



KFSHRC Corporate Profile





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CEO Message

Continuing our role as a global medical influencer, KFSHRC has achieved a series of remarkable achievements since its inception, from our groundbreaking research and specialist procedures to our operational innovation and financial transformation.

As we continue our transition into a fully non-profit organisation, we have delivered additional value to our patients through increasingly sophisticated and effective treatment, administered by outstanding physicians and support teams. Through increasing the quality of our care, we increase the quality of our lives.



Majid Al Fayyadh, MD, MMM

Chief Executive Officer
King Faisal Specialist Hospital
and Research Centre



Mission

To serve society with the highest level of healthcare and best patient experience in an integrated education and research setting.



Vision

To be the specialized healthcare provider of choice for every patient



Values

01

SAFETY

We possess the capabilities and implement necessary processes to eliminate preventable harm in KFSHRC and become a High-Reliability Organization (HRO) that delivers safe care.

02

EXCELLENCE

We distinguish and differentiate our organization by providing outstanding clinical care and a highly satisfying patient experience. We offer healthcare providers top notch education opportunities, while pioneering in medical research.

03

PATIENT-CENTRIC

We put the needs of our patients and their families first. This revolves around involving the patients and their families in decision making, by communicating openly and honestly, and treating them with compassion, dignity, and kindness. We show them sympathy and understanding, all leading to world-class customer experience.

04

ACCOUNTABILITY

We have clearly defined responsibility and accountability at all levels within the organization. This ensures awareness and ownership of all operational responsibilities, duties, and ultimately the delivery of the highest level of healthcare.

05

TRANSPARENCY

We uphold transparency within KFSHRC by openly sharing information and data, internally and externally, to better serve our patients and stakeholders and to enable accountability for high-quality care and outcomes.

06

COLLABORATION

We partner and collaborate with leading local, regional, and international organizations to achieve world-class service in clinical, research, and education domains. We support the community via social responsibility activities to positively impact the local community, environment, and society.

History and Milestones

KFSHRC has been providing the highest standards of care and service to patients for almost five decades. As a leading tertiary/quaternary healthcare institution in the region, its diverse and manifold contributions to the Kingdom's healthcare sector have been critical to the development of the Kingdom's quality of life and standing as a hub for world-class healthcare in the MENA region. The many memorable milestones in KFSHRC's rich history include:



1970
KFSHRC was established
by King Faisal bin Abdulaziz
Al Saud

The inauguration
of KFSHRC by King Khalid
bin Abdulaziz Al Saud

1975

1975
Opening of the first
cardiac surgical center
in Saudi Arabia

First live
kidney transplant
procedure
in KFSHRC

1981

1984

First bone marrow transplant
in Saudi Arabia, performed at KFSHRC



First heart transplant
procedure Opening

1989

1990
First dedicated
colorectal service
in the Kingdom

Launch of
the first national home
healthcare program

1991

1998

Establishment of the first
telemedicine program in Saudi Arabia



Acquisition of KFSHRC
- Jeddah branch

2000

2007

- Launch of the Cardiovascular Genetics program
- Establishment of the Fetal Diagnosis and Therapy program

- Establishment of the first national bone bank to serve KFSHRC and the Kingdom of Saudi Arabia

- Integration of KFSHRC in Riyadh and Jeddah

2008



2017

Inauguration of the King Abdullah Center for
Oncology and Liver Diseases (KACO&LD)



Establishment of the Center
for Genomic Medicine

2020

2021

- The inauguration of KFSHRC in Madinah
- Issuance of Royal Order to transform KFSHRC into an independent sui generis nonprofit foundation that reflects the transformation plans of the Kingdom's Vision 2030

Exceeded the 1,000 mark in solid
organ transplantation for the first time

2022



Sites & Facilities

Across the Kingdom of Saudi Arabia and beyond its borders, KFSHRC is recognized as a beacon of continuous innovation and outstanding care for the healthcare sector. Its facilities in Riyadh, Jeddah and Madinah are among the most respected in the region, serving the diverse health and wellness needs of patients.



Specialized Centers



Organ Transplant Center



Neurosciences Center



Oncology Center



Heart Center



Center for Genomic Medicine



Riyadh Branch

12 Clinical Facilities

58 Support Facilities

286 Housing Facilities

Education and Training Facilities

Research Centre

Animal Laboratory
and Holding Facility

~1,000,000 sqm

1,519 beds

86.2%
bed occupancy rate



Jeddah Branch

54 Support Facilities

2 Housing Facilities

Education and Training
Facilities

~133,000 sqm

524 beds

85.9%
bed occupancy rate



Madinah Branch

19 Support Facilities

1 Housing Facilities

Education and Training
Facilities

~121,000 sqm

400 beds

64.4%
bed occupancy rate

Research and **Innovation**

One of KFSHRC's strategic objectives is to be a knowledge leader, through education, research and innovation to support its goals and bring value to KSA. Our Research Centre focuses on biomedical research in major disease areas such as cancer, cardiovascular diseases, environmental health, and infectious diseases. We are also taking huge strides in developing cell therapies, tissue engineering, and nanotechnologies to produce innovative diagnostics and therapeutics. Additionally, our research and innovation teams continue to provide specialized services geared towards enhancing patient care outcomes.



First Fully Robotic Liver Transplant in the World

Robotic surgery is a game-changer, particularly in conducting donor and recipient surgeries. According to Prof. Dieter Broering, Executive Director, OTCOE, "Using this technology, we achieved unparalleled precision and minimal invasiveness, eliminating the need for a hybrid approach. This innovation dramatically enhances patient safety and recovery, expanding the possibilities for treatments that were previously considered too risky or complex."



Cyclotron and Radiopharmaceuticals Department turns 40

The Cyclotron and Radiopharmaceuticals Department was one of the first established in the Research Centre in 1978, following the installation of the first medium-energy cyclotron in the Middle East region—a CS30- with a capacity of 26 mega electron volts (MeV). Five years after, the journey of producing radiopharmaceuticals in Saudi Arabia began.

The department has manufactured over 650,000 doses of 30 distinct diagnostic and therapeutic radioactive pharmaceuticals since 1983, supporting 50 hospitals in Saudi Arabia. The department maintains its goals by enforcing stringent quality control standards, adhering to Good Manufacturing Practices (GMP), national guidelines set by the Saudi Food and Drug Authority (SFDA) and the Nuclear and Radiological Regulatory Commission (NRRC), international standards, and ISO 9001 accreditation. In addition to being a service provider, the Cyclotron and Radiopharmaceuticals Department is considered an international educational, training, and research center recognized by the International Atomic Energy Agency (IAEA).

The Cyclotron and Radiopharmaceuticals Department thus makes for a distinctive facility—one that has not only provided exceptional service to the Kingdom over the last 40 years, but also continuously worked towards the ambition of making Saudi Arabia self-sufficient in terms of its clinical radiopharmaceutical needs.

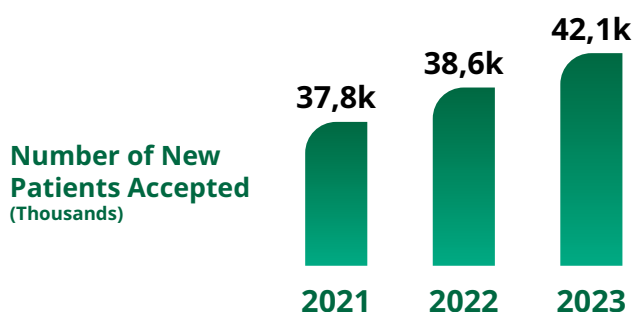
Access to Care

The Hospital's commitment to fulfill the aspirations of its founder and the Kingdom of Saudi Arabia's leadership remains steadfast. Over the span of recent years, the number of patients served at KFSHRC increased tremendously. Several measures were taken by the hospital, constantly exploring various avenues to deliver care and rising up to the challenges encountered.

In 2023, KFSHRC attended to 42,149 new patients, a 9.1% increase from the previous year. This increase translates into similar increases in patient admissions, outpatient encounters, day procedures, and clinical services volumes. Each year, the Hospital endeavors to cater to more patients, and if possible, all who needs its services.



Number of New Patients Accepted

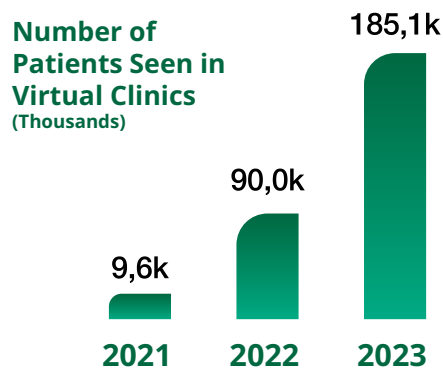


Expansion in the Physical and Virtual

With the commissioning of the Madinah branch as well as several expansion projects in both Riyadh and Jeddah, KFSHRC was able to increase its number of beds to accommodate a greater number of patients. To date, the Hospital has 2,443 beds.

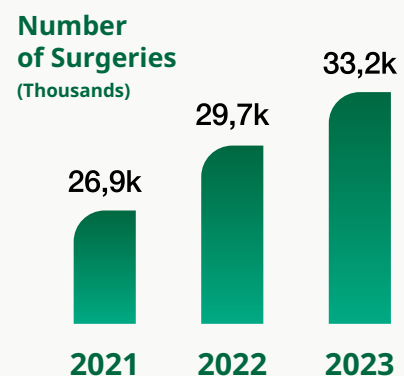
The advent of new models of care prompts KFSHRC to expand its reach, providing consultation and

services across radiology, pathology, laboratory, and critical care online. Launched in 2021, the Virtual Healthcare Center has brought standalone services under a unified umbrella and promotes KFSHRC as a modern healthcare provider. In three years, the number of patients seen virtually has increased exponentially.



Services Surging to Meet Growing Demands

The year 2023 recorded some of the highest numbers in terms of clinical services provided and procedures performed. The total number of surgeries performed during the year was 33,295, 11.9% higher than in 2022. Also, the hospital conducted 137,851 day procedure visits, a 10.6% from the previous year. Our staff handled about 39 million laboratory procedures and more than half a million in radiology, supporting both outpatients and inpatients.



Our Patients' Experience

From the first interaction to the last treatment, we recognize that we are meeting and treating people at one of the hardest times in their lives. While in our care, the patient's experience—and that of their families—is of utmost importance to us.

Our team is focused on delivering healthcare in a way that centers on the perspective of patients and their loved ones, while promoting a healthy, encouraging environment for caregivers, and addressing the health needs of the surrounding community.

We recognize the significance of involving our patients in their treatment experience throughout the healthcare journey. We are dedicated to providing compassionate care and comprehensive information to support them every step of the way.



Continuing to Deliver on Our Commitment of Care

KFSHRC continues to rank among the best national facilities in patient experience as a testament to our lasting commitment towards excellence. The following are some of the metrics we closely monitor as a compass to ensure that we continue to deliver on our patient experience promise. These results are based on patient experience research data collected, analyzed, and reported through Press Ganey - an independent observer. Press Ganey is globally renowned leader in this field, working with over 41,000+ healthcare providers, including leading 3,100+ healthcare systems internationally, creating the most robust comparative databases in class for KFSHRC.

We strive for continuous improvement; as such, we continue to benchmark our performance to leading facilities internationally, to learn from what others are doing so that we improve our care, illustrating our unwavering dedication to patient experience.

Taking Our Patient's Feedback to Heart

Moaath is an only child who is being raised by his mother. His parents separated due to his health conditions, as he suffers from a genetic mutation which caused a delay in his growth and deformity in his hands/feet and facial features. As a result, Moaath suffered a drop in his self-esteem and confidence to the point of hiding his hands and shying away from cameras.

KFSHRC learned from his mother about his admiration of the football team, Al-Hilal, and how much he wished to meet the players. With the assistance of our Social Services Department, Moaath and his mother were connected with the Omnia organization, who helped make Moaath's wish come true. Moaath was brought to Al-Hilal's stadium, where he played with the team and took photos with them. Al-Hilal uploaded Moaath's photos on their official website. The entire experience significantly improved Moaath's confidence and mental state, which in turn gave his devoted mother priceless joy.



KFSHRC successfully performed a heart transplant on the youngest patient recorded in the Middle East

In 2023, a team at KFSHRC-Riyadh successfully performed a heart transplant on a baby boy who was two months old at the time of the procedure. This is the youngest heart transplant patient treated in the Middle East.

Due to his advanced condition, the baby required immediate heart transplantation. KFSHRC was able to apply a unique technology to offer an ABO incompatible transplant. This technology requires certain expertise in order to be applied safely in an operation; KFSHRC is among the very few centers around the world who have such expertise.

Efficient coordination among multiple sub-specialties was utmost for the successful execution and handling of the case. Our patient is now seven months old, in good health, and growing well at home.

Will Against the Odds

Hana was diagnosed with lymphoma and was initially treated with chemotherapy. Unfortunately, her disease did not respond to the treatment. The patient consented to undergoing more chemotherapy sessions, which still did not relieve her of the illness. Hana is married with children. She is a scientist.

Following the failed treatment attempts, Hana was referred to KFSHRC for CAR T therapy. The treatment produced some side effects, but Hana's will to live prevailed. Within four weeks of therapy, she was able to go home to her family and gradually return to her work.



Caring Beyond Borders

At the heart of the ever-evolving industry of healthcare in the Kingdom lies a profound and innate dedication to patient-centered care. This commitment serves as the cornerstone upon which we build a healthcare sector that transcends borders and truly caters to the needs of a global patient population.

As one of the Middle East's most advanced healthcare facilities, KFSHRC is a hub for region-wide patients seeking specialized medical services. A spectrum of world-class diagnostic tools, treatment plans, and surgical procedures attracts a vast number of visitors seeking more cost-effective solutions than travelling to more distant international centers.

Not only is this highly beneficial for patients seeking maximum care at affordable costs, but it is also a significant revenue generator for KFSHRC that aligns with the Saudi Vision 2030. Medical tourism

is a prime example of positioning Riyadh as a center for economic activity and innovation. The effects of medical tourism extend far beyond the healthcare industry, acting as a source of employment and investment growth across multiple sectors, while contributing to the wider national economy.

KFSHRC focused on this growth opportunity in 2021, primarily offering services in the areas of organ transplants, cardiovascular, oncology, neurosciences, and family medicine. Since then, we have taken significant steps to improve our services for international patients. This includes comprehensive support for both patients and their families, not only during their treatment but also in the recovery period. Moreover, our acquisition of the Inter Continental Hotel-Riyadh, now owned by KFSHRC, is part of our undertaking to offer top-notch hospitality and patient-centered services to international visitors, creating a more seamless experience.



Welcoming International Patients

Our commitment to offering comprehensive and personalized care is rooted in treating each patient as a unique individual. Through tailored treatment plans, emotional support, and a warm and welcoming environment, we aim to make every patient feel valued and well-cared for. This approach fosters trust and satisfaction, setting a high standard for excellence in medical tourism, with a focus on genuine human connections.

As a result, in 2023, we witnessed a 46% increase in international patient numbers, reaching 451 patients from the Middle East, North America, Egypt, and India.

Research, Education **and Training**



Saudi officials and astronauts with HRH the Crown Prince; photo courtesy of Saudi Space Agency

KFSHRC Pride Aboard Axiom Mission 2 on the International Space Station (ISS)

One of KFSHRC's researchers was selected as a mission specialist and went onboard Axiom Mission 2. Rayyanah Barnawi, who has had a decade of experience in cancer stem cell research, became the first Saudi female astronaut to space. Rayyanah and fellow astronaut Ali Alqarni both represented the country on this private mission.

"This is a great opportunity for me to represent the country, to represent their dreams," Rayyanah stated in a pre-launch conference. She also spoke about how she looked forward to the mission, and hoped that this serves as inspiration to many, especially the children. "We're very excited for the part that will be engaging with kids from all over Saudi Arabia and all over the world, talking about our experiments, talking about space and having them trigger their curiosity towards space."



Key Figures at a Glance

Patient Experience

Likelihood to recommend (LTR) the inpatient practice

86.5

(95th percentile rank, top box score)

Likelihood to recommend (LTR) the outpatient practice

85.78

(56th percentile rank, top box score)

Patients' Access to Care

New patients accepted

42,149

(38,625 :2022)

Outpatient visits

1,939,507

(1,748,040 :2022)

Inpatient days

444,449

(420,795 :2022)

Emergency visits

159,425

(153,205 :2022)

Patients seen through virtual clinics

185,181

(90,091 :2022)

Medical tourism patients

452

(323 :2022)

Medical Services

Robotic surgeries

1,068

(814 :2022)

Solid organ transplants

1,092

(1,016 :2022)

CAR T-cell therapies

58

(32 :2022)

Bone marrow transplants

556

(537 :2022)

Pre-implantation Genetic Diagnosis (PGD)

622

(535 :2022)

Genomic and precision medicine procedures

4,197

(2,751 :2022)

Education and Research

Active clinical trials

59

Research publications

1,012

Medical trainees

2,993

Innovation and Growth

As we continued our strategy of expanding our geographic footprint and increasing market share, KFSHRC developed, upgraded and constructed a range of facilities, and forged a series of new relationships with key local and international partners. With a focus on extending our scope of services across greater catchment areas within the Kingdom, we looked towards the delivery of care in the future and the next-generation benefits of even more medical innovation.



Successfully **implanted brain electrodes** in a child **without major surgery**, using only minimally invasive technique-first of its kind in the Middle East



Performed a **heart transplant** on the **youngest patient** recorded in the Middle East



Executed the **first** fenestrated endovascular aortic arch repair **in the MENA³** and the first application of **3D bioprinting** at KFSHRC on three patients



Launched **pharmacogenomics service**, offering testing for eligible cardiology patients



Performed the world's **first fully robotic liver implantation** with robotic donor hepatectomy



Organized first **clinical trials conference** to align national and international efforts; managed **59 active clinical trials** in 2023 alone



Hosted **inaugural Digital Health Conference**, a platform to delve into the realm of **AI innovation** and advancement in healthcare



Delivered ground breaking **gene therapy** as part of a trial for hemophilia A and B and enrolled in study for PNH, yielding **significant cost savings**



KFSHRC-designed **research experiments in cell sciences** conducted at the **ISS²**, part of the first Saudi space mission



Launched **first robot employee**, NourR1, to help elevate healthcare by enhancing services provided



Published its first edition of the **Journal of Nursing Science and Professional Practice**, an academic and scientific endeavor



Obtained **US patent registration** for **eye-tracking autism screening**, first in the Middle East

1 Non-exhaustive list; 2 International Space Station; 3 Middle East and North Africa

Awards and Recognition

While we continue to provide some of the most effective healthcare in the region, KFSHRC is wholly committed to raising the bar even further. The calibre of our medical and research colleagues paves the way for continuous improvement and innovation, creating a more healthy and wholesome society. In order to achieve this, we undertake the responsibility for the wellbeing of our patients and our Kingdom with unwavering dedication and enormous pride. We will continue to unify our resources to shape the regional healthcare industry and harness our collective ambition to elevate the care KFSHRC delivers in the future.



Intersocietal Accreditation Commission



Joint Commission International



Accreditation of Stem Cell Transplant Program by ISCT-EBMT (FACT-JACIE)



Accreditation of Center for Genomic Medicine by College of American Pathologists (CAP)



Information Security Management System (ISO/IEC 27001) (ISMS)



College of American Pathologists (CAP)



Re-accreditation of ART Laboratory by College of American Pathologists (CAP)



Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC) International



Radioactive Product Manufacture and Handling Accreditation



Re-accreditation of Chest Pain Centre by the Society of Chest Pain Centers (S.C.P.C.)



Accreditation by the American Academy of Continuing Education (A.A.C.M.E.)



International Accreditation of Hospital and Health System Pharmacy Services



Complex Adult Congenital Heart Disease Accreditation by IAC



Paediatric Cardiovascular Catheterization by Intersocietal Accreditation Committee (IAC)



Accreditation by the Emergency Management Accreditation Program (E.M.A.P.)



Accreditation by the Council for Pharmacy Education (A.C.P.E.)



Baby Friendly Accreditation by the Ministry of Health (MOH), Saudi Arabia



Joint Commission International Accreditation (J.C.I.)



Accreditation from Saudi Central Board for Accreditation of Healthcare Institutions (C.B.A.H.I.)



(ISO) 22301:2012 certificate for the Business Continuity Management System for HITA and Information Security



Recognition of Magnet Program from American Nurses Credentialing Center (ANCC)-Nursing Affairs



Accreditation of Department of Pathology and Laboratory Medicine by College of American Pathologists (C.A.P.)



A.S.H.I., American Society of Histocompatibility and Immuno-Genetics Accreditation



Accreditation of Computed Tomography (C.T.) scan by American College of Radiology



Accreditation by Global Allergy and Asthma European Network on 20 January 2021



Accreditation of Echo Lab for Transthoracic Echocardiography (T.E.E.) by the European Association of Cardiovascular Imaging (E.A.C.V.I.)



Accreditation of The American Society of Health-System Pharmacists (ASHP) accreditation for Post Graduate Solid Organ Transplant Residency Program



Outpatient Electronic Medical Record Adoption Model (O-EMRAM) Stage 7 for outpatient units from Healthcare Information and Management Systems Society (HIMSS)





مستشفى الملك فيصل
التخصصي ومركز الأبحاث
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Legacy in Care, Reputation in Excellence

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