



Health Statistics 2013

Health Authority Abu Dhabi

Reliable Excellence in Healthcare

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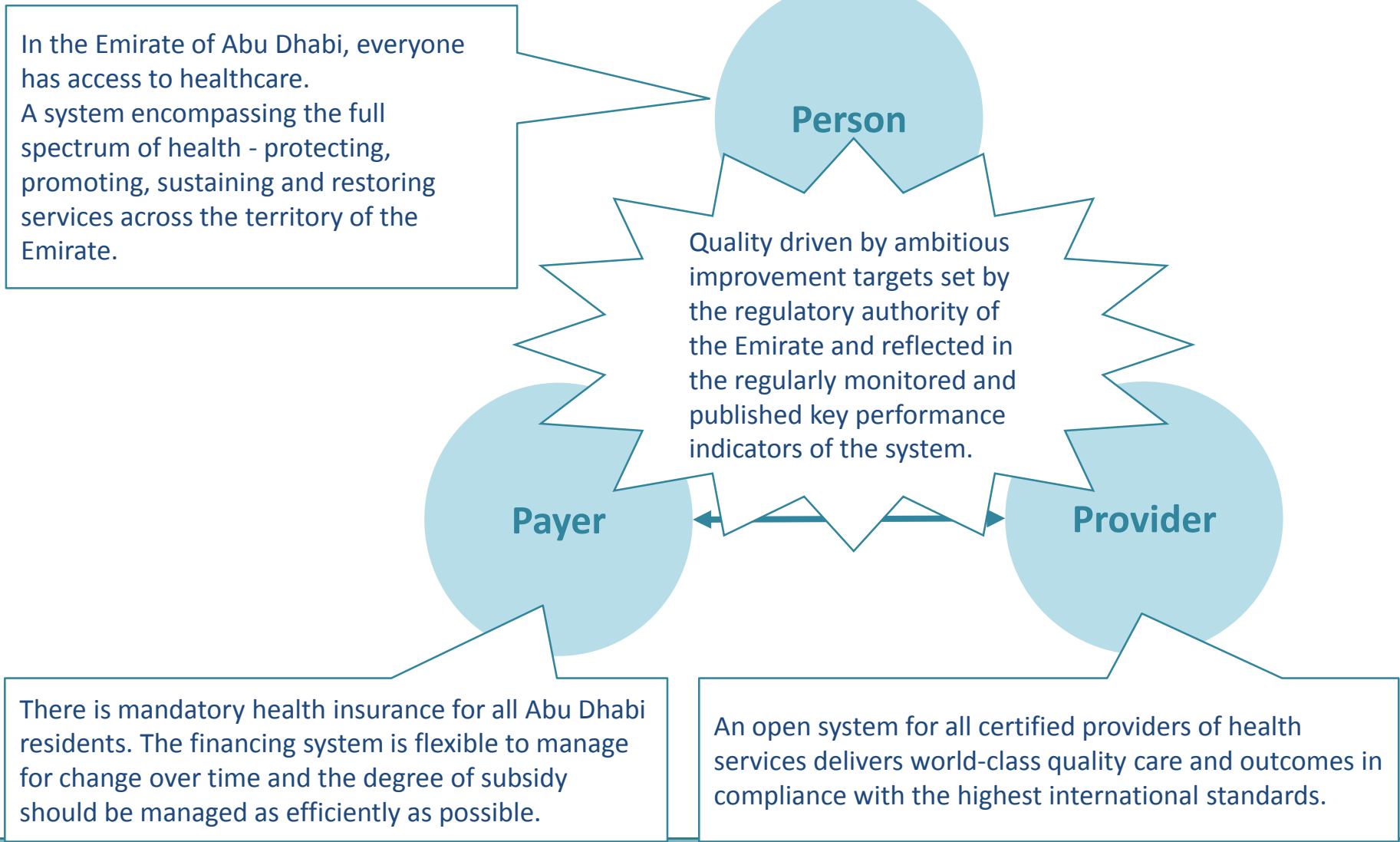
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Stable vision

Elements of the HAAD 2006 vision have guided significant healthcare reform:



Achieving our vision ... the journey so far

In 2006 we first defined a vision for Abu Dhabi's health system with the mission to *Ensure Reliable Excellence in Healthcare*. This vision has guided major reforms and continues to inform daily decisions in healthcare. The Health Authority Abu Dhabi (HAAD) was created to track and steer progress towards realising the vision and, to measure returns on investments for a healthy society. HAAD regulates all healthcare actors – public/private, provider/payer/professionals – by licensing, setting clear and simple rules, e.g. minimum standards for facilities and ensuring compliance. HAAD does not own, build or manage healthcare facilities, treat patients, pay for treatment (insurers and other payers do) or pay the private sector to partner. SEHA (Arabic for 'health') is the largest public provider; it owns and develops existing public healthcare facilities, including partnerships with 2 renowned overseas operators to manage its facilities.

Everyone has access to healthcare via mandatory health insurance. A first in the region, in 2006 Abu Dhabi guaranteed access to healthcare for all expatriates by mandating health insurance and linking it to resident permits. In 2008 the old Ministry of Health's health cards for Nationals were replaced with Thiqa health insurance, which provided "free at the point of care" access to care in both public and private sectors and the freedom to choose the provider.

World-class quality care and outcomes with quality regularly monitored and published. In support of improving quality, HAAD develops clinical care and service standards tailored to Abu Dhabi across the health sector. In 2012, Abu Dhabi Health Regulations (Policy Manuals) were published for implementation across the healthcare sector. Since 2011, we have been working on the development of a comprehensive, consistent and trustworthy provider rating system that would allow benchmarking of the quality of services among Abu Dhabi providers as well as internationally. HAAD has disseminated a number of quality metrics to improve quality. Capacity has improved, for instance, since 2009 the number of hospital beds available to the population has increased by 21% (681). However, many challenges remain, for example, whilst under 5 year olds mortality rate (8 per 1'000 live births) is among the best of GCC countries, it is still above that of the UK (5 per 1'000 live births) and Singapore (3 per 1'000 live births).

Full spectrum of health services. Our model of care sets out services which are appropriate, convenient and well coordinated around patients' needs.

Prevention. Disease prevention and health promotion are cornerstones of our public health strategy to reduce burden of diseases at onset in vulnerable population. This requires continuous collaboration with strategic stakeholders, e.g. municipalities on tobacco control, schools on healthy eating and exercise, police on road safety and employers on workplace health promotion.

Screening for health risks. When Nationals were first screened for various health risk factors in a programme called 'Weqaya' (Arabic for 'prevention'), it showed that 71% had at least one cardiovascular diseases (CVD) risk factor; many were unaware thus unable to seek care, and risk factors are projected to increase. Community-based services help patients manage their

chronic conditions, like diabetes, on a daily basis. Some diabetes services now offer integrated consultation, diagnostic and pharmacy services to people with diabetes. Another creative solution is to treat patients, particularly those who are frail, in their homes.

Specialty care. Competition for patients has helped the creation of new services and increased convenience and efficiency for existing services. There is clear evidence that the Strategy to encourage investment in both public and private healthcare provision is now delivering major benefits. *During 2013 there has been a marked reduction of existing service gaps. There has been 20% growth in the numbers of Emergency Physicians, 41% growth in Neonatologists and 21% increase in Paediatric and Orthopedic doctors respectively. Critical care doctors have grown by 14%. Obstetrics and Gynecology doctors have grown by 30%. Full detail of these improvements are included in The Capacity Masterplan Pages C8 and C9.*

Health facilities and clinicians. The desire is to treat patients outside hospitals wherever possible, however, to account for population increase, several private providers have opened new acute and sub-acute care facilities. *10 new private hospitals have opened in the last 5 years adding 780 beds. In addition, 350 new clinics and centres have opened, with more planned, in both private and public sectors. During 2013 the number of facilities offering healthcare has also grown by 11% to 1'626²⁷.* The challenge is to manage potential over-supply in some areas and to ensure hospitals operate with both quality and cost comparable with international benchmarks. In the last 5 years the number of doctors per 10'000 population has increased from 23 to 25 (9% increase) and nurses from 42 per 10'000 population to 52 (24% increase).

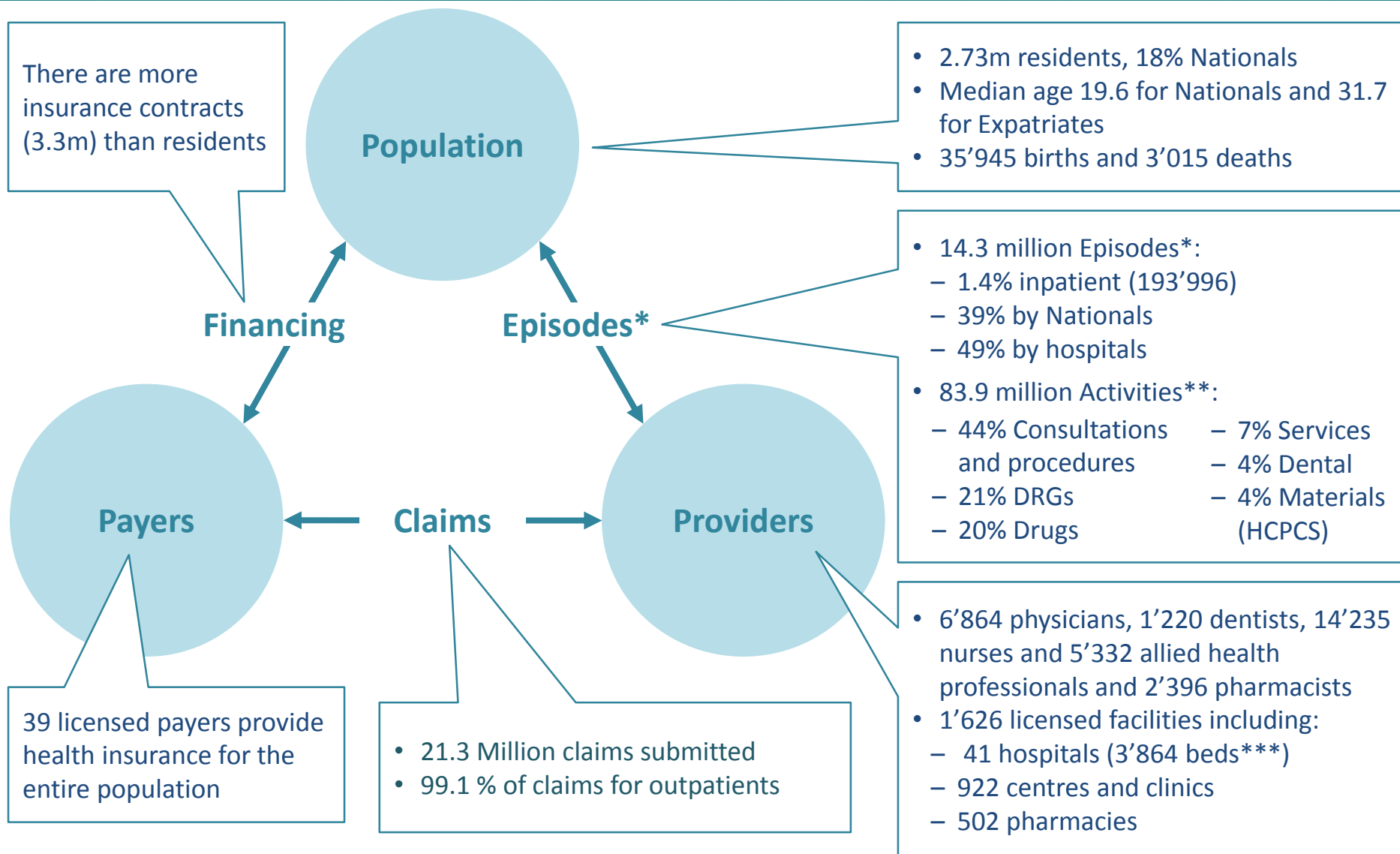
Ambulance services. Good hospitals are worthless if patients cannot get there. The police provide emergency ambulance services. HAAD is working with them to develop a more integrated service that responds to a wider range of health emergencies and ensures the patients are taken to the most appropriate facility.

Predominantly private providers. Based on positive experience both locally and regionally, we would like private operators to provide most healthcare, as well as to continue to add required new capacity. Private Investors are generally more responsive to market needs than the public sector. During 2013 the private sector was responsible for 74% of the growth in physician numbers and most of the growth in facilities^{C8,C9}.

HAAD continues close monitoring of providers both public and private against robust clinical indicators to ensure high quality of care is provided.

A Flexible and efficient financial system. We want to pay providers for the patients they actually treat and the quality of that treatment, as well as limit direct subsidies to public providers. The DRG system introduced in 2010, and fully implemented for all hospitals inpatients in 2013, promotes efficiency: it pays hospitals on the basis of how sick patients are, not how long they stay or how many health services they are provided with. HAAD is focussed on improving the reimbursement system to ensure adequate reimbursement levels that are based on reference prices and a revision of the tariff is expected soon.

Statistical highlights

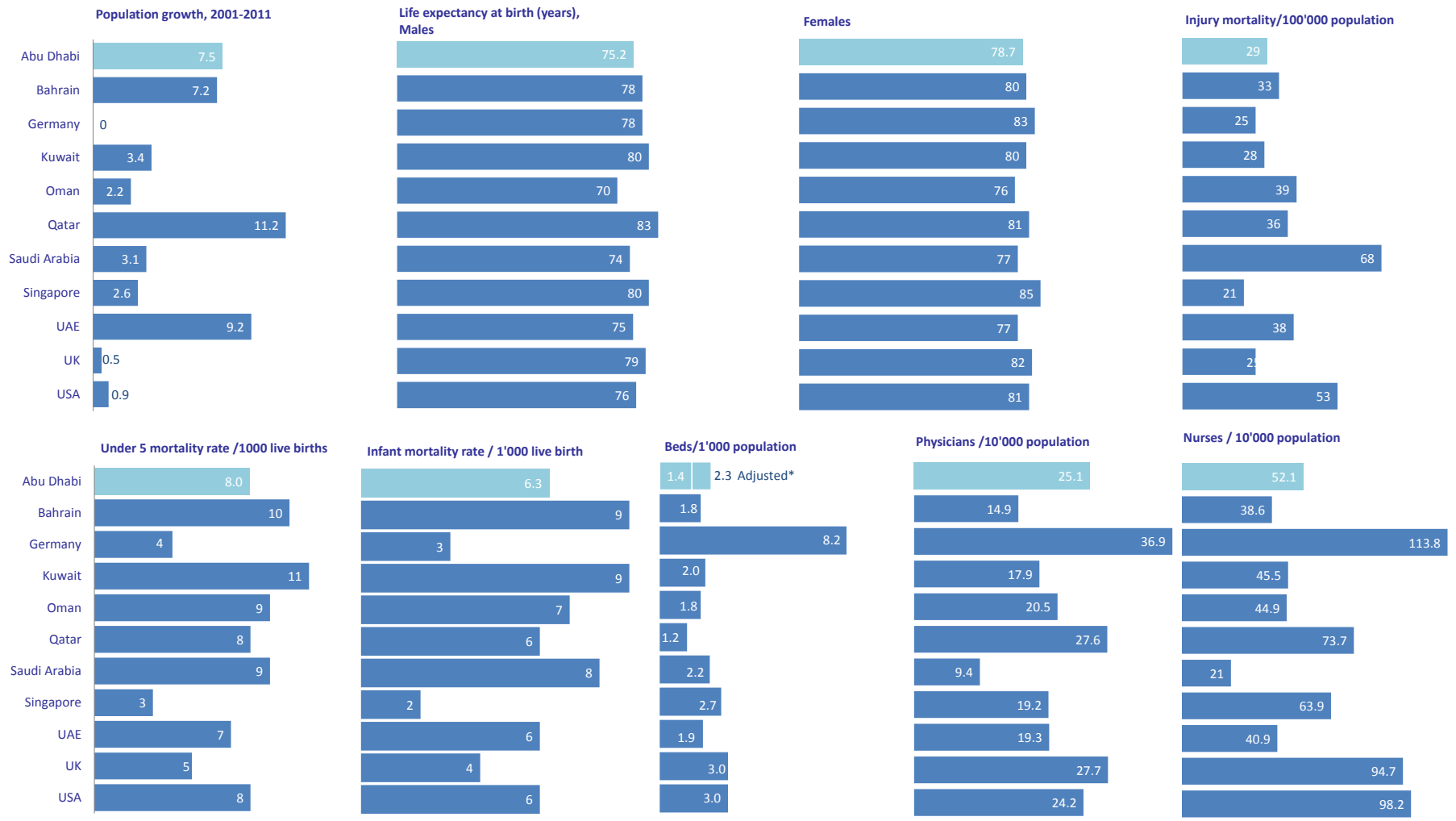


Public health highlights

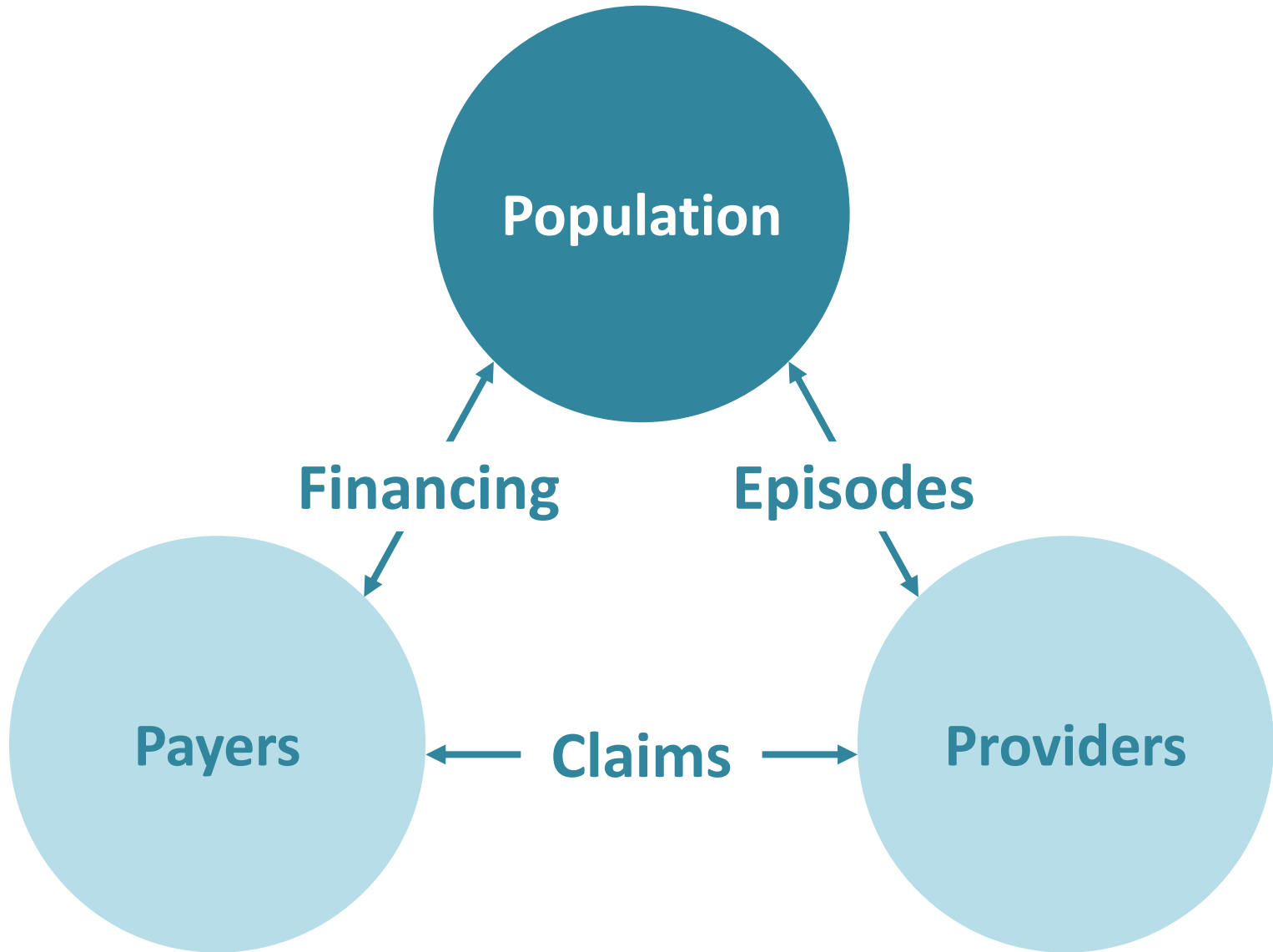
- **Population.** 18% of residents are Nationals, of whom 69% are under 30 and more than half are under 20⁹. Expatriates are predominantly aged between 20 and 40⁹. A significant share are employed in construction and accommodated in labour camps. The introduction of mandatory health insurance in 2006 provided all residents in Abu Dhabi access to high quality care. The population continues to grow rapidly.
- **Birth.** The UAE's Total Fertility Rate has declined from 4.4 to 1.7 per woman between 1990 and 2011 (World Health Statistics 2013 (WHO)). Declining birth rates are attributed to urbanisation, delayed marriage, changing attitudes about family size, and increased education and work opportunities for women.
- **Death.** Mortality rates have also declined steadily^{11,12} over the past years. Infant mortality is now comparable with other developed countries⁷ and the WHO has reported a decrease in the under 5 mortality rate from 22 to 7 per 1'000 live births between 1990 and 2011 across the UAE. In 2013, the diseases of circulatory system caused the highest number of deaths, accounting for 36.7% of all death cases registered in the Abu Dhabi Emirate. External causes of morbidity and mortality and neoplasms are the second and third highest causes of death^{13,14}.
- **Injuries.** Injuries are the second leading cause of death (19.6%) and healthy life years lost in Abu Dhabi. Fatal injuries are caused primarily by road traffic (62%), followed by injuries due to falls and falling objects (11%), and suicide (8%). Occupational injuries and childhood injuries are accounting for 18.4% and 12.2% of total injury deaths, respectively.¹³⁻¹⁵
- **Non-communicable diseases.** The Emirate has high rates of *chronic diseases related to lifestyle*, such as obesity, diabetes, and cardiovascular diseases. Cardiovascular diseases accounted for 36.7% of all death cases in 2013. Adult Nationals were screened for cardiovascular risk factors in 2008 as a condition for enrollment in Thiqa insurance. Without major changes, these rates are set to increase further as the young population ages. Individuals thought to be at high risk of cardiovascular disease are being followed up.
- **Cancer** caused 12.9% of all deaths in the Emirate in 2013. Lymphoid, Haematopoietic and related tissue cancers are the dominant cancers in Abu Dhabi. Late detection of breast cancer leads to significant increases in mortality. Adult female Nationals aged 40-69 are being screened for breast cancer as part of their Thiqa insurance renewal. Education and awareness campaigns have increased screening rates for all nationalities.
- **Communicable diseases.** *Rates of childhood communicable diseases are very low*, due to immunization programs targeting children aged <5 years¹⁶. Expatriates are screened for communicable diseases before acquiring residence status¹⁶.
- **Respiratory infections** are the second most common non-life threatening condition in the Emirate after "signs, symptoms and ill-defined conditions", accounting for 11.1% of Episodes across all healthcare facilities²³. Respiratory infections mostly impact workforce productivity and quality of life.

Investor highlights

- **Population.** The population is concentrated on or nearby Abu Dhabi island^{C34}. Areas of growth in the short to medium term are expected to be just off the island (Mohammed Bin Zayed city, Capital district, Shamkha and the islands adjacent to Abu Dhabi island) and Al Ain city. At the end of 2013 there were 0.48m National Thiqa members, 1.34m Basic members and 1.49m Enhanced members⁴¹. Recent annual population growth has averaged 7.7% and is considered to be among the highest population growth rates in the world*.
- **Demand.** Aggressive growth in demand is expected for general medical services and services linked to lifestyle-related diseases, e.g. diabetes and cardiovascular diseases and cancer with larger volume increases in outpatient settings^{C37}.
- **Supply.** Since the end of 2012 there has been 22% growth in the number of licensed physicians and dentists^{C8,C9} and 11% growth in the number of licensed facilities**. It is estimated that by 2022 up to 4'800 additional doctors and 13'000 nurses will be required. If turnover remains high, this translates into up to 1'700 doctors and 2'900 nurses to be recruited annually^{C36}. HAAD demand projections^{C26} also indicate that in 2020 demand for inpatient services may require over 2'200 additional beds (based on current occupancy rate). However, there are currently 16 hospitals under construction that are more than 50% complete, which should provide up to 2'859 beds^{C31,C32}. This is an increase of 700 beds under construction compared to 2012, which signals significant future capacity to meet the required demand^{C32}.
- **Capacity gaps.** Capacity gaps exist in Intensive and Critical Care Medicine, Emergency Care, Neonatology, Paediatrics, Oncology, Orthopaedics, Rehabilitation and Psychiatry^{C9}. Sub-specialty gaps exist in Paediatric and Paediatric Surgery. Adult Surgical sub-specialties including Neurosurgery, Plastics, Surgical Oncology are all undersupplied in Abu Dhabi.
- **Significant new inpatient capacity is anticipated** during 2014 and 2015^{C30,C31} particularly in acute care services with the planned supply of Intensive and Critical care and Emergency Bays addressing the current shortfalls in these types of services by 2016^{C32}. Overall bed occupancy rates vary by facility, but are lower than optimal³⁰ indicating low efficiency. Bed occupancy in ICU, NICU, PICU, CICU, CCU and Isolation was consistently over the optimal 75% during 2011³⁴.
- **Reimbursement.** HAAD sets prices for the Basic product uniformly. Providers negotiate prices with Payers for Enhanced plans, generally as a multiple of Basic product rates. Thiqa rates are equivalent to Daman's most generous Enhanced plan. DRGs were introduced for the Basic product in 2010, and mandated for all hospital inpatients in 2013. In 2013, more outpatient payments were needed based on Evaluation and Management (E & M) codes, where payment reflected the severity of the patient's condition not the grade of doctor seen.
- **Provider market.** Government-subsidised SEHA hospitals provided care in 61% of all inpatient Episodes (2% increase from 2012) and 38% of all hospital outpatients (1% decrease from 2012)²³. The largest independent groups are Al Noor and NMC³⁰. International providers have come to Abu Dhabi, generally on the basis of a management service agreement, such as the Cleveland Clinic for SEHA's SKMC and Johns Hopkins for SEHA's Tawam.
- **Payer market.** Overall, the competitive Enhanced health insurance market has increased to almost 1.49m members. Over 50% of this market is held by three payers – Daman (34%), ADNIC (14%) and Oman (7.5%)⁴². Average Enhanced premium per member increased in 2013 by 10% to 3'380AED⁴⁰. Daman also administers Thiqa and Basic products. Claims per member have risen from 4.6 in 2009 to 6.5 in 2013³⁹. On average payers take 51 days to remit claims⁴².



Notes * Adjusted for fair international comparisons as the population in Abu Dhabi is young and is not expected to use hospital beds as frequently as older populations. The adjustment is made by mapping the population age structure of Abu Dhabi to that of Germany, using German resource consumption profiles. Life expectancy 2012 for Abu Dhabi Emirate, 2011 for others, Infant and under 5 mortality rates and clinicians –Abu Dhabi 2013 others 2005-2012.

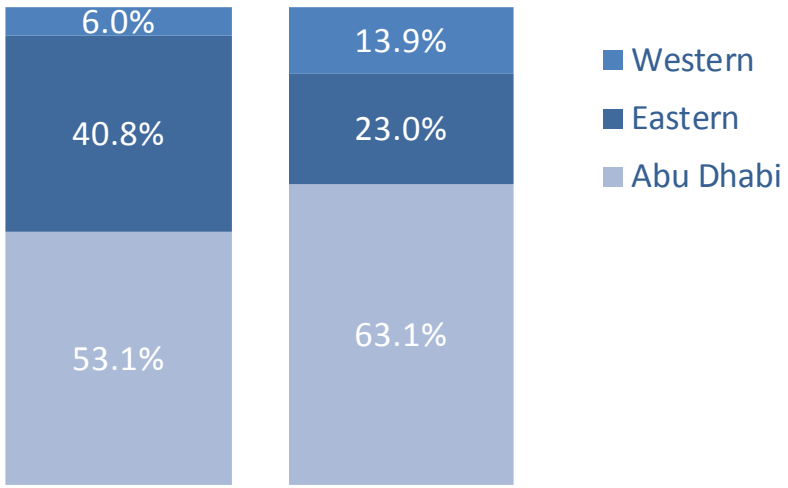


Population by age, gender and nationality

Age band	National			Expatriate			Total
	All	Male	Female	Male	Female	Total	
85+	2'222	804	875	1'679	224	319	543
80-84	2'931	887	881	1'768	505	658	1'163
75-79	4'898	1'375	1'163	2'538	1'059	1'301	2'360
70-74	8'709	2'168	2'083	4'251	2'211	2'248	4'459
65-69	14'369	2'809	2'671	5'480	5'175	3'715	8'890
60-64	31'964	3'419	3'902	7'321	17'896	6'746	24'643
55-59	72'431	4'122	5'790	9'911	49'630	12'890	62'519
50-54	108'350	4'743	6'687	11'430	76'921	19'998	96'920
45-49	160'803	6'741	8'651	15'391	117'005	28'408	145'412
40-44	240'306	8'766	11'607	20'373	176'354	43'579	219'934
35-39	322'479	13'939	17'390	31'329	227'278	63'872	291'150
30-34	446'231	19'355	22'270	41'625	318'837	85'768	404'605
25-29	501'623	22'372	24'011	46'383	364'737	90'504	455'240
20-24	254'154	23'591	23'412	47'003	161'384	45'767	207'151
15-19	103'511	24'790	23'621	48'411	30'879	24'221	55'100
10-14	120'720	27'862	27'303	55'165	33'879	31'676	65'555
05-09	152'667	34'351	33'262	67'613	43'903	41'150	85'053
0-4	184'190	39'707	37'990	77'696	54'839	51'655	106'494
Total	2'732'557	241'801	253'567	495'368	1'682'714	554'475	2'237'189

Notes HAAD is collaborating with SCAD to align figures with official SCAD estimates
The total National population and the regional distribution are based on SCAD data

Population by region and nationality



Region	National	Expatriate	Total	National Expatriate	
Abu Dhabi	263'207	1'411'639	1'674'846	15.7%	84.3%
Eastern	202'266	515'247	717'513	28.2%	71.8%
Western	29'895	310'304	340'199	8.8%	91.2%
Total	495'368	2'237'189	2'732'557		

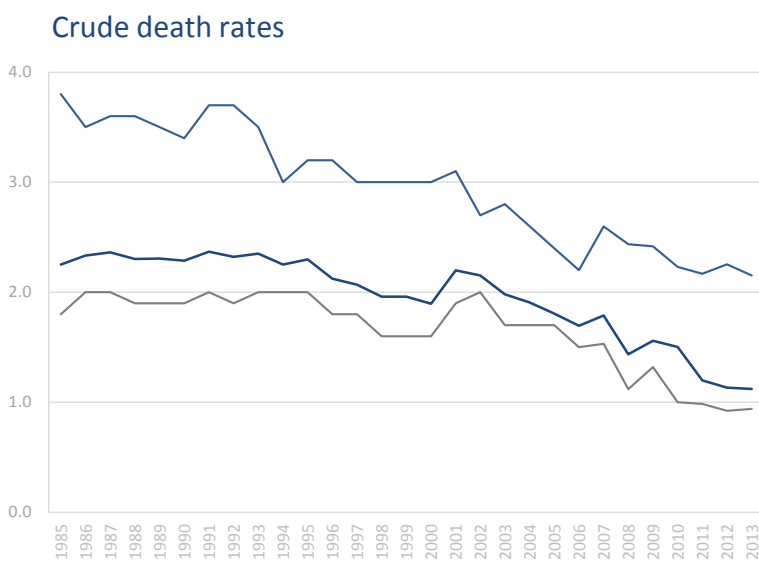
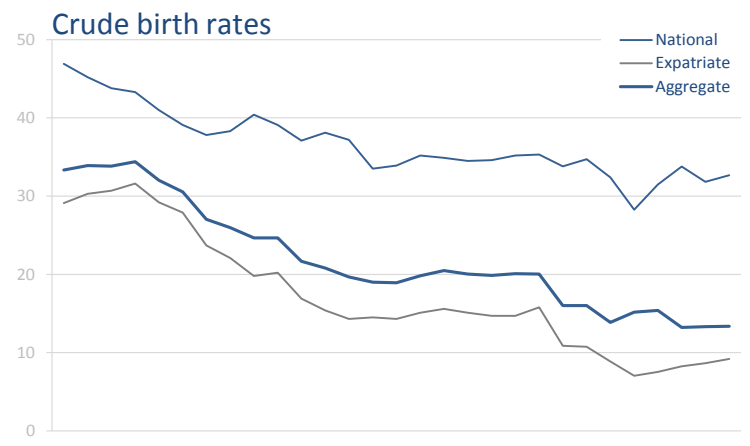
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The total National population and the regional distribution are based on SCAD data

Births and deaths

	Total		By Region							Rates				By Nationality and Gender								
	Number		%	Number											National			Expatriate			NA	
	2012	2013	National	Males	Abu Dhabi	Eastern	Western	NA	Abroad	Total	Abu Dhabi	Eastern	Western	Male	Female	NA	Male	Female	NA	Male	Female	NA
Live Births	34'358	35'945	43%	51%	22'250	12'144	1'313	6	232	13.2	13.3	16.9	3.9	7'958	7'618		10'301	10'015		27	26	
Deaths	2'923	3'015	31%	70%	1'717	983	199	1	115	1.1	1.0	1.4	0.6	567	364	1	1546	537				
Still births	104	149	38%	30%	106	41	2	0		4.1	4.8	3.4	1.5	18	20	19	25	25	26	2	3	11
Neonatal mortality	135	155	46%	48%	89	63	3			4.3	4.0	5.2	2.3	36	35	1	39	44				
Infant mortality	217	227	45%	50%	125	93	7		2	6.3	5.6	7.7	5.3	52	49	1	62	63				
Child mortality (1-4)	64	59	37%	56%	26	29	3		1	1.6	1.2	2.4	2.3	14	8		19	18				
Death by Age Group																						
0-6 days	94	105	52%	49%	62	41	2			3%	4%	4%	1%	27	27	1	24	26				
7-27 days	41	50	34%	48%	27	22	1			2%	2%	2%	1%	9	8		15	18				
28-364 days	82	72	42%	54%	36	30	4	2		2%	2%	3%	2%	16	14		23	19				
1-4	64	59	37%	56%	26	29	3	1		2%	2%	3%	2%	14	8		19	18				
5-9	33	19	47%	53%	10	8		1		1%	1%	1%	0%	5	4		5	5				
10-14	26	36	50%	69%	15	15	3	1	2	1%	1%	2%	2%	14	4		11	7				
15-19	51	46	70%	76%	22	15	3		6	2%	1%	2%	2%	27	5		8	6				
20-24	126	109	36%	89%	67	21	15		6	4%	4%	2%	8%	34	5		63	7				
25-29	195	201	19%	83%	109	52	26		14	7%	6%	5%	13%	29	10		138	24				
30-34	175	185	15%	88%	118	38	26		3	6%	7%	4%	13%	17	10		146	12				
35-39	154	180	22%	84%	107	47	17		9	6%	6%	5%	9%	33	6		118	23				
40-44	194	183	12%	87%	111	44	22		6	6%	6%	4%	11%	15	7		145	16				
45-49	217	220	10%	84%	135	60	16		9	7%	8%	6%	8%	15	8		170	27				
50-54	235	231	16%	80%	128	75	23		5	8%	7%	8%	12%	21	17		164	29				
55-59	240	259	17%	77%	143	90	16		10	9%	8%	9%	8%	23	22		177	37				
60-64	192	208	24%	65%	122	75	7		4	7%	7%	8%	4%	30	19		106	53				
65-69	168	197	42%	64%	113	74	1		9	7%	7%	8%	1%	46	37		80	34				
70-74	190	193	50%	52%	111	70	2		10	6%	6%	7%	1%	57	39		44	53				
75-79	137	140	44%	52%	81	49	1		9	5%	5%	5%	1%	33	29		40	38				
80-84	131	136	59%	51%	72	58	2		4	5%	4%	6%	1%	45	35		24	32				
85+	178	186	58%	45%	102	70	9		5	6%	6%	7%	5%	57	50		26	53				

Note Rates: crude birth and death rates calculation are based on internal HAAD population estimates (per 1'000) other rates based on crude births (per 1'000), data s of 31st March 2014; HAAD and SCAD are collaborating to align with official SCAD data

Births and deaths time series



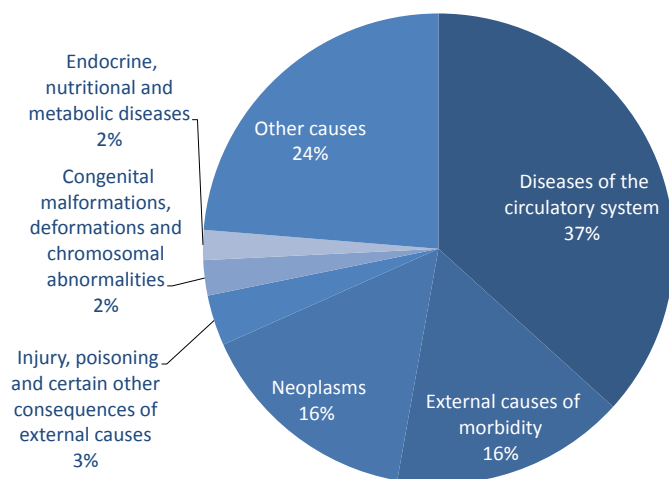
Year	Total	National	Rate	Expatriate	Rate	% Nationals
1985	18'874	6'376	46.9	12'498	29.1	34%
1986	19'700	6'328	45.2	13'372	30.3	32%
1987	20'667	6'400	43.8	14'267	30.7	31%
1988	22'113	6'668	43.3	15'445	31.6	30%
1989	21'686	6'647	41.0	15'039	29.2	31%
1990	21'750	6'652	39.1	15'098	27.9	31%
1991	20'246	6'729	37.8	13'517	23.7	33%
1992	20'456	7'202	38.3	13'254	22.1	35%
1993	20'410	7'928	40.4	12'482	19.8	39%
1994	21'505	8'060	39.1	13'445	20.2	37%
1995	20'425	8'261	37.1	12'164	16.9	40%
1996	20'095	8'697	38.1	11'398	15.4	43%
1997	20'017	8'917	37.2	11'100	14.3	45%
1998	20'348	8'435	33.5	11'913	14.5	41%
1999	21'303	8'948	33.9	12'355	14.3	42%
2000	23'525	9'783	35.2	13'742	15.1	42%
2001	23'974	10'349	34.9	13'625	15.6	43%
2002	24'317	10'714	34.5	13'603	15.1	44%
2003	24'990	11'279	34.6	13'711	14.7	45%
2004	26'215	12'021	35.2	14'194	14.7	46%
2005	27'112	12'254	35.3	14'858	15.8	45%
2006	25'738	12'165	33.8	13'573	10.9	47%
2007	27'002	12'857	34.7	14'145	10.7	48%
2008	28'456	13'040	32.4	15'416	8.9	46%
2009	29'044	13'479	28.3	15'565	7.0	46%
2010	29'502	13'635	31.5	15'867	7.5	46%
2011	32'034	14'636	33.8	17,398	8.3	46%
2012	34,358	15'170	31.8	19,131	8.6	44%
2013	35'945	15'576	32.7	20,316	9.2	43%

Year	Total	National	Rate	Expatriate	Rate	% Nationals
1985	1'275	520	3.8	755	1.8	41%
1986	1'356	492	3.5	864	2.0	36%
1987	1'444	528	3.6	916	2.0	37%
1988	1'480	551	3.6	929	1.9	37%
1989	1'561	571	3.5	990	1.9	37%
1990	1'628	572	3.4	1'056	1.9	35%
1991	1'774	652	3.7	1'122	2.0	37%
1992	1'829	690	3.7	1'139	1.9	38%
1993	1'946	689	3.5	1'257	2.0	35%
1994	1'963	614	3.0	1'349	2.0	31%
1995	2'166	722	3.2	1'444	2.0	33%
1996	2'050	723	3.2	1'327	1.8	35%
1997	2'105	708	3.0	1'397	1.8	34%
1998	2'098	758	3.0	1'340	1.6	36%
1999	2'206	792	3.0	1'414	1.6	36%
2000	2'250	822	3.0	1'428	1.6	37%
2001	2'574	928	3.1	1'646	1.9	36%
2002	2'612	849	2.7	1'763	2.0	33%
2003	2'493	913	2.8	1'580	1.7	37%
2004	2'489	887	2.6	1'602	1.7	36%
2005	2'443	820	2.4	1'623	1.7	34%
2006	2'380	821	2.2	1'559	1.5	34%
2007	2'750	990	2.6	1'760	1.5	36%
2008	2'949	981	2.4	1'947	1.1	33%
2009	2'988	983	2.4	1'990	1.3	33%
2010	2'879	967	2.2	1'888	1.0	34%
2011	2'902	940	2.2	1,958	1.0	32%
2012	2'923	976	2.3	1,945	0.9	33%
2013	3'015	932	2.2	2,083	0.9	31%

Note Rates based on internal HAAD population estimates; HAAD and SCAD are collaborating to align with official SCAD data
Presented data include cases where nationality is not available



Causes of death



Codes	Total	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001
I00-I99	Diseases of the circulatory system	1'107	1'135	1'089	762	707	697	506	378	424	413	624	778	622
V00-Y99	External causes of morbidity	485	451	481	202	632	464	621	503	565	563	574	614	600
S00-T98	Injury, poisoning and certain other consequences of external causes	105	81	100	385	57	85							
C00-D49	Neoplasms	468	474	461	461	397	360	370	315	294	298	276	289	252
Q00-Q99	Congenital malformations, deformations and chromosomal abnormalities	73	85	98	144	199	120	177	131	156	146	152	199	190
E00-E89	Endocrine, nutritional and metabolic diseases	62	63	72	194	210	79	201	130	133	126	103	73	65
	Other	715	634	601	731	786	1144	867	993	874	943	763	664	845

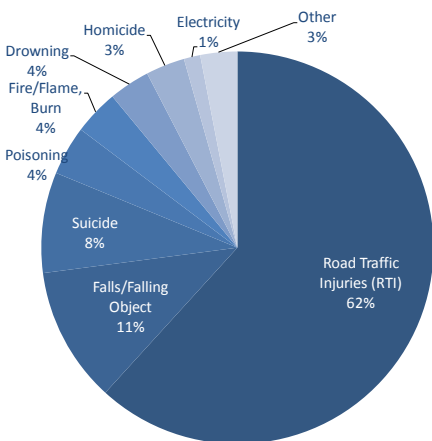
Note Causes of death classified according to WHO ICD-10; where Neoplasms include: malignant (388 death cases), Other (80 death cases): benign, uncertain, and other unspecified behavior. Injury codes are part of the group codes S00-Y99.

Causes of death

Codes	Total	National									Expatriate								
		Cases	By Gender			By Age Group						By Gender		By Age Group					
			♂	♀	NA	0-1	1-15	15-30	30-45	45-60	60+	♂	♀	0-1	1-15	15-30	30-45	45-60	60+
I00-I99	Diseases of the circulatory system	1'107	183	123	1	6	7	21	24	46	202	669	132	12	3	62	193	310	221
V00-Y99	External causes of morbidity	485	103	21		3	15	56	30	7	13	326	35	5	18	120	133	71	14
C00-D49	Neoplasms	468	91	58			7	9	12	28	93	170	149	1	15	17	37	104	145
R00-R99	Symptoms, signs and abnormal clinical and laboratory findings, not elsewhere classified	151	14	16		4		2	1		23	78	43	4	1	6	27	29	54
A00-B99	Certain infectious and parasitic diseases	130	30	26		1	2	1	5	2	45	47	27		2	3	12	20	37
J00-J99	Diseases of the respiratory system	127	26	26		4		2	3	5	38	35	40		3	4	8	11	49
S00-T98	Injury, poisoning and certain other consequences of external causes	105	20	9			6	10	7	2	4	71	5	2	1	25	26	21	1
P00-P96	Certain conditions originating in the perinatal period	91	21	16		34	3					24	30	54					
Q00-Q99	Congenital malformations, deformations and chromosomal abnormalities	73	16	18	1	28	3	4				22	16	30	6	1	1		
K00-K95	Diseases of the digestive system	70	12	13		4	2	1	1	5	12	31	14	3	1	1	11	11	18
N00-N99	Diseases of the genitourinary system	62	15	15		1	1		1	3	24	16	16		1		2	11	18
E00-E89	Endocrine, nutritional and metabolic diseases	61	17	9		2	1	1	2	4	16	21	14	2	2	2	3	11	15
G00-G99	Diseases of the nervous system	30	9	2		1	2	3	1	2	2	9	10	2	9	4		1	3
O00-O99	Pregnancy, childbirth and the puerperium	22	7	6		13						4	5	8			1		
M00-M99	Diseases of the musculoskeletal system and connective tissue	16	2	5					1	2	4	8	1					3	6
D50-D89	Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	14	1	1		1					1	12		2	3	1	4	1	1
L00-L99	Diseases of the skin and subcutaneous tissue	2										2					1		1
	NA	1										1					1		

Note Causes of death classified according to WHO ICD-10; where Neoplasms include: malignant, benign, uncertain, and other unspecified behavior, and Injuries codes are part of the group codes S00-Y99.

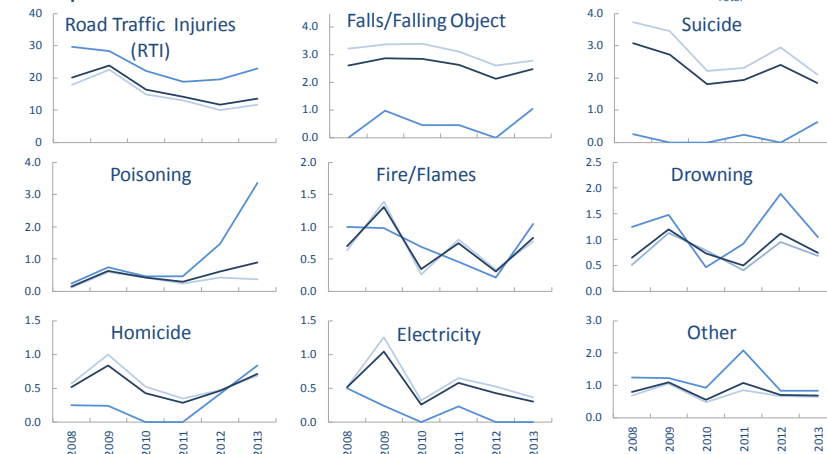
Injury deaths



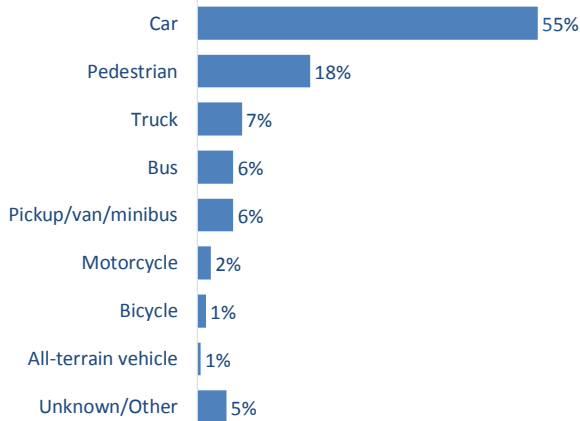
Cases, by Year*

Mechanism	2013	2012	2011	2010	2009	2008
Road Traffic Injuries (RTI)	365	303	342	379	456	430
Falls/Falling Object	66	55	64	66	55	56
Suicide	49	62	47	42	52	66
Poisoning	24	16	7	10	12	3
Fire/Flame, Burn	22	8	18	8	25	15
Drowning	20	29	12	17	23	14
Homicide	19	12	7	10	16	11
Electricity	8	11	14	6	20	11
Other	18	18	26	13	21	17
Total	591	514	537	551	680	623

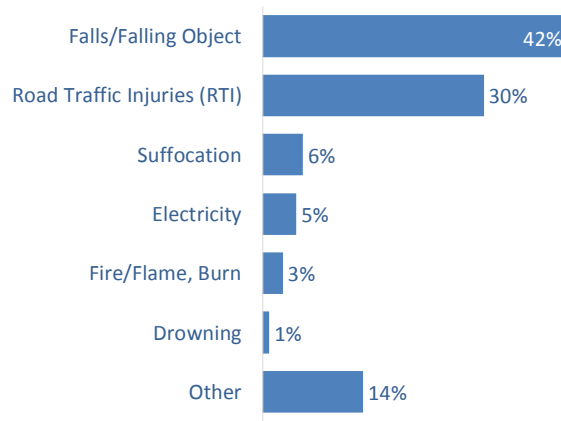
Rates per 100'000**



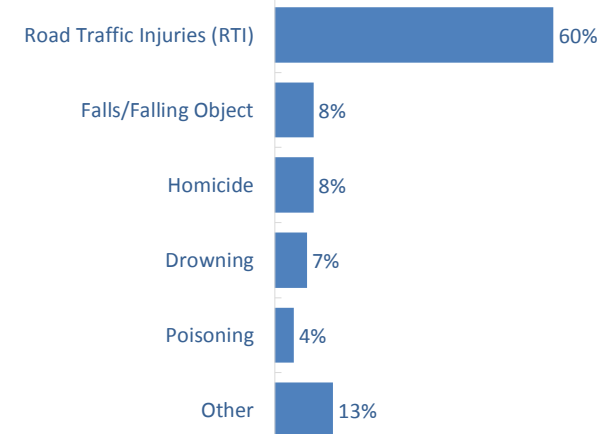
Road Traffic Deaths, N=365



Occupational Injury Deaths, N=109



Childhood Injury Deaths (0-19 yrs), N=72



* Definition of fatal injuries: Mortality cases with underlying cause of death codes (S00-T98) in ICD-10 Chapter 19 and external cause codes (V01-Y98) excluding complications of medical and surgical care (Y40-Y84).

** Scales differ across charts. For data source please refer to www.haad.ae/statistics-xl.



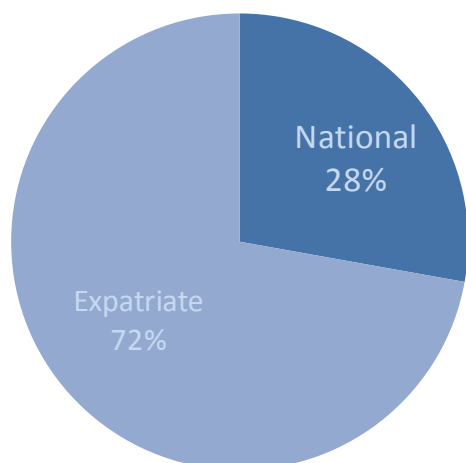
Communicable diseases

Preventable Screened	Disease	Total		2013	National													Expatriate														
		2011	2012		0-4	5-9	10-14	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+	0-4	5-9	10-14	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
■	Chickenpox	11'768	9'872	4'581	533	363	85	21	21	19	16	4	1	3	1	1	0	0	497	412	141	81	539	850	510	274	117	50	19	14	5	4
	Malaria	2'731	2'719	2'203					1					1					22	13	10	39	548	513	341	219	161	120	119	68	21	6
	Other Food Poisoning	667	1'147	1'237	292	48	15	5	20	12	14	6	4		1	2	3		264	54	16	11	33	105	97	67	57	49	32	20	6	4
	Scabies	585	758	1'001	16	14	12	11	16	13	11	5	8	4	4	2	4	4	52	32	19	15	122	214	167	86	71	46	26	16	10	1
■ ■	Viral Hepatitis B	673	665	699	1	1	2	6	21	48	38	27	22	10	5	8	3	13	1			6	47	82	108	78	52	41	33	26	10	10
	Viral Hepatitis C	580	528	546	2			1	2	6	5	6	8	17	5	12	5	8	2	1		2	14	58	64	61	66	64	48	50	19	20
	Seasonal Influenza	282	297	410	107	34	7	4	7	5	12	7	2	1	1	1	5	10	37	19	9	3	8	23	33	25	14	9	5	8	4	10
■ ■	Pulmonary Tuberculosis	380	350	311			1	2	5	3	6	3	2	3	3	2	1	8			2	4	46	64	52	27	22	14	12	13	5	11
■	Viral Hepatitis A	138	279	271	16	31	23	5	5	4	4								45	51	27	11	15	14	6	8	1		2	1	1	
	Typhoid Fever	394	443	248	6	2	2	1	3	3	4		2						10	15	8	6	39	48	32	20	19	13	11	4		
	Scarlet Fever	239	201	198	61	29	2												61	41	3			1								
■	Mumps	194	198	174	26	15	5	3	2	1	1	3	1	1					26	32	8	1	4	17	13	3	8	1		1	2	
	Extra Pulmonary Tuberculosis	182	192	169			1			1	3		1	1	1	1	4		1	1	1	1	25	42	31	19	15	10	4	3	1	3
■	Syphilis	99	88	162	2			1	1	2	5	4	3			2	2						6	26	32	20	16	12	11	12	5	
	Other STIs	363	136	132				2	7	22	21	13	10	4	1							3	9	13	10	9	5	2		1		
■	Measles	48	56	122	36	12	5	2	1	2	7		1						28	8	1	1	5	6	7							
	Brucellosis	75	135	99	2	3	2	1	1	4	2	1		1	1	1	2		3	1			10	22	11	4	12	2	8	3	2	
	Giardia Lambia	82	103	94	8	2	1	1	1	1									15	3	2	2	6	12	17	10	5	4	1	2		
	Gonorrhoea	42	44	92	3		2	6	15	3	5	3	2						1				10	15	14	6	3		1			
	Viral Meningitis	37	52	59	11	10	4	1											5	11		5	1	5	2	1	1	2				
■	Whooping Cough	39	53	38	25	1													10	2												
■	Rubella	42	18	15	1							1	1						4				3	1	4							
	Acute Encephalitis	10	26	11		1										1				2			1	2	1	1			1		1	
	Acute Flaccid Paralysis	14	21	10	1	2	1												3	1	2											
	Other Viral Hepatitis	1	14	5																			1	3					1			
■	Tetanus	3	2	2	1																		1									
	Other	422	875	1'268	148	44	20	44	22	20	23	14	14	3	4	7	3	9	250	53	19	21	51	100	112	86	75	44	44	23	7	8

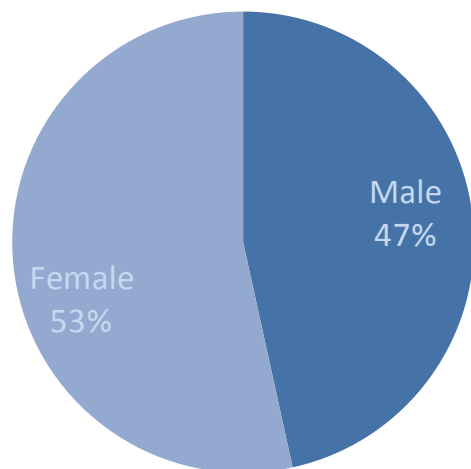
Note Preventable: Diseases preventable by vaccination; Screened: Adult expatriates are screened on application or renewal of residence visa, some data where updated by the Communicable Diseases Department.

Cancer incidence 2012

By nationality



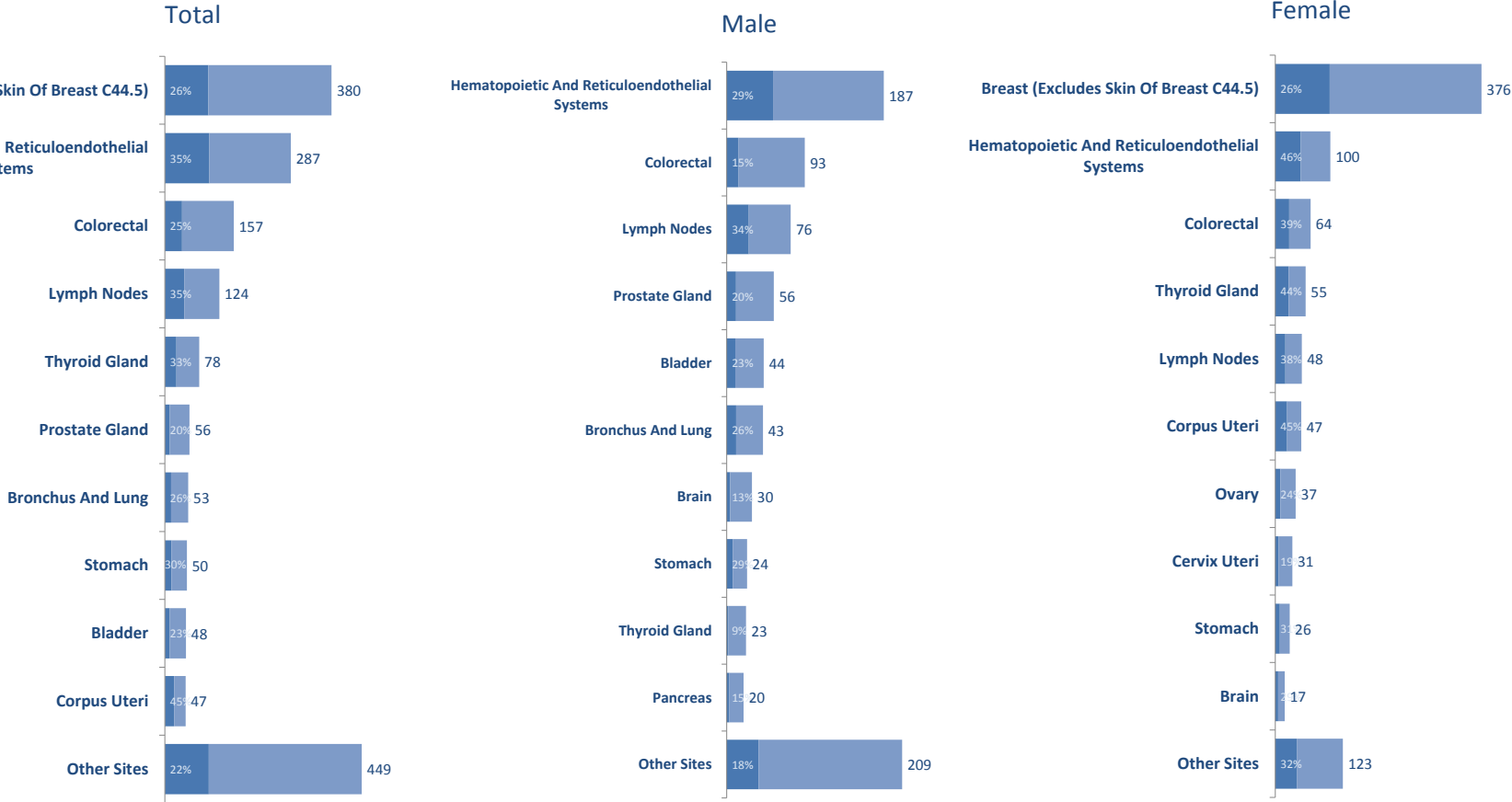
By gender



	Cancer incidence 2012			Rate per 100'000 population		
	Total	Male	Female	Total	Male	Female
Total	1'729	805	924	63.3	41.8	114.4
National	481	181	300	97.1	74.9	118.3
Expatriate	1'248	624	624	55.8	37.1	112.5

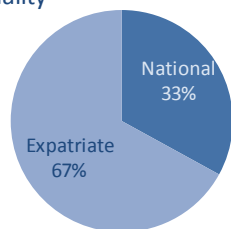
Cancer incidence 2012

■ National
■ Expatriate



Cancer death cases

By nationality

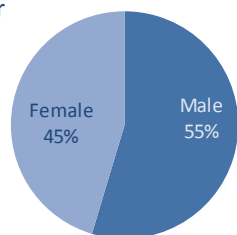


Cancer death cases

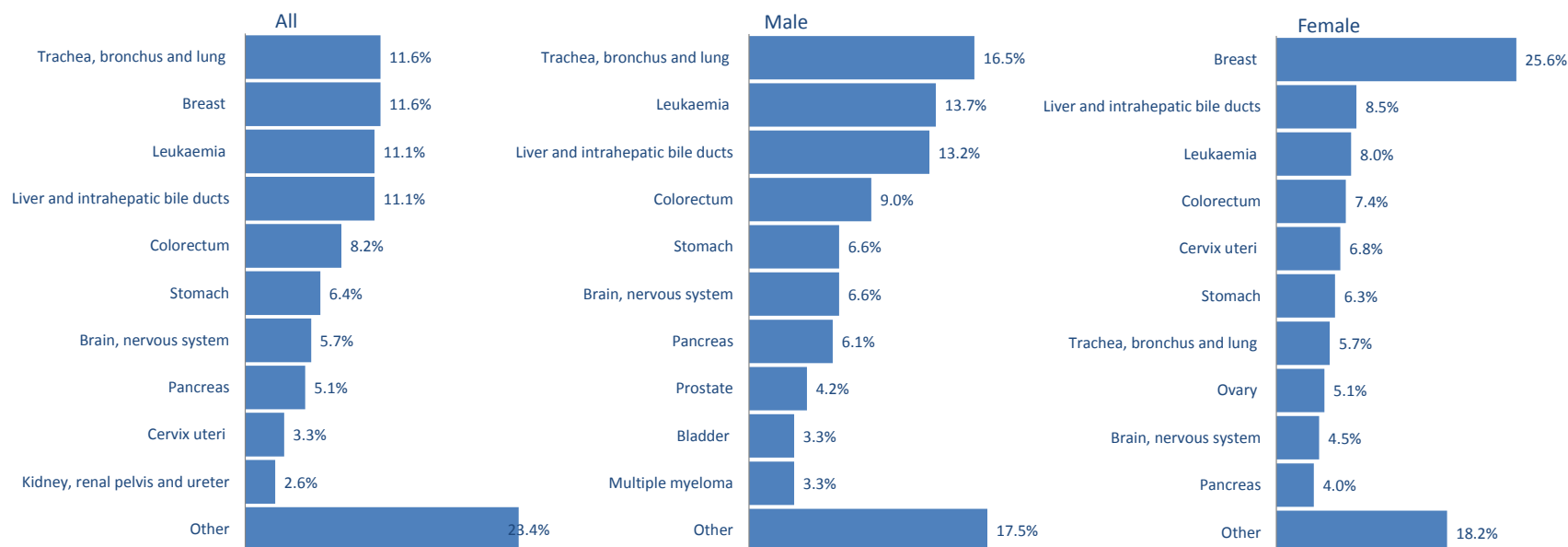
Rate per 100'000 population

	Cancer death cases			Rate per 100'000 population		
	Total	Male	Female	Total	Male	Female
Total	388	212	176	14.2	12.2	25.8
National	128	78	50	25.8	32.3	19.7
Expatriate	260	134	126	11.6	8.0	22.7

By gender

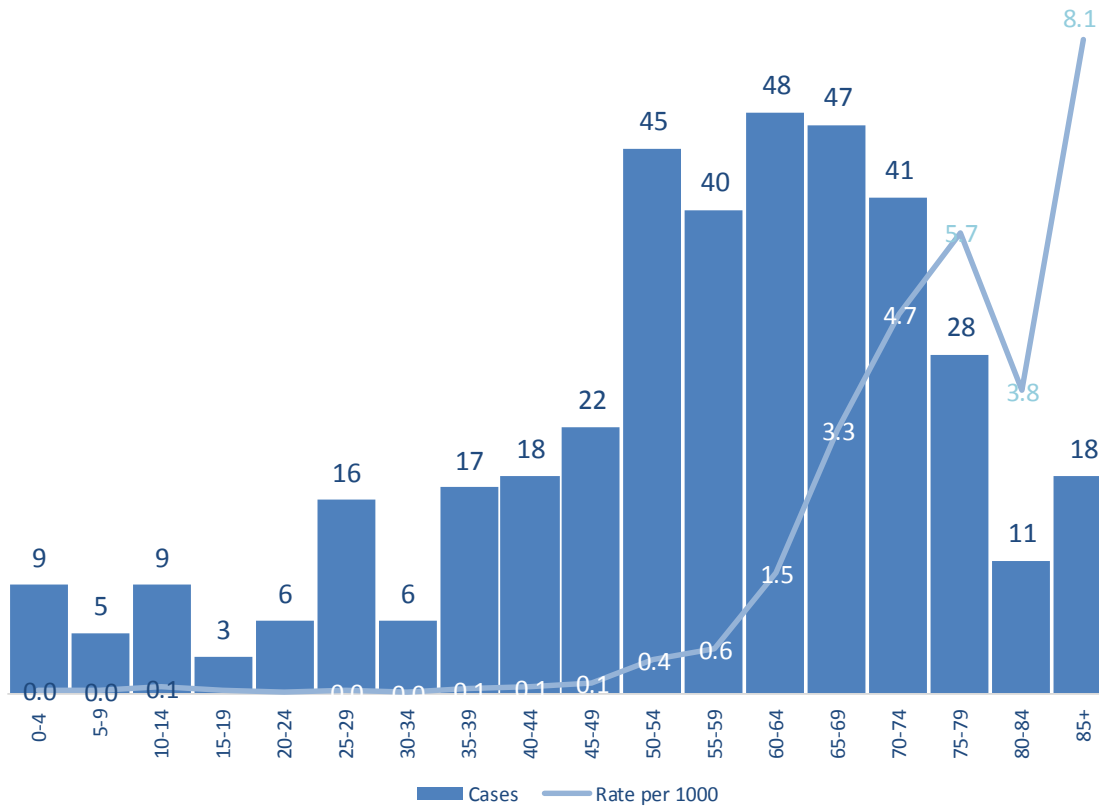


By site



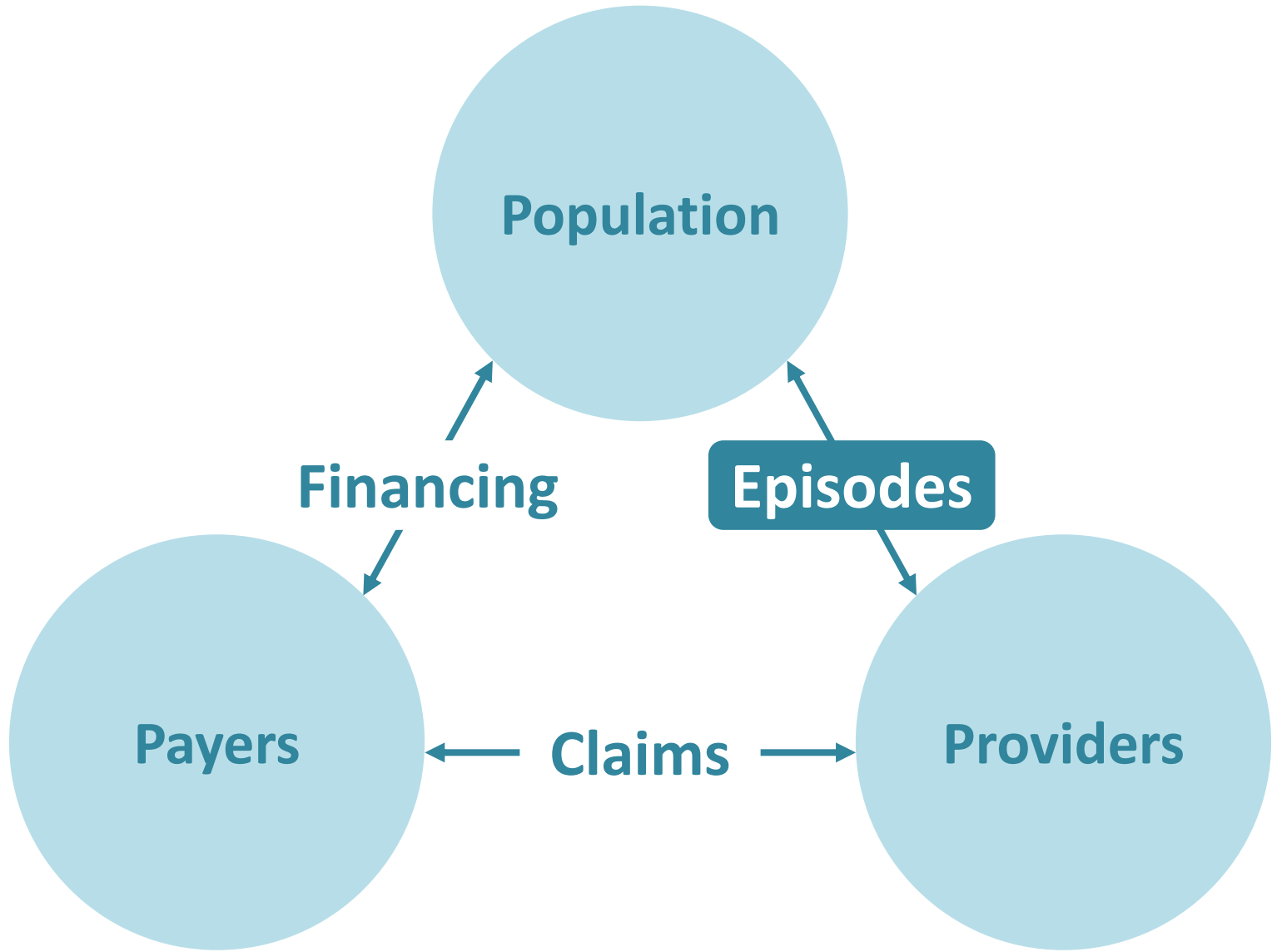


Cancer death cases by age group

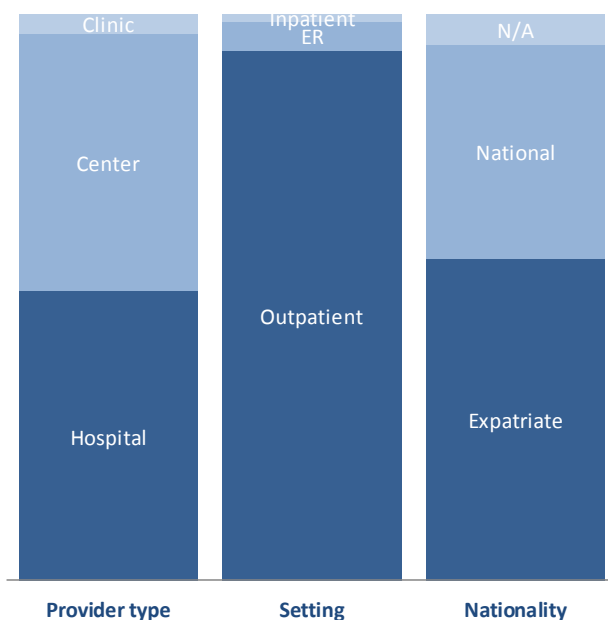


Age	%National	%Female
0-4	11%	22%
5-9	40%	60%
10-14	0%	22%
15-19	67%	33%
20-24	33%	33%
25-29	31%	63%
30-34	33%	33%
35-39	0%	53%
40-44	22%	50%
45-49	0%	59%
50-54	29%	47%
55-59	23%	50%
60-64	17%	58%
65-69	34%	43%
70-74	54%	41%
75-79	39%	29%
80-84	73%	36%
85+	78%	28%

Note Data need to be interpreted with caution, due to undercounting and ambiguity about the overall population (denominator).



Episodes by type, setting and nationality



	2013	SEHA	2012	SEHA	2011	SEHA	2010	SEHA
Total	14'344'192	35%	12'765'198	37%	11'361'157	37%	10'998'469	34%
Hospital	6'969'966	39%	6'311'459	40%	5'774'551	40%	5'954'723	38%
Inpatient	193'996	61%	163'859	59%	130'219	65%	136'725	63%
ER	64'967	88%	60'124	88%	45'138	94%	36'576	95%
National	26'492	95%	29'886	94%	21'216	97%	18'311	98%
Expatriate	25'281	86%	26'102	87%	21'232	92%	17'469	95%
N/A	13'194	80%	4'136	43%	2'690	76%	796	22%
Non-ER	129'029	47%	103'735	42%	85'081	49%	100'149	51%
National	40'941	63%	33'484	66%	28'894	67%	40'878	75%
Expatriate	56'931	41%	44'576	37%	40'135	41%	43'793	45%
N/A	31'157	37%	25'675	21%	16'052	39%	15'478	4%
Outpatient	6'775'970	38%	6'147'600	39%	5'644'332	40%	5'817'998	38%
ER	728'900	72%	828'293	81%	655'394	97%	575'654	95%
National	365'826	78%	440'637	87%	354'837	99%	321'781	96%
Expatriate	330'358	66%	368'230	75%	297'177	96%	251'751	93%
N/A	32'717	64%	19'426	46%	3'380	61%	2'123	61%
Non-ER	6'047'070	34%	5'319'307	33%	4'988'938	32%	5'242'343	31%
National	1'935'277	57%	1'779'900	58%	1'647'896	57%	1'875'221	53%
Expatriate	3'695'273	24%	3'121'611	22%	2'907'096	22%	3'000'493	21%
N/A	416'520	14%	417'796	6%	433'946	2%	366'629	2%
Centre	6'765'800	35%	5'860'605	38%	5'049'446	38%	4'528'463	31%
National	3'107'622	54%	2'771'498	60%	2'269'165	63%	1'974'079	54%
Expatriate	3'366'210	19%	2'794'952	19%	2'497'339	19%	2'340'605	15%
N/A	291'969	11%	294'155	5%	282'941	1%	213'779	1%
Clinic	608'425	0%	593'134	3%	537'160	2%	515'283	1%
National	137'855	1%	131'091	5%	103'564	7%	107'613	2%
Expatriate	444'167	0%	425'743	2%	394'009	0%	380'371	0%
N/A	26'403	0%	36'300	1%	39'588	0%	27'298	0%

Notes An Episode is an inpatient Encounter or a set of outpatient Encounters linked to the same clinical case based on the patient (identified by insurance member ID), and principal diagnosis. An Episode clinician is the clinician responsible for consultation. Episodes are attributed to facility types according to Episode Clinician facility as per clinician licensing database. Non-SEHA ER Episodes are underrepresented because of miscoding of ER Encounter types as outpatient. 2010 data represents estimates based on Encounters reported in 2010 eClaims and Encounter/Episode ratios. SEHA episodes include Self-pay. Centres and Clinics episodes are outpatients.

Episodes by diagnosis group, % of volume

% of Total Episodes	Total 100	Outpatient		Inpatient	
		Non-ER 93.8	ER 4.6	Non-ER 0.9	ER 0.7
Signs, symptoms and ill-defined conditions	19.1	19.0	21.9	27.3	15.4
Respiratory infections	11.1	10.9	16.8	3.4	6.2
Musculoskeletal diseases	8.7	8.9	6.2	2.8	2.3
Endocrine disorders excluding diabetes	6.8	6.9	3.9	8.8	12.2
Respiratory diseases	6.7	6.8	5.9	3.8	5.0
Digestive diseases	6.7	6.7	7.2	7.5	8.6
Cardiovascular diseases	4.8	4.8	3.5	5.4	8.2
Nutritional deficiencies	4.5	4.7	1.6	3.6	3.5
Infectious and parasitic diseases	4.5	4.6	2.7	2.9	4.7
Genitourinary diseases	4.4	4.4	4.4	3.6	4.8
Skin diseases	4.1	4.2	2.7	1.6	2.1
Diabetes mellitus	3.8	3.9	2.7	3.0	5.1
Sense organ diseases	3.5	3.6	2.4	1.1	1.3
Injuries	3.2	2.8	11.5	2.5	5.9
Neuropsychiatric conditions	2.5	2.5	2.1	2.6	4.8
Oral conditions	2.5	2.6	0.8	0.4	0.4
Maternal and Perinatal conditions	2.1	1.9	2.7	16.6	6.0
Cancer	0.4	0.4	0.3	1.7	1.4
Congenital anomalies	0.3	0.3	0.1	1.4	0.9
RTA	0.1	0.0	0.7	0.2	1.1
	100.0	100.0	100.0	100.0	100.0

Episodes by diagnosis group, % of value

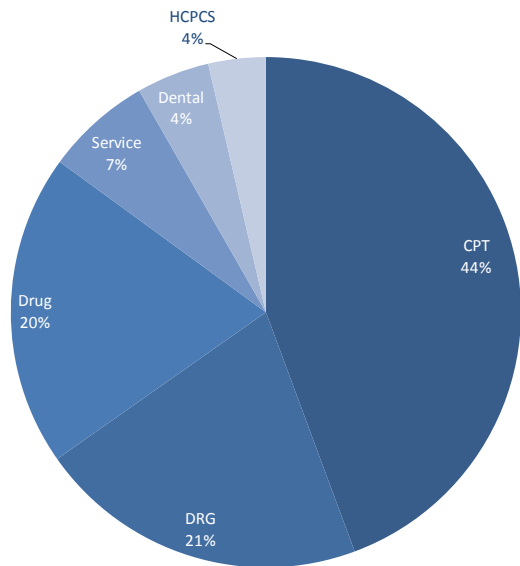
% of Total value	Total 100.0%	Outpatient 66.8%					Inpatient 33.2%					
			Break down *					Break down *				
	100	66.0	27.3	Supplies	Services	100	61.0	18.1	14.1	Drugs	Supplies	
			Procedures	Drugs			DRG	Procedures	Services			
Signs, symptoms and ill-defined conditions	20.1	20.1	12.6	3.9	1.0	2.6	20.1	11.9	4.2	1.4	2.5	0.1
Diabetes mellitus	8.5	12.0	5.7	5.5	0.9	0.0	1.3	0.6	0.3	0.1	0.2	0.1
Cardiovascular diseases	7.5	5.8	3.1	2.4	0.3	0.0	11.1	7.9	1.0	1.8	0.0	0.4
Respiratory infections	6.9	8.0	5.3	2.6	0.0	0.0	4.7	3.0	1.3	0.3	0.1	0.0
Musculoskeletal diseases	6.5	7.6	5.7	1.7	0.1	0.0	4.4	1.8	0.9	0.3	0.2	1.2
Maternal and Perinatal conditions	5.8	3.0	2.7	0.3	0.0	0.0	11.6	10.6	0.6	0.4	0.0	0.0
Genitourinary diseases	4.9	5.1	4.0	1.0	0.1	0.0	4.6	2.0	1.9	0.6	0.0	0.1
Digestive diseases	4.7	3.7	2.5	1.1	0.0	0.0	6.7	4.6	1.5	0.5	0.1	0.1
Oral conditions	4.6	6.6	6.5	0.1	0.0	0.0	0.6	0.2	0.3	0.1	0.0	0.0
Endocrine disorders excluding diabetes	4.5	5.1	2.9	2.1	0.1	0.0	3.4	2.4	0.3	0.2	0.5	0.0
Respiratory diseases	4.4	4.0	2.4	1.4	0.2	0.0	5.2	2.7	1.0	1.5	0.0	0.1
Neuropsychiatric conditions	4.4	3.4	1.8	1.1	0.5	0.0	6.4	1.5	0.6	4.0	0.1	0.3
Injuries	4.1	2.3	1.9	0.3	0.1	0.0	7.7	4.7	1.9	1.0	0.0	0.1
Infectious and parasitic diseases	3.2	2.8	1.8	1.0	0.0	0.0	3.8	3.2	0.3	0.3	0.0	0.0
Sense organ diseases	3.1	3.3	2.5	0.4	0.4	0.0	2.6	0.4	1.3	0.6	0.2	0.2
Skin diseases	2.4	3.0	2.1	0.9	0.1	0.0	1.1	0.5	0.4	0.1	0.0	0.0
Cancer	2.1	1.8	0.8	1.0	0.1	0.0	2.6	1.9	0.2	0.4	0.1	0.0
Nutritional deficiencies	1.4	1.9	1.5	0.4	0.0	0.0	0.2	0.2	0.1	0.0	0.0	0.0
Congenital anomalies	0.8	0.4	0.2	0.1	0.1	0.0	1.8	1.0	0.1	0.6	0.0	0.0
RTA	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

* Breakdown values reflect proportions of the total value (claimed amount) of each grouping (Outpatient and Inpatient)

Notes Episodes are attributed to diagnosis groups according to principal diagnoses. Data should be interpreted with caution, particularly for categories with low counts.

Source Cube 2013; Health Statistics Analysis; diagnosis groups based on WHO classification of diagnoses ICD 9.

Activities by classification type, % of value



Current Procedural Terminology (CPT) Sections	100%	OP*
Pathology & Laboratory	39.7%	●
Evaluation & Management (E&M)	36.8%	●
Diagnostic Ultrasound	7.2%	●
Radiology	7.2%	●
Eye & Ocular Adnexa	1.7%	●
Integumentary	1.4%	●
Musculoskeletal	1.4%	●
Respiratory System	1.4%	●
Digestive System	1.2%	●
Urinary System	.8%	●
Nuclear Medicine	.8%	●
Auditory System	.4%	●
Cardiovascular System	.3%	●
Radiation Oncology	.3%	●
Female Genital System	.3%	●
Maternity Care & Delivery	.3%	●
Male Genital System	.2%	●
Nervous System	.1%	●
Breast Mammography	.2%	●
Other CPT	.1%	●

Service Codes **	100%	OP*
Per Diem - Long Term Stay	38.5%	●
Per Diem - Haemodialysis	25.6%	●
Per Diem - Day Stay (Day care) Surgical Case - Inclusive	13.9%	●
Outlier Payment	10.0%	●
Per Diem - Short Stay	6.8%	●
Per Diem - Day Stay (Day care) Medical Case - Inclusive	1.1%	●
Per Diem - ICU/CCU - Daily Rate (Day 1 to 7)	.5%	●
Comprehensive Screening Evaluation and Management by Clinician	.4%	●
Per Diem - Automated Peritoneal Dialysis	.4%	●
Per Diem - Ward or Shared Room - Daily Rate (Day 1 to 3)	.3%	●
Per Diem Intensive - Care Unit	.2%	●
Per Diem - NICU - Daily Rate (Day 22 and More)	.2%	●
Per Diem - NICU - Daily Rate (Day 1 to 7)	.2%	●
Non-Surgical Cleansing of a Wound	.2%	●
Room and Board: First Class Room	.2%	●
Operating Room and Services	.2%	●
Intensive Care Unit	.2%	●
Per Diem - Ward or Shared Room - Daily Rate (Day 4 to 8)	.1%	●
Neonatal Intensive Care Unit	.1%	●
Per Diem - Ward or Shared Room - Daily Rate (Day 8 and More)	.1%	●
Per Diem - SCU - Daily Rate (Day 1 to 3)	.1%	●
Per Diem - PICU - Daily Rate (Day 22 and More)	.1%	●
Per Diem - NICU - Daily Rate (Day 8 to 14)	.1%	●
Operating Room Services - General Classification	.1%	●
Per Diem - Special Care Baby Unit	.0%	●
Other services	.4%	●

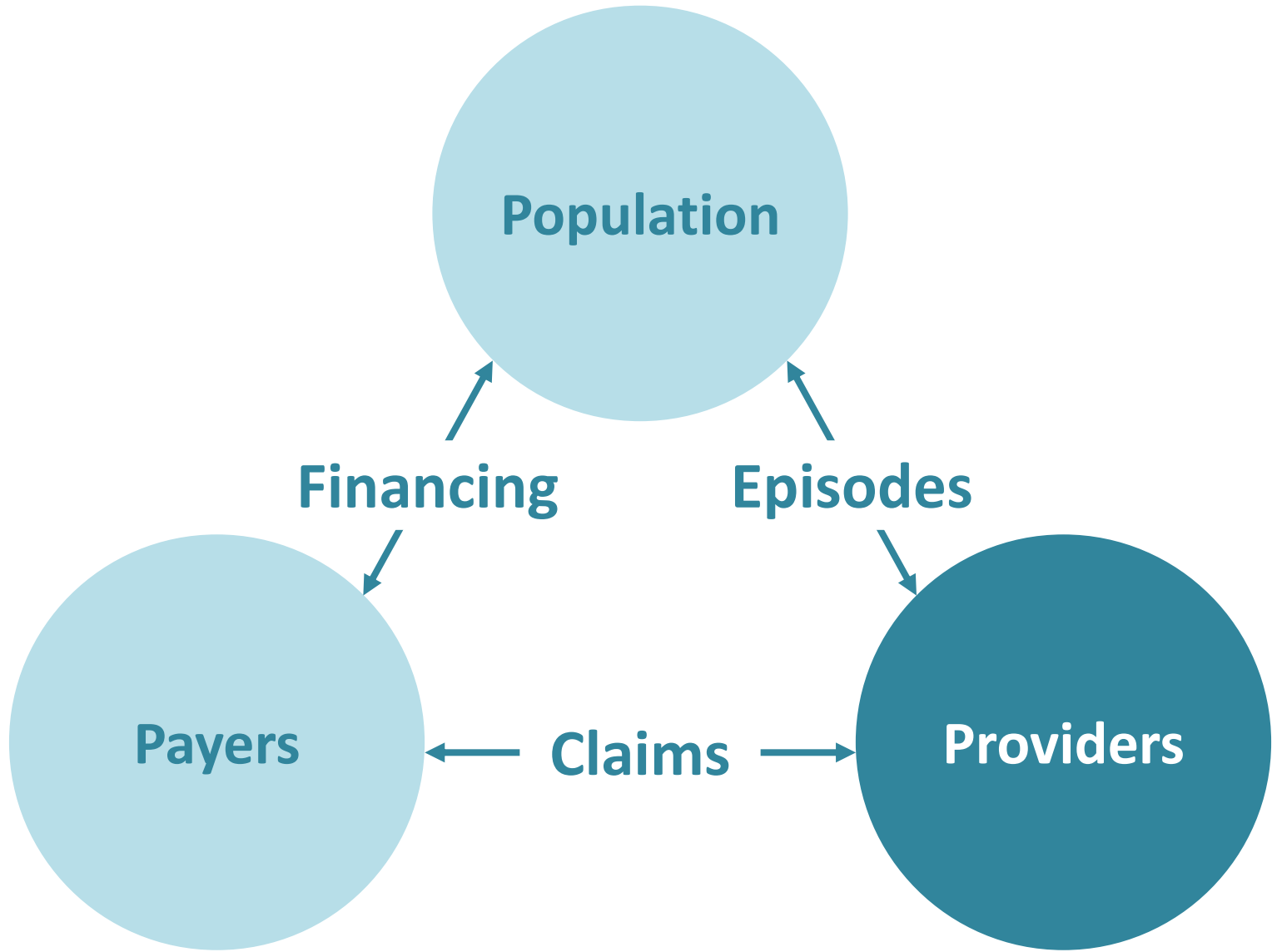
Drug	100%	OP*
Antineoplastic And Immunomodulating Agents	15.7%	●
Cardiovascular System	13.9%	●
Alimentary Tract And Metabolism (Excluding Drugs Used In Diabetes)	12.7%	●
Drugs used in diabetes	12.5%	●
Antiinfectives For Systemic Use	11.2%	●
Blood And Blood Forming Organs	8.1%	●
Respiratory System	8.1%	●
Musculo-Skeletal System	4.7%	●
Nervous System	4.5%	●
Dermatologicals	2.2%	●
Genito-Urinary System And Sex Hormones	2.1%	●
Sensory Organs	1.8%	●
Systemic Hormonal Preparations, Excluding Sex Hormones And Insulins	1.4%	●
Various	.9%	●
Antiparasitic Products, Insecticides And Repellents	.2%	●

DRG	100%	OP*
Newborns & Other Neonates	19.1%	●
Respiratory System	13.7%	●
Childbirth	13.6%	●
Circulatory System	10.6%	●
Digestive System	7.9%	●
Musculoskeletal System & Connective Tissue	6.4%	●
Nervous System	4.1%	●
Female Reproductive System	3.2%	●
Skin, Subcutaneous Tissue & Breast	3.2%	●
Ear, Nose, Mouth & Throat	3.0%	●
Infectious & Parasitic Diseases Of Systemic Or Unspecified Sites	2.7%	●
Hepatobiliary System & Pancreas	2.6%	●
Urinary Tract	2.6%	●
Endocrine, Nutritional & Metabolic Systems	2.1%	●
Diseases & Disorders Of Blood, Blood Forming Organs, Immunological System	1.1%	●
Myeloproliferative System & Poorly Differentiated Neoplasms	1.1%	●
Mental Diseases & Disorders	1.0%	●
Male Reproductive System	.6%	●
Injuries, Poisonings & Toxic Effects Of Drugs	.5%	●
Eye	.2%	●
Other DRG	.8%	●
	.0%	●

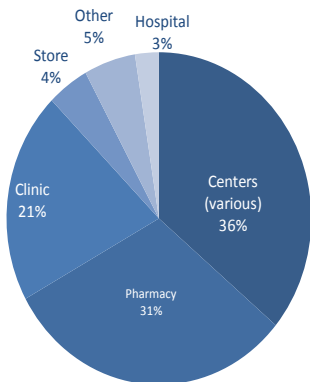
Dental	100%	OP*
Restoration	35.4%	●
Diagnostic	11.7%	●
Oral And Maxillofacial	10.9%	●
Orthodontics	10.0%	●
Endodontics	9.2%	●
Adjunctive General Procedures	9.0%	●
Prevention	6.4%	●
Fixed Prosthodontic Procedure	4.8%	●
Periodontics	2.0%	●
Removable Prosthodontic Procedure	0.7%	●

* Dark area indicates proportion of outpatients

Notes Not all drugs have been mapped to the appropriate ATC code http://en.wikipedia.org/wiki/ATC_code_A02; HCPCS CMS Hospital Outpatient Payment system includes 90% unclassified drugs. **Service codes are an Abu Dhabi Emirate specific classification maintained by HAAD HSF to complement the CPT classification for billing purposes. DRG: Diagnosis-Related Group.



Providers



Facilities

	Total	SEHA	Abu Dhabi	Eastern	Western
Total	1'626	10%	1'102	441	83
Hospital	41	32%	22	13	6
Centers (various)	587	13%	418	148	21
Center	411	11%	295	105	11
Mobile	16	56%	12	3	1
Rehabilitation	121	1%	89	31	1
Diagnostic	23	30%	14	6	3
Dialysis	10	100%	3	2	5
Fertilization	6	17%	5	1	
Clinic	335	1%	204	107	24
Pharmacy	502	14%	327	145	30
Store	72	8%	64	8	
Other	89	2%	67	20	2

Growth rate (CAGR 2007 - 13)

	2013	2012	2011	2010	2009	2008	2007	CAGR
Hospital	41	39	35	33	39	37	33	3.7
Centers (various)	587	540	494	429	365	386	389	7.1
Clinic	335	316	265	239	207	196	188	10.1
Pharmacy	502	454	427	408	405	369	358	5.8
Store	72	69	67	60	61	62	63	2.3

Clinicians

	Total	Physicians	SEHA	Dentists	SEHA	Nurses & Midwives	SEHA	AHP	SEHA	Pharmacists	SEHA	Alternative Medicine	SEHA
Total	30'083	6'864	43%	1'220	21%	14'235	49%	5'332	40%	2'396	30%	36	0%
16'915	4'536	53%	214	21%	9'375	60%	2'753	58%	33	45%	4	0%	
6'265	1'647	24%	869	20%	2'172	32%	1'542	32%	4	75%	31	0%	
5'519	1'567	24%	867	20%	1'952	29%	1'113	37%	3	100%	17	0%	
23			1	100%	8	50%	14	93%					
268	11	0%	1	0%	36	0%	205	2%	1	0%	14	0%	
239	48	33%			10	80%	181	29%					
123					118	100%	5	100%					
93	21	10%			48	13%	24	33%					
613	137	1%	89		353	1%	34	0%					
2'065									2'065	32%			
120									120	8%			
4'105	544	23%	48	63%	2'335	25%	1'003	7%	174	22%	1	0%	
National	Male	337	44%	35	37%	26	4%	89	30%	3		0	
	Female	582	75%	103	56%	267	35%	372	55%	53	60%	0	
Expatriate	Male	4'130	39%	684	16%	3'220	35%	2'379	32%	1'272	27%	21	0%
	Female	1'811	40%	397	18%	10'718	53%	2'489	46%	1'066	32%	15	0%
NA	Male	2	100%	1	0%	2	50%	1	0%	1	0%	0	
	Female	2	50%	0		2	0%	2	0%	1	0%	0	
Breakdown by Region													
Abu Dhabi		4'724	35%	849	17%	9'633	44%	3'853	31%	1'613	22%	32	0%
Eastern		1'811	57%	332	24%	3'925	58%	1'245	61%	660	43%	4	0%
Western		329	76%	39	64%	677	66%	234	79%	123	68%	0	

Notes: Definitions of categories as per Health Facilities Licensing criteria, see www.haad.ae
 Behavioral Science Pavilion is considered part of SKMC as it is under SKMC management
 Liwa licensed as a hospital, however, doesn't have inpatients, therefore classified as a Centre
 Zayed Military Hospital is excluded from the Hospital list, but counted in the provider page both facility and clinicians

Hospital labour productivity



Notes: Episodes are attributed to facility types according to Episode Clinician facility as per clinician licensing database. Productivity is defined as adjusted Episodes per clinician per day. To account for the higher resource need of inpatients, inpatient Episodes are multiplied by the ratio of the average value (ClaimNet) of an Inpatient Episode versus an Outpatient Episode. To reflect clinical complexity inpatient Episodes are then adjusted by the difference of case mix index of each individual hospital from Abu Dhabi average. SEHA hospitals Episodes are underestimated due to certain SEHA clinical obligations such as public events medical preparation.

Region	Hospital	Episodes, 000's				Staff					Beds			Indicators		Ambulances
		Inpatient		Outpatient		Total licensed staff	Physicians	Dentists	Nurses & Midwives	AHP & Pharmacists	Bed Capacity	Bed Occupancy	ALOS			
		ER	Non-ER	ER	Non-ER											
Total SEHA		65.0	129.0	728.9	6'047.1	16'354	4'312	171	9'202	2'669	3'864	56%*	3.7*	93		
		57.9	61.0	521.3	2'050.5	9'725	2'402	49	5'652	1'622	2'503	64%*	4.7*	49		
Eastern	MF2058 Tawam	9.0	12.5	86.9	381.9	1'997	518	2	1'130	347	451	71%	5.4	6		
Abu Dhabi	MF1079 Al Corniche	6.2	15.5	13.4	102.6	711	143		531	37	257	61%	2.6	2		
Eastern	MF2057 Al Ain	11.5	9.7	82.5	301.1	1'377	317		838	222	342	80%	4.7	5		
Abu Dhabi	MF2006 Al Mafrq	11.5	9.6	74.0	406.2	1'691	487	1	929	274	387	56%	3.7	2		
Abu Dhabi	MF2007 SKMC	10.3	6.7	119.3	490.2	2'688	633	23	1'513	519	675	57%	8.3	12		
Abu Dhabi	MF2003 Al Rahba	4.8	3.9	66.2	121.6	580	131	3	359	87	153	64%	4.1	3		
Western	MF2066 Madinat Zayed	2.2	2.2	35.2	105.1	352	83	10	185	74	124	35%	3.7	6		
Western	MF2065 Ghayathi	.7	.2	13.1	38.1	87	24	2	43	18	30	57%	6.8	4		
Western	MF2064 Al Silla	.5	.2	9.7	26.2	70	21	2	37	10	29	14%	2.1	3		
Eastern	MF2060 Al Wagan	.5	.1	6.8	45.5	43	12	2	26	3	15	9%	0.8	1		
Western	MF2046 Delma	.5	.3	6.9	12.5	48	16	2	17	13	22	1%	0.1	2		
Western	MF2009 Al Mirfa	.2	.2	7.3	19.5	81	17	2	44	18	18	7%	1.1	3		
Mubadala Other		.0	.3	.0	5.7	118	24	5	54	35	80					
		7.04	67.75	207.63	3'990.9	6'511	1'886	117	3'496	1'012	1'281	36%*	1.8*	44		
Abu Dhabi	MF104 Emirates French	.0	.1	.0	53.9	91	27	3	48	13	12	8%	5.1	1		
Abu Dhabi	MF118 Al Noor - Khalifa St.	.0	6.2	9.7	466.4	535	197	9	233	96	117	34%	2.3	3		
Abu Dhabi	MF131 Al Salama	.2	2.0	8.6	198.7	235	77	6	117	35	40	10%	0.7	4		
Abu Dhabi	MF1954 Life Line	.0	3.7	2.6	238.9	297	99	3	153	42	25	60%	1.5	1		
Abu Dhabi	MF213 Dar Al Shifa	.0	1.0	20.2	122.1	149	42	4	69	34	17	12%	0.7	3		
Abu Dhabi	MF2222 Life Line - Al Musafah	.0	3.4	7.7	181.5	183	54	2	99	28	36	14%	0.5	2		
Abu Dhabi	MF2270 Al Noor - Airport Road	.1	9.5	12.4	357.9	559	185	7	285	82	117	39%	1.8	2		
Abu Dhabi	MF23 Al Ahalia	.0	6.1	2.5	452.3	261	107	6	98	50	50	62%	1.8	7		
Abu Dhabi	MF2349 Lifecare - Al Mafrq	.0	.1	.0	57.6	78	28	1	40	9	50					
Abu Dhabi	MF2503 Burjeel	.4	7.0	14.5	183.6	480	129	10	272	69	115	16%	0.9			
Abu Dhabi	MF254 Al Raha	.1	.5	.7	59.6	52	24	7	12	9	13	8%	0.6	1		
Abu Dhabi	MF2934 Universal	.4	1.0	.0	30.7	182	69	1	76	36	31					
Abu Dhabi	MF3048 Provita International Medical Centre					155	5		136	14	40	24%				
Abu Dhabi	MF3078 Long Term Custodial Care Centre					82			76	6	70	2%				
Abu Dhabi	MF394 N M C Specialty	4.0	5.0	10.3	399.5	861	225	21	487	128	92	62%	2.3	5		
Abu Dhabi	MF687 Gulf Diagnostic Centre	.0	.8	.0	213.0	152	66	5	44	37	9	2%	0.1	1		
Abu Dhabi	MF772 National	.0	.3	.0	66.8	94	38	3	40	13	22	1%	0.2	1		
Eastern	MF1589 Al Noor - Al Ain	.0	4.5	26.6	330.5	363	117	4	169	73	50	36%	1.5	2		
Eastern	MF1974 N M C Specialty - Al Ain	1.5	2.1	10.9	175.3	407	98	9	256	44	55	20%	1.1	1		
Eastern	MF2259 Al Ain Cromwell Women & Children Hospital	.0	5.0	20.4	79.5	221	56	2	136	27	67	11%	0.6	1		
Eastern	MF233 Emirates International	.0	.9	33.7	47.7	109	51		40	18	25	16%	1.5	1		
Eastern	MF2555 Ain Al Khaleej	.2	.4	7.1	61.5	226	50	7	129	40	80					
Eastern	MF3345 Provita International Medical Centre - Al Ain					84	6		70	8	24	10%				
Eastern	MF3590 Long Term Medical And Rehabilitation Hospital					169	10		141	18	32	6%				
Eastern	MF404 Oasis	.1	6.9	2.0	108.5	225	62		130	33	51	76%	2.0	1		
Eastern	MF464 Specialised Medical Care	.0	.3	5.6	49.6	82	30	3	31	18	21	5%	1.3	1		
Western	MF439 Al Rewais	.0	1.0	12.0	55.7	179	34	4	109	32	20	10%	0.7	6		

Notes Total number of beds for SEHA facilities as of July , 2014, Others as of 31st December 13 and licensed beds for the new facilities was used; Episodes are attributed to facilities according to Episode Clinician facility as per clinician licensing database, Military Hospital is excluded. * These totals exclude Western Region facilities (Average Occupancy = 28%, ALOS = 3.0) and new facilities that are still ramping up their activity with less than two years of operations (Average Occupancy = 6%, ALOS = 0.8).



Hospital inpatient profile by value

Hospital	100	Top 5*	1st	2nd	3rd	4th	5th
Tawam	16		Signs, Symptoms And Ill-Defined (23.7%)	Maternal And Perinatal Conditions (11.5%)	Cardiovascular Diseases (8.2%)	Cancer (8.0%)	Infectious And Parasitic Diseases (7.6%)
SKMC	16		Cardiovascular Diseases (23.6%)	Neuropsychiatric Conditions (10.3%)	Congenital Anomalies (9.1%)	Infectious And Parasitic Diseases (8.7%)	Signs, Symptoms And Ill-Defined (8.0%)
Al Mafraq	12		Injuries (18.4%)	Signs, Symptoms And Ill-Defined (17.1%)	Cardiovascular Diseases (15.7%)	Maternal And Perinatal Conditions (10.1%)	Digestive Diseases (6.2%)
Al Ain	10		Signs, Symptoms And Ill-Defined (19.0%)	Cardiovascular Diseases (14.4%)	Maternal And Perinatal Conditions (12.5%)	Injuries (10.9%)	Digestive Diseases (8.1%)
Al Corniche	8		Signs, Symptoms And Ill-Defined (52.5%)	Maternal And Perinatal Conditions (45.8%)	Genitourinary Diseases (1.1%)	Cancer (0.3%)	Endocrine Disorders (0.2%)
Al Noor - Airport Road	5		Maternal And Perinatal Conditions (27.4%)	Signs, Symptoms And Ill-Defined (27.3%)	Cardiovascular Diseases (14.5%)	Digestive Diseases (8.5%)	Injuries (4.1%)
Al Rahba	5		Signs, Symptoms And Ill-Defined (29.3%)	Maternal And Perinatal Conditions (22.8%)	Cardiovascular Diseases (10.1%)	Injuries (8.1%)	Infectious And Parasitic Diseases (7.6%)
N M C Specialty	3		Cardiovascular Diseases (24.3%)	Maternal And Perinatal Conditions (12.8%)	Signs, Symptoms And Ill-Defined (11.4%)	Digestive Diseases (11.4%)	Respiratory Infections (9.1%)
Burjeel	3		Maternal And Perinatal Conditions (18.9%)	Cardiovascular Diseases (18.3%)	Signs, Symptoms And Ill-Defined (12.8%)	Digestive Diseases (11.3%)	Respiratory Diseases (6.5%)
Al Noor - Khalifa St.	3		Maternal And Perinatal Conditions (25.4%)	Signs, Symptoms And Ill-Defined (19.9%)	Endocrine Disorders (12.3%)	Digestive Diseases (11.9%)	Cardiovascular Diseases (8.7%)
Provita International Medical Centre	2		Neuropsychiatric Conditions (68.0%)	Injuries (18.2%)	Respiratory Diseases (6.8%)	Congenital Anomalies (5.2%)	Cardiovascular Diseases (1.3%)
Al Ahalia	2		Cardiovascular Diseases (21.7%)	Digestive Diseases (14.4%)	Maternal And Perinatal Conditions (11.7%)	Musculoskeletal Diseases (10.0%)	Signs, Symptoms And Ill-Defined (9.0%)
Madinat Zayed	2		Maternal And Perinatal Conditions (13.4%)	Injuries (12.9%)	Cardiovascular Diseases (12.7%)	Signs, Symptoms And Ill-Defined (12.5%)	Digestive Diseases (10.9%)
Oasis	1		Maternal And Perinatal Conditions (42.5%)	Signs, Symptoms And Ill-Defined (37.2%)	Respiratory Infections (6.0%)	Digestive Diseases (4.9%)	Respiratory Diseases (3.0%)
Al Noor - Al Ain	1		Maternal And Perinatal Conditions (18.4%)	Digestive Diseases (15.6%)	Musculoskeletal Diseases (12.8%)	Signs, Symptoms And Ill-Defined (11.3%)	Cardiovascular Diseases (10.7%)
Long Term Medical And Rehabilitation Hospital	1		Neuropsychiatric Conditions (62.4%)	Cardiovascular Diseases (20.0%)	Congenital Anomalies (6.3%)	Sense Organ Diseases (5.2%)	Respiratory Diseases (4.0%)
N M C Specialty - Al Ain	1		Cardiovascular Diseases (18.9%)	Maternal And Perinatal Conditions (18.4%)	Digestive Diseases (14.6%)	Signs, Symptoms And Ill-Defined (13.9%)	Musculoskeletal Diseases (8.5%)
Behavioral Sciences Pavilion	1		Neuropsychiatric Conditions (99.0%)	Oral Conditions (1.8%)	Signs, Symptoms And Ill-Defined (0.6%)	Cardiovascular Diseases (0.3%)	Infectious And Parasitic Diseases (0.1%)
Life Line	1		Maternal And Perinatal Conditions (19.2%)	Digestive Diseases (18.9%)	Cardiovascular Diseases (15.9%)	Signs, Symptoms And Ill-Defined (11.5%)	Respiratory Infections (6.2%)
Al Ain Cromwell Women & Children Hospital	1		Maternal And Perinatal Conditions (46.0%)	Signs, Symptoms And Ill-Defined (22.3%)	Respiratory Infections (9.9%)	Digestive Diseases (9.1%)	Respiratory Diseases (7.5%)
Life Line - Al Musafah	1		Digestive Diseases (22.9%)	Cardiovascular Diseases (21.4%)	Respiratory Infections (15.8%)	Respiratory Diseases (9.0%)	Infectious And Parasitic Diseases (6.2%)
Al Salama	1		Musculoskeletal Diseases (17.3%)	Maternal And Perinatal Conditions (15.6%)	Digestive Diseases (14.7%)	Signs, Symptoms And Ill-Defined (13.6%)	Respiratory Infections (9.1%)
Al Rewaise	1		Maternal And Perinatal Conditions (29.1%)	Signs, Symptoms And Ill-Defined (18.9%)	Digestive Diseases (14.9%)	Cardiovascular Diseases (12.5%)	Respiratory Infections (10.4%)
Provita International Medical Centre - Al Ain	1		Neuropsychiatric Conditions (41.8%)	Cardiovascular Diseases (23.8%)	Congenital Anomalies (16.7%)	Injuries (16.2%)	Maternal And Perinatal Conditions (1.6%)
Emirates International	1		Endocrine Disorders (31.3%)	Digestive Diseases (15.5%)	Maternal And Perinatal Conditions (12.0%)	Signs, Symptoms And Ill-Defined (9.3%)	Cardiovascular Diseases (6.8%)
Ghayathi	1		Cardiovascular Diseases (22.3%)	Digestive Diseases (13.7%)	Respiratory Infections (13.3%)	Neuropsychiatric Conditions (9.9%)	Maternal And Perinatal Conditions (8.3%)
Dar Al Shifa	1		Maternal And Perinatal Conditions (37.1%)	Signs, Symptoms And Ill-Defined (18.9%)	Digestive Diseases (16.8%)	Respiratory Infections (6.3%)	Respiratory Diseases (5.2%)
Gulf Diagnostic Centre	1		Respiratory Diseases (35.6%)	Cardiovascular Diseases (10.0%)	Genitourinary Diseases (9.0%)	Musculoskeletal Diseases (8.3%)	Digestive Diseases (7.7%)
Al Raha	1		Respiratory Diseases (17.6%)	Maternal And Perinatal Conditions (15.8%)	Respiratory Infections (14.8%)	Musculoskeletal Diseases (11.7%)	Signs, Symptoms And Ill-Defined (10.1%)
Al Wagan	1		Respiratory Infections (53.2%)	Respiratory Diseases (13.6%)	Endocrine Disorders (9.9%)	Neuropsychiatric Conditions (6.3%)	Digestive Diseases (6.2%)
Al Silla	1		Maternal And Perinatal Conditions (21.5%)	Cardiovascular Diseases (16.3%)	Respiratory Infections (12.0%)	Signs, Symptoms And Ill-Defined (11.5%)	Neuropsychiatric Conditions (11.4%)
Al Mirfa	1		Maternal And Perinatal Conditions (31.4%)	Signs, Symptoms And Ill-Defined (15.2%)	Cardiovascular Diseases (15.1%)	Respiratory Infections (10.1%)	Digestive Diseases (5.4%)
Specialised Medical Care	1		Genitourinary Diseases (24.4%)	Respiratory Infections (23.0%)	Maternal And Perinatal Conditions (16.8%)	Respiratory Diseases (13.8%)	Digestive Diseases (9.7%)
Ain Al Khaleej	1		Endocrine Disorders (24.4%)	Digestive Diseases (16.8%)	Respiratory Infections (14.6%)	Respiratory Diseases (8.7%)	Signs, Symptoms And Ill-Defined (6.2%)
Delma	1		Maternal And Perinatal Conditions (24.3%)	Signs, Symptoms And Ill-Defined (19.7%)	Digestive Diseases (14.1%)	Infectious And Parasitic Diseases (9.4%)	Cardiovascular Diseases (6.9%)
National	1		Digestive Diseases (30.0%)	Injuries (13.6%)	Genitourinary Diseases (12.3%)	Cardiovascular Diseases (10.4%)	Skin Diseases (8.2%)
Emirates French	1		Injuries (14.6%)	Maternal And Perinatal Conditions (13.9%)	Genitourinary Diseases (13.9%)	Respiratory Diseases (11.9%)	Digestive Diseases (11.4%)
Lifecare - Al Mafraq	1		Infectious And Parasitic Diseases (80.5%)	Respiratory Diseases (17.9%)	Respiratory Infections (1.6%)		
Universal	1		Cardiovascular Diseases (16.5%)	Neuropsychiatric Conditions (15.1%)	Injuries (13.6%)	Genitourinary Diseases (12.1%)	Respiratory Infections (9.5%)

* Dark area in pie chart represents share of top 5 Diagnosis groups within the total value of provider's services

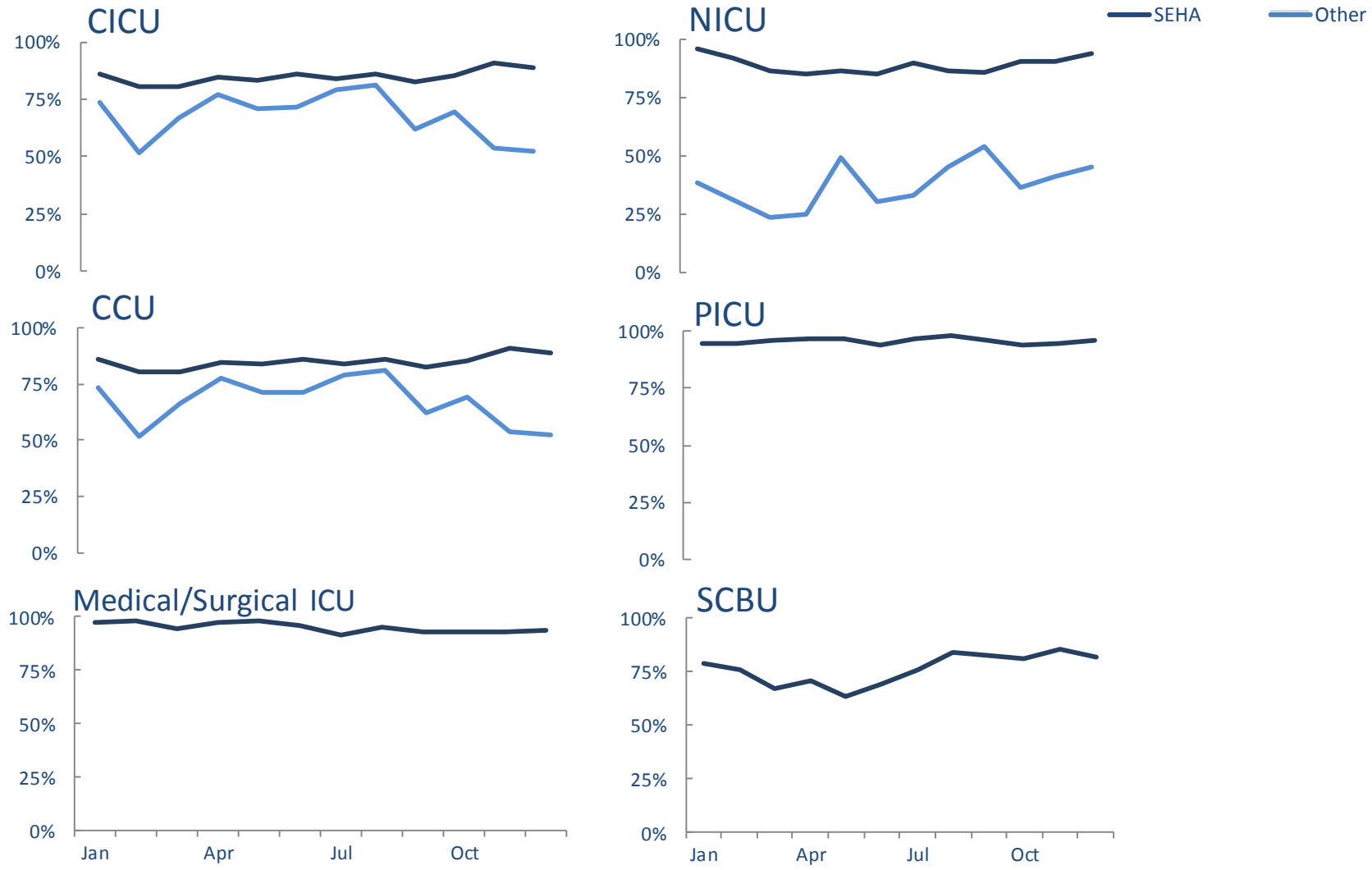


Bed capacity by bed type

Facility	Acute					Acute Intermediate				Acute Specialty Designation Subset	Adult Critical Care					Pediatric Critical Care		SubAcute		
	Total	General Med / Surg	Obstetrics/GYN	Paediatric	VIP	Med/Surg Intermediate Care Unit	Pediatric Intermediate Care	Special Care Baby Unit	Telemetry	Thereof: Isolation	Burn Unit	Cardiac Care Unit (CCU)	Medical Intensive Care Unit	Medical/ Surgical ICU	Surgical Intensive Care Unit	NICU	PICU	Behavioural Sciences	Long-term-care/LTVU	Pediatric Extended Care Unit (PECU)
All	3'864																			
SEHA	2'503	1052	306	270	80	41	13	88	23	118	10	61	16	88	16	105	26	156	24	10
Al Ain	342	149	24	48	8	8	16			20	10		14					33	6	
Al Corniche	257		174		11	4	35			4						29				
Al Mafraq	387	198	21	46	12		14			26	10	17	16		16	11				
Al Mirfa	18	16								2										
Al Rahba	153	46	23	21	2					10			18			33				
Al Silla	29	27								2										
Al Wagan	15	15																		
Delma	22	13	2	2		3				2										
Ghayathi	30	25								2			3							
Madinat Zayed	124	44	24	22	11		8			7	4		4							
SKMC	675	292	69	14		21	7		23	29	30		29			20		123	18	
Tawam	451	227	38	62	22	5	6	15		14			20		26	6				10
Other	1'361																			
N M C Specialty	92	51	12	11	4											1				
Al Noor	117	46	38							3			5			15				
Al Noor - Airport Road	117	38	30	12							4		6			10				
Burjeel Hospital	115	35	15										14			6				
Al Noor - Al Ain	50	27	11		1	2		3					3							
Life Line Hospital Al Musafah	36	19								1										
N M C Specialty - Al Ain	55	18	10	6			3				3		4							
Al Rewaise	20	14				4														
Dar Al Shifaa	17	12																		
Emirates International	25	12																		
Gulf Diagnostic Centre	9	8																		
Specialized Medical Care	21	7																		
Al Ain Cromwell Women & Childrens Hospital	67					6										2				
Provita International Medical Centre	40																			40
Al Salama	40		10		1															
Al Ahalia	50		10	5									10			2				
Oasis	51		37					10			4									
Emirates French	12	5																		
LLH	25							3					4							
Al Raha	13	12																		
Disabled Custodial Care Centre	70																			70
Provita International Medical Centre - Al Ain	24																			24
Long Term Medical And Rehabilitation	32																			38
National	22	16																		
Lifecare*	50																			
Ain Al Khaleej Hospital*	80																			
Universal*	31																			
Health Point*	80																			

Notes SEHA Facilities bed capacity as of July 2013 , Other than SEHA bed capacity as of 31st December 2013 Bed type breakdown for Other than SEHA facilities does not match with the totals due to the different reporting time period and the change in bed type classification during 2012 and 2013. * Licensed beds are reported for new facilities.

Bed occupancy



Notes Presented bed occupancy is for the selected bed type
 Incomplete submissions from some facilities
 Optimal occupancy is 85% for normal beds and 75% for critical care beds

Centres & clinics

SEHA

Region	Facility	Episodes (best estimate)	Physicians	Dentists	Nurses	APP & Pharmacists
Total		2'339'645	397	177	698	498
Abu Dhabi	Baniyas	163'895	7	2	6	7
	Khalifa A	146'285	24	6	37	28
	Bain Al Gesreen	120'263	30	6	41	25
	Other	115'938	16	6	34	17
	Al Bateen	88'593	11	0	14	1
	Shahama	69'878	17	4	22	20
	Al Khalidiya Urgent Care	61'777	6	0	19	0
	Al Etihad Urgent Care	56'617	5	0	12	3
	Al Zafarana	50'387	7	0	14	1
	Samha	46'777	9	5	18	7
	Al Rowda	43'457	5	0	10	2
	Disease Prevention And Screening Centre	40'390	17	0	18	57
	Al Mafraq Dental Centre	31'650	0	27	0	36
	Abu Dhabi City Dental Centre	27'273	0	30	8	10
	Disease Prevention And Screening Centre - Mussafah	23'759	10	0	7	25
	Al Zafra Dental Centre	22'471	0	10	6	11
	Al Khatim	18'412	6	2	10	4
	Madinat Mohamed Bin Zayed Healthcare Centre	16'068	7	2	14	6
	Seha Dialysis Services – Sheikh Khalifa Medical City	13'650	0	0	45	1
	Mafraq Dialysis Centre	13'279	0	0	38	4
	Abu Dhabi Blood Bank	7'128	3	0	1	8
Eastern	Al Yahar	95'326	12	5	20	3
	Al Jahili	94'549	19	0	20	6
	Neima	94'446	15	3	24	9
	Mezyed	90'148	18	3	17	7
	Al Maqam	78'577	13	4	18	8
	Muweiji	78'041	18	7	21	20
	Al Masoudi Primary Health Care Centre	72'252	12	2	14	2
	Al Khabisi Clinic	64'667	11	2	14	2
	Al Qua'A	51'495	6	2	12	5
	Hill	49'165	6	1	10	2
	Tawam Dental Centre	42'512	0	39	0	64
	Niyadat	41'726	9	1	12	5
	Oud Al Toba Primary Health Care Centre	39'830	6	0	13	3
	Zakher	39'494	7	2	10	2
	Al Hayer	30'394	7	2	10	0
	SEHA Dialysis Services – Tawam Hospital	28'364	0	0	14	0
	Swaihan	24'827	6	1	11	2
	Remah	22'149	5	0	8	2
	Other	14'885	6	0	9	5
	Disease Prevention And Screening Centre-Alain	11'644	11	0	13	28
	Al Khazna	9'821	3	1	9	0
	Tawam ivf Centre	6'024	2	0	6	8
	Blood Bank Centre	2'376	1	0	0	15
Western	Al Dhafra Family Medicine Centre	42'714	10	0	19	5
	Liwa Hospital	21'767	8	2	16	10
	Other	14'506	6	0	4	12

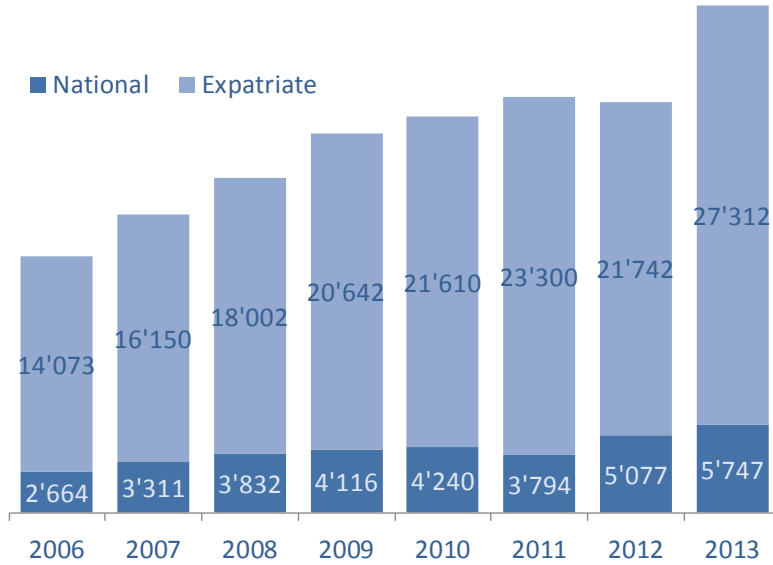
Notes Non-SEHA facilities with more than 10 clinicians;
Some centres' Episodes were reported under the managing hospital
Includes estimates based on the number of clinicians and average productivity

Other

Region	Facility	Episodes (best estimate)	Physicians	Dentists	Nurses	APP & Pharmacists
Total		5'034'581	1'387	781	1'827	1'082
Abu Dhabi	Imperial College London Diabetes Centre	123'209	56	0	33	34
	Al Noor Hospital Speciality Clinics- Al Musafah	99'916	22	2	10	14
	Al Musaffah Al Ahli Medical Centre	73'015	9	1	4	3
	Proficiency Central Laboratories	62'581	4	0	0	25
	Prince Specialized Medical Centre	60'753	24	3	76	20
	Nmc Day Surgery Centre	59'397	21	4	53	15
	Al Musaffah Al Ahli Medical Centre	59'296	11	1	8	3
	Al Noor Hospital Clinics - Al Mussaffah	57'897	10	0	9	1
	Advance Cure Diagnostic Centre	51'735	24	1	8	10
	Amrita Midical Centre	49'993	21	7	14	9
	New National Medical Centre	49'749	22	2	26	8
	Al Salama One Day Surgery Center	47'516	21	0	21	8
	Ibn Al Nafis Medical Centre	46'241	14	2	5	14
	Al Kamal Medical Poly Clinics	42'360	5	5	4	0
	Home Health Medical Centre	40'348	7	2	6	1
	Taha Medical Centre	40'278	10	7	8	6
	Al Walidha Medical Centre	39'976	6	2	5	0
	Al Borg Diagnostic Centre For Laboratories & X Ray	37'289	2	0	0	20
	Gulf Radiology ELaboratory	36'836	4	0	0	12
	Cosmesurge Emirates Hospital For One Day Surgery	36'492	28	3	39	13
	Abu Dhabi Marine Operating Company Clinic	35'638	15	0	10	4
	Harley Street Medical Centre	35'638	15	0	22	4
	Nadia Medical Centre	34'918	7	1	7	0
	Advanced American Dental Centre	30'886	0	13	1	7
	Al Mafraq Medical Centre	29'612	5	3	10	9
	Solutions Medical Center	28'511	10	2	6	4
	Magrabi Specialized Hospital	26'944	20	0	27	5
	Al Hendawy Medical Centre	26'814	11	0	4	5
	Apollo Medical Centre	26'191	5	2	6	2
	Al Rafa Medical Centre	24'946	11	1	7	7
	American European Medical Centre	24'745	13	1	14	4
	Dar Alshifa Medical Centre	22'886	5	1	9	0
	Adnoc Medical Centre	22'867	29	12	34	41
	Aliryadh Medical Centre	22'629	7	4	8	0
	Sadd Maareb Medical Centre	22'522	7	3	6	2
	Miami Emirates Medical Complex	22'419	6	2	3	3
	Prime Medical Centre	22'045	11	1	11	4
	Well Health Medical Centre	21'734	5	2	4	5
	Almadina Medical Center For Special Clinics	21'528	9	0	2	3
	Zakum Development Zadco Medical Centre	21'383	8	1	4	0
	Remax Medical Centre	21'383	2	7	4	0
	Health Plus Diabetes And Endocrinology	21'383	9	0	8	8
	Dr. Ahmed Hassan Fikri Medical Centre	20'954	9	1	6	0
	Al Rayyan Medical Clinic	20'412	3	1	3	4
	Oxford Medical Centre	19'880	9	4	8	1
	Almazroui Hospital One Day Surgery	19'718	19	2	12	10
	Dar Al Mousaf Diagnostic Centre	19'448	5	0	0	13
	Ethad Airways Polyclinic	19'007	8	0	13	1
	National Rehabilitation Centre	19'007	8	0	24	24
	Universal Speciality Medical Centre	19'007	6	2	8	6
	Golden Sand Medical Centre	18'970	5	2	4	1
	Al Amal Medical Centre	16'631	6	1	6	4
	First Medical Centre	16'631	2	5	5	0
	Aesthetic Skin Care Centre	16'631	4	3	6	2
	Health & Life Medical Centre	16'631	5	2	5	1
	Grace Medical Centre	16'631	7	0	77	9
	Seha Emirates One Day Surgery Centre	15'857	15	2	11	4
	Healthplus Womens Health Centre	15'410	5	0	9	0
	Consultant Medical Centre	14'456	7	0	5	1
	Exeter Medical Centre	14'410	18	0	4	6
	Ruwais Housing Medical Centre	14'255	4	2	18	8

Region	Facility	Episodes (best estimate)	Physicians	Dentists	Nurses	APP & Pharmacists
	Dr. Ahmed Abu Sharia Medical Centre	13'675	3	3	5	0
	Samaya Specialized Hospital	13'340	6	1	7	5
	American Center For Psychiatry & Neurology	12'191	18	0	5	15
	Gulf International Cancer Center	11'879	5	0	6	7
	Capital Medical Centre For Health Screening	11'879	5	0	10	5
	Open MRI For Spine Surgery- Abu Dhabi Branch	11'879	5	0	2	5
	National Petroleum Construction Company Medical Centre	11'188	2	0	15	2
	Al Bustan Medical Centre	10'300	4	7	8	0
	Adco Medical Centre	10'119	14	0	15	3
	Dr. Firas Dental And Orthodontic Centre	9'870	0	11	3	10
	Alnoor Hospital Medical Center - Alsalam Living City	9'504	4	0	4	4
	Fakh Medical Centre	9'504	4	0	8	0
	Middle East Specialized Medical Centre	9'441	6	1	3	3
	Mezyad Medical Centre	9'218	5	1	5	0
	Healthway Medical Centre	8'657	4	2	7	3
	Health Plus Fertility Centre	8'589	6	0	12	5
	Tabarak Medical Centre	7'341	3	3	5	0
	Advanced Center For Day Care Surgery	6'897	8	1	6	1
	Merhi Dental & Orthodontic Centre	6'751	0	10	2	6
	Health Plus Family Health Centre	6'744	3	6	5	1
	American Fertility Centre	6'400	8	0	23	6
	Cosmesurge & Emirates Hospital For One Day Surgery Branch	6'572	5	1	9	2
	Abu Dhabi Knee And Sports Medicine Centre	5'816	6	0	12	6
	Nora Medical Poly Clinics	4'788	1	4	2	4
	Lotus Holistic Alternative Medical Centre	4'752	1	1	6	5
	Al Reyada Medical Centre	4'672	6	2	10	3
	American Crescent Health Care Centre	4'573	6	0	8	7
	Royal Spanish Center Lasik Eyes & Cosmetic	4'546	6	0	2	4
	Shadi International Dental & Orthodontic Centre	4'210	0	9	4	9
	Dr. Munir Silwadi Dental Centre	4'089	0	11	0	6
	Canadian Medical Centre	3'862	4	2	21	11
	Adams Medical Centre	3'426	6	2	2	1
	Mekkah Specialized Polyclinic	3'415	4	1	2	5
	Al Ahli Specialists Medical Centre	3'013	4	2	7	0
	Venecia Medical Center For Rehabilitation	2'376	1	0	5	5
	National Reference Laboratory	1'436	1	0	0	18
	Other	1'424'201	283	337	393	292
Eastern	Imperial College Diabetes Centre - Al Ain Branch	74'975	17	0	24	15
	Al Sultan Advanced Medical Clinics	58'098	12	2	12	5
	Al Madar Medical Centre - Branch	53'758	14	13	27	9
	Al Noor Hospital Clinics - Al Ain	42'491	12	0	4	4
	Bin Sulaiman Medical Centre	29'979	5	3	4	0
	Mubarak Medical Centre	24'364	8	3	7	3
	Dr. Khalid Aljamal Medical Center	17'501	8	5	12	2
	Royal Care Medical Centre	16'631	2	5	4	1
	Fine Care Specialized Medical Centre	16'631	5	2	6	0
	Al Khaleej Medical Centre	13'838	1	0	0	10
	Arabic Canadian Medical Centre	11'879	5	0	2	10
	Alnoor Hospital Clinics - Alain-Branch	7'128	3	0	6	2
	Morani Orthodontic Center & General Medical	5'731	0	9	0	4
	Emirates International Poly Clinic	5'697	4	4	5	3
	Cosmo Health Medical Polyclinic	4'752	1	1	11	0
	Ideal Medical Center - Al Ain Branch	4'495	0	7	5	0
	Cosmesurge & Emirates Hospital For One Day Surgery Polyclinic	3'333	2	1	8	1
	Health & Beauty Polyclinic	2'402	1	4	5	5
	Uae University Clinics - Tawam Clinic	2'215	1	0	20	0
	Other	690'141	117	169	143	104
Western	Al- Noor Hospital Clinics - Madinat Zayed	58'220	10	0	8	11
	Alnoor Hospital Speciality Clinics - Madinet Zayed	30'534	12	4	10	1
	Al Noor Hospital Speciality Clinics - Almirfa	14'214	6	1	3	3
	Habshan Clinic	2'073	1	0	63	0
	Other	135'301	17	5	39	2

Blood bank donors



Year	2013	2012	2011	2010	2009	2008	2007	2006
Donors	33'059	26'819	27'094	25'850	24'758	21'834	19'461	16'737
National	5'747	5'077	3'794	4'240	4'116	3'832	3'311	2'664
Expatriate	27'312	21'742	23'300	21'610	20'642	18'002	16'150	14'073
Units donated	30'315	26'819	27'094	25'850	24'758	22'379	19'849	17'129
O +	11'356	10'279	10'141	9'441	8'960	8'314	7'242	6'396
A +	7'448	6'705	6'704	6'620	1'430	5'840	5'263	4'548
B +	6'384	5'364	5'740	5'423	6'421	4'294	4'040	3'396
AB +	1'843	1'555	1'767	1'727	705	1'302	1'074	857
O -	1'688	1'501	1'310	1'274	5'130	1'346	1'101	953
A -	833	705	706	711	483	667	587	501
B -	624	576	575	521	1'493	501	426	381
AB -	139	134	151	133	136	115	116	97

Inpatient market by value

Diagnosis group	100	Top 5*	1st	2nd	3rd	4th	5th
Signs, symptoms and ill-defined conditions	19		Al Corniche (21.6%)	Tawam (20.2%)	Al Mafraq (10.6%)	Al Ain (9.4%)	Al Rahba (7.0%)
Maternal and Perinatal conditions	15		Al Corniche (24.2%)	Tawam (12.5%)	Al Noor - Airport Road (8.8%)	Al Mafraq (8.0%)	Al Ain (8.0%)
Cardiovascular diseases	13		SKMC (28.2%)	Al Mafraq (14.0%)	Al Ain (10.3%)	Tawam (10.2%)	N M C Specialty (5.8%)
Injuries	8		Al Mafraq (27.6%)	SKMC (14.9%)	Tawam (14.3%)	Al Ain (13.1%)	Provita International Medical Centre (5.0%)
Neuropsychiatric conditions	7		SKMC (21.5%)	Provita International Medical Centre (19.7%)	Behavioral Sciences Pavilion (14.6%)	Long Term Medical And Rehabilitation Hospital (12.2%)	Tawam (10.8%)
Digestive diseases	7		SKMC (12.8%)	Al Ain (11.6%)	Al Mafraq (11.1%)	Tawam (9.6%)	Al Noor - Airport Road (6.1%)
Respiratory diseases	5		Tawam (21.4%)	SKMC (21.3%)	Al Mafraq (11.5%)	Al Ain (10.6%)	Burjeel (3.9%)
Infectious and parasitic diseases	5		SKMC (28.4%)	Tawam (25.7%)	Al Mafraq (10.8%)	Al Ain (8.0%)	Al Rahba (7.3%)
Musculoskeletal diseases	5		Abu Dhabi Knee And Sports Medicine Centre (44.3%)	SKMC (9.6%)	Tawam (6.8%)	Al Mafraq (6.4%)	Al Ain (6.3%)
Respiratory infections	4		SKMC (14.8%)	Al Ain (13.4%)	Tawam (11.5%)	Al Mafraq (10.5%)	N M C Specialty (6.6%)
Endocrine disorders excluding diabetes	4		Tawam (30.4%)	SKMC (20.5%)	Al Noor - Khalifa St. (9.6%)	Al Mafraq (8.8%)	Al Ain (5.5%)
Cancer	3		Tawam (42.4%)	SKMC (22.9%)	Al Mafraq (12.3%)	Al Ain (6.7%)	N M C Specialty (2.6%)
Genitourinary diseases	3		Tawam (21.2%)	SKMC (13.3%)	Al Mafraq (12.1%)	Al Ain (9.1%)	Burjeel (5.8%)
Congenital anomalies	2		SKMC (65.6%)	Tawam (9.9%)	Provita International Medical Centre (5.3%)	Long Term Medical And Rehabilitation Hospital (4.3%)	Provita International Medical Centre - Al Ain (3.4%)
Diabetes mellitus	1		SKMC (23.2%)	Al Mafraq (21.1%)	Al Ain (15.1%)	Tawam (12.8%)	Al Rahba (4.9%)
Skin diseases	1		SKMC (20.3%)	Al Mafraq (17.7%)	Al Ain (13.8%)	Tawam (9.0%)	N M C Specialty (6.1%)
Sense organ diseases	1		Al Mafraq (44.0%)	Long Term Medical And Rehabilitation Hospital (12.7%)	Al Ain (12.2%)	SKMC (9.2%)	Tawam (6.0%)
Oral conditions			SKMC (52.4%)	Tawam (16.7%)	Al Mafraq (10.1%)	Behavioral Sciences Pavilion (6.8%)	Al Rahba (3.0%)
Nutritional deficiencies			SKMC (24.2%)	Tawam (17.8%)	Al Mafraq (10.6%)	Al Ain (8.4%)	Al Noor - Airport Road (7.8%)
RTA			Al Rahba (43.9%)	Al Mafraq (25.8%)	Al Ain (15.9%)	Madinat Zayed (14.3%)	

* Dark area in pie chart represents share of top 5 providers within the total value of diagnosis group

Outpatient market by value

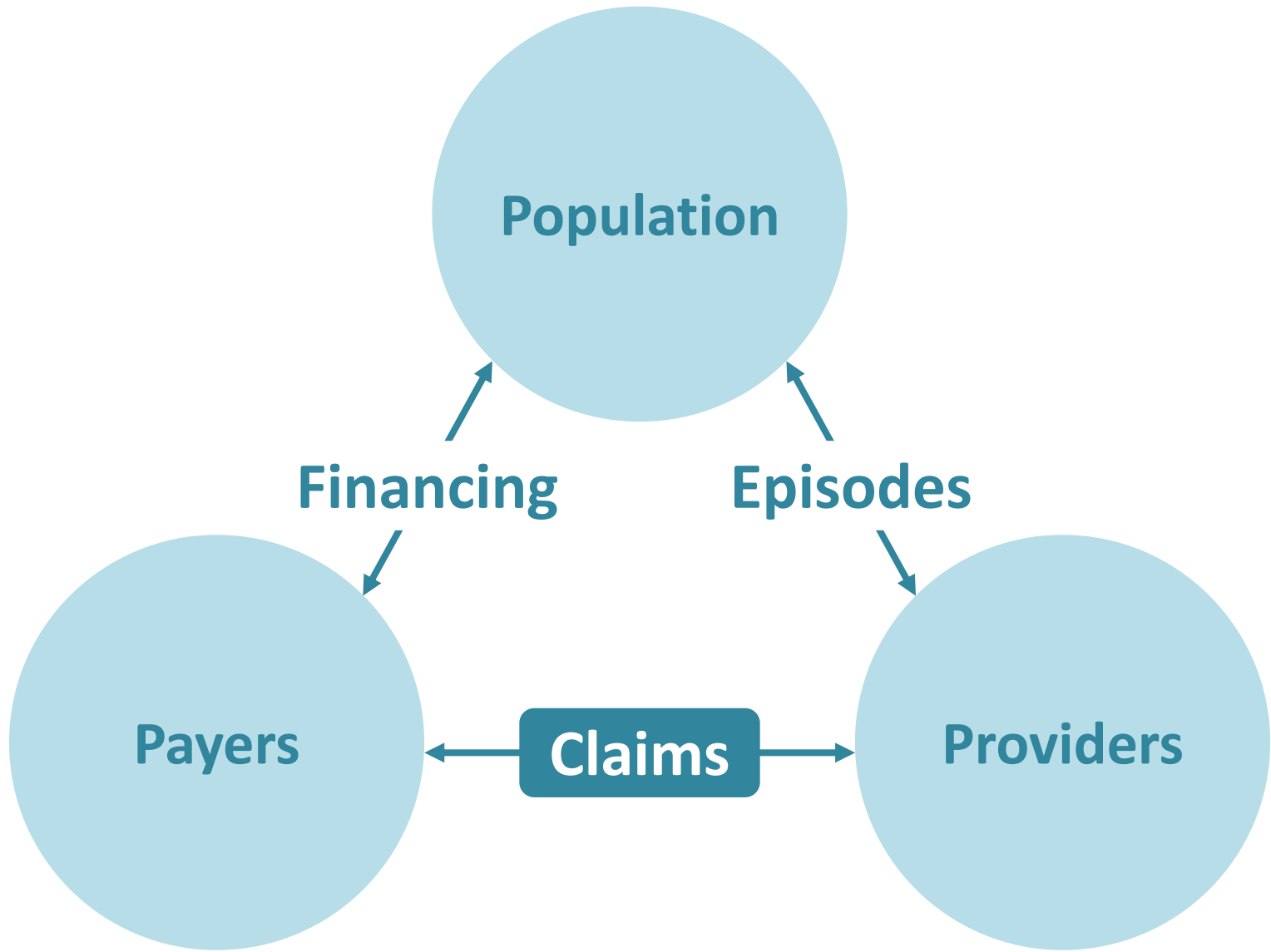
Diagnosis group	100	Top 5*	1st	2nd	3rd	4th	5th
Signs, symptoms and ill-defined conditions	23		Tawam (15.8%)	SKMC (7.3%)	Al Mafraq (4.6%)	SEHA Dialysis Services – Sheikh Khalifa Medical City (4.2%)	SEHA Dialysis Services – Tawam Hospital (3.4%)
Diabetes mellitus	10		Imperial College London Diabetes Centre - Abu Dhabi (44.5%)	Imperial College London Diabetes Centre - Al Ain (19.8%)	SKMC (3.7%)	Tawam (3.2%)	Al Ain (2.1%)
Oral conditions	7		Tawam Dental Centre (9.4%)	Al Mafraq Dental Centre (6.4%)	Abu Dhabi City Dental Centre (4.3%)	Bain Al Gesreen (3.5%)	Al Zafrā Dental Centre (3.0%)
Respiratory infections	7		Al Noor - Khalifa St. (5.4%)	Al Noor - Airport Road (5.0%)	N M C Specialty (3.3%)	Burjeel (2.7%)	Tawam (2.7%)
Musculoskeletal diseases	7		SKMC (7.1%)	Al Noor - Khalifa St. (5.8%)	Burjeel (5.7%)	Tawam (5.0%)	Al Mafraq (4.8%)
Genitourinary diseases	6		SKMC (7.4%)	American Fertility Centre (7.3%)	Tawam (5.2%)	Al Noor - Khalifa St. (4.6%)	Burjeel (4.5%)
Cardiovascular diseases	5		SKMC (10.8%)	Al Mafraq (5.6%)	Al Noor - Khalifa St. (5.4%)	Tawam (5.3%)	Burjeel (4.9%)
Endocrine disorders excluding diabetes	5		Tawam (20.5%)	SKMC (16.1%)	Imperial College London Diabetes Centre - Abu Dhabi (12.6%)	Imperial College London Diabetes Centre - Al Ain (6.5%)	Al Mafraq (5.8%)
Sense organ diseases	4		Samaya Specialised Hospital (12.3%)	Al Noor - Khalifa St. (9.4%)	Magrabi Specialised (8.1%)	SKMC (6.1%)	Al Mafraq (5.5%)
Respiratory diseases	4		SKMC (7.6%)	Al Noor - Airport Road (7.2%)	Al Noor - Khalifa St. (6.9%)	Tawam (4.5%)	Al Noor - Al Ain (4.1%)
Digestive diseases	4		SKMC (7.6%)	Burjeel (6.5%)	Tawam (6.3%)	Gulf Diagnostic Centre (4.9%)	Al Noor - Khalifa St. (4.9%)
Neuropsychiatric conditions	4		Behavioral Sciences Pavilion (15.6%)	SKMC (10.6%)	Tawam (8.3%)	Al Ain (8.3%)	Al Mafraq (4.8%)
Maternal and Perinatal conditions	3		Al Corniche (13.5%)	Al Noor - Airport Road (9.3%)	Al Noor - Khalifa St. (7.3%)		Tawam (4.8%)
Injuries	3		SKMC (7.0%)	Al Mafraq (6.6%)	Al Ain (6.1%)	Al Noor - Airport Road (5.9%)	Tawam (4.7%)
Skin diseases	3		SKMC (8.9%)	Al Noor - Khalifa St. (6.6%)	Al Mafraq (5.0%)	Tawam (4.4%)	Al Ain (4.2%)
Infectious and parasitic diseases	2		Tawam (9.4%)	SKMC (7.4%)	Burjeel (7.4%)	Al Noor - Khalifa St. (5.4%)	Al Noor - Airport Road (4.1%)
Cancer	2		Tawam (25.0%)	Al Mafraq (23.5%)	SKMC (22.0%)	Gulf International Cancer Centre (5.3%)	Tawam Molecular Imaging Centre (4.3%)
Nutritional deficiencies	2		Imperial College London Diabetes Centre - Al Ain (23.5%)	Imperial College London Diabetes Centre - Abu Dhabi (14.9%)	SKMC (7.5%)	Gulf Diagnostic Centre (3.0%)	Tawam (2.9%)
Congenital anomalies			SKMC (31.6%)	Tawam (15.7%)	Al Noor - Airport Road (8.2%)	Emirates Outreach Healthcare Services (6.0%)	Al Mafraq (5.4%)
RTA			SKMC (29.3%)	Al Mafraq (16.0%)	N M C Specialty (11.9%)	Al Ain (9.5%)	Al Rewaise (5.2%)

Notes

Pharmacies are excluded.

Attribution to diagnosis groups is based on principal diagnosis and does not necessarily reflect the full spectrum of services provided by respective healthcare facilities.

* Dark area in pie chart represents share of top 5 providers within the total value of diagnosis group

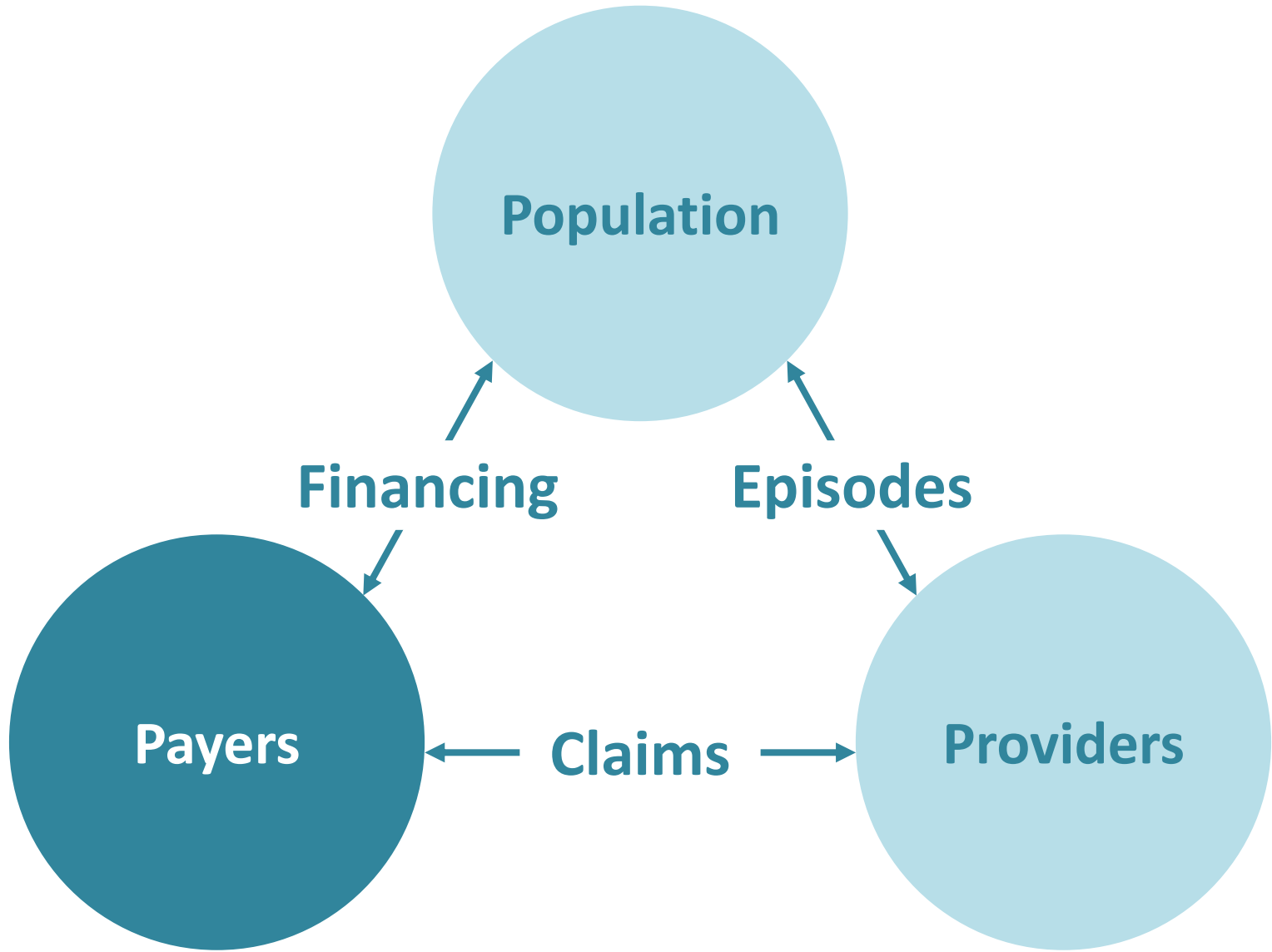


	Average Claim net per Claim (AED) ⁽¹⁾	Claims (000) ⁽²⁾	Claims per member								
	2013	2013	2012	2011	2010	2009	2013	2012	2011	2010	2009
Inpatient	11'819	197	166	145	166	146	0.06	0.05	0.05	0.06	0.06
Basic	9'082	44	42	39	35	25	0.03	0.03	0.03	0.03	0.03
Enhanced	10'157	66	52	46	55	50	0.05	0.03	0.04	0.05	0.05
Thiqa	14'438	88	72	60	76	71	0.18	0.16	0.14	0.18	0.18
Outpatient	355	21'069	19'684	17'186	12'918	10'443	6.43	6.22	6.10	4.84	4.52
Basic	174	5'260	4'964	4'029	2'928	2'107	3.9	3.7	3.0	2.4	2.3
Enhanced	339	8'841	7'620	6'963	4'146	3'932	6.0	5.6	6.6	4.0	4.0
Thiqa	513	6'968	7'100	6'193	5'844	4'404	14.5	15.5	14.0	13.8	11.2
Total	462	21'266	19'850	17'331	13'084	10'589	6.5	6.3	6.1	4.9	4.6

Notes

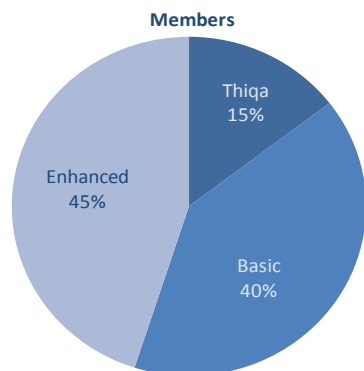
⁽¹⁾ Average Claim net per Claim, represents amount claimed by provider, subject to full or partial rejection by the payer

⁽²⁾ Numbers of claims with Encounter start date in respective years. These include electronic claims of Abu Dhabi providers for members with insurance provided by payers from outside of Abu Dhabi, self-pay and funded mandates





Payer members



Members Market Share	2013	2012	2011	2010	2009	2008	Change from 2012-2013	Contracts 2013	PPMPA ⁽¹⁾ 2013	
Total	3'307'365	3'163'795	2'812'307	2'671'391	2'312'569	2'260'749	143'570	3'321'968	2'076	
Thiqa	482'452	457'845	448'143	422'239	394'618	383'795	24'607	482'803		
Basic	1'335'680	1'341'405	1'306'931	1'204'418	936'207	944'344	-5'725	1'340'364	602	
Total Enhanced	100.0%	1'489'233	1'364'545	1'057'233	1'044'734	981'744	124'688	1'498'801	3'380	
Daman	40.0%	596'056	457'637	324'083	299'089	301'447	304'649	138'419	601'230	4'450
Oman	10.7%	159'353	167'933	73'423	171'478	205'690	155'735	-8'580	159'376	2'844
ADNIC	9.6%	142'373	141'486	149'904	151'654	90'190	97'058	887	142'373	4'483
Al Dhafra	8.8%	130'674	192'635	71'009	12'590	957	14'087	-61'961	130'744	940
Al Hilal Takaful	3.9%	57'760	26'809	20'964	11'075	5'003		30'951	57'763	1'762
Al Wathba	2.8%	41'257	52'140	52'034	48'038	41'583		-10'883	41'265	3'337
Orient	2.7%	40'842	34'580	30'476	26'742	1'524	24'337	6'262	40'844	2'548
Insurance House - PSC	2.2%	33'147	25'834					7'313	33'147	1'378
AXA	2.1%	32'007	11'938	22'532	886	3'537	3'044	20'069	32'158	4'288
Takaful Emarat	1.9%	28'795	25'365	316	1'600	16'222	12'721	3'430	28'795	1'050
Al Buhaira	1.8%	26'593	30'479	61'983	49'838	51'215	25'083	-3'886	26'595	1'158
Green Crescent	1.3%	20'091	24'969	43'894	70'881	21'341		-4'878	20'498	2'081
EIC	1.3%	19'877	20'849	29'691	17'721	15'167	26'517	-972	19'877	2'714
Al Ain Ahlia	1.3%	18'938	8'441	4'154	24'419	23'857	4'707	10'497	18'938	2'606
Al Sagr	1.1%	16'304	19'741	15'327		27'661	94'758	-3'437	16'318	2'442
Abu Dhabi Takaful	0.9%	13'281	14'086	22'233	1'131			-805	13'282	4'007
Aman	0.9%	13'161	4'663	4'595	286	258	916	8'498	13'178	1'207
Qatar	0.9%	12'736	7'691	11'569	6'305	9'332	10'381	5'045	12'737	3'907
RAK	0.8%	12'049	8'331	8'966	10'508	11'368	8'827	3'718	12'152	2'464
ALICO	0.8%	11'228	11'350	8'566	10'384	1'030	6'431	-122	13'532	4'412
Al Khazna	0.5%	7'293	20'039	11'532	78'147	137'648	90'229	-12'746	8'518	1'545
NoorTakaful	0.5%	6'910	5'376	1'625	2'094	47		1'534	6'910	3'512
Dubai National	0.4%	5'828	65					5'763	5'828	2'648
Saudi Arabian	0.3%	4'956	3'656	2'602		2'445	469	1'300	4'968	6'834
Union	0.3%	4'867	4'092	1'344				775	4'867	3'000
Al Fujairah	0.3%	4'730	7'584	5'676	4'099	36	2'112	-2'854	4'730	1'423
Al-Ittihad	0.3%	4'355	4'292	3'588				63	4'385	3'074
Arabia	0.3%	3'882	4'660	1'660	1'076	443	49	-778	3'882	2'842
United	0.2%	3'408	9'409	4'012	825	3'645	1'887	-6'001	3'408	2'934
Arabian Scandinavian	0.2%	3'379	4'496	26	29	1	4'489	-1'117	3'386	1'493
NGI	0.2%	2'674	957	1'026	2'798	627	792	1'717	2'674	3'891
Alliance	0.2%	2'546	2'266	463	14'822	881	40'960	280	2'546	2'926
Salama	0.1%	2'133	1'508	688	622	1'726	926	625	2'133	3'289
Royal and Sun Alliance	0.1%	1'843	1'560	946	1'381	781	9	283	1'843	7'414
Dubai Insurance Co.	0.1%	1'735	1'547	337	170	2'486		188	1'749	3'958
Methaq Takaful	0.1%	1'462	386	20'659	17'002			1'076	1'462	2'208
Lebanese	0.0%	517	2'363	6'139	7'044	3'596	1'437	-1'846	517	2'904
Sharjah	0.0%	193	3'332	4'110				-3'139	193	674

Notes

⁽¹⁾ Average Premium per Member Per Annum

Market share applies to Enhanced products, some of the payers reported Enhanced members from other Emirates

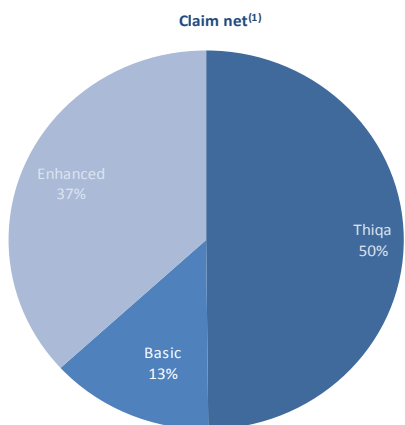
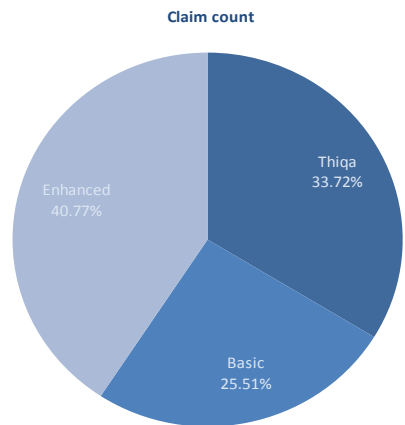
Members of Al Watania insurance are not included

The Basic Product: for individuals (including limited income investors) with limited income in accordance with the threshold set by the Regulations and dependents of non-Nationals who are not eligible to be covered by the non-National's employment based insurance

The Enhanced Product: for individuals above the income threshold set by the Regulations for the Basic Product and available to all non-Nationals



Payer claims

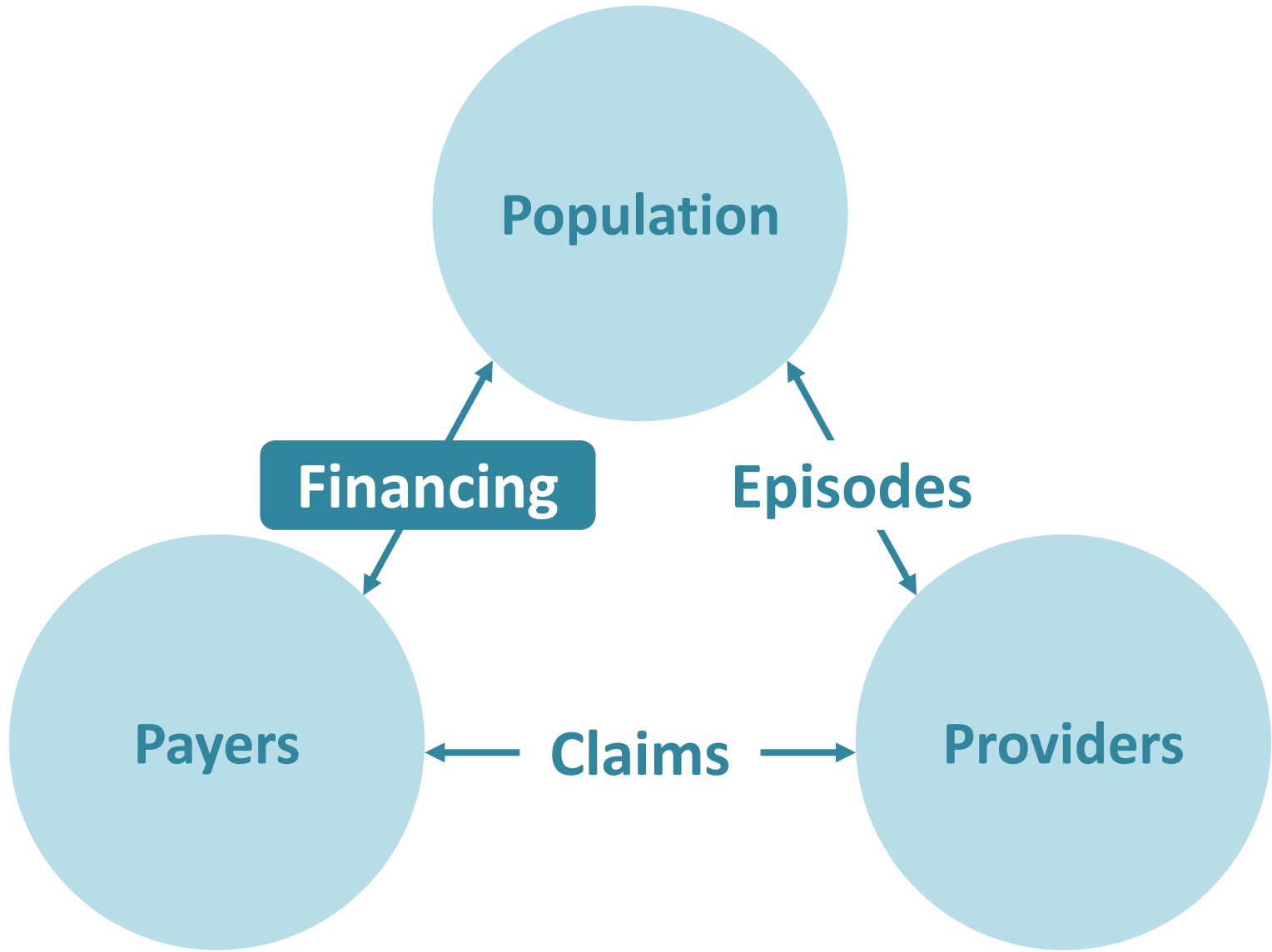


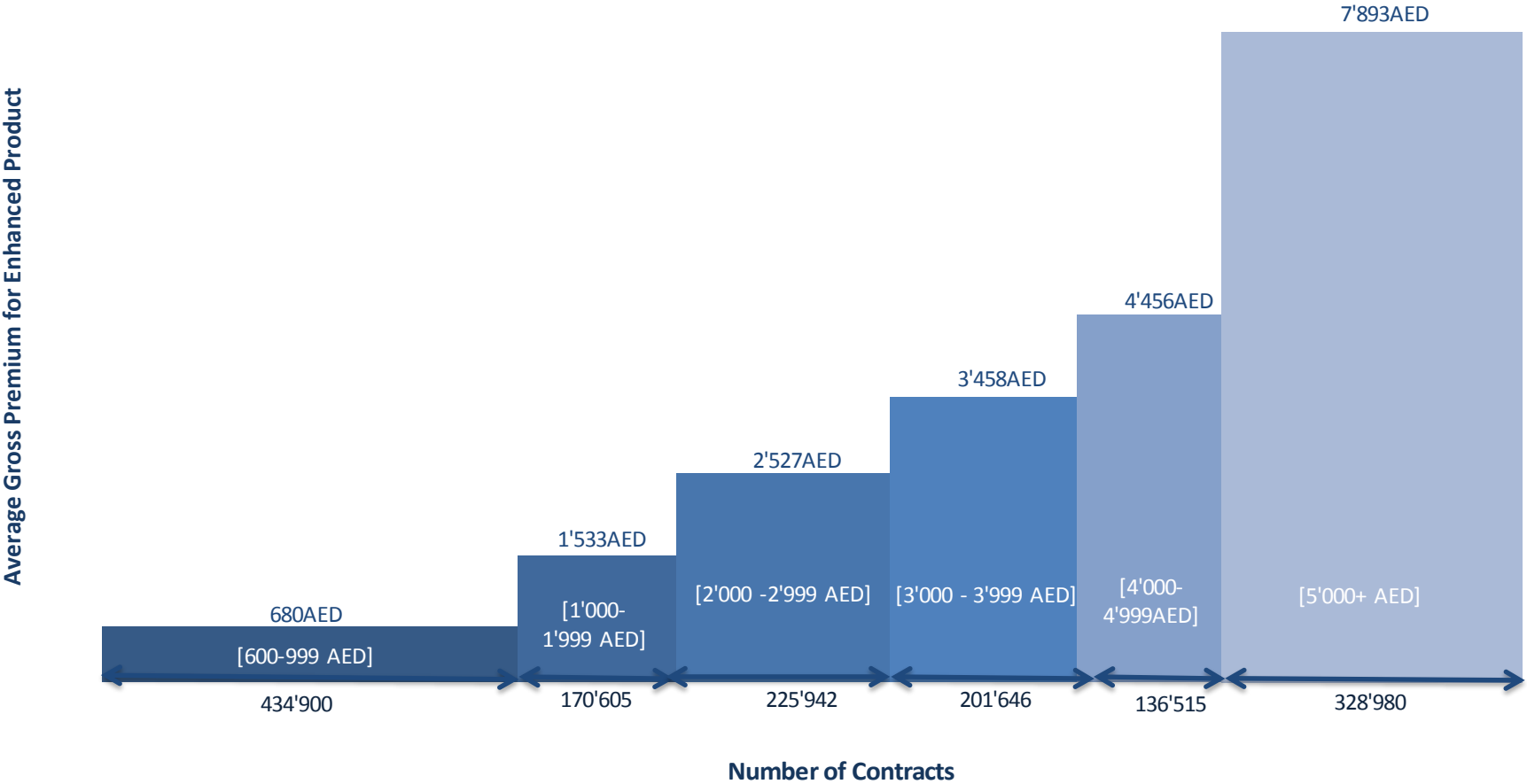
	Claim net ⁽¹⁾	Claim count							Change 2012-2013	Days to Remit ⁽²⁾ 2013	Average Claim net per Claim 2013	Claims per Member 2013
		2013	2012	2011	2010	2009	2008	2007				
Total		100%	100%	100%	100%	100%	100%	100%	6%	51	470	6.3
Thiqha		33.72%	36.42%	35.49%	45.35%	42.22%	0.00%	-1%	53	695	14.7	
Basic		25.51%	25.40%	23.12%	22.47%	20.12%	32.83%	7%	46	246	4.0	
Total Enhanced	100%	40.77%	38.18%	41.40%	32.18%	37.66%	67.17%	14%	50	424	5.7	
Daman	44.0%	13.85%	11.44%	11.65%	15.27%	15.63%	32.02%	29%	51	515	4.9	
ADNIC	14.5%	5.92%	6.21%	6.89%	5.62%	0.40%	0.82%	1%	49	441	8.7	
Oman	7.5%	3.04%	2.86%	2.52%	3.31%	7.61%	13.03%	13%	34	376	4.0	
Al Wathba	4.8%	1.97%	2.06%	2.02%	1.33%	0.85%	0.00%	2%	99	276	10.0	
Al Dhafra	4.6%	1.89%	1.83%	1.06%	0.00%	0.30%	0.80%	10%	58	267	3.0	
AXA	2.6%	1.07%	1.10%	0.67%	0.00%	0.14%	0.00%	3%	47	431	7.0	
Al Hilal Takaful	2.8%	1.57%	1.01%	0.80%	0.32%	0.00%	0.00%	65%	62	281	5.7	
Saudi Arabian	1.5%	0.63%	0.45%	0.33%	0.13%	0.01%	0.09%	50%		610	27	
Qatar	2.6%	1.07%	0.93%	0.82%	0.26%	0.14%	0.92%	22%	60	335	17.6	
Insurance House - PSC	3.0%	1.22%	0.57%	0.00%	0.00%	0.00%	0.00%	126%		243	7.7	
Takaful Emarat	2.5%	1.02%	0.28%	0.03%	0.00%	0.00%	0.00%	283%	38	284	7.4	
EIC	2.5%	1.02%	1.14%	1.24%	0.51%	0.66%	1.81%	-5%	62	276	10.7	
ALICO	1.5%	0.61%	0.65%	1.17%	0.29%	1.18%	1.19%	0%	122	423	11.4	
Al Ain Ahlia	1.6%	0.63%	0.50%	0.97%	0.75%	0.69%	0.16%	35%	58	373	7.0	
Orient	1.5%	0.62%	0.60%	0.99%	0.36%	3.46%	3.34%	10%	48	356	3.2	
Abu Dhabi Takaful	1.5%	0.62%	0.66%	0.78%	0.40%	0.46%	1.18%	0%		320	9.8	
Green Crescent	1.1%	0.47%	1.16%	3.77%	1.12%	0.63%	0.00%	-57%	75	294	4.9	
RAK	1.2%	0.49%	0.28%	0.50%	0.31%	0.38%	0.73%	85%	109	277	8.6	
Al Sagr	1.0%	0.42%	0.49%	0.79%	0.02%	3.05%	6.65%	-7%	83	318	5.5	
Aman	1.1%	0.46%	0.15%	0.09%	0.00%	0.02%	0.00%	235%	99	212	7.3	
Al Buhaira	0.9%	0.36%	0.70%	1.50%	0.98%	0.79%	1.38%	-45%	168	268	2.8	
NGI	0.6%	0.23%	0.31%	0.35%	0.01%	0.02%	0.06%	-22%	52	367	18.1	
NoorTakaful	0.5%	0.20%	0.17%	0.17%	0.06%	0.01%	0.00%	24%	53	325	6.1	
Dubai Insurance Co. Arabia	0.4%	0.15%	0.49%	0.14%	0.00%	0.00%	0.00%	-68%	41	401	18.0	
Royal and Sun Alliance	0.4%	0.15%	0.07%	0.15%	0.07%	0.01%	0.03%	129%	68	403	7.9	
United	0.2%	0.09%	0.04%	0.04%	0.03%	0.01%	0.00%	112%		641	10.1	
Al Khazna	0.4%	0.18%	0.25%	0.17%	0.00%	0.16%	0.07%	-26%	55	321	10.8	
Al-Ittihad	0.5%	0.19%	0.65%	0.57%	0.85%	0.75%	2.51%	-70%	192	285	5.3	
Union	0.3%	0.14%	0.16%	0.04%	0.00%	0.00%	0.00%	-9%	164	324	6.7	
Alliance	0.2%	0.10%	0.03%	0.05%	0.00%	0.00%	0.00%	312%	75	320	4.3	
Salama	0.2%	0.07%	0.06%	0.07%	0.00%	0.17%	0.00%	32%	47	282	5.9	
Arabian Scandinavian	0.1%	0.04%	0.04%	0.05%	0.02%	0.01%	0.12%	31%	175	426	4.4	
Al Fujairah	0.3%	0.11%	0.10%	0.03%	0.00%	0.00%	0.06%	8%	59	137	6.6	
Sharjah	0.1%	0.05%	0.07%	0.08%	0.01%	0.07%	0.09%	-27%	78	271	2.2	
Methaq Takaful	0.1%	0.06%	0.34%	0.15%	0.00%	0.00%	0.00%	-82%		211	62	
Dubai National	0.1%	0.04%	0.24%	0.67%	0.09%	0.00%	0.00%	-84%	118	320	5.0	
Lebanese	0.1%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	5728%	63	310	1.2	
	0.1%	0.01%	0.08%	0.11%	0.04%	0.06%	0.01%	-83%	44	271	5.0	

Notes ⁽¹⁾ Claim net represents amount claimed by provider, subject to full or partial rejection by the payer

⁽²⁾ Days to Remit is measured as "average number of days to submit AED 1 from first Claim Submission Date to first Remittance Date"

Claims of Al Watania Insurance are not included; The Basic Product: for individuals (including limited income investors) with limited income in accordance with the threshold set by the Regulations dependents of non- Nationals who are not eligible to be covered by the non-National's employment based insurance; the Enhanced Product: for individuals above the income threshold set by the Regulations for the Basic Product and available to all non-Nationals





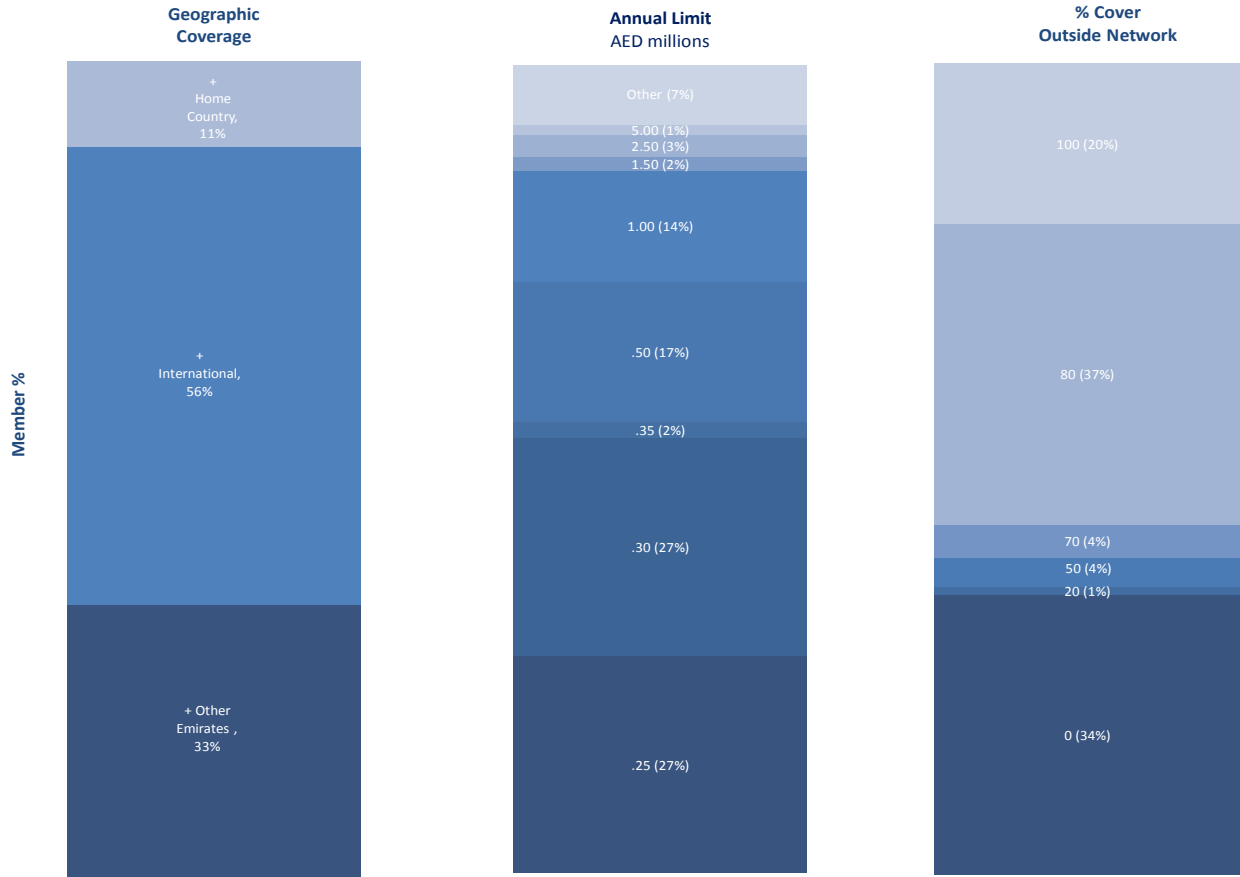
Notes

- This data is only for Enhanced products
- The Enhanced Product: for individuals above the income threshold set by the Regulations for the Basic Product and available to all non-National
- The Basic Product: for individuals (including limited income investors) with limited income in accordance with the threshold set by the Regulations and dependents of non-Nationals who are not eligible to be covered by the non-National’s employment based insurance

Enhanced plans limits 2012

Benefit Level

- Equivalent to Basic product benefit level
- Better than Basic product benefit level



Note This data is only for Enhanced products.
About 21% of the enhanced plans contracts are excluded due to non compliance with reporting of benefits information.