

Picker Experience Network Award



International Excellence in
Experience of Care

About Reem Hospital

Reem Hospital is a **multispecialty healthcare facility**, located in **Abu Dhabi, UAE**.

With **over 40 specialized fields**, more than **100 highly skilled doctors**, and the support of **290+ allied health professionals**, we deliver world-class care tailored to every individual.

Every voice matters. Every idea deserves consideration. Every interaction is an opportunity to create a better experience.

200+

patient-driven improvements

15M

story engagements

>90%

patient satisfaction

13+

external learning requests



Experience by Design

Patient Voice → Action → Trust



Reem Hospital did not collect feedback; it built a repeatable system that turns feedback into visible action and stronger trust.

Patient Voice from Dialogue to Action

The Voice of the Patient Forum created direct dialogue between patients, families and leaders. It began with long-term care patients and expanded to acute, post-acute rehabilitation and critical care families.

Patient insight examples

100%
agreed VOP suggestions
implemented within committed
timeframe

Quarterly
forums with inpatients

Reem Majlis
comfort, belonging and
family involvement

Interactive Wall of Stories
reassurance, connection
and hope

People of Determination
accessibility designed
with lived experience



Turning Waiting Time Into Healing Time

The Interactive Wall of Stories converts a passive waiting area into a place of reassurance, connection and hope.



15M

story engagements

QR-enabled storytelling made real patient journeys visible across the hospital and digital channels.

1

Real journeys

Patients see people like them

2

Reassurance

Hope during waiting time

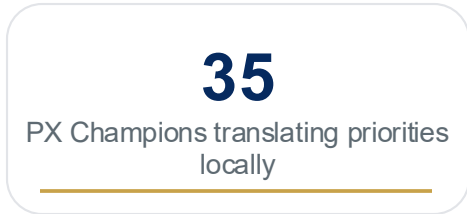
3

Connection

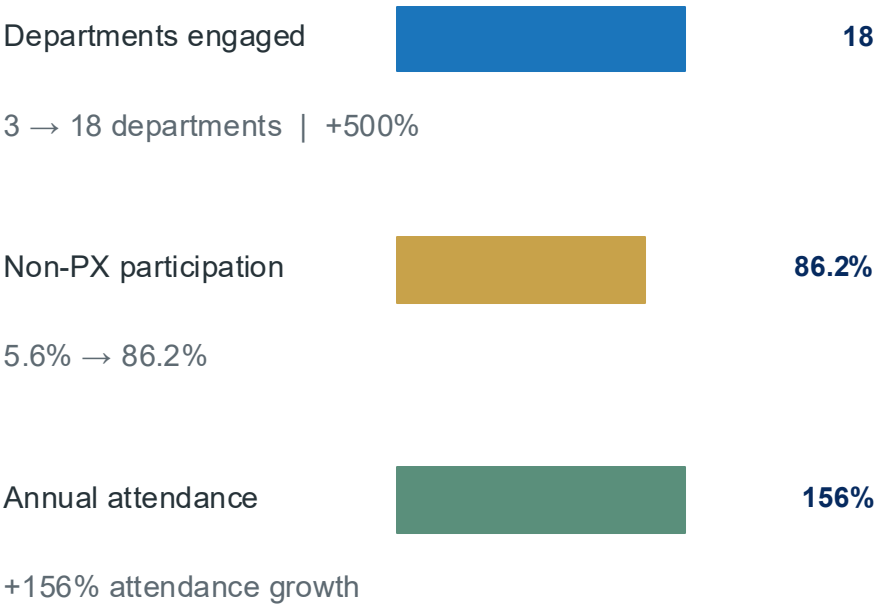
Stories link patients, families and teams

Capability is Embedded Before and After Appointment

Experience standards are not left to individual interpretation. They are built into recruitment, onboarding, training, coaching, scorecards and governance.



Growth in multidisciplinary ownership



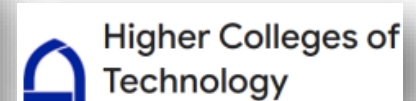
Transferability

13+

external organisations and educational cohorts requested learning sessions

Universities

Health-science institutions



Replicable components

Governance for patient insight

Patient involvement in decisions

Recruitment for experience competencies

Employee innovation channels

Employee empowerment as part of the patient experience

Reem Hospital Performance by Quality Domain

2

patient-centered
quality indicators

9.02/10

independent overall
HCAHPS rating

84%

patients would
definitely recommend

Validated

measured through
HCAHPS methodology

Trust

recommendation reflects
strong patient trust

Patient- Centered Care

Overall Patient Experience Rating (HCAHPS)

Exceptional patient experience measured through the internationally validated HCAHPS methodology.

9.02/10

Hospital Recommendation Rate (HCAHPS)

Demonstrates strong patient trust and willingness to recommend the hospital.

84%

Why it matters

Independent validation

Experience is measured using the internationally validated HCAHPS methodology.

High satisfaction

An overall score of 9.02/10 reflects excellent patient-centered care.

Strong trust

An 84% recommendation rate shows confidence and willingness to recommend Reem Hospital.

Patient Safety Performance Dashboard

Patient Safety

11 indicators

Benchmarked against WHO, CDC/NHSN, AHRQ/NDNQI and NSQIP references.

9

zero or zero-equivalent

0.51%

surgical UTI

0.44%

surgical pneumonia

All indicators outperform external benchmarks.

Hospital-Acquired Pressure Injuries

0%

Better than WHO-reported prevalence of approximately 1–4% in hospitalized patients.

Catheter-Associated Urinary Tract Infection (CAUTI)

0%

Outperformed infection rates reported through CDC/NHSN international surveillance programs.

Clostridioides difficile Infection (CDI)

0%

Better than residual CDI rates reported through CDC/NHSN surveillance systems.

Falls Resulting in Injury

0%

Better than the AHRQ/NDNQI benchmark of 0.6–0.8 falls with injury per 1,000 patient days.

Orthopedic Surgical Site Infection (Hip & Knee Replacement)

0%

Better than international SSI rates of approximately 1–2% reported by WHO and CDC.

Orthopedic Mortality (90 Days)

0%

Better than mortality rates reported in international perioperative datasets.

Unplanned Return to Operating Room

0%

Complete elimination of a major surgical adverse outcome.

Pediatric CLABSI

0 per 1,000 line days

Better than CDC/NHSN benchmark of 0.5–1.0 per 1,000 line days.

Surgical Sepsis

0%

Better than the AHRQ benchmark of 0.40%.

Surgical UTI

0.51%

Better than the NSQIP benchmark of 1.30%.

Surgical Pneumonia

0.44%

Better than the NSQIP benchmark of 1.10%.

Sustainability

The model does not depend on one leader or project team. It is embedded in established forums, recruitment, onboarding, action tracking and a permanent ideas platform.



PX 2.0 priorities

