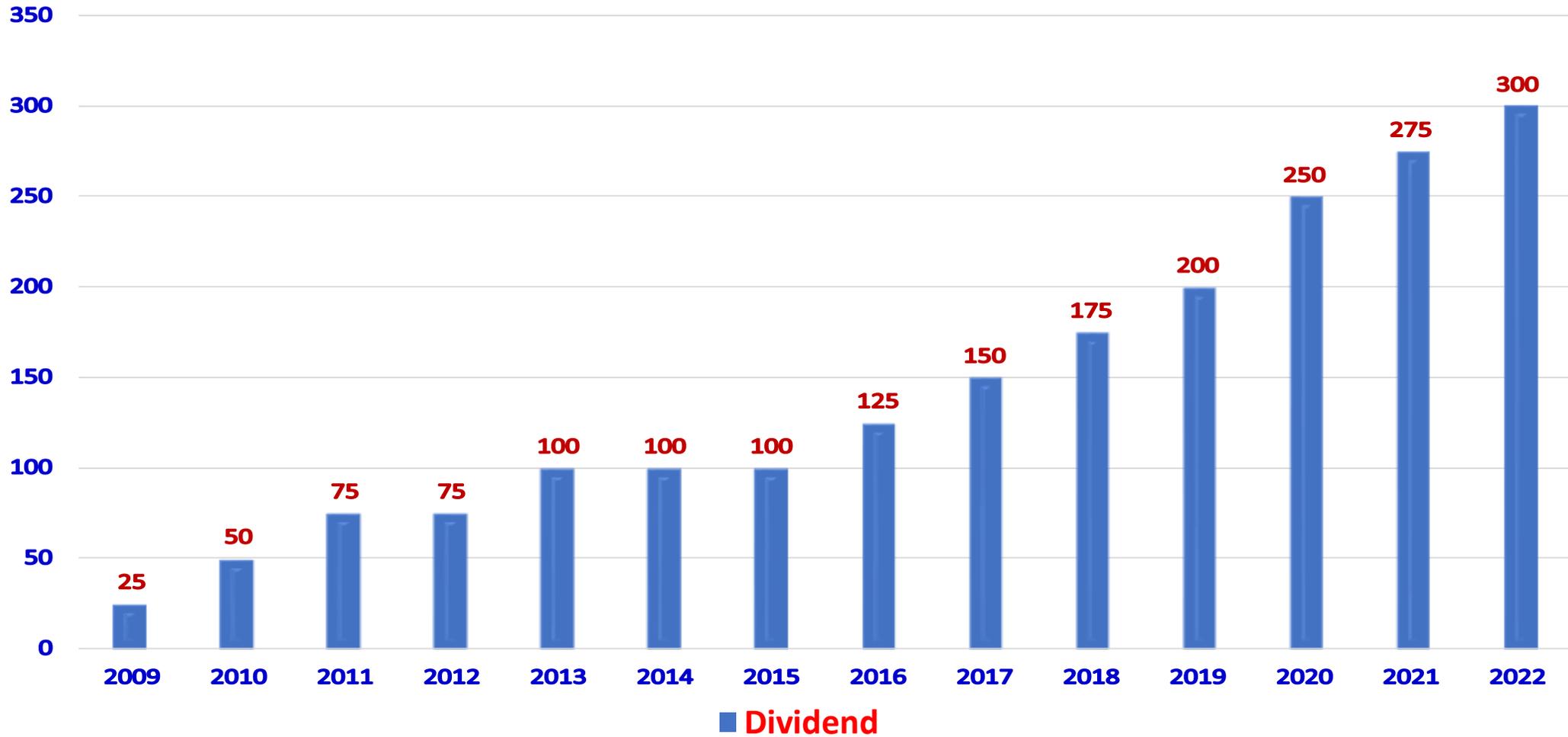
Insurance	66.9%
Aramco	14.7%
MOH	8.2%
CASH	8.4%
Others	1.8%





Dividend Distribution (SR / Millions)

Cash Dividends to Shareholders



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THANK YOU