LEADING MEDICINE AROUND THE WORLD

HOUSTON METHODIST GLOBAL HEALTH CARE SERVICES IS DEDICATED TO EXTENDING THE REACH OF OUR INSTITUTION’S EXPERIENCE TO THE INTERNATIONAL COMMUNITY.
Dear Colleagues,

Houston Methodist Global Health Care Services welcomes you to learn more about our legacy and how Houston Methodist is leading the way in innovation, education and research around the globe.

Houston Methodist Global Health Care Services, a subsidiary of the world-renowned Houston Methodist Hospital, sets a standard of excellence in many areas:

- patient care
- professional education and training
- advisory services
- clinical collaboration
- affiliations

We provide the highest quality clinical care and service for our patients who travel thousands of miles to seek healing at Houston Methodist.

Houston Methodist Global Health Care Services is a single point of contact for our international partners looking to create vibrant health care organizations. We have worked with clients to build some of the finest medical institutions in the world, including government health care systems, legacy medical centers, academically affiliated institutions, local clinics, private-equity projects and more. And we have proudly built a global health care network of strategic partners, that allows for the exchange of ideas and best practices in real time.

Houston Methodist Global Health Care Services is dedicated to extending the reach of our institution’s experience to the international community. We invite you to read, learn and join us in this endeavor.

Warm regards,

Cathy Easter
President and Chief Executive Officer
Houston Methodist Global Health Care Services
HOUSTON — HOME OF THE WORLD’S LARGEST MEDICAL CENTER

LEADING MEDICINE YESTERDAY, TODAY AND TOMORROW

At Houston Methodist, we have a proud tradition of revolutionizing medicine. Our past achievements have built a legacy that spans multiple decades and disciplines, and that same culture of excellence inspires us to be the pioneers of tomorrow. Since our founding more than 100 years ago, we’ve transformed from a humble 19-bed community hospital to a global leader in health care, as highlighted by the new Paula and Joseph C. “Rusty” Walter III Tower, which opened in 2018. The Walter Tower offers the most advanced treatments and innovations available, transforming the complex heart and neurologic care we deliver to patients worldwide. This new building is one of the many reasons thousands of international patients from more than 80 countries choose to travel to Houston Methodist every year. As a leading member of the renowned Texas Medical Center — the largest medical center in the world with 10 million patient visits annually — our unparalleled combination of research, innovation and patient care means we set the standard for excellence across many specialties.

At Houston Methodist, Leading Medicine is a holistic call for excellence in every aspect of health care, which is why we are consistently ranked among the best hospitals in the United States. Despite our enduring presence atop the rankings, our community of medical pioneers refuses to rest on the legacy of our past achievements. We are driven to refine, advance and revolutionize medicine for a better tomorrow through pioneering research, cutting-edge innovation and breakthroughs that rewrite the future of health. That’s the difference between practicing medicine and leading it.

HOUSTON METHODIST at a Glance

- MORE THAN $55.3 MILLION IN EXTRAMURAL RESEARCH FUNDING
- 8 HOSPITALS
- 1,200,000+ OUTPATIENT VISITS ANNually
- 114,000+ ADMISSIONS ANNUALLY
- 23,500+ EMPLOYEES
- 7,000+ INTERNATIONAL PATIENT VISITS ANNually
- 2,312 OPERATING BEDS
- NEARLY 7,000 AFFILIATED PHYSICIANS

2018 Facts and Stats
For more than 100 years, Houston Methodist has delivered on its promise of leading medicine by providing the best clinical care, advanced technology and patient experience. Houston Methodist Global Health Care Services is dedicated to extending this expertise to the international community through patient care, advisory services and education and training.

**OUR REACH**

**INTERNATIONAL PATIENTS:** We make visiting Houston Methodist as easy, comfortable and welcoming as possible. We are privileged to treat thousands of international patients who travel from more than 80 countries across the globe for specialized care.

**EDUCATION:** We train tomorrow’s leaders through international educational programs.

**GLOBAL PARTNERSHIPS:** We help improve the quality of care internationally through projects and partnerships.

**OUR EXPERTISE**

**EXCEPTIONAL PATIENT CARE:** Our reputation for outstanding care, treatment and research attracts patients locally, regionally, nationally and globally. Houston Methodist is consistently recognized by many independent organizations for the quality of care it provides.

**DEPTH OF EXPERIENCE:** Our talented physicians, nurses, specialists and staff offer practical experience and learnings derived from their longevity in health care in areas such as clinical procedural and non-procedural operations and techniques, hospital leadership, management, operational planning and commissioning and best practice standards.

**OUR QUALITY**

Known for our outstanding reputation in quality and care, the following are among our many honors and accolades:

**HONOR ROLL HOSPITAL, U.S. NEWS & WORLD REPORT**
Ranked as one of the country’s top 20 hospitals, nationally recognized in nine specialties and achieved a perfect score in nine common procedures and conditions

**NO. 1 HOSPITAL IN TEXAS, U.S. NEWS & WORLD REPORT**
Ranked the No. 1 hospital in Texas every year since the award was created

**THE BERNARD A. BIRNBAUM, MD, QUALITY LEADERSHIP AWARD**
Superior performance as an academic medical center and excellent patient outcomes (No. 8 overall, No. 1 in safety, No. 2 in mortality)

**FIVE-STAR QUALITY RATING, CMS**
One of only 293 hospitals in the nation to be recognized with five stars in overall quality from the Centers for Medicare & Medicaid Services

**MAGNET® RECOGNITION, American Nurses Credentialing Center**
Quality patient care, nursing excellence and innovations in professional nursing

**AMERICA’S 50 BEST HOSPITALS, HealthGrades**
Excellence in several key performance areas that lead to better outcomes for patients; the only hospital in Texas to receive this recognition
Centers of Excellence, Research & Education

A legacy of medical milestones has attracted patients from around the world to Houston Methodist for more than 100 years.

Houston Methodist Cancer Center
Innovative Cancer Treatments
The Houston Methodist Cancer Center’s nationally recognized team is dedicated to providing patients with the best possible care by diagnosing, treating and researching the most common types of cancer, including breast, lung, prostate and brain cancers, using the most advanced techniques available. Specialists create customized treatment plans and highly skilled support staff help patients recover both physically and emotionally.

Houston Methodist J.C. Walter Jr. Transplant Center
Giving Hope to More Transplant Patients
The Houston Methodist J.C. Walter Jr. Transplant Center is one of the largest and most comprehensive transplant centers in the United States, offering patients unparalleled care for end-stage organ failure, including heart, lung, liver, kidney, pancreas, islet, bone marrow and multiorgan. Our physicians, surgeons and researchers are equally committed to advancing the field, challenging the margins of current listing criteria, and continually looking for new and better ways to delay the need for transplant and to prolong the graft life of transplanted organs.

Houston Methodist DeBakey Heart & Vascular Center
Continuing a Legacy of Leading Cardiac Care

Houston Methodist Lynda K. and David M. Underwood Center for Digestive Disorders
Advancing Treatment and Technology

Houston Methodist Research Institute
Translating Laboratory Innovations into Treatments

Houston Methodist Orthopedics & Sports Medicine
The Expertise to Keep You Moving

Houston Methodist Neurological Institute
Pioneering Neurological Care

Houston Methodist Health Professionals Education
Training Leaders for Today and Tomorrow
GLOBAL PATIENT SERVICES

Each year, Houston Methodist treats thousands of patients from more than 80 countries. We’re honored to provide specialized medical care in a comforting, supportive environment. Our first priority is to help relieve the stress of traveling to another country for health care, so you can focus on your healing.

The staff at Houston Methodist Global Health Care Services goes above and beyond in every way for every patient. Our compassionate, respectful, professionally trained liaisons are here ready to serve you, from preparing you for your treatment to celebrating your recovery. We get to know your health care needs and personalize our recommendations to the most appropriate team of specialists for your situation. We’ll coordinate with your team of doctors to schedule a medical itinerary and support you and your family prior to, during and after your visit.

OUR 24/7 ON-CALL PERSONNEL:

- Help put you and your family at ease by orienting you to our hospital.
- Speak in your language so you can communicate with your doctors about your medical concerns.
- Understand how far you and your family have traveled, and how helping with the smallest details can make your stay easier and improve your healing.

OUR COMPLIMENTARY SERVICES INCLUDE:

- Scheduling medical appointments
- Assisting with lodging accommodations
- Arranging transportation, including medical transfers by air and ground ambulances
- Arranging language interpretation services
- Coordinating services and care throughout hospitalization, including a medical second opinion program
- Coordinating medical checkups
- Providing medical cost estimates and consolidated hospital and professional billing
- Coordinating with insurance companies and government guarantors
GLOBAL EDUCATION & TRAINING

At Houston Methodist Global Health Care Services, we believe your educational journey should be designed just for you. We offer learning tracks built around our renowned Centers of Excellence and programs for professional leadership development enriched by our values that can be tailored to fit your training needs.

Our skilled global education and training team works with clinical and nonclinical professionals, medical schools and health care facilities from around the world to develop a learning track for each partner, taking into account educational objectives and travel times before offering expert program recommendations.

Whether interested in clinical, allied health or professional leadership development, Houston Methodist Global Health Care Services can work with you to uncover which educational pathway is right for you.

Contact globaleducation@houstonmethodist.org to learn more about the available opportunities.

EDUCATION & TRAINING OFFERS LEARNING OPPORTUNITIES FOR:

• Physicians
• Nurses
• Pharmacists
• Allied Health Professionals
• Administrative Professionals

OFFERINGS INCLUDE:

• Clinical Training
• Conferences
• Fellowships
• Observerships
• Global Transformational Leadership Program
• The Nursing Evolution
• Global Administrative Fellowship
ADVISORY SERVICES

At Houston Methodist, we are committed to delivering expertise globally. In addition to world-class education and training programs, we partner with key organizations around the world by providing advisory services through strategic alliances and clinical affiliations. Our collaborative approach allows us to work with you to develop a custom solution that works for your organization. Our services include:

**STRATEGIC DEVELOPMENT**
Houston Methodist subject matter experts can ensure best practices are applied across all aspects of planning, with particular attention to the patient experience. Services include:
- Business planning
- Manpower planning
- Feasibility analysis
- Clinical program development
- Functional program development

**FACILITY DEVELOPMENT**
Design workshops pair subject matter experts, clinical leaders and architects to ensure the facility is operationally prepared for first patients. Outputs include:
- Clinical design review
- Environmental design for the patient experience
- IT and fixed medical equipment planning
- Policy and procedure development
- Operational commissioning process planning

**CLINICAL PLANNING**
Houston Methodist leaders will help you improve your clinical operations. This support can be offered in a number of key areas, including:
- Service line planning and implementation
- Assessments
- Accreditation readiness
- Nursing excellence

**OPERATIONAL SUPPORT**
Houston Methodist subject matter experts can offer guidance in operational improvements. Examples of operational support projects include:
- Governance and strategy
- Operations management advisory support
- Recruitment and training
- Financial operations
- Research operations

**EDUCATION & TRAINING**
Houston Methodist can partner with your organization to identify new educational programs and optimize or grow those you already have.

HOUSTON METHODIST GLOBAL HEALTH CARE NETWORK

The Houston Methodist Global Health Care Network is comprised of a select group of partner organizations that share our own commitment to safety, quality, service and innovation. Members benefit from shared expertise and best practices across the network. Membership is available at the following levels:

**CLINICAL MEMBER**
Clinical Members receive expert advice in the following areas:
- Operational benchmarks
- Governance structure, including virtual annual board reviews
- Clinical guideline development
- Education & Training updates
- Houston Methodist Global Lecture Series
- Preferred physician access to patient referral specialists and second opinion services

**CLINICAL COLLABORATOR**
Clinical Collaborators receive these additional benefits:
- Cobranding for in-scope centers of excellence or service lines
- Biannual steering committee meetings
- Annual clinical guideline review
- Annual site visit and assessment
- Online continuing medical education resources
- Access to annual conferences and observerships

**CLINICAL AFFILIATE**
Tailored to organizations interested in a long-term, cobranded relationship with Houston Methodist, Clinical Affiliates receive the following added benefits:
- Quarterly in-person advisory board steering committee meetings
- Quarterly clinical guideline and peer reviews
- Quarterly subject matter expert meetings
- Annual site visits

Additional services may be added to any level at cost. For additional information on the Houston Methodist Global Health Care Network, contact HMG-EMEA@houstonmethodist.org or +971.4.375.4670.
GLOBAL PARTNERSHIPS

American British Cowdray Medical Center
Mexico City, Mexico
A 10+ year collaboration providing real-time access to Houston Methodist Hospital’s vast intellectual property and validated expertise, with focus on cardiology/cardiovascular surgery and oncology and nursing services
• Clinical Planning and Collaboration
• Education and Training
• Operational Support

Kent Hospital Cancer Center
Izmir, Turkey
Clinical affiliation in oncology services and development of radiation oncology capabilities
• Clinical Planning and Collaboration
• Education and Training

Anfas Medical Care
Riyadh, Kingdom of Saudi Arabia
Development of 120-bed private facility for long-term care patients
• Clinical Planning and Collaboration
• Facility Development

Kent Hospital & Research Centre
Riyadh, Kingdom of Saudi Arabia
Relationship spanning over 30 years focusing on human capacity building and sharing of best practices in patient care, education and transformational leadership
• Clinical Planning and Collaboration
• Education and Training
• Facility Development
• Operational Support
• Strategic Development

Lanhai Medical
Shanghai, China
Greenfield development of private multi-specialty hospital
• Clinical Planning and Collaboration
• Education and Training
• Facility Development
• Operational Support
• Strategic Development

Meraas Valiant Clinic
Dubai, United Arab Emirates
Development of a private, multi-specialty, 75,000 sq. ft. outpatient medical center in Dubai, providing diagnostic and preventive care services
• Clinical Planning and Collaboration
• Education and Training
• Facility Development
• Operational Support
• Strategic Development

Instituto Tecnológico de Monterrey (TecSalud)
Monterrey, Mexico
Operational and educational exchanges with Mexico’s premier academic medical center
• Clinical Planning and Collaboration
• Education and Training
• Facility Development
• Operational Support
• Strategic Development

Ministry of Health Vision Realization Office
Riyadh, Kingdom of Saudi Arabia
Tertiary care needs assessment for medical cities through a partnership with the Ministry of Health
• Strategic Development
• Education and Training
In 2019, learners from 31 countries traveled to Houston Methodist for educational opportunities. Additionally, Houston Methodist serves Argentina, Chile, Paraguay, Peru and Uruguay through our partner AIVA Health Solutions in Montevideo, Uruguay.