SAUDI GERMAN HOSPITAL
DUBAI PROFILE

MISSION
‘To provide quality healthcare in all specialties with highest level of ethical standards and personalized care to achieve superior medical outcome and patient satisfaction’

VISION
To be the REGIONAL HEALTHCARE LEADER through the largest network of hospitals delivering excellence in quality of care to patients, and creating value for all stakeholders

VALUES
We care
Patient-centered Approach
Staff are the most valued assets for us through providing Job Security, Career Growth, Family-oriented Business Environment and Continuous Education
High Standards of Ethics & Confidentiality (Patients / Organizations / Business associates)
Community-focused Approach through Awareness & Continuous Education.
With the blessing of Allah and the trust of our customers, we have been able to establish ourselves as the most reputed private hospital in the region within a short period of time. Our strategy was to focus on sub-specialties. Our vision and activities go beyond providing reliable quality medical care to patients who come to us. As corporate citizens, we believe that we have the social responsibility towards the community welfare programs. In Saudi German Hospital we believe that continuous education is everybody’s responsibility. We are continuously improving our services to exceed the needs and expectations of our patients.

ENGR. SOBHI A BATTERJEE
President and Founder
Saudi German Hospitals Group
As CEO, I feel proud to be associated with Saudi German Hospital Group– UAE patient’s satisfaction through high-quality healthcare services. Staff satisfaction through healthy work environment and community satisfaction through corporate social responsibilities.
Saudi German Hospitals Group is the Number one Healthcare brand with the largest footfall in Middle East and North Africa. Saudi German Hospitals (SGH) is promoted by Batterjee family, under the name Bait Al Batterjee Medical Co. and started its first hospital in 1988 in Jeddah.

The Batterjee family brought the first modern medicine to this part of the world—in the 1920s, in the early stages of the state’s emergence, Shaikh Abdul Jalil Batterjee instituted the first national pharmacies. The pharmacy business evolved to become an exclusive distributor for international companies for more than two decades. Later, BAB Holding branched out into hospitals, allied healthcare facilities and curative, promotive and preventive health-oriented businesses.

Dr. Khalid Batterjee – Vice President of SGH Group studied in Germany for medicine. At that time many Saudis and people from Middle East travel to Germany for the treatment which costed a lot and also had cultural barriers. His professors asked since there are lots of people are travelling to Germany, why not to start hospital in Saudi Arabia and they can support by travelling to Saudi Arabia to treat the people.

Dr. Khalid discussed with Engr. Sobhi Batterjee and agreed to start the hospital and they agreed to name ‘SAUDI GERMAN HOSPITALS GROUP’ today it is the synonym for the quality healthcare in the region. Saudi is known for cultural values and Germany is known for world class and quality healthcare. The ‘Saudi German’ Brand name stand for providing state of the art quality healthcare by upholding the cultural values of the region especially Saudi Arabia.

In addition to the above as part of the brand promise Saudi German Hospitals Group tied up with various universities in Germany for the continuous medical education program, International visiting professors program and also all the hospitals have the state of the art technologies and services from leading German brands.

The Group is now the leading provider of healthcare services in MENA with in-house knowledge and facility under one roof to develop and operate world-class hospitals.

Currently the group is having ten hospitals in Jeddah, Aseer, Riyadh Madinah, Hail
- Saudi Arabia, Sana’a- Yemen, Cairo – Egypt and Dubai, Sharjah, Ajman – UAE. Various medical cities and hospital projects are under various stages of completion that include Egypt, UAE, KSA, Morroco etc

Group’s vision is to be the Regional Healthcare Provider through the largest network of hospitals, delivering excellence in quality of care to patients and creating value for all stake holders.

Mission of the Group is ‘To provide quality healthcare in all specialties with highest level of ethical standards and personalized care to achieve superior medical outcome and patient satisfaction’

The Group is inspired by the verse from the Holy Quran “And if anyone saved a life, it would be as if he saved the life of all mankind” (Al-Maidah 32) Holy Quran.
INTRODUCTION

Saudi German Hospital - Dubai is part of the largest private hospital group in the Middle East and North Africa (MENA). SGH-Dubai started in March 2012, since its inception SGH Dubai succeeded to prove itself as one of the major tertiary care hospitals in Dubai and UAE. With 165 operational beds that can be expanded to 300 beds, SGH Dubai offers a wide range of medical services including all kinds of specialties, sub-specialties and critical cares, with highest level of international standards.

Our campus along with the main building, comprises 3 specialized hospitals and 1 medical college. All the centers are linked to the main campus directly through a communicating bridge that will allow staffs, visitors and patients to move easily between different buildings. This structure will maintain patient safety and easy accessibility to all major clinical services around the clock in the highest quality of care settings. Our campus offers a luxurious promenade that includes different retails and coffee shops along with greenery that will bring the person to nature and promote faster recovery and healing.

Centres of Excellence at Saudi German Hospital Dubai provides most advanced and state of the art technology, combined with exceptionally high qualified multinational and multilingual experts, deliver comprehensive, interdisciplinary treatment modalities for patients with complex and critical health condition. They are unique and each Centre of Excellence stands out as a citadel of excellence.

Our health-care teams treat each patient with compassion while using advanced treatments and technology to ensure patients receive the very best medical care. All SGH Centers of Excellence will have:
1. An established accreditation
2. Evidence based protocols
3. A comprehensive clinical continuum of care
4. Commitment to education and research
5. Community impact and market prominence
HIGHLIGHTS OF SGH DUBAI

- Accredited by JCI, CAP, ISO 14001:2015, ISO 9001:2015 and JCI Certified Center of Excellence for our Cardiology Center for Acute Myocardial Infarction patients.
- Outpatient department covering over 35 specialties with coverage from 8 am to 8 pm
- Friday Clinic is open for major specialties.
- 24 Adult ICU beds, 12 NICU and 11 PICU beds
- 6 Operating Theaters with 24/7 facility (4 Main OT, 1 for Cesarean Section and 1 as Septic Room).
- 2 state of the art Cath Labs covering Vascular, Cerebral and Cardiac Intervention
- 10 Beds under Dialysis unit with 24 hrs. service
- 28 beds ED covering 24/7 services being the largest in the private sector
- The First private hospital in Dubai and UAE receiving Trauma cases with Dubai Ambulance office inside the hospital facility.
- Availability of Isolation Rooms with capacity of 8 Beds (Negative Pressure) and 4 Chemotherapy Beds (Positive Pressure).
- Emergency and Outpatient Pharmacy with 24/7 facility
- Radiology with 24/7 facility
- Nuclear Medicine Department
- Fully equipped CAP accredited Laboratory
- Oncology Department
- Dedicated VIP floor for Deluxe, Super Deluxe and Royal Suite
- More than 35 Languages supports including all major languages English, Arabic, French, German, Russian, Turkish, Italian etc.
- 400 Seat Auditorium and 2 Meeting Rooms
- BLC Center (AHA Accredited)

QUALITY & SAFETY KPI’S STATISTICS 2018

<table>
<thead>
<tr>
<th>KEY PERFORMANCE INDICATORS (KPI)</th>
<th>OUR VALUE</th>
<th>BENCHMARK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average waiting time in Out Patient Department</td>
<td>10 minutes</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Patient Satisfaction Rate</td>
<td>97%</td>
<td>95%</td>
</tr>
<tr>
<td>Surgical Site Infections Rate</td>
<td>0.2%</td>
<td>0.25%</td>
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<tr>
<td>Healthcare Associated Infections /1000 Hospital days</td>
<td>0.4</td>
<td>2.3</td>
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<tr>
<td>Door to Balloon Time for Acute Myocardial Infarction Cases</td>
<td>61 minutes</td>
<td>90 minutes</td>
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<tr>
<td>Unplanned Return to Operation Theater within 2 weeks</td>
<td>0.00%</td>
<td>1.80%</td>
</tr>
<tr>
<td>Elective IP Preauthorization Approval Rate within 7 days</td>
<td>95%</td>
<td>90%</td>
</tr>
<tr>
<td>Average waiting time in ED for Category 3 (Moderate cases) &amp; Category 4,5 (Minor Cases)</td>
<td>30 minutes</td>
<td>60 minutes</td>
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</tbody>
</table>
The Heart Center of Excellence at SGH Dubai is a leading facility in Dubai that provides a wide range of diagnostic and therapeutic options in cardiology and cardiac surgery for adults & children. A dynamic team of highly accomplished cardiologists, cardiac surgeons, cardiac anesthetists, intensivists and physiotherapists can provide the latest and the best possible treatment for all kinds of acute and chronic heart diseases across all age groups.

- Covers Pediatric and Adult Cardiology
- Interventional and Non-Interventional Center through our Cardiac Team available on board
- Covers Cardiac Thoracic Surgery through our full team of Thoracic Surgery
- It has dedicated Cardiothoracic ICU (3 Beds)
- Dedicated Cardiology Critical Care (CCU) of 8 Beds
- 2 CathLab available

- **Our Cardiac Center received JCI Accreditation of Emergency Cardiology with benchmark of 45 mins Door to Balloon**
The Neuroscience Center at SGH Dubai provides the full range of contemporary neurosurgical practice to cover the cranial & spine surgery along with minimal invasive procedures and microscopic surgery.

Providing the full range of contemporary neurosurgical practice to cover the Cranial & Spine surgery along with minimal invasive procedures and microscopic surgery.

- Neurosurgery: 3 Surgeons
- Neurology: 2 Specialists and 1 Consultant
- Sleep Medicine
- Spine Surgery
- Stroke Unit
- Interventional Neuroradiology
The Kidney Center at SGH Dubai is one among the most advanced facilities in Dubai that specifically caters to disorders of the renal system including kidney transplant facility. The center features state-of-the-art diagnostic and treating equipment and consultants with years of experience from some of the renowned hospitals around the world in nephrology, urology and kidney transplant.

- Nephrology for Adults and Pediatrics
- Urology (Adult and Pediatric)
- Kidney transplant
- Dialysis Center Adults and Pediatrics
  - Total Number of Beds: 10
  - Isolation bed available
  - Acceptance of Hepatitis B positive cases
  - Continue Renal Dialysis
The Critical Care Center at SGH Dubai is one of distinguished centers in MENA, it provides sophisticated critical care to ill children, adolescents and adults. Our 48 bed Critical Care Center comprises of four critical areas with capacity to treat more than 1500 patients annually.

- Total of 48 bed
- Covers Advanced Level of ICU
- Capacity to treat more than 1500 patients annually
- NICU (Neonatal Intensive Care)
- PICU (Pediatrics Intensive Care)
- CCU (Cardiac Care Unit)
- ICU (Intensive Care Unit)
- SICU (Surgical Intensive Care)
- Cardiothoracic ICU
- CathLab (2 dedicated beds)
- CRT for Dialysis of ICU patients
The center offers competent diagnostic procedures and chemo & radiotherapy for a wide range of cancer entities.

- **Surgical Oncology:**
  - Head & Neck cancers
  - Spinal Cancers
  - Bone Cancers
  - Gastroenterological Cancers
  - Breast Cancer
  - Kidney Cancer
  - Colorectal Cancer
  - Liver and Pancreas Cancer
  - Eye Tumors
  - Skin Cancer
  - Maxillofacial Cancers
- **Medical Oncology:** Dedicated Oncology Beds: 4 beds including isolated & specialized Chemotherapy preparation Room
- **Hematology Oncology** for adult and pediatric cases
- **Radiotherapy**
- **Oncology Linear Accelerator**
The Physical Medicine Center at SGH Dubai works collaboratively using patient centered and evidence-based approach to enhance the level of care provided to the patient through a multi-disciplinary team that includes a highly trained orthopedic, rheumatologists & physiotherapists.

(Orthopedic, Rheumatology and Rehabilitation Center)

- **Orthopedic Surgery**
  7 Surgeons in addition to International Visiting Doctors
  (Spine Surgery, Hand Surgery, Pediatric Orthopedic, Sports Medicine, Joint Replacement and Arthroscopy)

- **Physiotherapy**
  10 Treatment Room for rehabilitation department
  Swimming Pool (50 Sqm/ 538 Sqft) Hydrotherapy Pool

- **Rheumatology**
  2 Consultants

- **Trauma Surgery**
The Trauma Center of Excellence at SGH Dubai is fully equipped to provide optimal treatment for every polytrauma victims of all age groups. Our dedicated team works collectively to determine the best course of treatment and outcome. The hospital is fully equipped to receive Trauma Cases through:

- Open Heart Surgery
- Cardiothoracic Surgery
- Orthopedic Surgery
- Maxillofacial Surgery
- Vascular Surgery
- General and Pediatric Surgery
- Neurosurgery
- Emergency Burn Management
- Emergency Unit of 28 Beds for Adult and Pediatric cases
- Eye Trauma
- 24/7 CAP-accredited Lab
- 24/7 Radiology services including CT, MRI etc
- 24/7 Anesthesia services
- 24/7 Intensive Care Coverage
- Helipad Area
The Gastroenterology Center at SGH Dubai is an advanced facility that deals with the diseases of the intestinal system and associated organs including liver, pancreas, gallbladder. Our surgical and gastroenterologist team is devoted to the care of the most complex to the most common abdominal complaint and weight loss management service.

- Upper and Lower GI Endoscopy
- Endoscopic Retrograde Cholangiopancreatography (ERCP)
- Capsule endoscopy
- Endoscopic Ultrasound
- Hepatobiliary Surgery
- Pancreas Surgery
- Whipple procedure
- Anal and Colorectal Surgery
- Bariatric Surgery
- Gastroenterology Tumors and Cancer
The Women and Children Center at SGH Dubai provides excellent care to the children and pregnant women. The center supports other specialist team in providing a family and children centered care with complex problems.

- Dedicated Suite for Labour and Delivery
- Obstetric & Gynecology
- Cesarean Section
- Water birth Delivery
- Breast Cancer
- Pediatric and Neonatal ICU
- Pediatrics subspecialties
  - Pediatric Dental
  - Pediatric Neurology
  - Pediatric Nephrology
  - Pediatric Orthopedic
  - Pediatric Cardiology
  - Pediatric Allergist
  - Pediatric Pulmonology
1. SGH Dubai is designed with 300 beds capacity
2. The operating bed capacity is 161 expandable to 300, located in self-contained private room of 2 sets of Oxygen and monitoring sockets in each single room
3. As bed surge strategy plan during Major Incident, the operating bed capacity will be increase to 300 beds to accommodate for emergency bed surge
4. Staff Accommodation in the hospital campus
5. Trauma-related medical and surgical specialties
6. Licensed Helipad area in the hospital campus
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