

# Abdali Hospital and Medical Center

## Jordan



*Signatory since 2020*

Abdali Hospital and Medical Center is a large, multispecialty hospital whose mission is to provide best-practice, patient-centered care and promote research and education. The hospital opened in 2019 and became an EPIHC founding signatory early the following year, underscoring its commitment to incorporating ethical practices into its delivery of health services. Dr. Eduard Lotz, the hospital's chief operating officer and chief clinical officer, and Ahmad Abu Ghazaleh, a cofounder and the hospital's executive deputy chairman, explain why the principles matter so much, what it takes to monitor progress, and how the principles guide the way they work.



### BECOMING A SIGNATORY



**AHMAD ABU GHAZALEH**

Cofounder and  
Executive Deputy Chairman



**DR. EDUARD LOTZ**

Chief Operating Officer and  
Chief Clinical Officer

**ABU GHAZALEH:**

We learned about the principles very early, through the World Bank and IFC. They saw how enthusiastic we were; it was a natural marriage. We were already following the team approach, in which specialists work together and there is continuity of care. This was a new approach for Jordan.

Our goal with the principles is to create a sustainable healthcare business. Our business depends on it. People come to us in a vulnerable state, under immense stress. The principles are not just a document to sign; they represent a way of life that is part of our identity.

**DR. LOTZ:**

As a healthcare facility, we from time to time encounter potential ethical pitfalls. We believe in learning from one another's experience. In joining a group like this, we can benchmark our own practices against those of other healthcare organizations.

We have taken many of the principles to heart. For example, we provide some services, such as essential surgery, at cost to disadvantaged patients in partnership with our physicians.

We take care to respect the environment. Therefore our buildings are completely solar-powered, including their heating and cooling systems. Because our solar plant generates more energy than required, we contribute excess energy to the Jordan grid.

**THE PRINCIPLES****#4 Conducting Business Matters Responsibly****DR. LOTZ:**

In the Middle East, gifting is a generally accepted aspect of business culture and expression of gratitude. In order to ensure the boundaries of gifting is respected by staff, we have established a policy where employees are not allowed to accept gifts unless they are perishable. Cash donations from any source (e.g., patients) go to either a fund for disadvantaged patients or to the staff's social fund for educational purposes.

**ABU GHAZALEH:**

My father, Mohammad Abu Ghazaleh, is chairman of our hospital group. He also owns a food company that bid to be the hospital's catering vendor. We had to inform our chairman that his other company was not successful based on a competitive process. This was respected by all.

**#6 Upholding Patient Rights****DR. LOTZ:**

Right now, we are focusing on Principle #6—upholding patient rights. We're looking at the way we involve patients in decision-making about their care. This involves improving our approach to sharing information and informed consent.

**ASSESSING AND EVALUATING PROGRESS****DR. LOTZ:**

Evaluations of ethical performance involve several levels. For instance, Principle #3 involves promoting high-quality standards for patient care, including safety. So you ask first, as the first level, do we have policies and practices in place? Second level, we look at case studies—are the policies working? Third level, we measure the outcome of procedures, survey staff, suppliers, patients, and other stakeholders.

Continuous learning and improvement require continual measurement and sharing of knowledge and experience.