

Quality means doing it right when no one is looking -Henry Ford

FROM THE CEO'S DESK!

Dear Readers,

On behalf of the City Clinic Group Management, I would like to place on record the hard work and meticulous efforts put in place by our employees to achieve the ACHSI (Australian Council on Healthcare Standards International) Accreditation. It indeed was a team effort by the esteemed staff of City Clinic Family showing palpable difference in the Quality of services provided to our patients. This has been reviewed by the ACHSI team during their onsite inspection in the month of March, 2024. All our policies and procedures are now in line with MOH Kuwait guidelines and International standards. We would like to thank our patients, well-wishers and friends for their constant feedback and support. We look forward to providing quality healthcare to all our patients who enter through our portals of care.



Ms. Annie Valsan
CEO City Clinic Group
Kuwait

EXCERPTS FROM ACHSI ASSESSORS ABOUT CITY CLINICS KUWAIT



The newest clinic at Khaitan is modern and spacious and includes additional Specialties; Orthopedics, ENT, and will be shortly commencing Ophthalmology.

"Informative website, Well scripted Newslines, user friendly EMR, Well developed HIS (Hospital Information Systems) highly skilled medical experts, experienced Nursing team"

"a great family oriented culture with many employees remaining with minimal attrition"

"level of patient satisfaction remains at a high-level with the Kuwait City clinic- City Clinic Mirqab being one of the clinics of choice in this area"

"very impressed with the staff culture, noting a vibrance and very positive approach with this new assessment process"

"The Assessment Team would like to highlight the excellent CCG Team who has demonstrated a very positive attitude towards improvement and patient safety"

"following the previous assessment, the management and the quality improvement team have made and introduced many changes which has led to an improvement and efficiency in the safe care provided. Most of these changes have been introduced in a short span of time"

**CITY CLINICS IN
MIRQAB, FAHAHEEL,
MAHBOULA AND KHAITAN
are now
accredited!**

The very first clinic with ACHSI Accreditation in Kuwait



CITY CLINIC GROUP CROWNED WITH ACHSI ACCREDITATION

The accreditation by the Australian Council on Healthcare Standards International (ACHSI) is a testament to the exceptional standards upheld by City Clinic Group across all its facilities. It reflects the Clinic's adherence to rigorous International Standards and best practices in healthcare delivery. At the heart of this achievement is the collective effort of the Clinic's healthcare professionals, including doctors, nurses, allied health professionals, administrative staff, and support personnel. Their relentless dedication, hard work, and unwavering commitment have been instrumental in attaining this prestigious accreditation. The journey towards ACHSI accreditation has been marked by 15 months of extreme dedication and perseverance. It involved meticulous attention to detail, stringent quality control measures, and continuous improvement initiatives across all aspects of patient care and operational processes. City Clinic Group takes immense pride in being the first polyclinic in Kuwait to achieve this esteemed accreditation from ACHSI. This accomplishment not only sets a benchmark for excellence in healthcare delivery but also underscores the Clinic's position as a leader in the industry. In addition to the team's dedication and the Clinic's commitment to quality patient care and safety, City Clinic Group acknowledges the invaluable support and trust of its patients and the wider community. The journey towards ACHSI accreditation would not have been possible without their confidence and partnership. As City Clinic Group celebrates this milestone, it reaffirms its pledge to continue serving the community with compassion, excellence, and integrity. The ACHSI accreditation not only validates the Clinic's commitment to quality but also instills confidence in patients, assuring them of receiving world-class healthcare services at City Clinic Group's facilities. City Clinic Group looks to the future, it remains dedicated to upholding its core values of truth, excellence, and patient-centered care. With a legacy built on compassion, innovation, and integrity, City Clinic Group continues to redefine healthcare standards, setting new benchmarks for quality and professionalism in the industry.



Jonathan Paul Ilamaran
Corporate Quality Manager
City Clinic Group



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AS THE INTERNATIONAL
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CONTACT US FOR PATIENT APPOINTMENTS & REFERRALS TO THESE HOSPITALS

CITY CLINIC KUWAIT- OUR QUALITY JOURNEY



City clinic group undergone ACHS inspection in last December that had some notification on EMR and different policies. Cooperation between Management and Medical Committee were carried out to establish updated working system in CCG according to updated MOH protocols of primary health care providers and other clinical guidelines that was instructed to and approved by all CCG medical staff with re-evaluation by ACHS committee all defaults were corrected and the work system obtained benefits like a medical staff were encouraged to update their knowledge continuously according to updated clinical guidelines which qualify our medical care. Enhancing ability of our medical provider to deal with different emergency cases according to clinical guidelines. Accept the confidence and trust of our patients and customers being qualified by ACHS.

Dr Amar Ahmed
CITY CLINIC KHAITAN



The ACHSI journey in City Clinic Mahboula has been a game changer for our facility. There has been a significant improvement in the quality of healthcare services we provide. The accreditation has enabled us to tap into a wealth of professional knowledge and expertise, leading to enhanced clinical operations and better patient outcomes. Our clinic now boasts of proper documentation and efficient tracking systems, ensuring that all our services are delivered with precision and accuracy. Through the ACHSI accreditation, we have elevated our standards and are committed to ensuring the utmost satisfaction of our patients

Nurses Mahboula



The odyssey towards ACHSI not only reshaped our clinic's infrastructure but also revitalized our approach to patient care. The management under the guidance of the CEO, the Branch Managers, Doctors, nurses, receptionists, lab technicians, and cleaners united in a collective mission to elevate standards, resulting in a profound shift in patient experience. Through adherence to guidelines and protocols, every interaction now exudes empathy, precision, and efficiency. Patients no longer navigate a labyrinth of uncertainties; instead, they encounter a seamless journey guided by a team committed to their well-being. The overwhelmingly positive response from patients mirror our dedication, affirming that our transformation transcends accreditation; it's a testament to our unwavering commitment to compassionate, high-quality care.

Dr Fahad farooq
CITY CLINIC FAHAHEEL



As a proud member of City Clinic in Kuwait City I Dr. Amina Shajahan am honored and elated to know that we have achieved accreditation from the Australian Council on Healthcare Standards (ACHS). This accomplishment fills me with immense pride and gratitude. It validates our unwavering commitment to excellence in patient care, safety, and quality. this, we assure our community of the highest standards in healthcare delivery. This accreditation opens doors to enhanced trust, credibility, and opportunities for continuous improvement. Together, we embark on a journey of excellence, ensuring a brighter, healthier future for all.

Dr Amina Shajahan
CITY CLINIC MIRQAB



It is my pleasure to said that I gained a lot of information during our take on ACHS. It will be beneficial for patients. Specially clinically deteriorated patients everybody now know how to deal with such cases without any delay or time losing which it will be lifesaving.

Dr Abbas Ahmed
CITY CLINIC MAHBOULA

HAPPY BIRTHDAY



Dr. BEJI JAISON



Dr. DEEPTHY THOMAS



Dr. ASHOK



RAFATH ALI



ANU VARGESE



SREELAKSHMI



BRAYOJIN

HEALTH TIPS



Healthy living!

Eating fish like salmon, sardines, and mackerel is good—they support brain function, visual health, heart health, and may lower the risk of cancer.



MEDICAL CROSSWORD

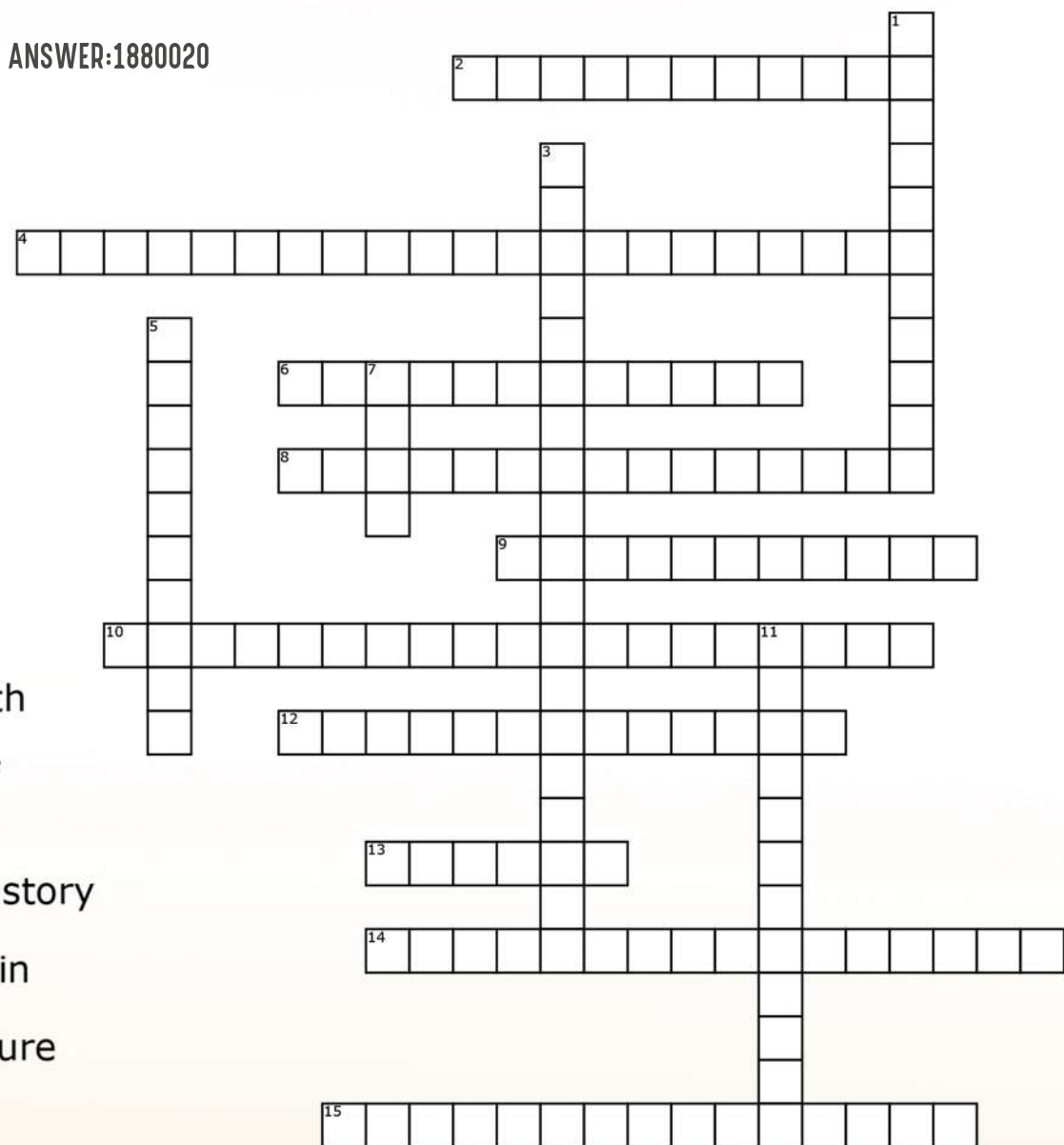
SEND THE ANSWER:1880020

Across

- 2. This nurse helped the sick and wounded soldiers
- 4. This nurse was known as the "Angel of Battlefield"
- 6. Nurse advocate to have nurses in public schools
- 8. This person was the first to identify and use antiseptic methods during childbirth
- 9. He was known as the Father of Medicine

Down

- 10. The first nursing school was located in
- 12. This nurse created medical records
- 13. This person used masks, herbs, and noise sticks to improve a person's health
- 14. The first black nurse in the United States
- 15. The first nursing school education was more focused on..
- 1. The first public health nurses were
- 3. She is the Mother of Nursing
- 5. One of the worst pandemics in human history
- 7. What are Licensed Practical Nurses called in Texas and California
- 11. also known as a "cure model"



Member of

50003396

ACHS International

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[website-www.cityclinic.com](http://www.cityclinic.com)

MIRQAB FAHAHEEL MAHBOULA KHAITAN