

# The Medical Tourism Impact on the Global Focus on the Patient Experience

Mussaad Al-Razouki- Kleos, MD, Chief Executive Officer, Kleos Healthcare Corporation

YORN ID: 510



patient experience  $\frac{\text{empathy}}{\text{innovation}}$  summit

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# Kleos Healthcare Corporation

*“Operating Where Health Meets Wealth”*

**Improving the Patient Experience in the Middle East**

by:

**Dr. Mussaad Al-Razouki**



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Introduction to Kuwaiti Healthcare System

Patient Experience Today

Part of the Solution



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## Introduction to Kuwaiti Healthcare System

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# Overview of the Kuwaiti Healthcare System



<i>Healthcare Growth</i>	April 2011	CAGR
Hospital Beds	8,757	22.9%
Public Beds	7,635	25.9%
<b>Private Beds</b>	<b>1,122</b>	<b>5.7%</b>
Public Clinics	92	12.2%
Doctors	6,825	2.6%
Nurses	16,107	5.5%

	<i>Ratio</i>	<i>Intl. Best Practice</i>
<i>Beds/000</i>	<b>2.43</b>	<b>3-5</b>
<i>Beds/000 Citizen</i>	<b>7.57</b>	<b>3-5</b>
<i>Doctors/000</i>	<b>1.89</b>	<b>2-3</b>
<i>Nurses/000</i>	<b>4.46</b>	<b>5-10</b>
<i>Doctors/Bed</i>	<b>0.78</b>	<b>1-2</b>
<i>Nurses/Doctor</i>	<b>2.36</b>	<b>3-4</b>

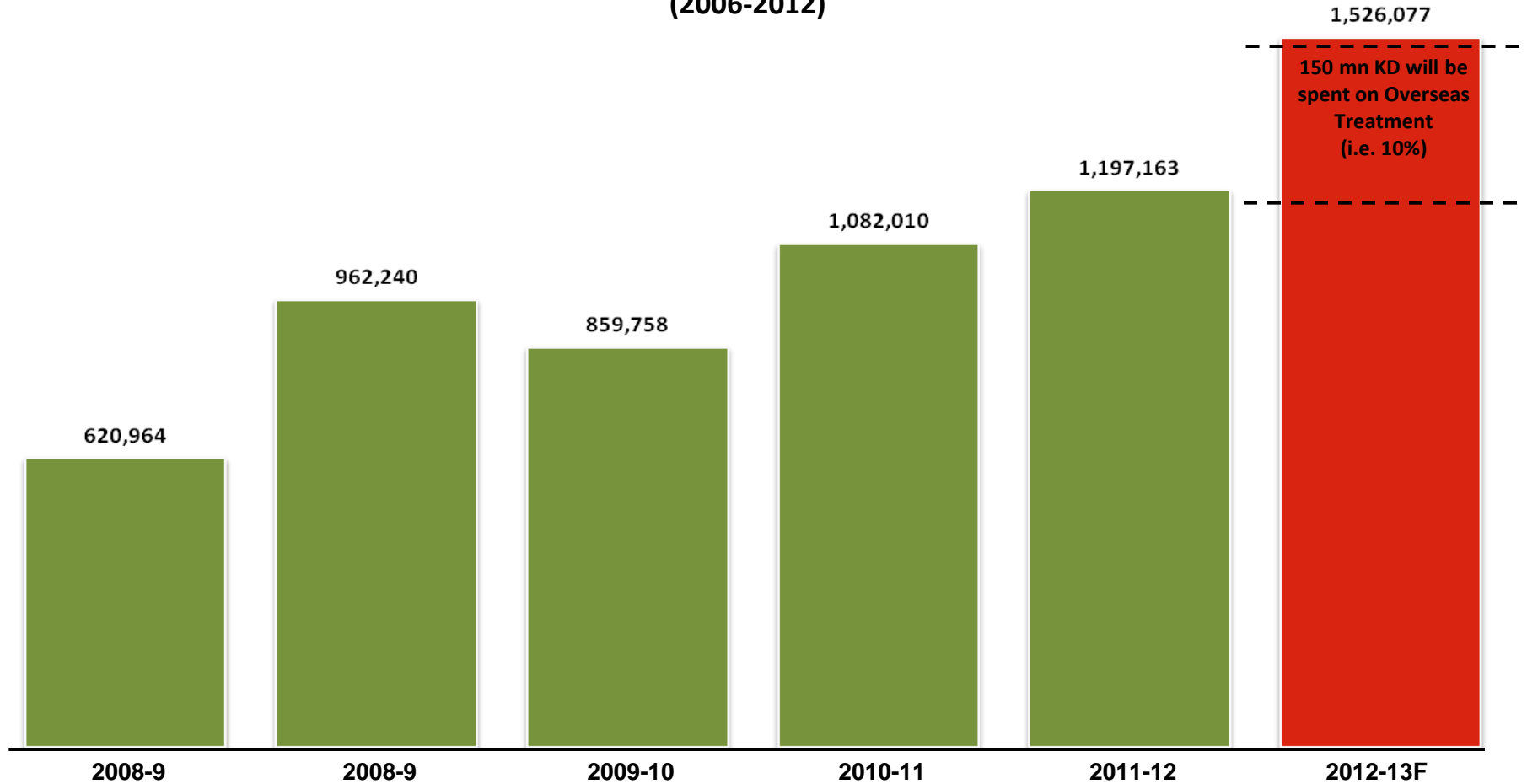
<i>Public Healthcare Spending</i>	April 2011
Total MoH Budget	~1 Bn KD
Overseas Health Budget	~0.5 Bn KD*
<b>Kuwait Private Insurance Mkt Size</b>	<b>~30-45 mn KD</b>
Kuwaiti Citizens	1,156,914
Expatriates	2,450,930

## *Per Capital Healthcare Spending in Kuwait*

<i>Spend per population</i>	<b>275 - 330 KD</b>
<i>Spend per Kuwait citizen</i>	<b>750 KD</b>
<i>Typical Insurance Premium</i>	<b>250 – 300 KD</b>
<i>US per spend per citizen</i>	<b>~1,500 KD</b>

# The Ministry of Health's (MoH) Budget has almost doubled in the past five fiscal years

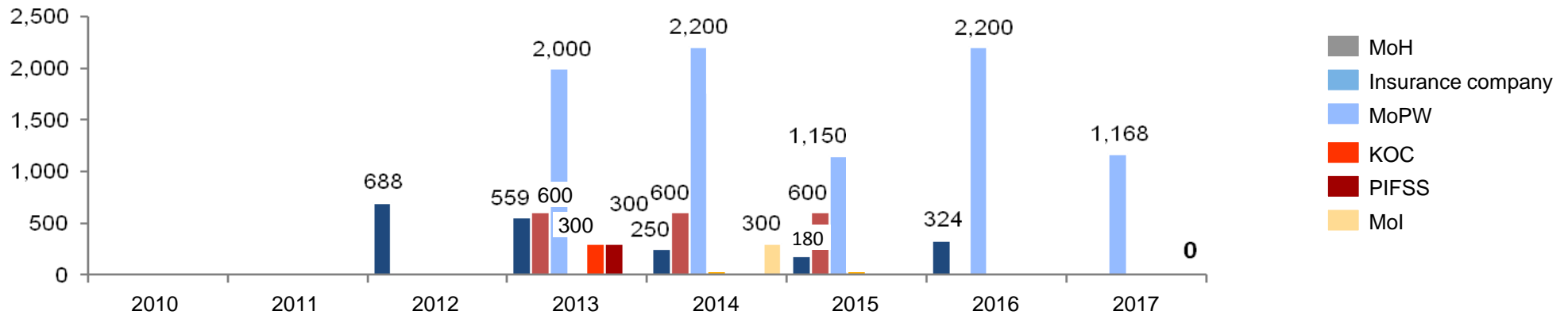
Kuwaiti Ministry of Health Budget  
(2006-2012)



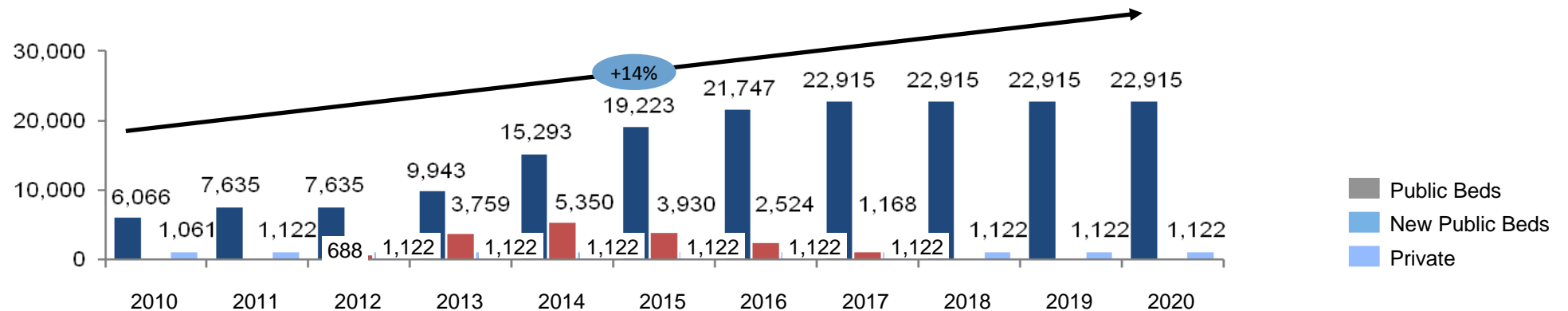
# Six government entities are building hospitals in Kuwait

## Planned Number of Beds for Government Entities

Planned number of new public hospital beds in Kuwait by entity



Total number of hospital beds per year

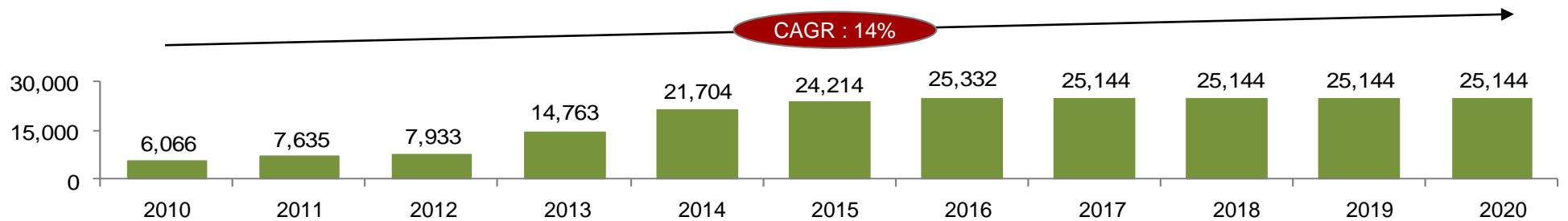


Note: MoPW - Ministry of Public Works, PIFSS - Public Institute for Social Security, Mol - Ministry of Interior, KOC - Kuwait Oil Company  
 Source: Kleos Healthcare Analysis, Ministry of Health, Ministry of Public Works, Public Institute for Social Security, Ministry of Interior, Kuwait Oil Company

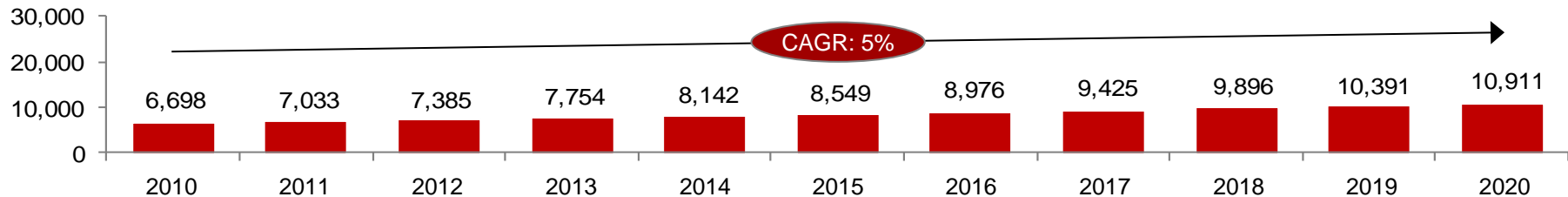
# At the current rate of development Kuwait will have 2.5X the number of hospital beds when compared to hotel rooms by 2020

## Kuwait Hospital Beds vs. Hotel Rooms

Total number of hospital beds per year

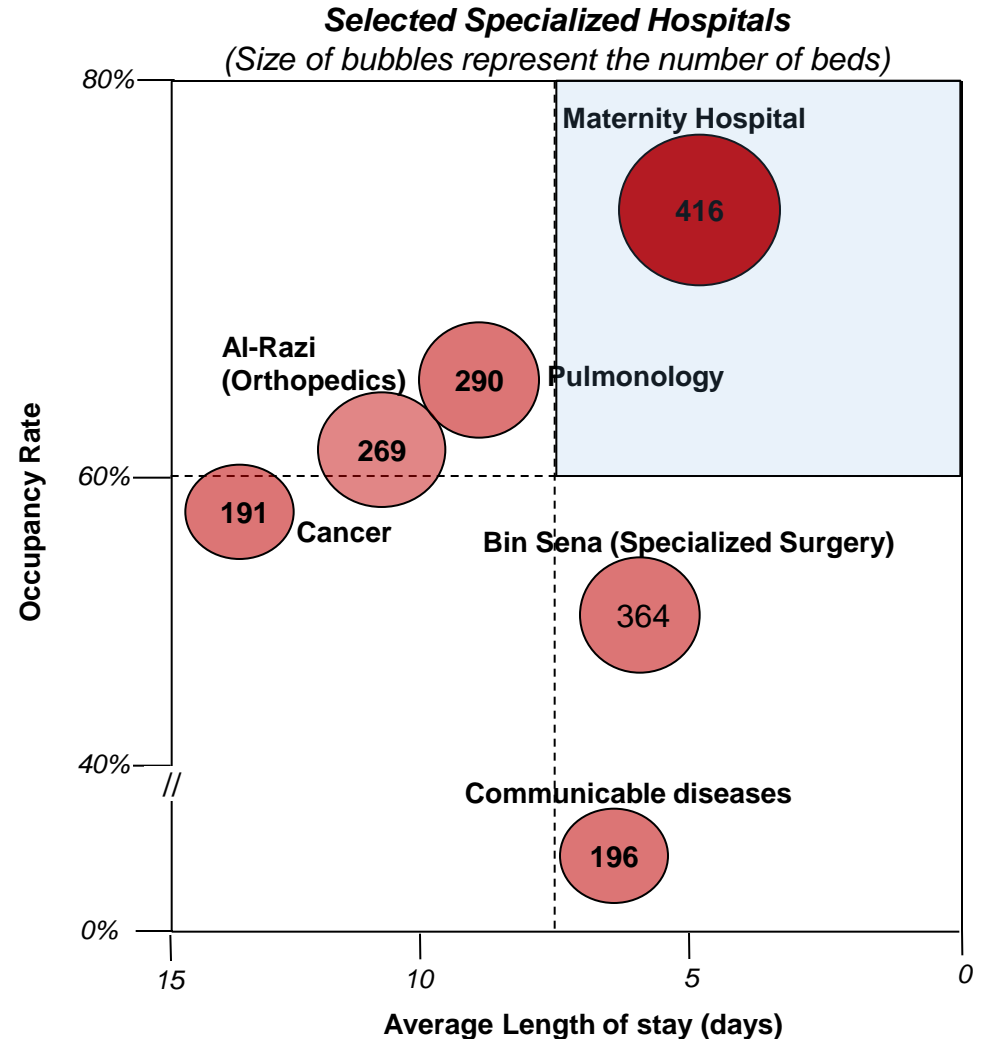
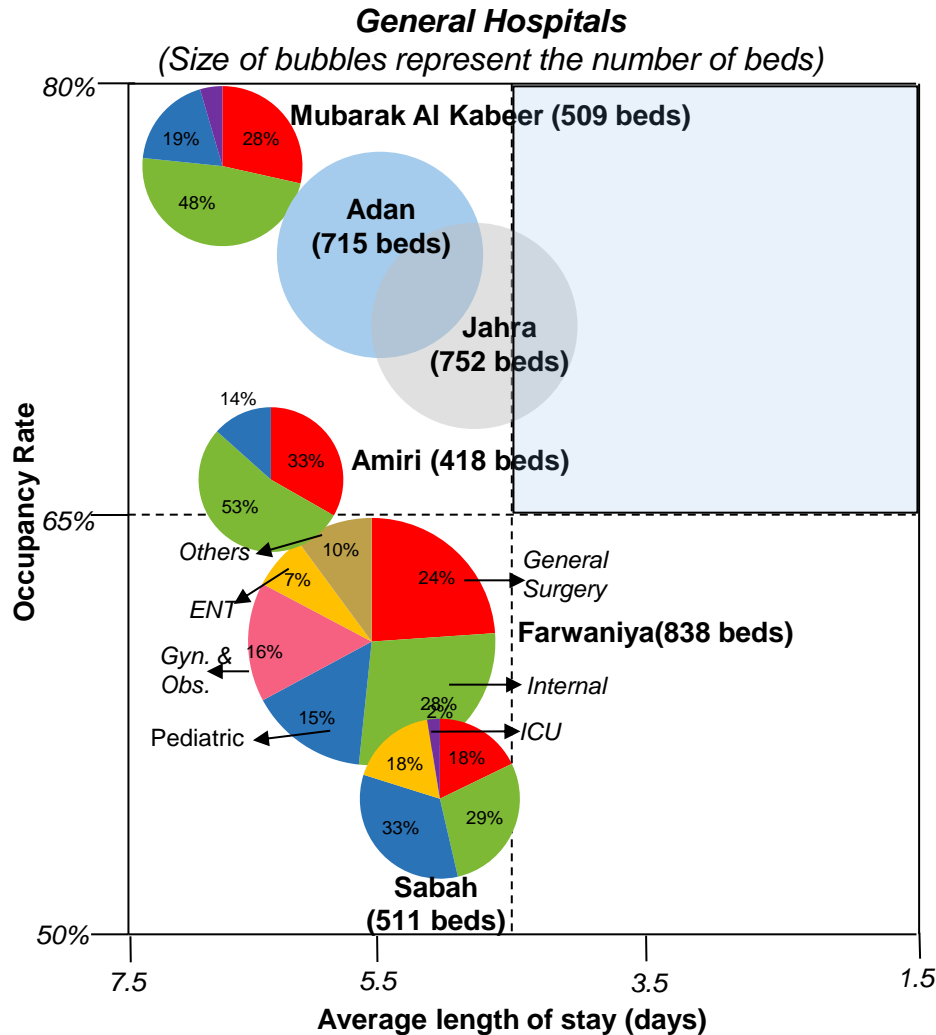


Total number of hotel rooms per year





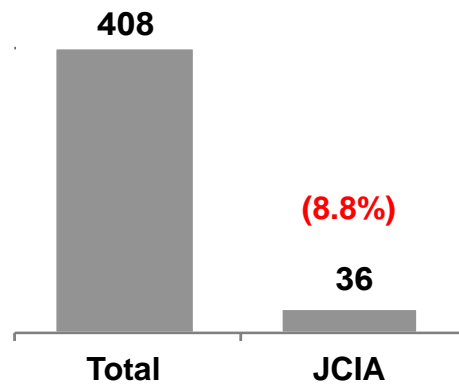
# The utilization of current government healthcare facilities is sub-optimal



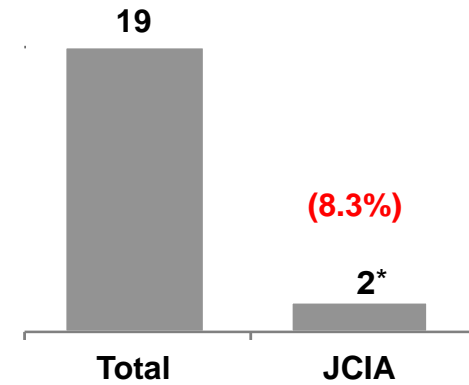
# A 'Quality Gap' still persists in terms of the provision of healthcare services in Kuwait (and the GCC)

## Number and Percentage of JCI Accredited Hospitals Selected GCC Countries

Kingdom of Saudi Arabia  
(2012)



State of Kuwait  
(2012)





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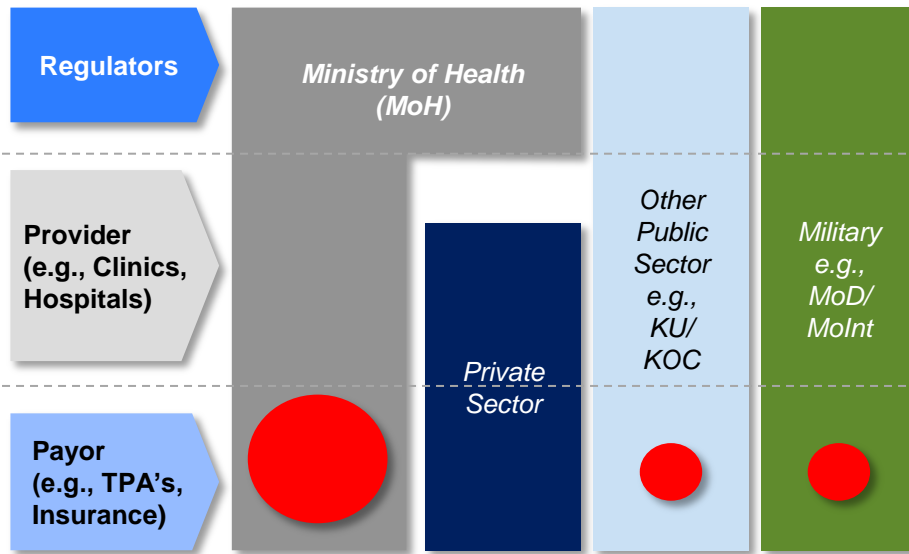
*Local Care*

Part of the Solution

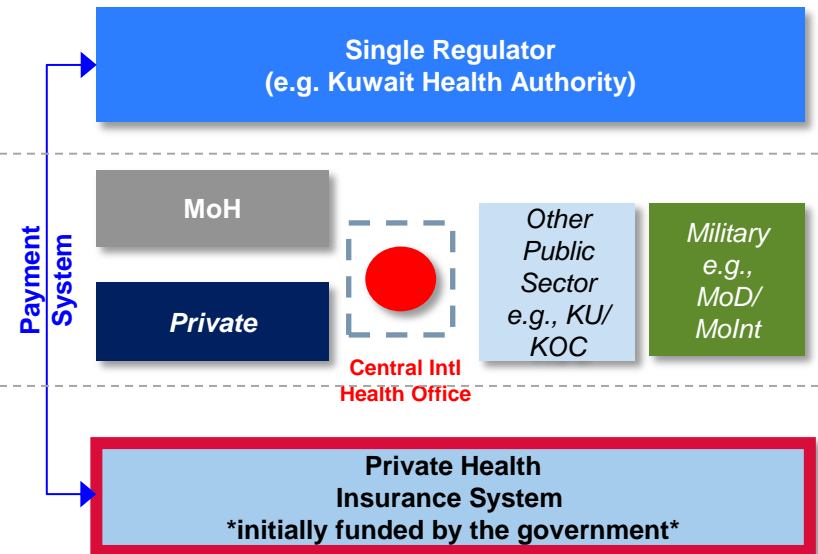
# The Kuwaiti patient is disenfranchised with the current state of the healthcare system, a change is needed

## Current State of System: Centralized

● Healthcare Abroad



## Recommended End State: Decentralized and Accountable



### Today

- Lack of focus among entities
- Lack of integration
- Overlap of services and lack of oversight on healthcare abroad (separate for each ministry)


### Results in

- Low utilization of current resources
- Lack of single country-wide master plan
- Wasteful expenditure of healthcare resources (fiscal, clinical and administrative)

### Benefits

- Increase patient choice leads to competition and improved performance orientation
- Double quality control through single regulator and insurance system
- Improved internal processes
- Decreased government expenditure on healthcare

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*“The state of our healthcare system is so deplorable, hospitals are so crowded, we must only have 1 doctor for every 10 people!”*

- Kuwaiti patient

# Overall perception of care is low, primary care access is superb, secondary care is acceptable and tertiary care is almost non existent

	<u>Primary</u>	<u>Secondary</u>	<u>Tertiary</u>
Ministry of Health	<ul style="list-style-type: none"> <li>▪ Access 24/7 in most areas</li> <li>▪ Free and treatment medication for nationals</li> <li>▪ Miniscule co-payments for expatriates</li> <li>▪ <i>Lowest quality perception</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Free and treatment medication for nationals</li> <li>▪ Miniscule co-payments for expatriates</li> <li>▪ Latest equipment</li> <li>▪ Long waiting times</li> </ul>	<ul style="list-style-type: none"> <li>▪ Free and treatment medication for nationals</li> <li>▪ Miniscule co-payments for expatriates</li> <li>▪ Latest equipment</li> <li>▪ Limited procedures and long waiting times</li> </ul>
Military and Oil Company	<ul style="list-style-type: none"> <li>▪ Private health insurance</li> <li>▪ Free and treatment medication for employees</li> <li>▪ <i>Used to have highest quality perception</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Private health insurance</li> <li>▪ Free and treatment medication for employees</li> <li>▪ <i>Used to have highest quality perception</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Private health insurance</li> <li>▪ Free and treatment medication for employees</li> <li>▪ <i>Used to have highest quality perception</i></li> </ul>
Private	<ul style="list-style-type: none"> <li>▪ <i>Highest quality perception</i></li> <li>▪ Perceived as profit motivated</li> <li>▪ Focus on beauty and cosmetics</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Highest quality perception</i></li> <li>▪ Perceived as profit motivated</li> <li>▪ Focus on beauty and cosmetics</li> </ul>	<ul style="list-style-type: none"> <li>▪ Virtually Non existent</li> </ul>

# Government care is very reactionary



GRAPHICS BY XAQUÍN G.V., RYAN MORRIS, KELSEY NOWAKOWSKI, AND JOHN TOMANIO, NG STAFF  
The map displays only those cases for which individual patient data can be tracked. SOURCES: ANDREW RAMBAUT AND PAUL WIKRAMARATNA, WORLD HEALTH ORGANIZATION; EUROPEAN CENTRE FOR DISEASE PREVENTION AND CONTROL.



# Government Preventative Medicine Tactics are too little too late



التطعيم التكميلي بطعم PCV13 الجديد  
لرياض الأطفال

- يرفع المناعة بنسبة 85 % عن الطعم السابق.
- يصنع في أوروبا ومعتمد من هيئة FDA.
- الطعم يستخدم بأمريكا والاتحاد الأوروبي.
- أوصت به لجنة التحصينات بالكويت.
- يحتوي على 6 أنماط جديدة للمرض.
- معتمد من منظمة الصحة العالمية.
- تبنت مأمونيته للملايين منذ 2008م.
- يستخدم للمواليد من 2010 بالكويت.

**الوقاية مسؤولية مشتركة**  
Prevention is a Joint Responsibility

طفلك ... أمانة ... بين أيديكم ... وأيدنا ... فشاركونا ...  
بادر في تطعيم طفلك برياض الأطفال بدولة الكويت مع تحيات وزارة التربية ووزارة الصحة

[www.kuwaitpneumococcalvaccinationcampaign.com](http://www.kuwaitpneumococcalvaccinationcampaign.com)

## Public Perception:

Unprofessional | Too late | Static | Soviet era



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# Six government entities send patients abroad

Send the majority of patients abroad

## Ministry of Health

Dr. Ali Al Obaidi



## Ministry of Defense

Sheikh Ahmad Khalid Al Hamad  
Al Sabah



## Kuwait Oil Company

Chairman, Sami Al Rushaid



## Amiri Diwan

Sheikh Sabah Al Ahmad Al Jaber  
Al Sabah



## Crown Prince Diwan

Sheikh Nawaf Al Ahmad Al Jaber  
Al Sabah



## Prime Minister's Diwan

Sheikh Jaber Al Mubarak Al  
Hamad Al Sabah





**MINISTRY OF HEALTH**  
 KUWAIT - ARABIAN GULF

وزارة الصحة  
 الكويت - الخليج العربي

Reference : .....  
 Date : 15/11/2011

**MEDICAL REPORT**

**NAME** : [REDACTED]  
**AGE** : 17 YEARS  
**FILE NUMBER** : 484985  
**NATIONALITY** : KUWAITI

The above named patient was involved in MVA (21/10/2014) and admitted to ICU  
 The patient sustained

- Liver tear grade III
- Bilateral basal lung contusion
- Undisplaced S.N fracture right humerus in arm sling
- Supra-condylar fracture right femur is accepted position and treated conservatively

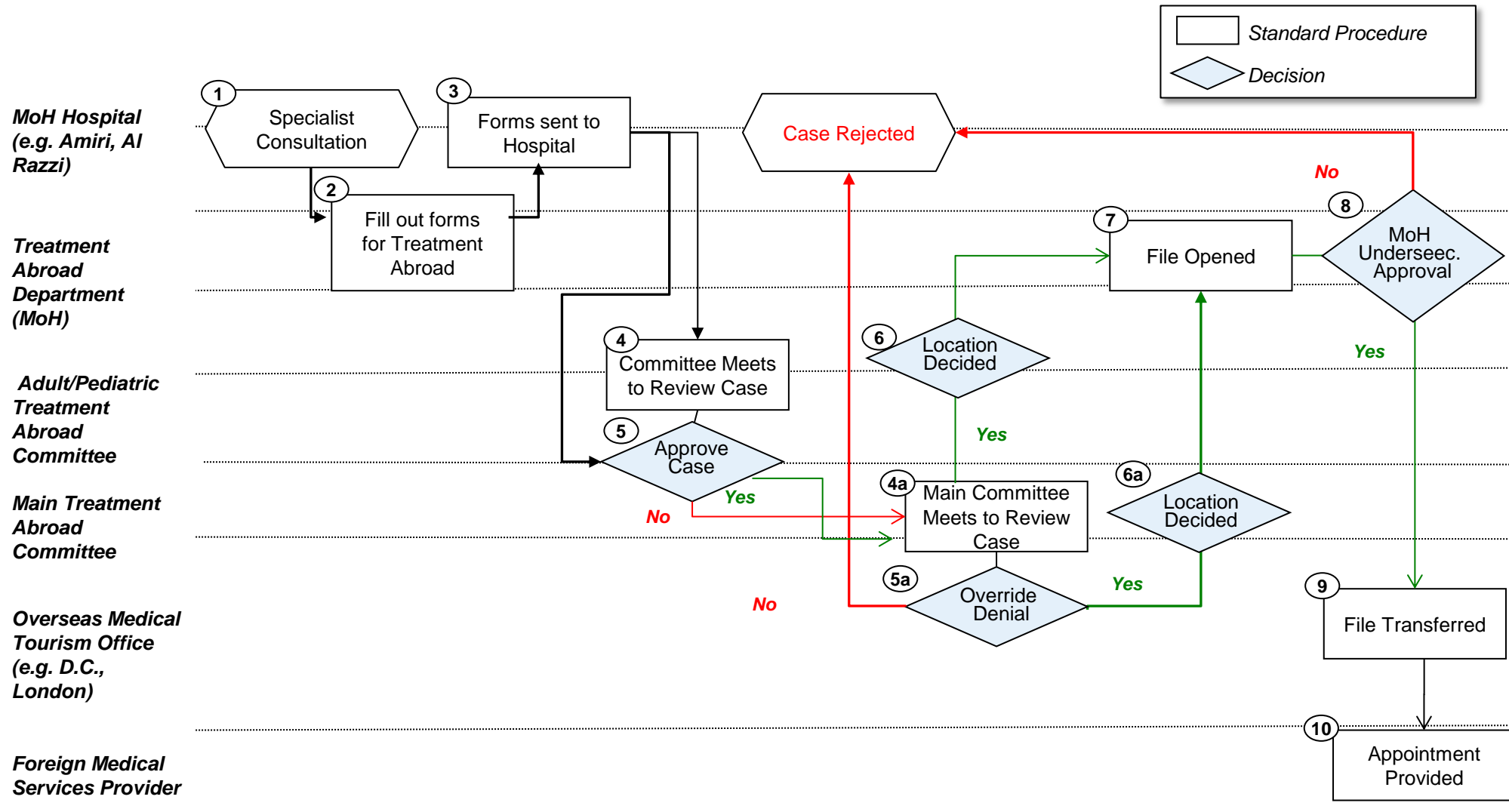
All fractures are uniting # D12 (stable)

Past history of surgical excision of medulloblastoma from brain (2001) complicated by quadriplegia  
 The patient is under care in Orthopedic Ward till today (15/11/2011).

Dr. Sami-Mohammed Al-Kurdi  
 Orthopedic Department  
 Al-Adan Hospital

CABLE: HEALTH KUWAIT			وزارة صحة الكويت		
	Admin. Affairs	Financial Affairs	Medical Stores	التوريدات	المخازن
P.O. Box No.	5	1519	22576	2576	1519
TELEX No.	22729	22291	22745	22745	22291
ZIP CODE	13001			13001	
7540 HA0009622				رقم البريد للوزارة	

# Four to five distinct departments are involved in sending patients abroad on behalf of the Ministry of Health (MoH)



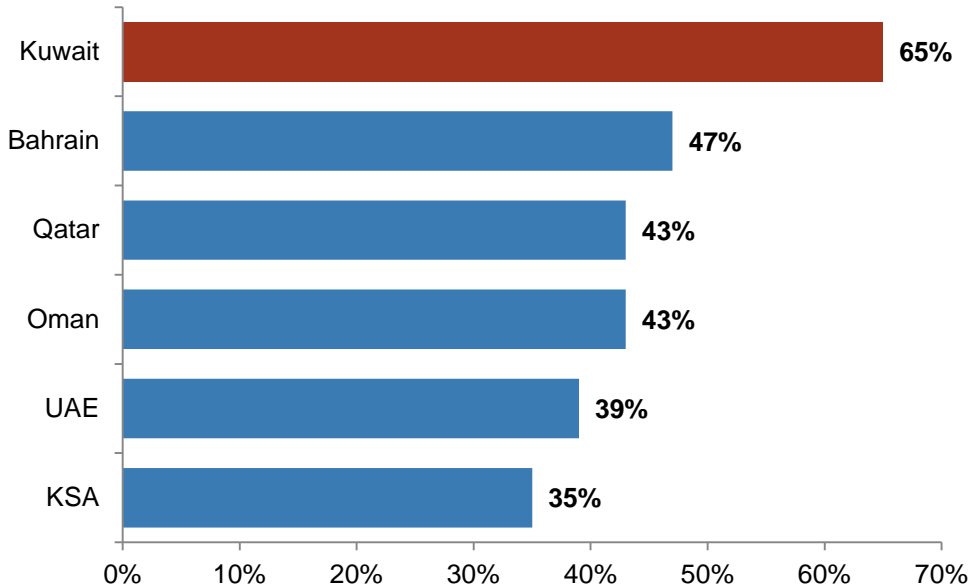




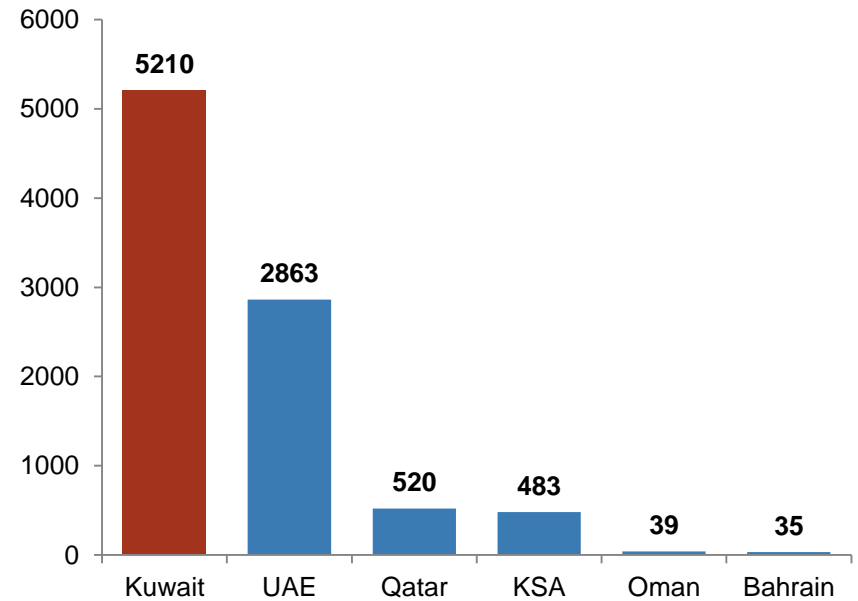


# Patient dissatisfaction with healthcare quality resulting in the preference for Kuwaiti patients to seek treatment abroad

Percentage of population who prefer medical care in another country



Number of patients sent abroad for treatment (1)



- The general public **perceives** there to be **lower quality healthcare** provided through both the government and private sector in the GCC and therefore prefer to be treated abroad
- It is reported that the **UAE** currently spends **\$2 billion (USD)** on treatment abroad (compared to \$1.8 billion USD that the government of Kuwait spends). Altogether the GCC is spending approximately **\$7.2 billion to 12 billion (USD)** on treatment abroad (with roughly **80%** of that spend representing the government spending)





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**Kuwait Health Assurance Company**

# Arabi group recently won the bid on the Kuwait Health Assurance Company (“KHAC”)

## Executive Summary

**Arabi Group Consortium**



*Implementation and Management*

**Kuwait Health Assurance Company (KHAC)**

**Immediate Goal**

- Establish KHAC Management Company

**Governance**

- Four board seats to Arabi Group Consortium
- Three seats shared by the government

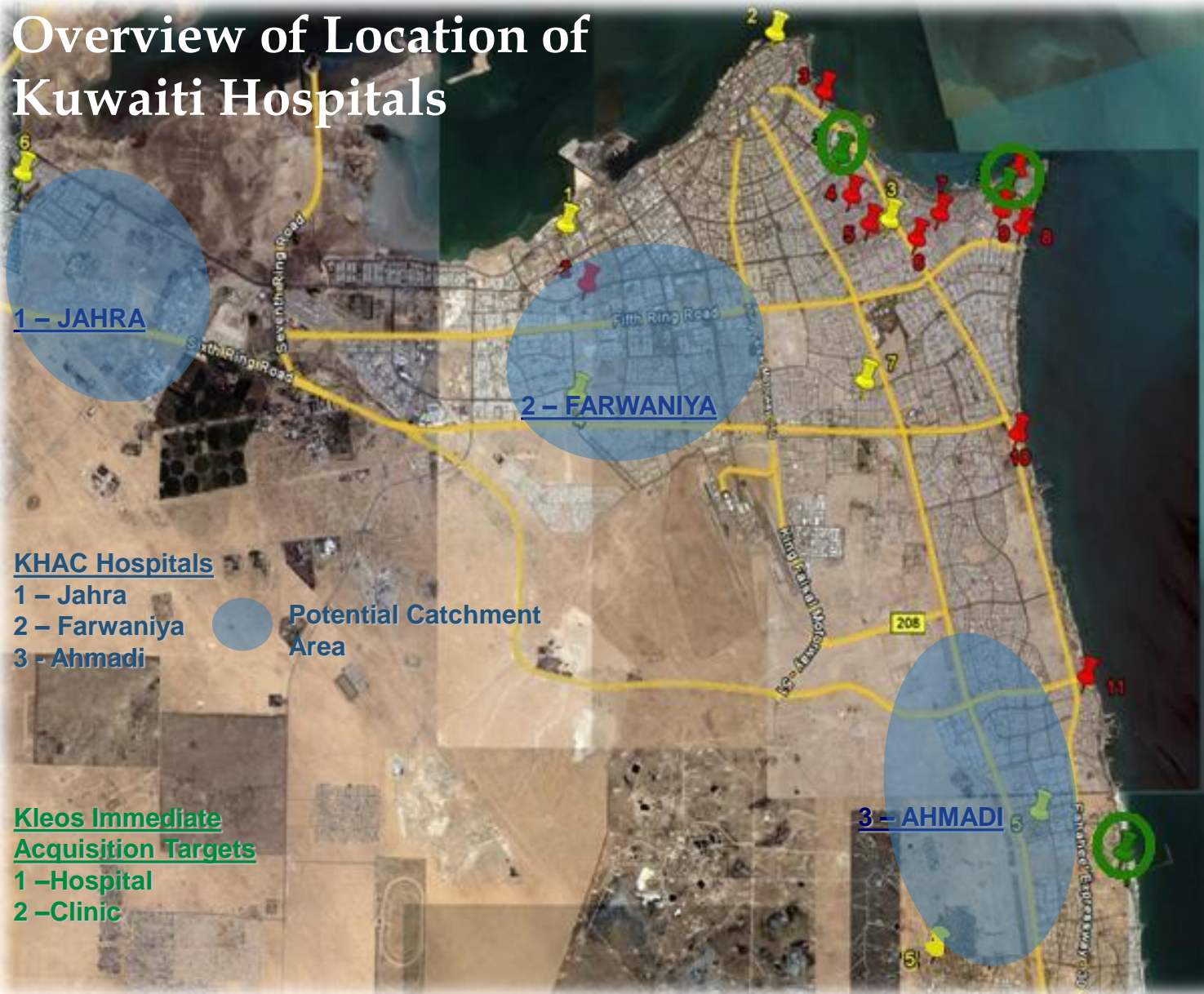
- Establishment and Management of three hospitals (~750 beds) in Jahra (Amghara), Farwaniya (Dhajeej) and Ahmadi (South Sabahiya)
- 10 primary care health clinics with one in at least each governorate
- One single day surgery center in Hawally
- ~ 1,000 doctors & 3,000 clinical staff
- Target Market: 1.2 to 1.7 million expatriate population of Kuwait working in private sector
- Compulsory Healthcare Assurance services
- Total Capital Cost to realize KHAC: 230 mn KD\*
  - 26% to Arabi Group for 66.7mn KD (163 fils/share)

**Key Success Factors**

- International Hospital Management Brand
- International Hospital Design Company
- International Health Insurance Company
- Investment Company/Private Equity Company
- PMCM Company
- CRO Company

Note: 1) Hospitals include both general and specialty hospitals, primary, secondary and specialty care clinics, and all auxiliary and health related facilities, \* According to KHAC Auction Document  
 PMCP: Project Management Project Construction, CRO = Contract Resource Organization

# Overview of Location of Kuwaiti Hospitals



## Government Hospitals

- 1 Sabah
- 2 Amiri
- 3 Mubarak
- 4 Farwaniya
- 5 Adan
- 6 Jahra
- 7 Jaber
- 8 Ahmadi (KOC)

## Private Hospitals

- 1 New Mowasat
- 2 Omoma
- 3 Salam
- 4 Dar Al Shifa
- 5 Royal Hyatt
- 6 Hadi
- 7 Rashed
- 8 Sief
- 9 International
- 10 Safat American
- 11 London



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**Local: The AbiDoc Cloud Based Network and System**

## ABIDOC IS THE BEST WAY TO BOOK A DOCTOR APPOINTMENT

AbiDoc provides a quick, convenient and secure way to book your doctor appointment

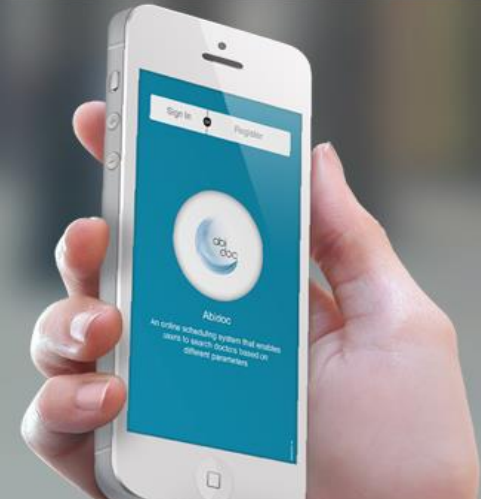
Choose the doctor's specialty from over 55 different medical, dental and surgical specialties

Select the area on the website or just Search Nearby using GPS on your Android or iOS device

Refine your search by insurance company/plan, reason for visit, the gender and language of the doctor

Browse the doctor list to learn more about their background including educational and clinical qualifications

Book a direct appointment by selecting the slots which are synced in real time with the doctor's schedule



## START SEARCH HERE

Find a doctor by specialty

Choose area

Doctor Search



## أفضل طريقة لحجز موعد مباشر مع الطبيب

AbiDoc يوفر وقتك، ويساعدك على حجز موعد مباشر مع الطبيب بكل السرية والأمان

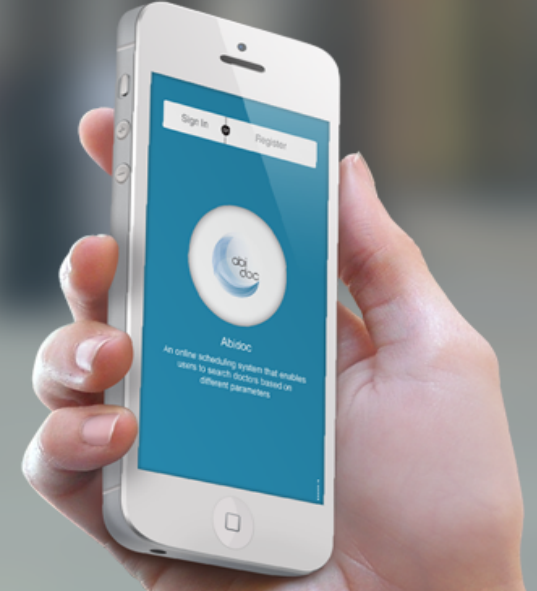
إختار تخصص الطبيب من بين 55 تخصص طبي وجراحي

إختار المنطقة على الموقع الإلكتروني أو ابحث من خلال نظام الجي ب إس على التطبيقات الهاتفية الذكية

يمكنك تعديل البحث من خلال اختيارك لشركة التأمين، سبب الزيارة، بالإضافة إلى جنس الطبيب و لغته

تصفح قائمة الأطباء لتتعلم المزيد عن سيرتهم الذاتية و خبرتهم ودراساتهم

إحجز موعد مباشر باختيارك لموعد شاعر في جدول الطبيب، يذكر بان جداول الأطباء جداول حصرية تتجدد بشكل فوري



## ابحث عن أطباء

▼ سأختار التخصص لاحقاً

▼ سأختار المنطقة لاحقاً

البحث عن الطبيب

# AbiDoc is at its core an online directory, patient scheduling and reminder service that connects doctors to patients

## Step 1 – Accurate search

Search for a **doctor** based on **specialty, location, insurance carrier and plan, reason for visit, language, and/or gender**

## Step 2 – Transparent research

Learn more about a doctor including **educational background, board certifications, and professional memberships**

## Step 3 – Convenient booking

Choose an **available date and time** and **book an appointment directly online** and/or through a **contact center**

Before your search or book an appointment

Call Center +966 607 22 635

Search for a doctor name to learn more or click on a time to book an appointment

Dentist	Payment	Wed	Thu	Fri	Sat	Sun	Mon	Tue
Dr. Salwa Jeragh Dr. Salwa Jeragh Clinic Salinya Block 2, Hamad Al-Mubarak Street, Unit Data Tower, Floor 1, Suite 1 Specialties Dentist Orthodontist (Dental Braces)	Insurance \$100.00-\$150.00 \$100.00-\$150.00 \$100.00-\$150.00 \$100.00-\$150.00 \$100.00-\$150.00 \$100.00-\$150.00 \$100.00-\$150.00 \$100.00-\$150.00	08:00-14:00	08:00-14:00	08:00-14:00	08:00-14:00	08:00-14:00	08:00-14:00	08:00-14:00

Back to search results

Dr. Salwa Jeragh  
Dr. Salwa Jeragh Clinic  
Block 2, Hamad Al-Mubarak Street, Unit Data Tower, Floor 1, Suite 1  
Specialties  
Dentist  
Orthodontist (Dental Braces)

Book Your Appointment

Wed	Thu	Fri	Sat	Sun	Mon	Tue
08-03-14	08-03-14	07-03-14	08-03-14	08-03-14	08-03-14	08-03-14
				08:00-14:00	08:00-14:00	08:00-14:00
				08:15-14:00	08:15-14:00	08:15-14:00
				08:30-14:00	08:30-14:00	08:30-14:00
				08:45-14:00	08:45-14:00	08:45-14:00

1 Choose your insurance  
2 What's the reason for your visit?  
3 Click a time on the calendar to book

Languages Spoken  
Arabic

Education  
MSc Orthodontics - Eastman Institute, University College of London, UK  
BSc, London, UK

Book Your Appointment

Appointment Information Patient Information Details Finished!

Have you been seen by this doctor before?  
 Yes, I'm an existing patient  
 No, I'm a new patient

Will you be using insurance?

I'll choose my plan later

Why are you seeing the doctor?

Book for Free

Salwa Jeragh  
Dr. Salwa Jeragh Clinic  
Salinya  
Block 2, Hamad Al-Mubarak Street  
Unit Data Tower  
Floor 1, Suite 1  
Sunday, March 09, 2014  
06:00 pm

- Patients can more easily find, learn about, and book an appointment with a doctor that fits their needs
- Doctors can more effectively market themselves to patients and fill out empty appointment slots



Refine your search or book an appointment

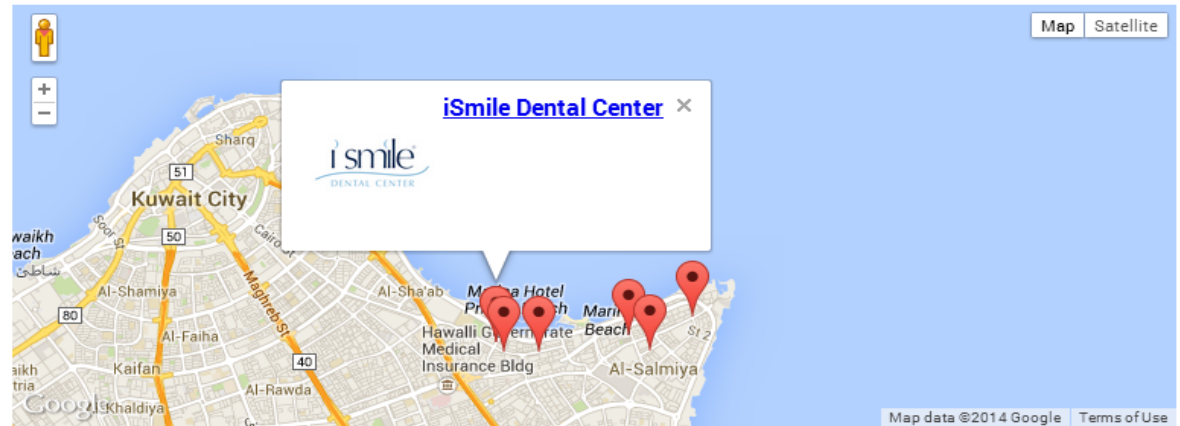
Dentist

in

who accepts

What's the reason for your visit?

[Refine Search](#) [Search By Language or Gender](#)



Click on a doctor name to learn more or click on a time to book an appointment



**Dr. Salwa Jeragh**  
Dr. Salwa Jerag...  
Salmiya  
[Book Online](#)

Enter your insurance and plan at the top of the page.

previous	2014						next
	<b>Tue</b> 01-04	<b>Wed</b> 02-04	<b>Thu</b> 03-04	<b>Fri</b> 04-04	<b>Sat</b> 05-04	<b>Sun</b> 06-04	<b>Mon</b> 07-04
	05:00 pm 05:15 pm 05:30 pm <a href="#">more</a>	05:00 pm 05:15 pm 05:30 pm <a href="#">more</a>	05:00 pm 05:15 pm 05:30 pm <a href="#">more</a>		05:00 pm 05:15 pm 05:30 pm <a href="#">more</a>	05:00 pm 05:15 pm 05:30 pm <a href="#">more</a>	05:00 pm 05:15 pm 05:30 pm <a href="#">more</a>



**Dr. Haithem Dhan**  
180 Clinic  
Salmiya  
[website/profiles.php?url=ismile](#)

Enter your insurance and plan at the top of the page.

previous	2014						next
	<b>Tue</b> 01-04	<b>Wed</b> 02-04	<b>Thu</b> 03-04	<b>Fri</b> 04-04	<b>Sat</b> 05-04	<b>Sun</b> 06-04	<b>Mon</b> 07-04



### 180 Clinic

**Salmiya**  
Block 1 , Homoud Zaid Al-Khalid Street , Unit 11+30 - Medical Clinic Building  
Floor 8 & 9



Click on a doctor name to learn more or click on a time to book an appointment



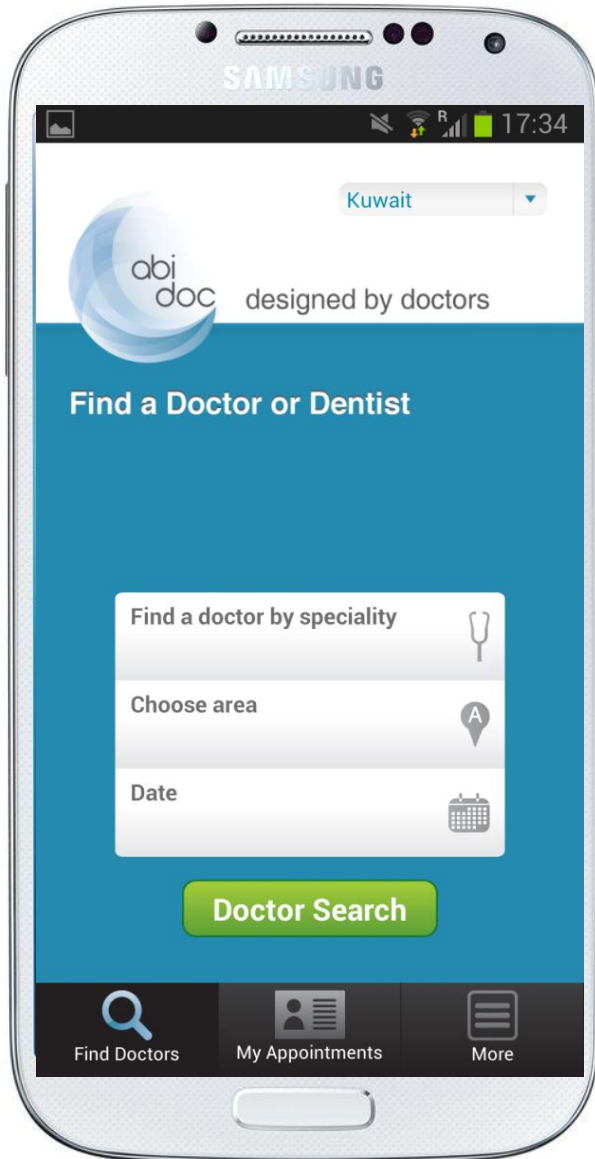
**Dr. Sherry Saher**  
Dermatologist (Skin)

previous		2014					next
<b>Tue</b> 01-04	<b>Wed</b> 02-04	<b>Thu</b> 03-04	<b>Fri</b> 04-04	<b>Sat</b> 05-04	<b>Sun</b> 06-04	<b>Mon</b> 07-04	
01:00 pm	09:00 am	09:00 am		09:00 am	09:00 am	09:00 am	
01:15 pm	09:15 am	09:15 am		09:15 am	09:15 am	09:15 am	
01:30 pm	09:30 am	09:30 am		09:30 am	09:30 am	09:30 am	
more	more	more		more	more	more	



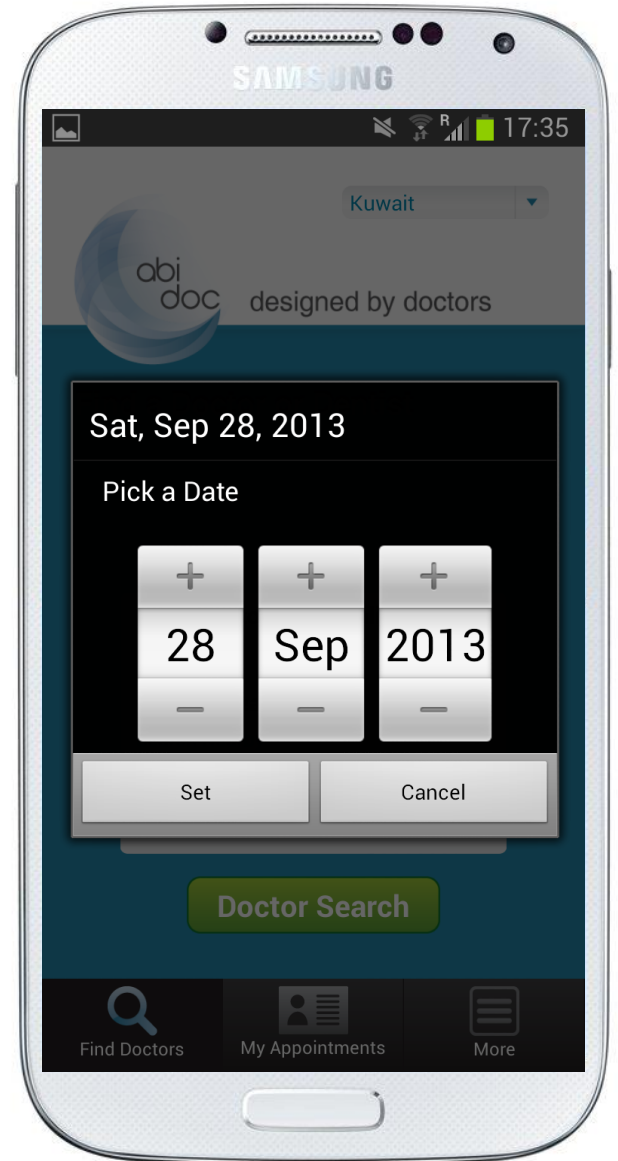
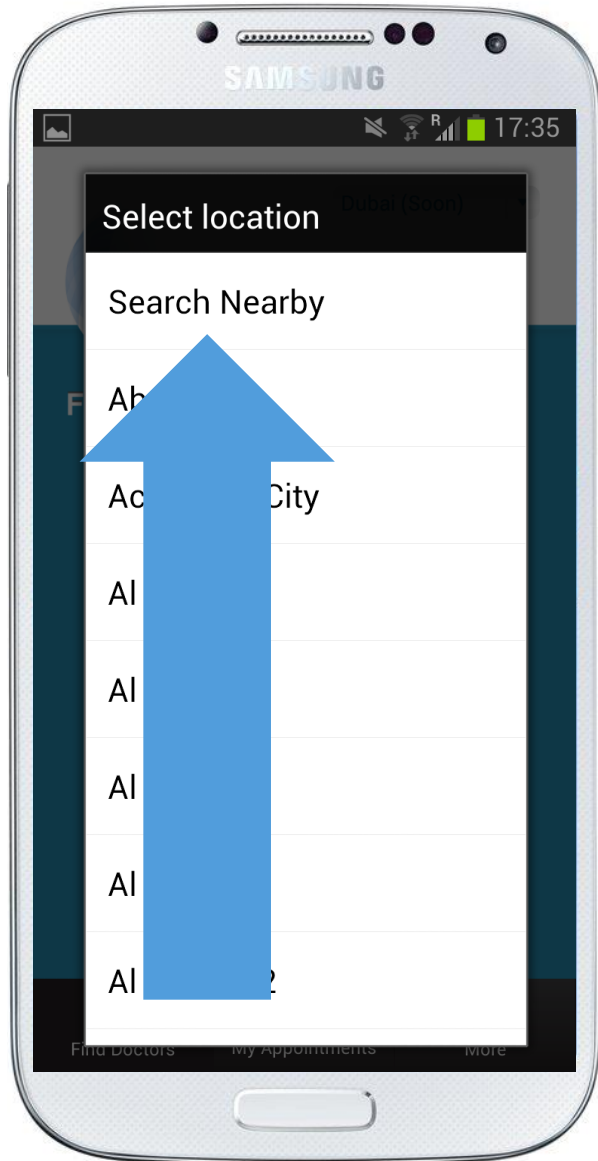
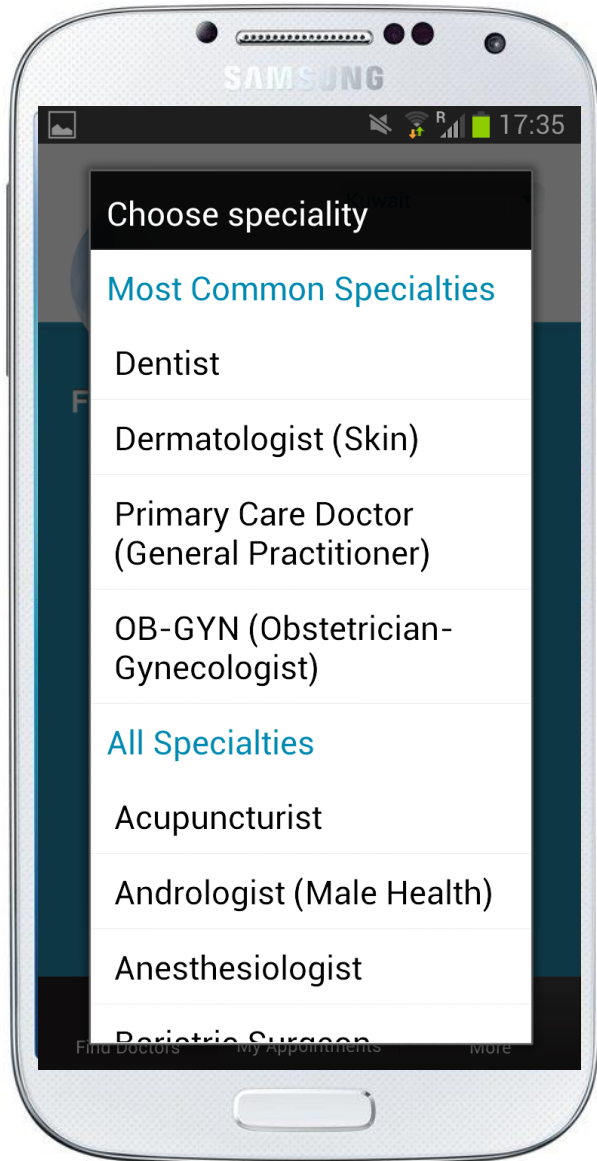
**Dr. Haithem Dhan**  
Dentist  
Orthodontist (Dental Braces)

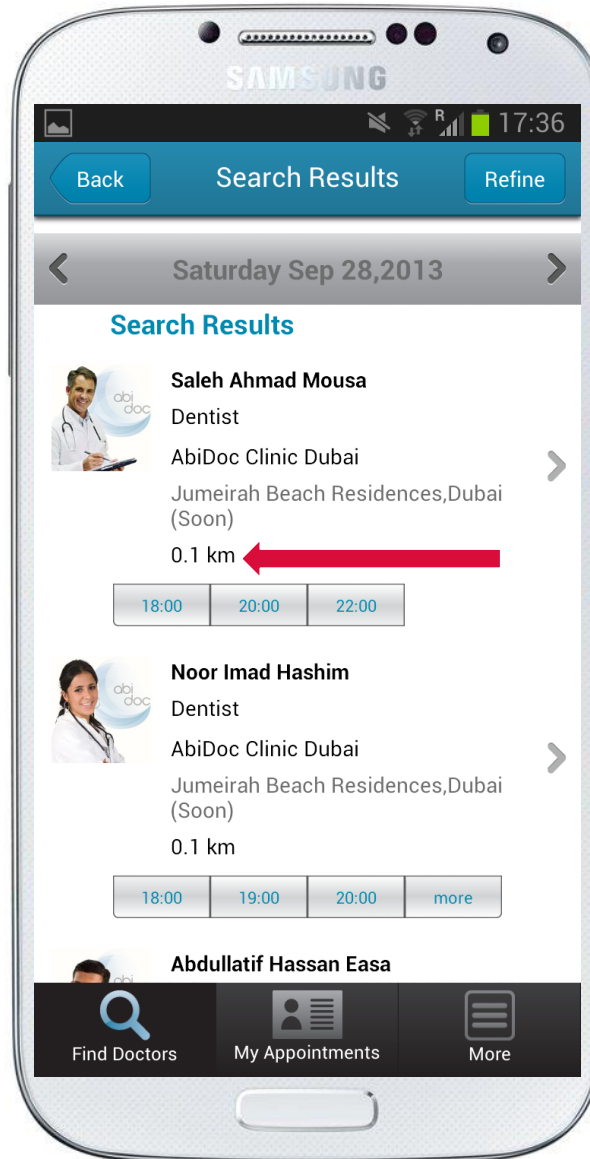
previous		2014					next
<b>Tue</b> 01-04	<b>Wed</b> 02-04	<b>Thu</b> 03-04	<b>Fri</b> 04-04	<b>Sat</b> 05-04	<b>Sun</b> 06-04	<b>Mon</b> 07-04	
04:00 pm	10:00 am	10:00 am		10:00 am	10:00 am	10:00 am	
04:15 pm	10:15 am	10:15 am		10:15 am	10:15 am	10:15 am	
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more	more	more		more	more	more	

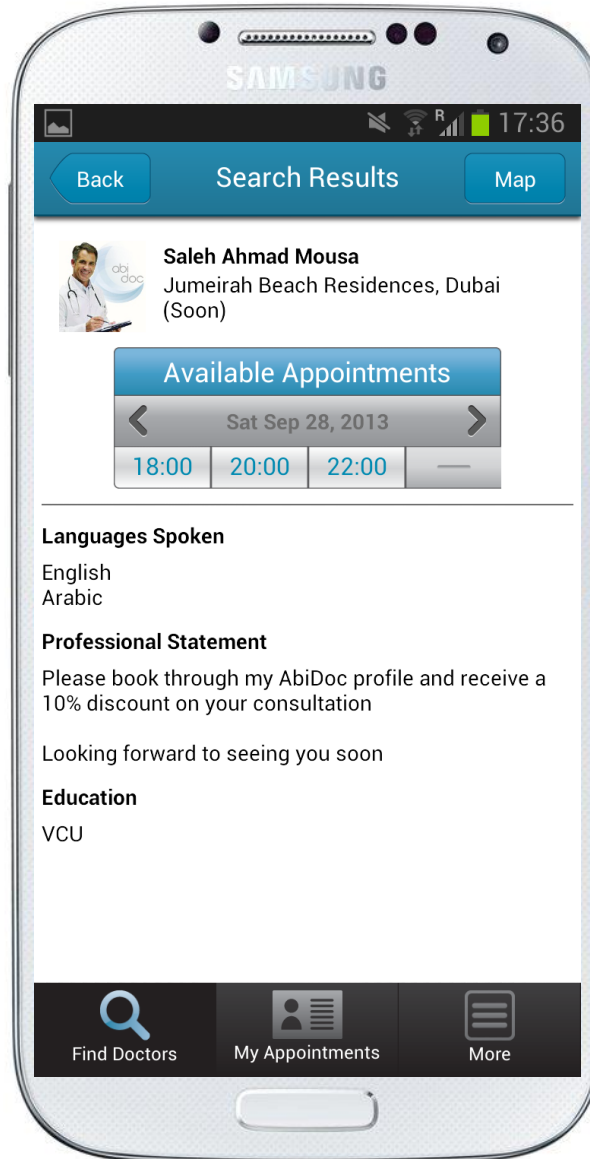


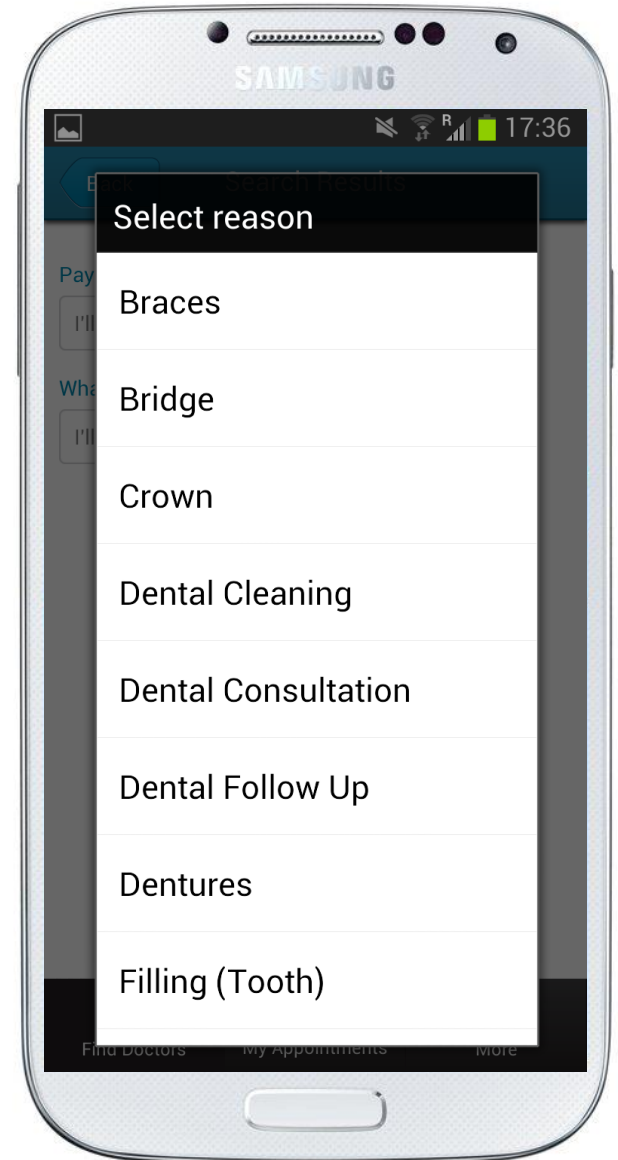
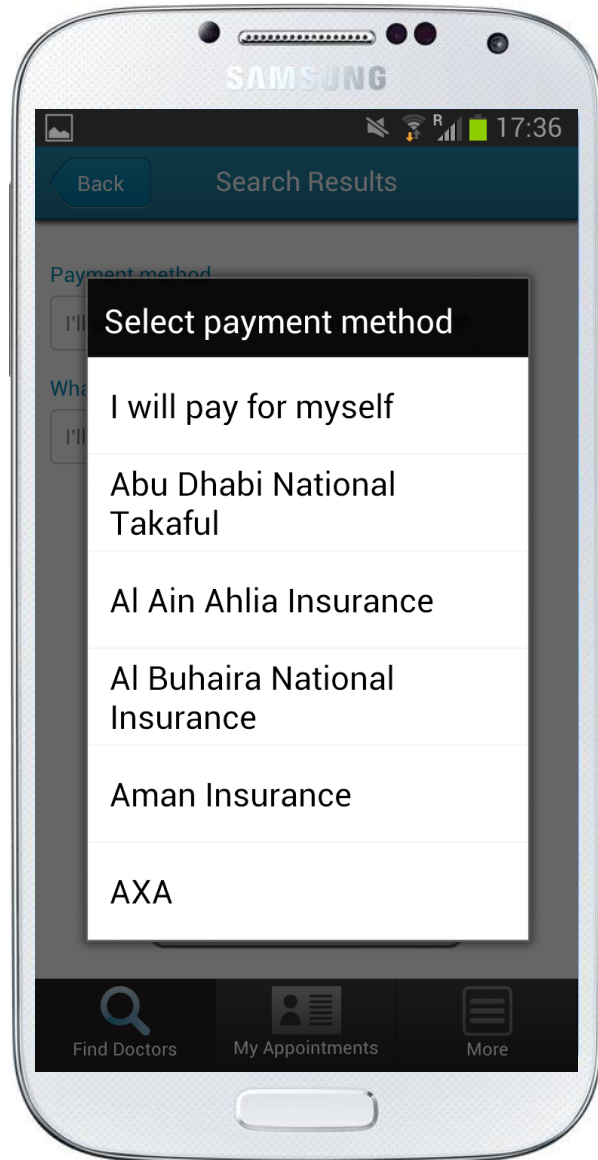
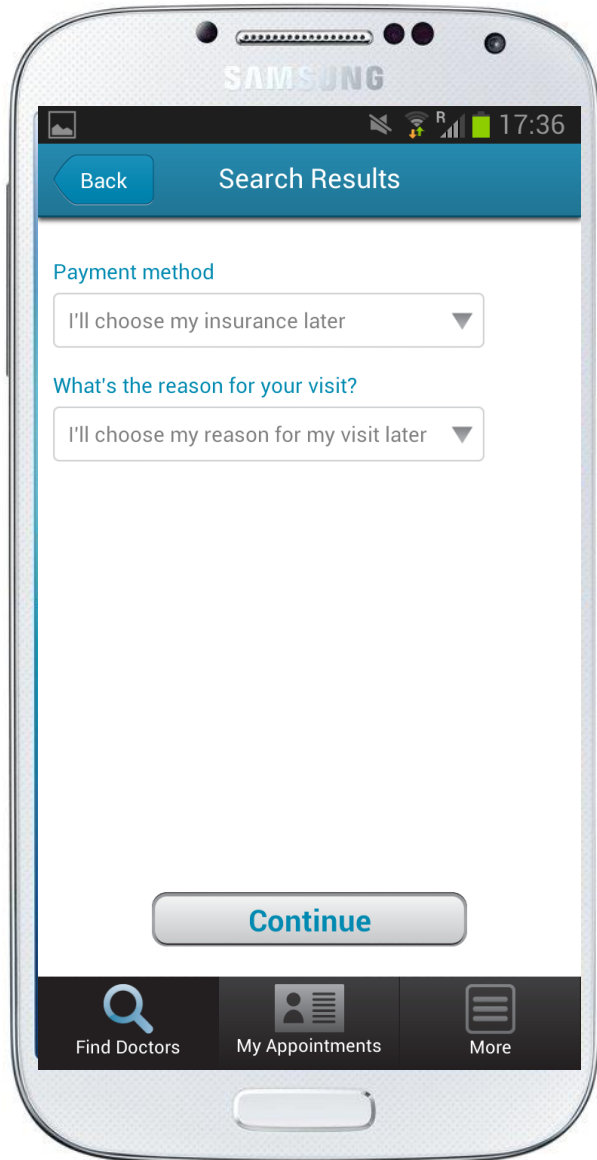
- Available on **Android** and **iOS**
- **GPS** based search
- **Notification reminders** 24 and 3 hours before appointment
- Booking process **duration** < 1 minute
- On **browsers**, AbiDoc's platform is **responsive**, with the layout adjusting depending on the size of the screen and/or window detected

Whether the **website** or the **mobile applications**, the **AbiDoc platform** is under **continuous development**

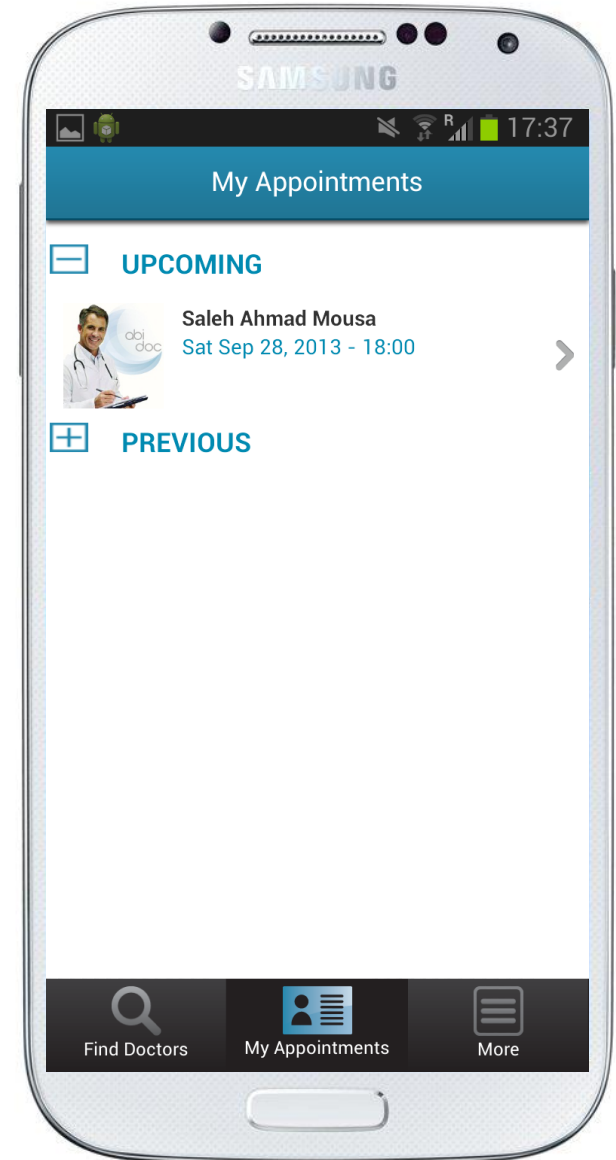
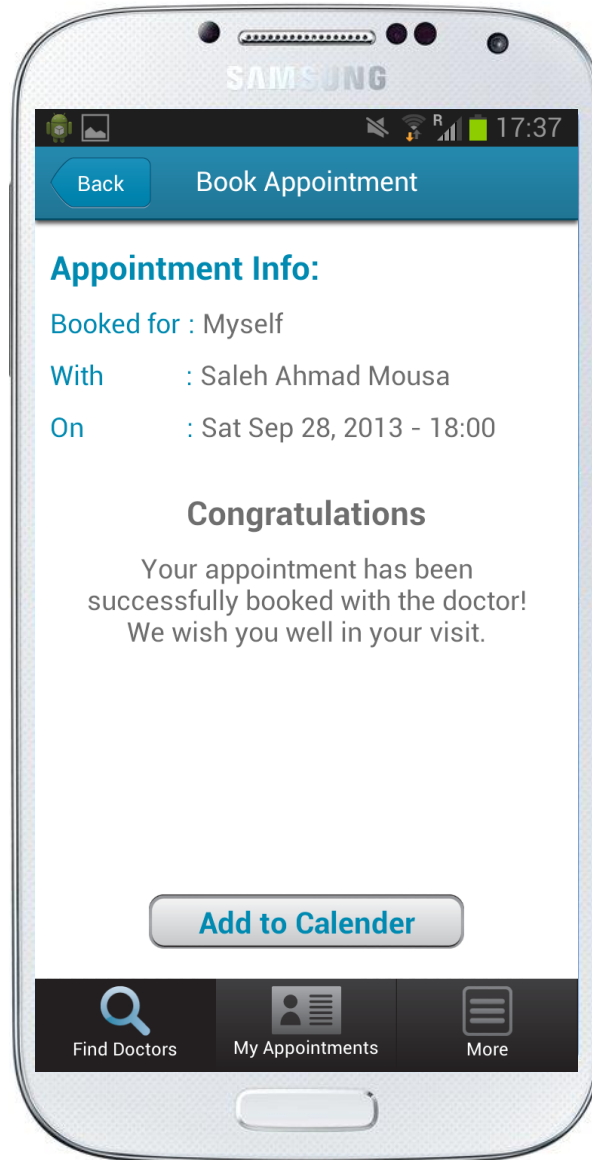
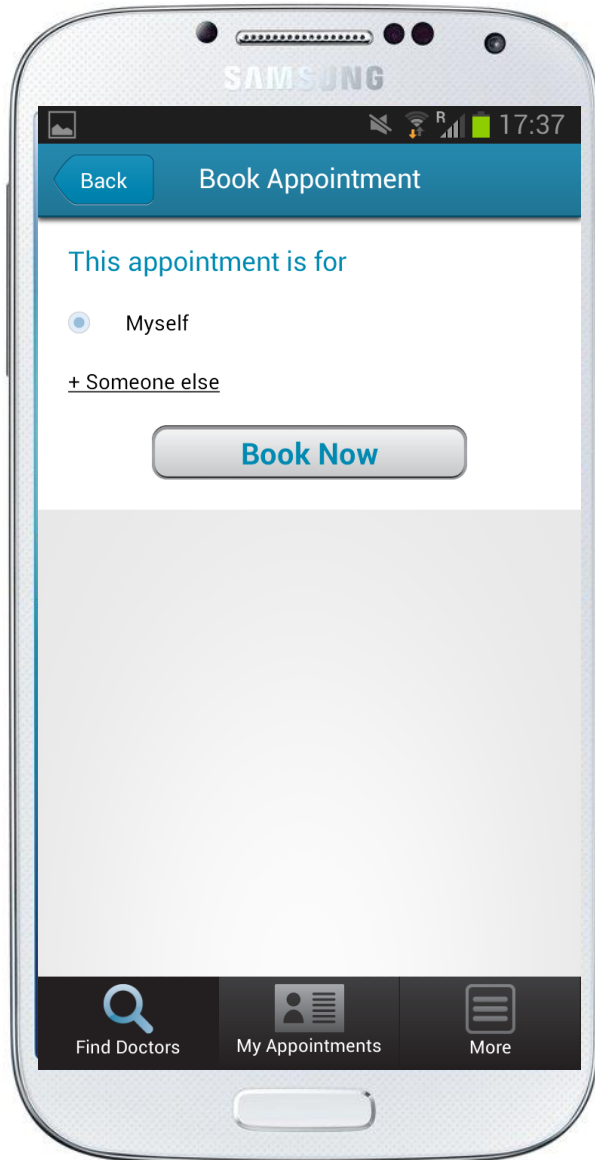








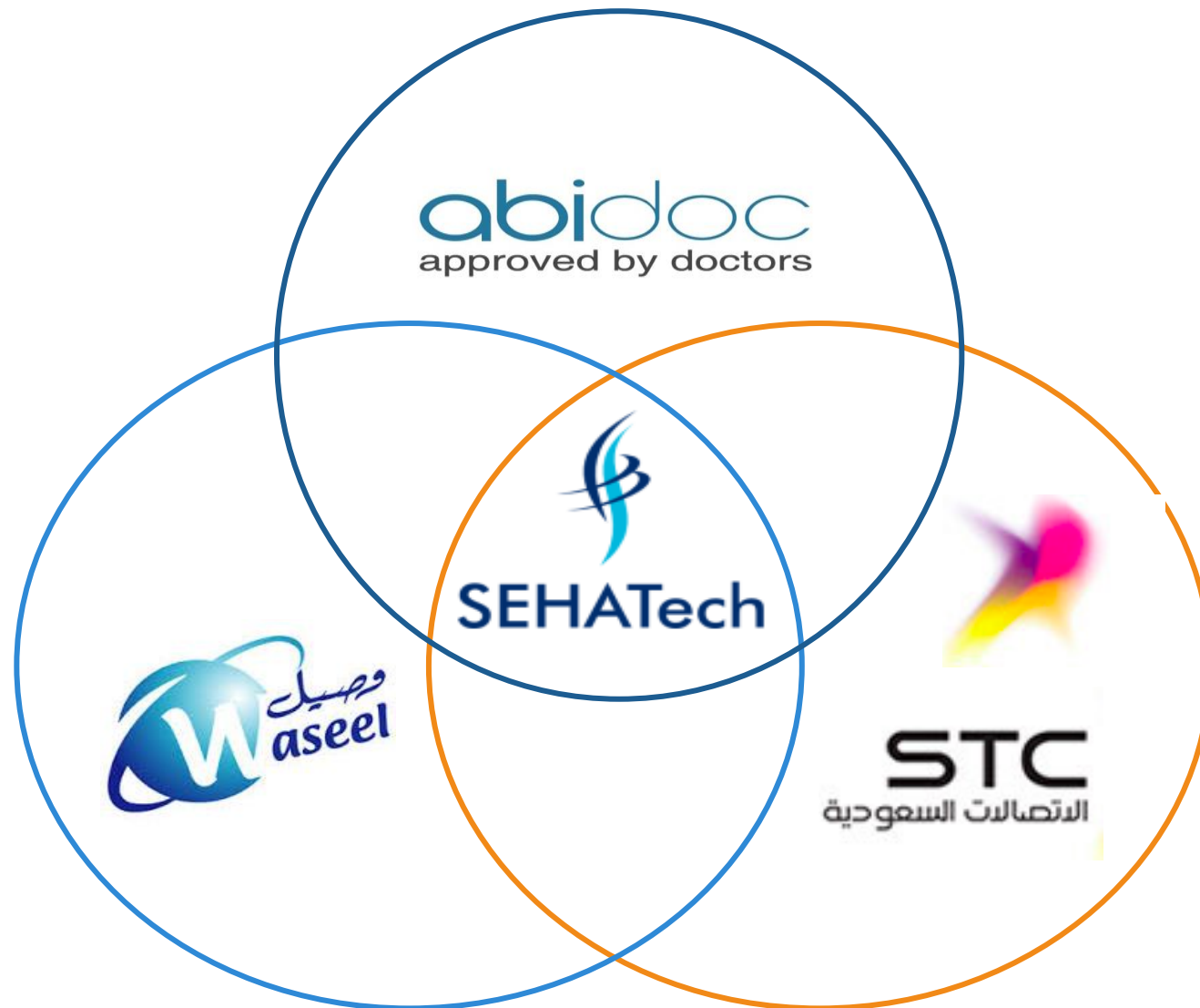






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# AbiDoc is only the beginning...introducing SEHATech



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# SEHATech combines the vision of AbiDoc with the execution strength of Waseel and the reach of Saudi Telecom (STC)

- **AbiDoc:** is the Middle East region's first cloud based scheduling solution that allows patients to book direct appointments with doctors online through a website and both iOS and Android
- **Waseel:** created a link between 13 major insurance companies, 110 hospitals and over 1390 clinics and medical centers in Saudi Arabia running around 1.7 mn online transactions per month
- **Saudi Telecom:** STC is the regions largest telecommunications and IT provider with 150bn SAR of revenue through mobile, fixed line and enterprise services with customers in 10 countries in Asia and Africa



<http://www.abidoc.com/>



<http://www.waseel.com/>



<http://www.stc.com.sa/>

# We aspire to establish SEHATech as the health IT hub of MENA

*SEHATech: A Cloud-based Hub for "all things Health IT" in MENA*



- **Health Information System (B2B) Hub:**
  - SEHATech plans to migrate all hospital/clinic administrative procedures onto its proprietary cloud based system
  - These include: EHR, Medical Charting, Billing, Accounting, Inventory Management, Imaging (RIS/PACS), etc.
  - Directory and scheduling platform is currently online via [www.AbiDoc.com](http://www.AbiDoc.com)
- **Predictive Analytics (B2B):**
  - Healthcare in the MENA region suffers from opacity and lack of information on quality
  - SEHATech plans to address that gap and become the number one reference for healthcare quality indicators through its AbiDoc Quality Algorithm that will quantitatively indicate a regions top doctor, clinic, hospital and even insurance plan
- **Disease Management (B2B):**
  - As the MENA private insurance market evolves, SEHATech will develop the regions first Disease Management platform whereby patient treatment plans are vetted before the procedure as opposed to a bulk discount
  - SEHATech will also offer medical Q&A services online
- **Doctor eStore (B2B):**
  - As AbiDoc will already have the largest network of doctors in MENA, an online store can be developed that will allow these doctors to buy their medical supplies
  - Orders will be automatically generated by the AbiDoc HIS Inventory Management module with preselected vendors while offering SEHATech doctors a bulk discount



Appointments

Today's Appt

Doctors

Personal

Patients

Schedules

My Account

## Doctors

- 1- Dr. Abdul Latif Al Easa
- 2- Dr. Mustafa Khalid
- 3- Prof. Saleh Mousa
- 4- Dr. Noor Hashim
- 5- Prof. Hadi Barrak

Electronic Health Records

Clinical Capacity Reports

Digital Imaging Module

Patient Experience Reports

Laboratory Module

Health Industry Statistics

# SEHATech is developing partnerships with leading technology companies to improve access and accountability in MENA health



NANTHEALTH  
Wisdom Within Reach



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Introduction to Kuwaiti Healthcare System

Patient Experience Today

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**Introducing MEDtrip, the world's first multi-lingual medical tourism portal available in Arabic, English, Spanish and Mandarin**



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A global directory and resource for Medical Tourism

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## Hospital Israelita Albert Einstein (HIAE)

São Paulo, Brazil



[Learn More](#)



**JCI - Hospital Accreditation**  
HIAE was accredited for the third



**MD Anderson Cancer Center**  
HIAE has been affiliated with the MD



### The Doctor-Patient Gap

Are you scared to discuss care related issues with your doctor?



### Why Dental Tourism is Good for Your Teeth and Wallet

Traveling overseas for your next dental could make financial sense.



### Women and Falling Fertility

Find out how we can help you get affordable IVF treatments.



### Cosmetic Surgery Abroad

Safe and reliable medical tourism hotspots to go under the knife.



# Thank you



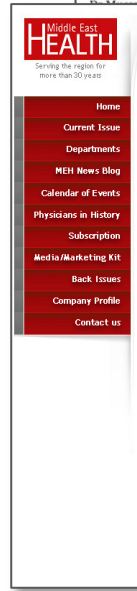
Middle East healthcare leaders have turned to Kleos for insights, trends and direction on local healthcare issues

Kleos has a demonstrated track record of identifying trends and leveraging key market insights that drive change in the current MENA healthcare affecting the way that health services will be delivered in the future.

With deep knowledge in both the public and private sectors, Kleos is a proven and valued resource for the region



Mideast gov't spends \$7.5bn on overseas treatment



### Kuwait Report

## Government to spend billions on major healthcare overhaul

The Kuwait Government has embarked on an ambitious and far-reaching healthcare reform plan for the benefit of its citizens. Dr. Musaad Al-Razouki looks at the scope and structure of the reform plan, which includes a wide array of healthcare projects totalling billions of dollars.



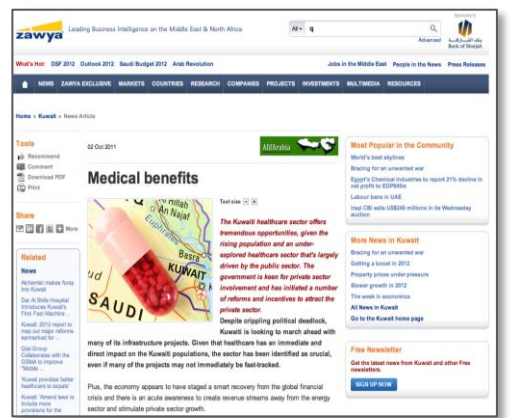
The Kuwait Ministry of Health (MoH) and other healthcare stakeholders in Kuwait are embarking on an ambitious reform plan as part of the Government of Kuwait's 37 billion KD (about US\$110 billion), five year Development Plan (2010-2014), which is an amalgamation of 231 policies created by the Kuwaiti Supreme Council for Planning and Development. The first Annual Plan (2010-11) included more than 800 projects (including 40 healthcare projects) divided according to the following three enclaves:

- Establishment of New Companies - where joint ownership is shared between the State and the Private Sector, usually according to a predetermined framework, such as the Privatization Law (Law 10 for 2010)
- Strategic Public Private Partnerships (PPPs) - e.g. Build Operate Transfer (BOT) Projects
- Typical Tenders for Services - i.e. Government to Business (G2B) contracts

A further approximately 1200 projects are scheduled for the second Annual Plan (2011-2012).



www.AbiDoc.com



zawya

### Medical benefits

The Kuwait healthcare sector offers tremendous opportunities, given the rising population and an under-explored healthcare sector that is largely driven by the public sector. The government is keen for private sector involvement and has initiated a number of reforms and incentives to attract the private sector.

Despite ongoing political deadlock, Kuwait is looking to march ahead with many of its infrastructure projects. Given that healthcare has an immediate and direct impact on the Kuwaiti populations, the sector has been identified as crucial, even if many of the projects may not immediately be fast-tracked.

Plus, the economy appears to have staged a smart recovery from the global financial crisis and there is an acute awareness to create revenue streams away from the energy sector and stimulate private sector growth.

## For more info visit [www.kleoshealth.com](http://www.kleoshealth.com)