



**AMERICAN
UNIVERSITY OF BEIRUT
MEDICAL CENTER**

المركز الطبي في الجامعة الأميركية في بيروت

OFFICE OF COMMUNICATIONS

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FOR IMMEDIATE RELEASE

American University of Beirut Medical Center Wins the Gold Initiative Certificate and Stands Out Among 267 Arab Hospitals in Patient Experience

The American University of Beirut Medical Center (AUBMC) was awarded the Gold Initiative Certificate – Star of Excellence in Patient Experience, receiving a prestigious five-star ranking from the Arab Hospitals Federation. The announcement was made during the official ceremony held at the Conrad Abu Dhabi – Etihad Towers, under the High Patronage and in the presence of H.E. Sheikh Nahayan Mubarak Al Nahayan, Cabinet Member and Minister of Tolerance and Coexistence of the United Arab Emirates.

Among all winners, AUBMC stood out as the only hospital to achieve an unprecedented performance of six platinum recognitions and three gold recognitions across the nine categories evaluated, setting it apart as a regional leader in patient-centered excellence.

Out of 267 submissions from healthcare institutions across 10 Arab countries, only 37 organizations advanced as winners. The nine categories evaluated included: Patient-Centered Care and Community Engagement, Leadership and Governance, Safety and Quality of Care, Communication and Information Sharing, Innovation and Technology, Emotional and Psychological Support, Continuity of Care and Transition Management, Staff and Provider Engagement and Development, and Accessibility.

The Arab Hospital Federation praised AUBMC for its innovative, human-centered approach, its measurable impact and sustainability, and the passion and commitment of its teams.

AUB President Fadlo R. Khuri expressed pride in the achievement, stating: “Being selected as an outstanding winner of this award speaks to one of our deepest priorities: our commitment to the patient experience, ensuring that every patient feels seen, heard, and cared for. It reflects the culture we have built at the American University of Beirut Medical Center, where compassion, teamwork, and accountability guide our leadership and service.”

AUBMC Director Joseph Otayek added: “This honor highlights AUBMC’s pioneering role in regional healthcare and its steadfast commitment to delivering world-class, patient-centered care, even amidst Lebanon’s ongoing crisis. It reflects the dedication of all faculty and staff, the strategic guidance of the AUBMC leadership team, and the outstanding efforts of the Quality, Accreditation, and Risk Management team and the Patient Affairs team, who spearheaded this project.”

American University of Beirut Medical Center

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aubmc.care

This achievement reaffirms AUBMC's position as a leading medical center and reinforces its unwavering mission to advancing the health of the community in Lebanon and the region.

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Note to Editors

About AUBMC

Since 1902, AUBMC has been providing the highest standards of care to patients across Lebanon and the region. It is also the teaching hospital for the Faculty of Medicine at AUB (established in 1867), which has trained generations of medical students and physicians, and whose graduates can be found at leading institutions around the world. AUBMC is the only medical institution in the Middle East to have earned the five international accreditations of JCI, Magnet, CAP, ACGME-I and JACIE attesting to its superior standards in patient-centered care, nursing, pathology/laboratory services and graduate medical education.

The Faculty of Medicine has graduated over 4,000 medical students and physicians; the Rafic Hariri School of Nursing provides excellent education for the nursing staff, and the Medical Center meets the healthcare needs of over 360,000 patient visits annually.