

Mouwasat

Mouwasat Medical Services Co.



المواساة

شركة المواساة للخدمات الطبية

Mouwasat Medical Services

2023



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**

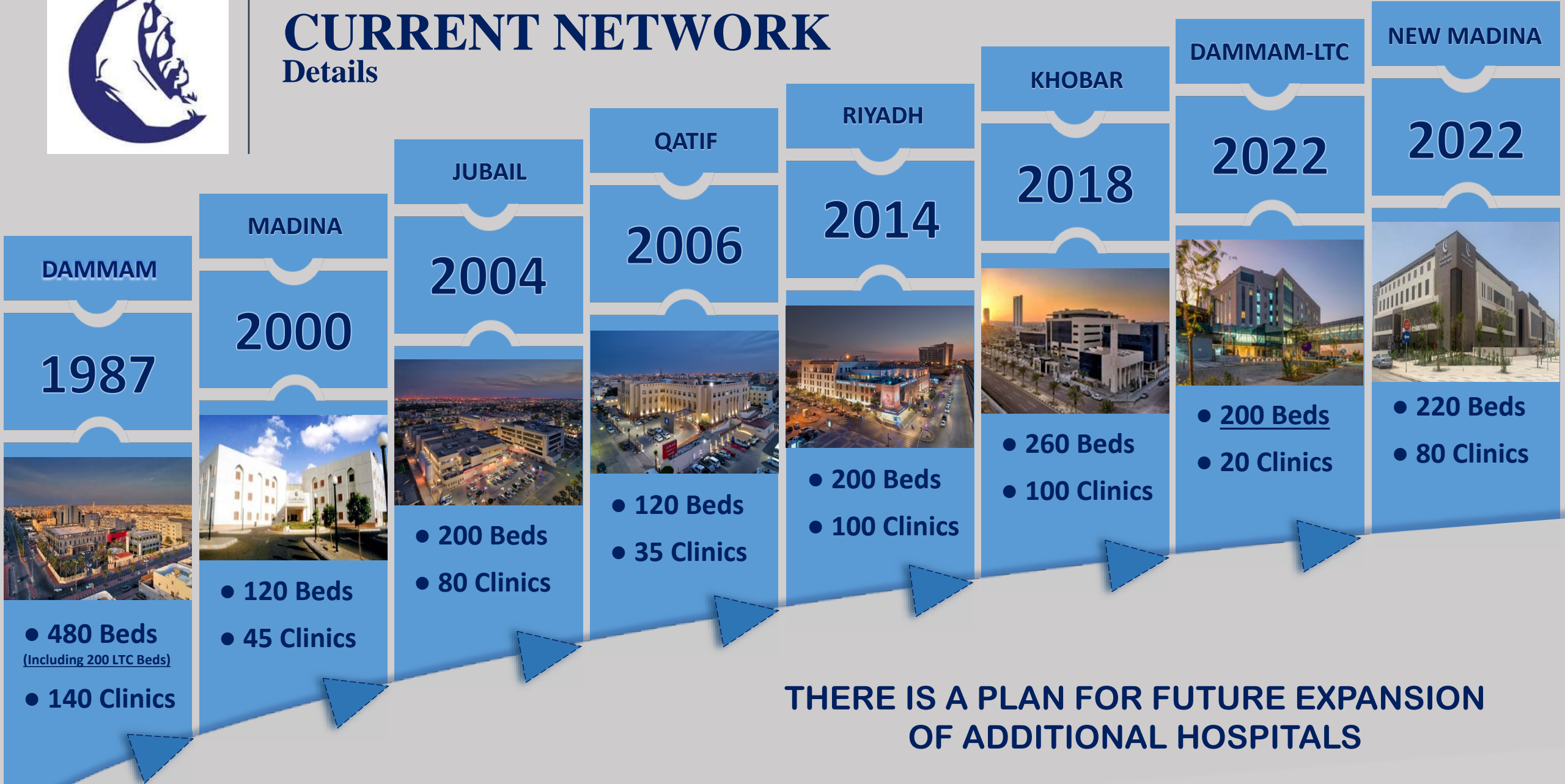
**Mouwasat
LTC & Rehabilitation -
Dammam**

**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
2022**

NEWLY 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

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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

- MOUWASAT HOSPITAL – MADINA LTC BUILDING •
- Final stage of licensing and preparation for Operation •



MOUWASAT HOSPITAL – MADINA REHABILITATION CENTER

- Services Provided in Long Term Care Building •

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 – Yanbu

Number of Beds

200

Number of Clinics

60

**Number of Critical
Care Beds**

60

Current Status

**Construction
started
4Q of 2022**

**Expected Date of
Operation**

**Completion in
(30 months) after
start of
construction**



Mouwasat Hospital – Jeddah

Number of Beds	300
Number of Clinics	64
Number of Critical Care Beds	70
Current Status	Building structure completed On-going interior re-design Started 4Q 2023
Expected Date of Operation	24 months from the start of interior construction



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

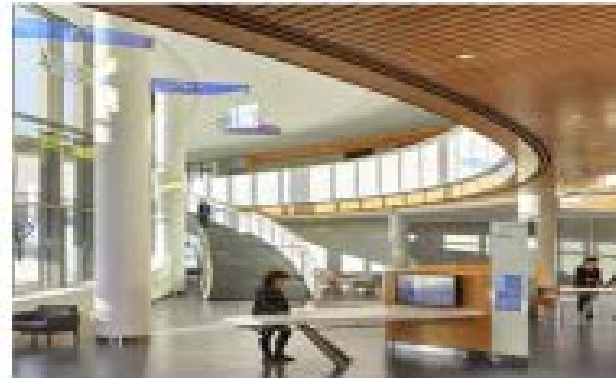
EMERGENCY
DEPARTMENT

LAB AND RADIOLOGY
SERVICES

PRIMARY HEALTHCARE
SERVICES

PHARMACY
SERVICES

DIAGNOSTIC AND
THERAPEUTIC SERVICES



**FUTURE
ADDITION**

2 POLYCLINICS IN RIYADH CITY

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SPECIALIZED UNITS & SERVICES

SPECIALIZED UNITS AND CENTERS

Chemotherapy
4 Departments



Specialized Centers

Hemodialysis Centers
Five Centers



Nuclear Medicine
(PET Scan & SPECT Scan)
One Center



Stroke Management
One Unit



Reproductive Assistant IVF
One Center



Cardiac Surgery
Three Departments



Cardiac Cath Labs
Five Cath Labs
Departments

Badana Center
2 Units



**Skincare
Plastic Surgery &
Cosmetology**
Two Centers



Diabetic & Endocrine Centers
Five 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**



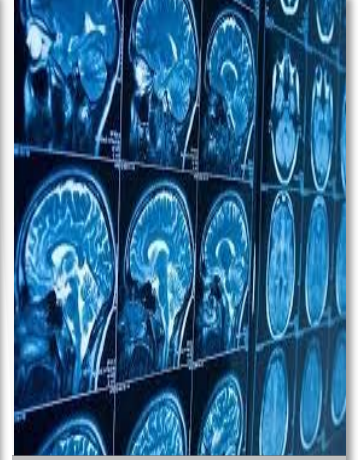
Anesthesia



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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QUALITY PROGRAMS



HIMSS

EMRAM
STAGE 7

**Mouwasat Hospital
in Dammam**

has achieved Stage 7 as designated by HIMSS using the Electronic Medical Record Adoption Model.

Valid through 2024

This organisation demonstrated its commitment to improving health through the effective use of information and technology. Being a data-driven organisation indicates this hospital is enabling transformational change towards improving care quality, safety, and efficiency.



Harold F. Wolf III
President & CEO
HIMSS



HIMSS

EMRAM
STAGE 7

**Mouwasat Hospital
in Qatif**


has achieved Stage 7 as designated by HIMSS using the Electronic Medical Record Adoption Model.

Valid through 2024

This organisation demonstrated its commitment to improving health through the effective use of information and technology. Being a data-driven organisation indicates this hospital is enabling transformational change towards improving care quality, safety, and efficiency.



Harold F. Wolf III
President & CEO
HIMSS



HIMSS

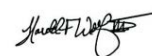
EMRAM
STAGE 7

Mouwasat Hospital Khobar


has achieved Stage 7 as designated by HIMSS using the Electronic Medical Record Adoption Model.

Valid through 2023

This organisation demonstrated its commitment to improving health through the effective use of information and technology. Being a data-driven organisation indicates this hospital is enabling transformational change towards improving care quality, safety, and efficiency.



Harold F. Wolf III
President & CEO
HIMSS



HIMSS

EMRAM
STAGE 7

Mouwasat Hospital in Jubail


has achieved Stage 7 as designated by HIMSS using the Electronic Medical Record Adoption Model.

Valid through 2024

This organisation demonstrated its commitment to improving health through the effective use of information and technology. Being a data-driven organisation indicates this hospital is enabling transformational change towards improving care quality, safety, and efficiency.



Harold F. Wolf III
President & CEO
HIMSS



HIMSS

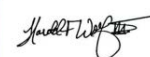
EMRAM
STAGE 7

Mouwasat Hospital in Madinah

has achieved Stage 7 as designated by HIMSS using the Electronic Medical Record Adoption Model.

Valid through 2024

This organisation demonstrated its commitment to improving health through the effective use of information and technology. Being a data-driven organisation indicates this hospital is enabling transformational change towards improving care quality, safety, and efficiency.



Harold F. Wolf III
President & CEO
HIMSS



HIMSS

EMRAM
STAGE 7

**Mouwasat Hospital
in Riyadh**

has achieved Stage 7 as designated by HIMSS using the Electronic Medical Record Adoption Model.

Valid through 2024

This organisation demonstrated its commitment to improving health through the effective use of information and technology. Being a data-driven organisation indicates this hospital is enabling transformational change towards improving care quality, safety, and efficiency.



Harold F. Wolf III
President & CEO
HIMSS

Hospital Wide & Departmental Accreditations

Mouwasset Hospital - Dammam

Dammam, Saudi Arabia

has been
accredited
by

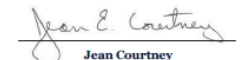


JOINT COMMISSION INTERNATIONAL

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.

JBCCO ID 66000045

80

Departmental and Services Accreditations

200

Accreditation surveys

18

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 أحرقت بتاريخ ١ أكتوبر ٢٠٢٠م وفق المعايير الوطنية للمستشفيات - النسخة الثالثة، ولذا تم منحه هذه الشهادة وذلك لمدة ثلاث سنوات تبدأ من تاريخ ٦ أكتوبر ٢٠٢٠م وتنتهي بتاريخ ٥ أكتوبر ٢٠٢٣م

has passed the survey visit conducted on 01 October 2020 against the National Standards for Hospitals - 3rd edition. Hereby, the hospital is accredited for three years: starting from 06 October 2020 and ending on 05 October 2023

Ref. no:EST/PNT/HOS/8277


د. توفيق بن فوزان الربيعة
رئيس المجلس الصحي السعودي




د. سالم بن عبدالله الوهابي
مدير عام المركز السعودي
لاعتماد المنشآت الصحية



يملك CBAHI بحق هذه الشهادة ولا يحال بالمعيار حتى من ممتلكاته لتطبيقها أو استخدامها في أي وقت، يرجى التواصل على complaints@cbaahi.gov.sa في ممتلكات بعدد الحضور
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 مملوكة للمركز، يرجى عدم استخدامها أو استخدامها في أي وقت، يرجى التواصل على complaints@cbaahi.gov.sa في ممتلكات بعدد الحضور
CBAHI Head Office, P.O. Box 75722, Zip code 11588, Riyadh 12264 - 2415, Saudi Arabia Phone: 92 00 12512 Fax: +966 11 245 5627

www.cbaahi.gov.sa

MOUWASAT MEDICAL SERVICES, CO.

18 ACCREDITATION BODIES



**CBAHI
2013**

Central Board for Accreditation of Healthcare Institutions



**JCI
2006**

Joint Commission International



**CAP
2013**

College of American Pathologist



**AABB
2017**

American Association of Blood Banks



**HACCP
2013**

Hazard Analysis Critical Control Points



**HIMSS
2017**

Healthcare Information and Management Systems



**CATH LAB
2017**

Center Of Excellence



**ESR
2016**

Essential Safety Requirements



**SCFHS
2022**

Saudi Commission for Health Specialties



**CARF
INTERNATIONAL
2022**

Commission on Accreditation of Rehabilitation Facilities



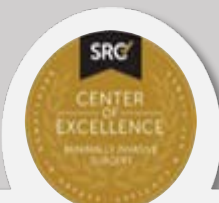
**ACR
2016**

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



**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



The award for Top CEO in healthcare field for the year 2019 by MediaQuest during the “Best CEO” conference



A certificate of appreciation for the distinguished role in providing job opportunities for citizens and localizing jobs during the year 2019 by their Excellencies and Ministers of Labor of GCC



Customer Experience Award, where Mouwasat ranked second in the world for providing a unique and distinguished customer experience



Mouwasat Medial Sevices Compny In Forbes magazine’s list of the 100 most powerful companies in the Middle East for the year 2021



Mouwasat Hospital, Al-Khobar is the best digital hospital Among the top 250 hospitals around the world, in the healthcare sector in the Kingdom.

AWARDS



Mowasat Hospital, Al-Khobar



Mouwasat Hospital in Dammam



Mowasat Hospital, Al-Khobar

Ranked among the top 250 smart hospitals in the world



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

MOUWASAT TELE-ICU NETWORK

FDA



TELE-ICU In Mouwasat
Opening was **March 1st, 2021**

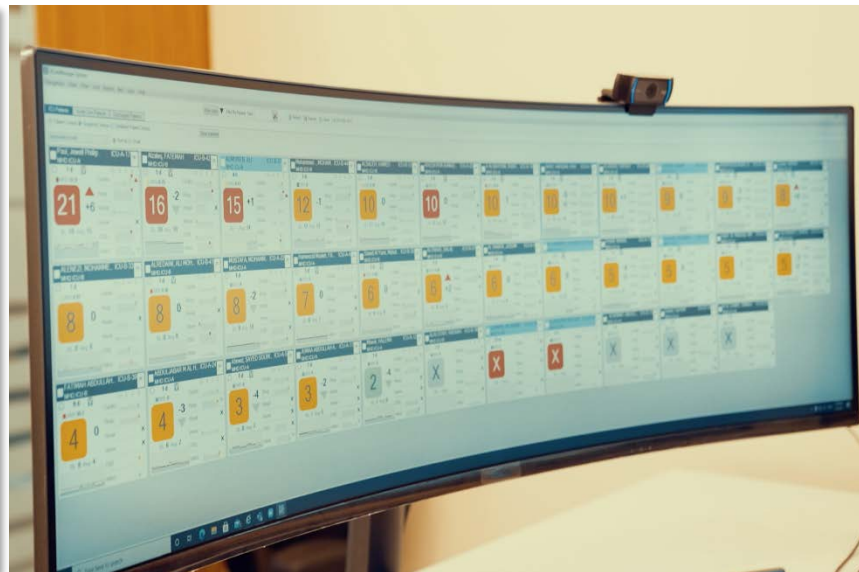
It's the **First** in the Kingdom of
Saudi Arabia & Middle East.

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

ADVANTAGES OF SURGERY

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

da Vinci.
SURGICAL SYSTEM



ROBOTIC PHARMACY



**First Robotic in
Private Sector in KSA**

ADVANTAGES OF ROBOTIC PHARMACY

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



**Completed in
Mouwasat Hospitals**

- 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
- 100% successful result
- Exposure control
- 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



SAFETY CONTROL

FIRE ALARM SYSTEMS

AIR CONDITIONING

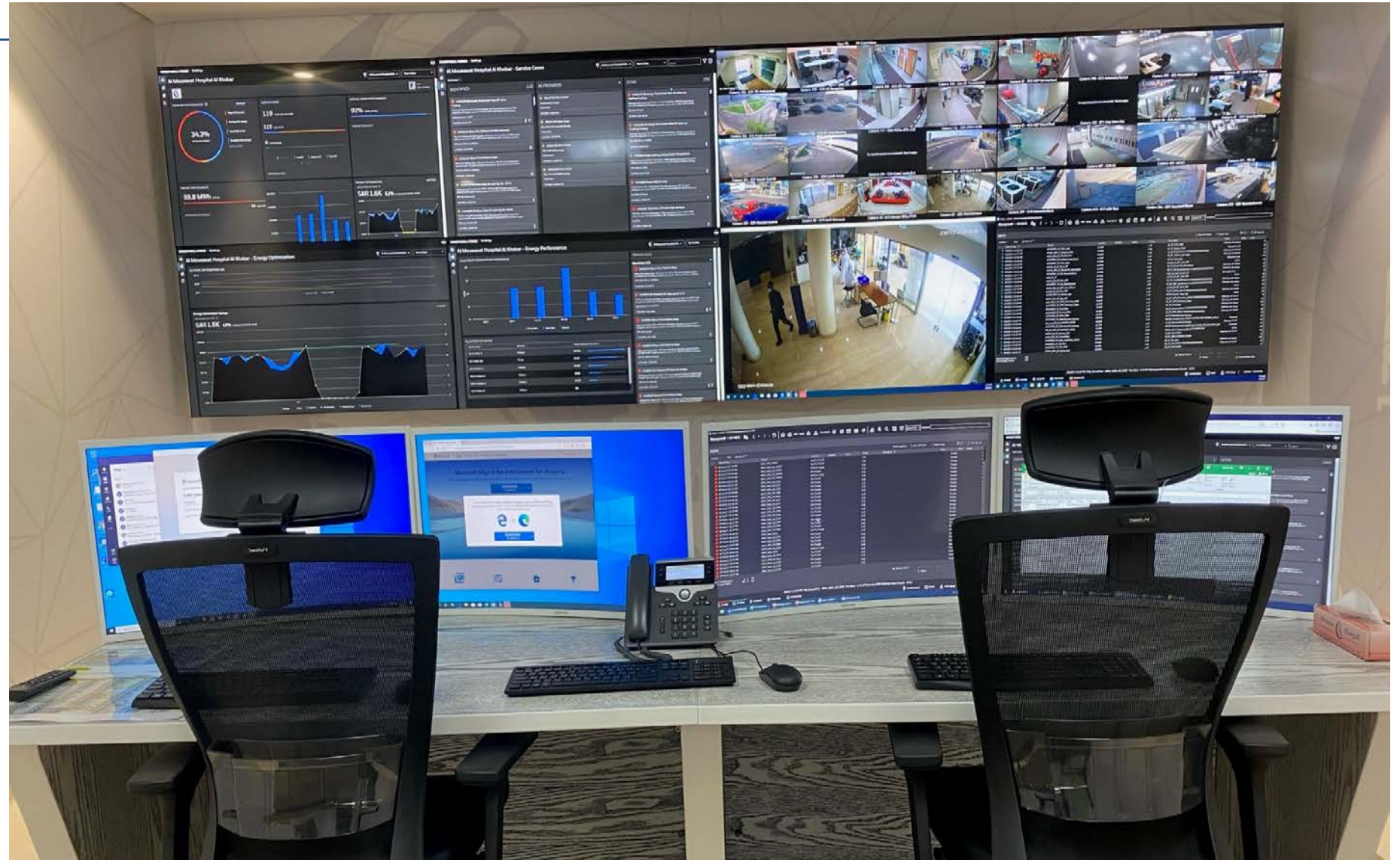
SECURITY SYSTEMS

ISOLATION ROOMS

MECHANICAL FANS

MONITORING POWER
SUPPLY SYSTEMS

MONITOR MEDICAL GAS



● DAMMAM ● JUBAIL ● KHOBAR ● QATIF ● RIYADH ● MADINA ● NEW MADINA ●

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CUSTOMER EXPERIENCE

CUSTOMER EXPERIENCE



24/7 Call Center

920004477



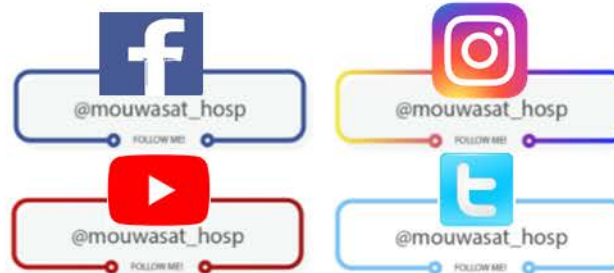
Mouwasat Mobile Application



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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MMS CAPACITY & UTILIZATION

BED CAPACITY BY YEAR 2026 WILL BE 2,220

620 BEDS

FUTURE EXPANSION ADDITIONAL BEDS

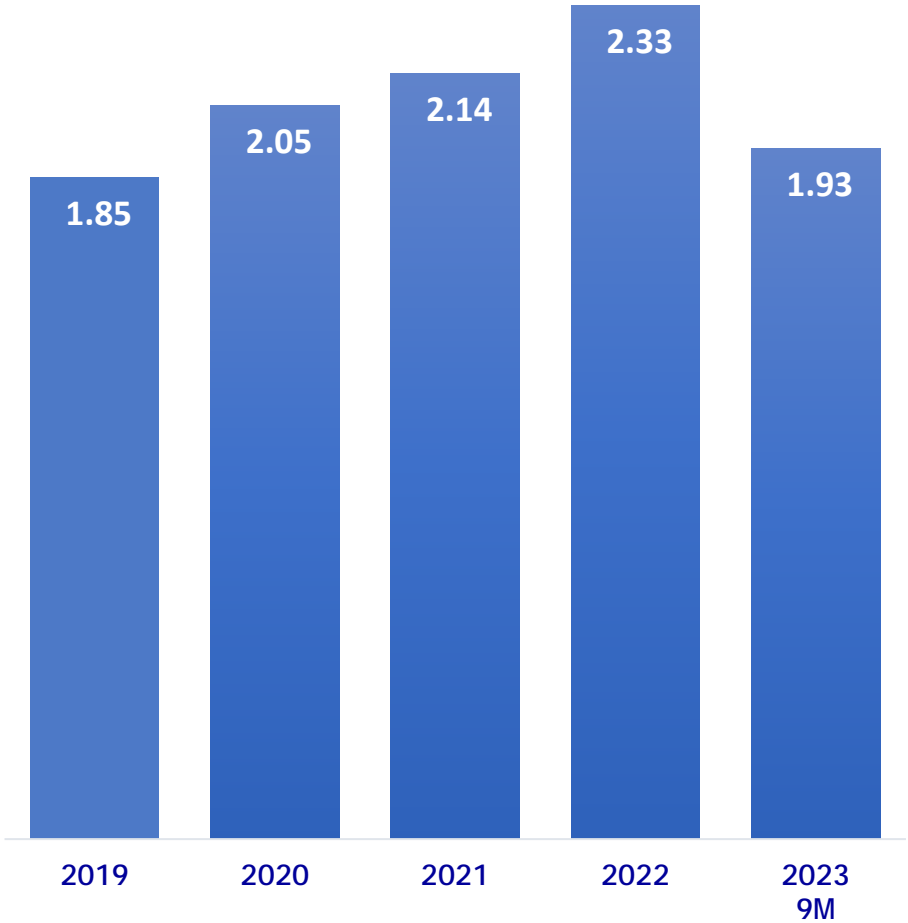
**200 Mouwasat Hospital Yanbu
300 Mouwasat Hospital Jeddah
120 Mouwasat Hospital Qadisiyah-Riyadh**

• MMS CAPACITY DETAILS •

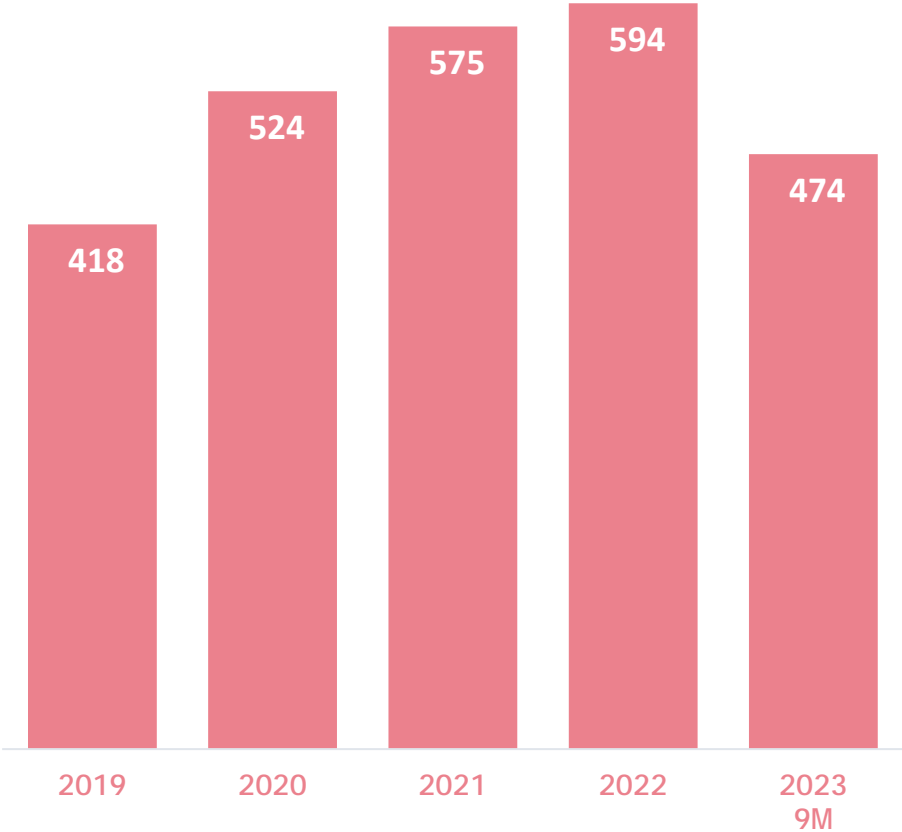
Services	2021 Capacity	2022 Capacity	2026 Capacity
Inpatient Beds	1,180	1,600	2,220
Critical Care Beds	375	475	700
Emergency Room	130	160	250
Outpatient Clinics	500	600	800
Operating Theaters	42	55	95
Hemodialysis	130	140	190

REVENUE & PROFIT GROWTH

Revenue - Years "in Billion"

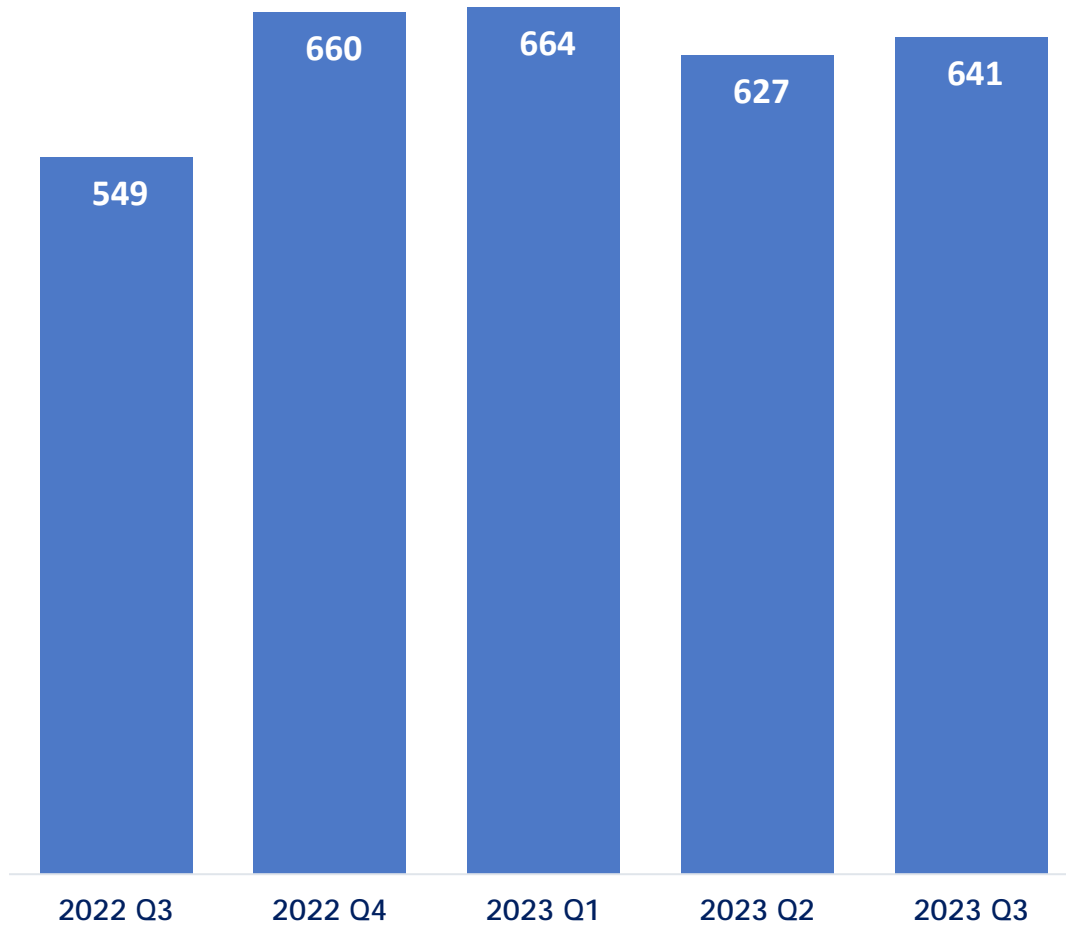


Profit- Years "in Million"

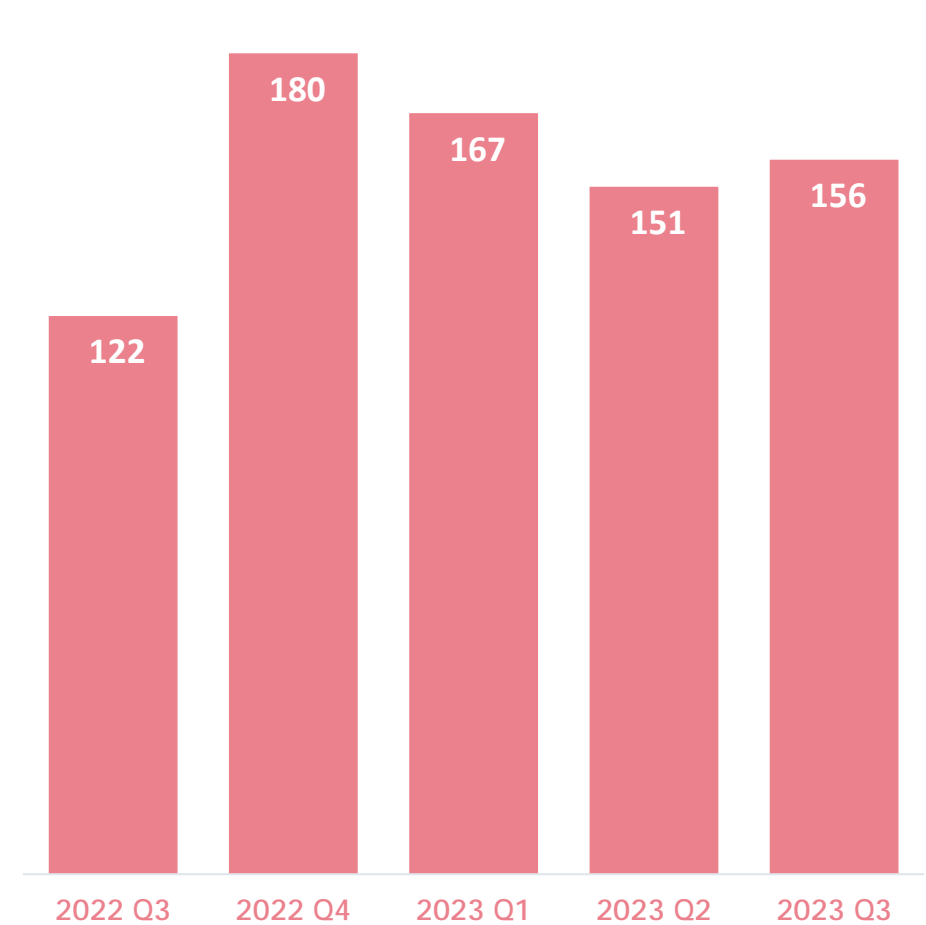


REVENUE & PROFIT QUARTER GROWTH

Revenue - Quarters "in Million"

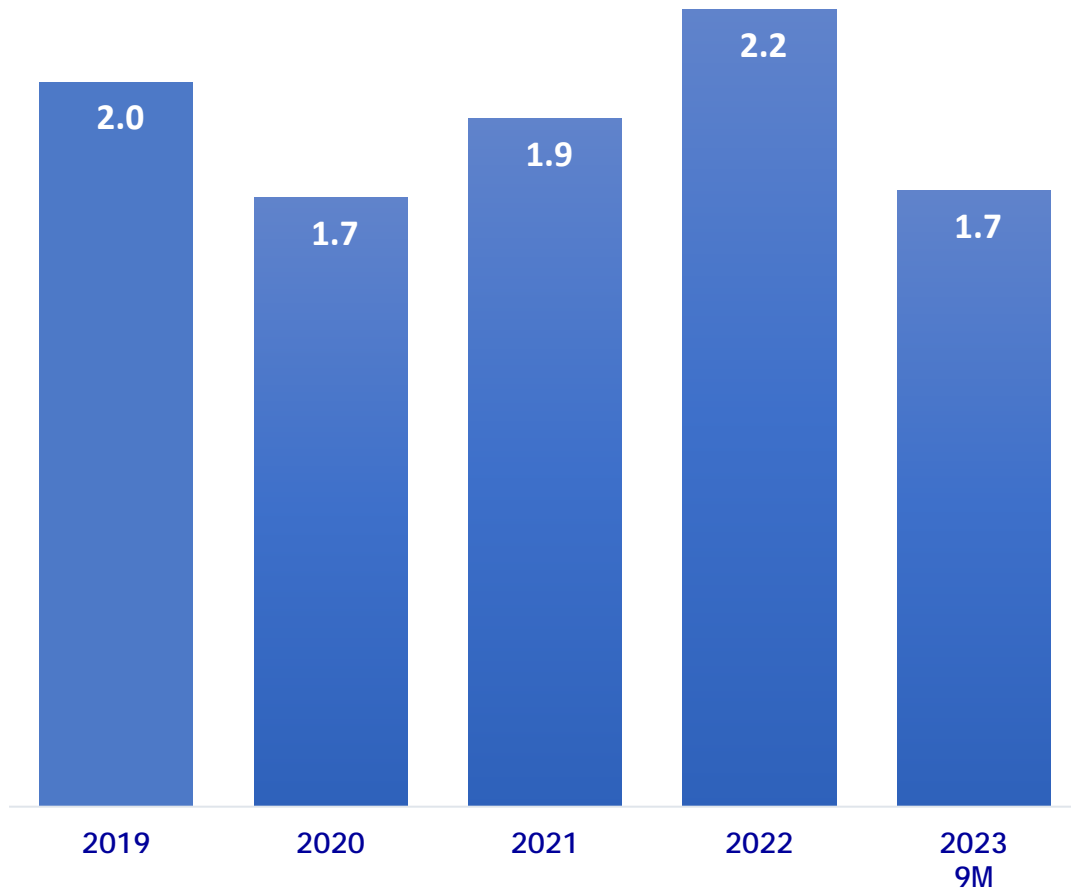


Profit - Quarters "in Million"

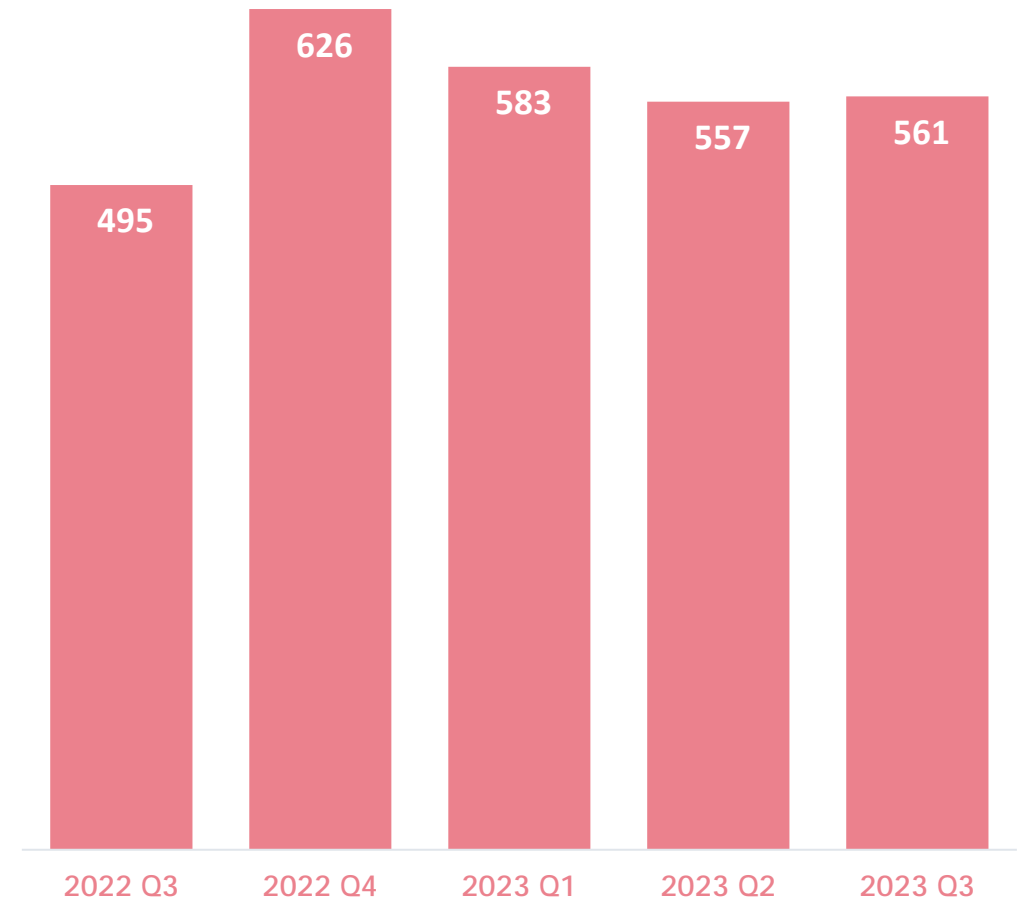


OPD VISITS GROWTH

OPD Visit - Years "in Million"

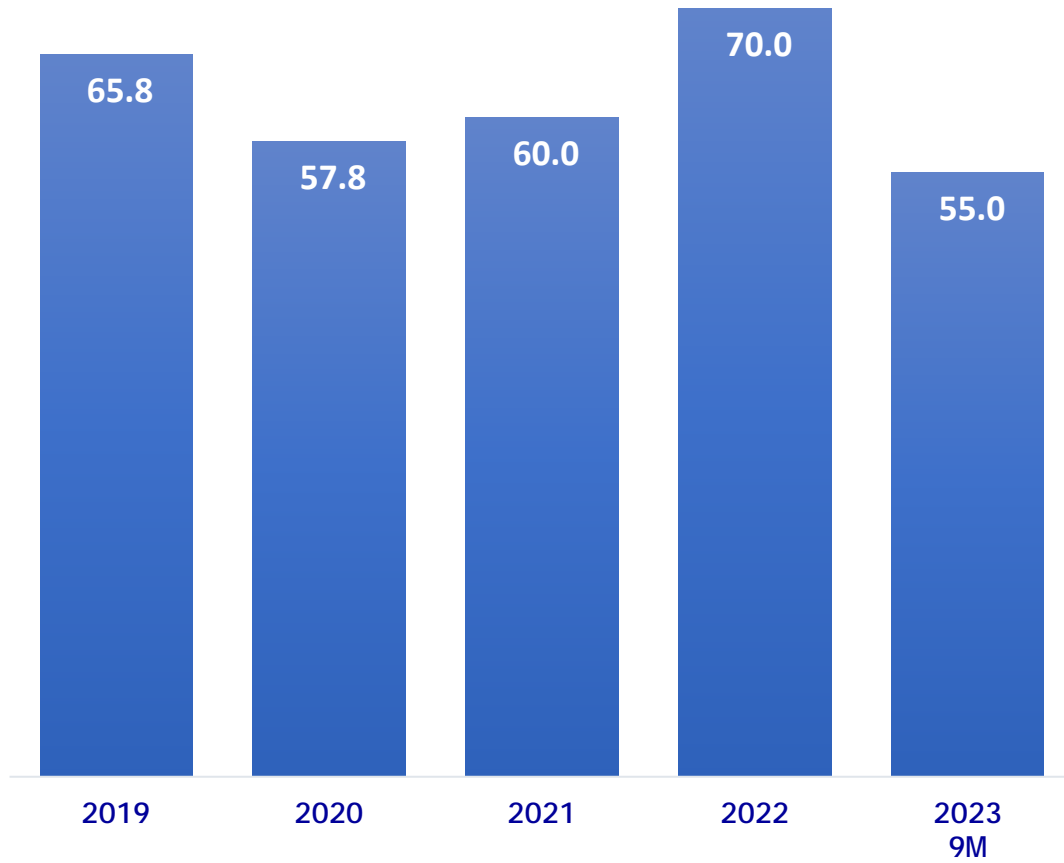


OPD Visit - Quarters "in Thousand"

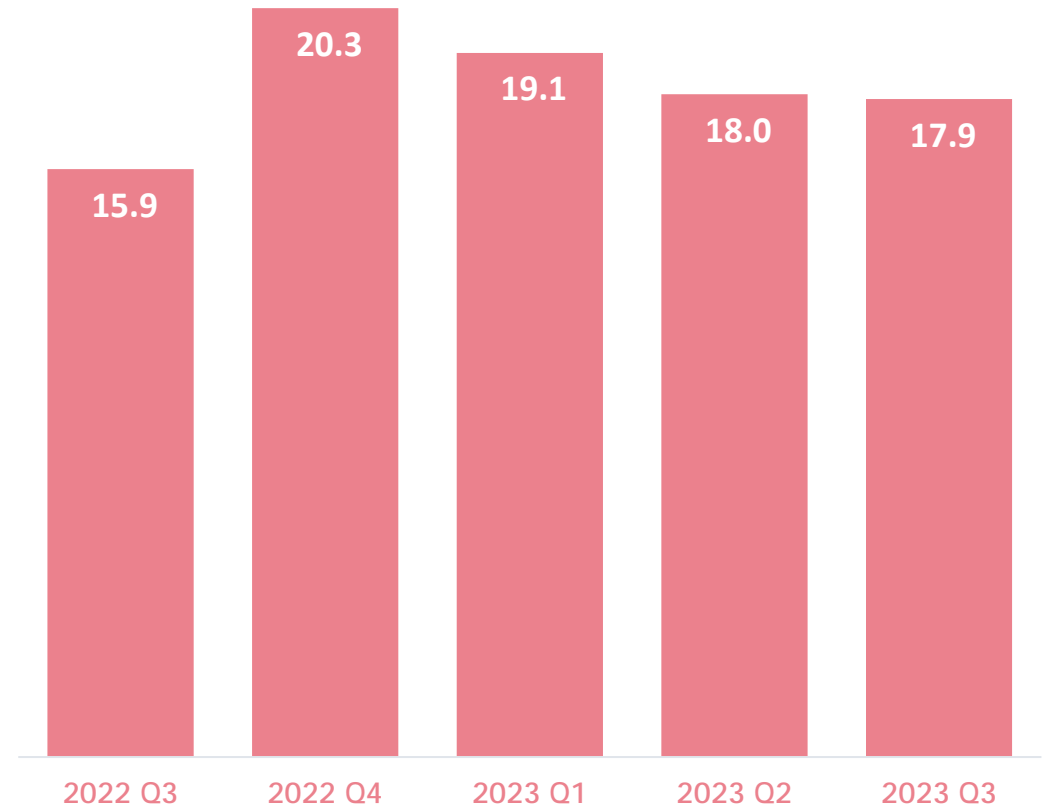


ADMISSION NUMBERS GROWTH

Admission - Years " in Thousand"

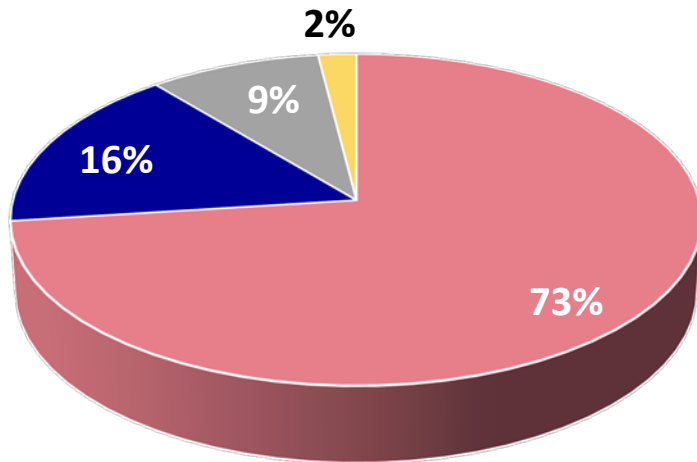


Admission - Quarters "in Thousand"

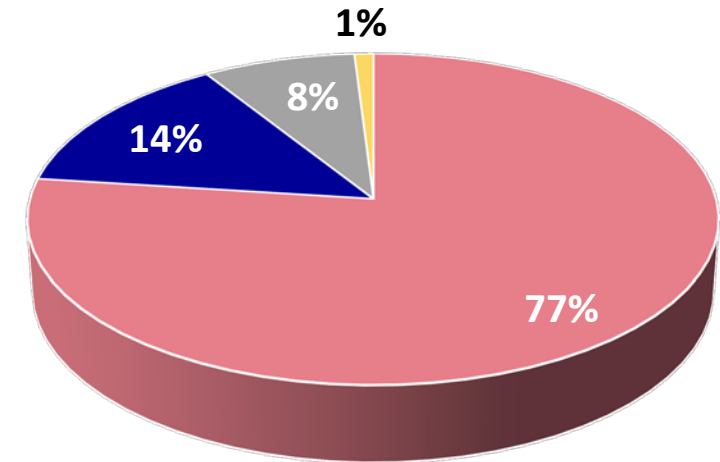


REVENUE SEGMENTATION

2022	
Insurance	73%
Aramco	16%
MOH	9%
Others	2%



2023 – 9 M	
Insurance	77%
Aramco	14%
MOH	8%
Others	1%



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THANK YOU