





	CONTENTS	
Α	About US	03
В	Summary of Our Offerings	04
С	Why Vmarsh	09
D	Contact US	31





Introduction

Vmarsh Healthcare is a specialised Healthcare consulting focusing in areas of Business Strategy, **Quality/Operational Improvement & Transaction Advisory** with emphasis on **Academics** – ranging from mainstream Advisory Consulting to Individual Expert Guidance & Mentorship Programs.

With offices across **Dubai**-UAE; **Chicago**-US, **Dublin**-Ireland; Mumbai-India; Kuala Lumpur-Malaysia & **Riyadh**-KSA and **partner offices** in about 30 countries across Europe, LATAM and Oceania.

Vmarsh consist of 65+ specialised experts and consultants based all over the world, each with 20-45 years of expertise in a functional or geographical area or both, helping Hospitals, Public Sector, Pharma, Healthcare Academic, MedTech and related entities



Mission

Vmarsh Healthcare aims to bridge the supply-demand gap by understanding its clients needs and connecting them to appropriate solutions, resources, systems, facilities for successful and collaborative outcomes.

Vision

Vmarsh Healthcare envisions to create an integrated "Healthcare Ecosystem" where all stakeholders are better connected and benefited from one another.





SUMMARY OF OUR OFFERINGS

- .. Consulting Services
- 2. <u>Facilitation & Academic Services</u>





SUMMARY OF OUR OFFERINGS

- L. Consulting Services
- 2. <u>Facilitation & Academic Services</u>

Business Strategy | Quality & Operational Improvement | Transaction Advisory

Chicago | Dublin | Riyadh | Dubai | Mumbai | Kuala Lumpur

Our Service Offerings: Consulting Solutions



Our Consulting solutions include scalable and flexible services for your needs, such as: Loan Staffing, Expert Advisory, Project Planning, Management, Execution and Quality Assurance; Proposal Management and Business Development Assistance.



- Medical Tourism Strategy
- Patient Journey/Experience Optimization
- Feasibility Studies & Market Research
- New Market Entry & Line Extension
 Strategy
- Brand Management & Sales Strategy
 Optimization
- Transformation Strategy & Change Management
- Manpower Optimization Strategy
- Supply Chain Improvement Strategy



- Clinical, Operational & System Audits
- Patient Safety Protocol
- Quality & Process Improvement Plans
- Clinical & Non-Clinical Benchmarking
- Governance & Compliance
 Frameworks
- Nursing Optimization & Excellence
- Policy, Gap & Risk Assessments
- <u>Accreditation Attainment & Renewal</u> Preparation



- Profitability Assessment
- Revenue Cycle Management
- Asset Management & Valuation
- Investor Search, Sell & Buy side Advisory
- Franchise Expansion Evaluation
- Digital Capacity Building





SUMMARY OF OUR OFFERINGS

- L. <u>Consulting Services</u>
- 2. Facilitation & Academic Services

Our Service Offerings: <u>Facilitation & Academic Services</u>



Consulting solutions for Regulators, Providers, Pharma/Other Manufacturers, Investors, Payers

Academics and Capacity Building Services



Certification Programs & Observer-ship

- Certifications Programs For Skill upgradation & Knowledge transfer such as CPHQ, CPPS, CDI
- Observer-ship Program We will assess key areas like culture, safety, quality, and operations. Based on this, an observer-ship program will be planned with top institutions



Masterclasses & Error Management Programs

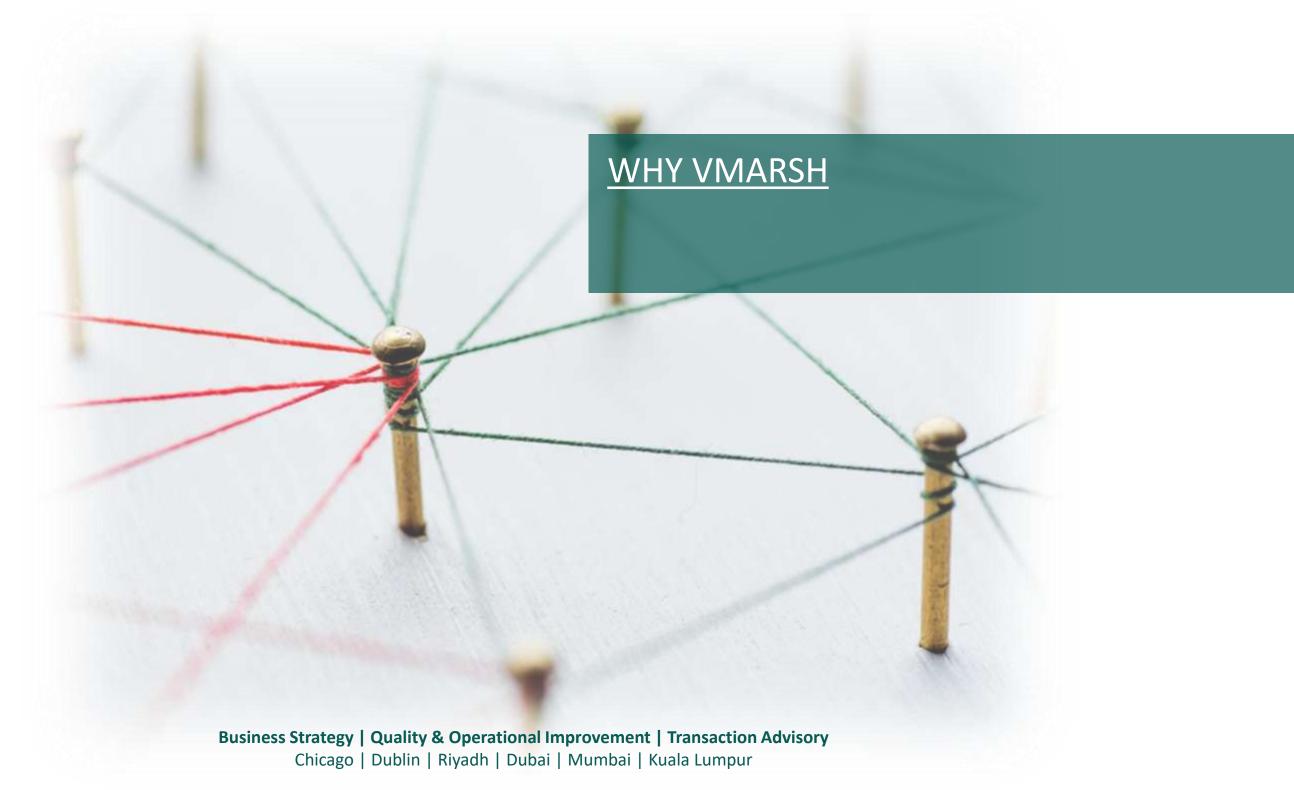
- Bespoke Courses & Masterclasses: Quality Officer Mentorship Program/ Strategic Governance/ Financial Healthcare/Leadership, Quality/Patient Safety, Branding, Data/Tech Integrations, Nursing, Accreditation Compliance & Process Improvement, Risk Management and **IVF**
- Error management program
 - Medication Management
- > RCA, Retention of Staff, and **Enhancing Clinical Audit**



Accreditation

- Accreditation Referral International **Accreditation Attainment Referrals**
- Travel Referral Medical Travel Based Accreditation Referrals
- Telemedicine Telemedicine Based referral
- Data Integration Data Governance and **Integration based Accreditation Referrals**
- Smart Hospital Smart Hospital and Sustainability based Programs





Our Core Leadership Team







CEO & Founder

| Strategy & Business Leadership | Organizational Transformation | New Market Entry | Medical Tourism | Marketing and Branding | | Patient Experience |

Dubai, UAE



Lynda Mikalauskas

Senior Director and Head of Quality
Improvement Services



Dr. Thomas Kozlowski

Head of Americas & Chicago Office; Senior Director of Quality Improvement Services

| Audits & Accreditation | Patient Services | Quality Assurance | Patient Experience Optimization | Patient Focused Care | | Patient Safety Improvement |

Chicago, US



Paula Wilson

Senior Director of Leadership, Governance & Business Risk Advisory

| Business Risk Advisory | Leadership & Governance | Financial Strategy | Public Health | Academics and L&D |

New York, US



Dato Dr. Jacob Thomas

Senior Director and Head of APAC Regions

| Accreditation Standard Compliance | Quality & Patient Safety | Medical Tourism | Patient Focused Area |

Kuala Lumpur, Malaysia



Dr. Zeina Khouri

Senior Director of Clinical and Operational Excellence

Nursing Management & Leadership |
Organizational Structure & Governance |
Implementation Nursing Science |
| Clinical Operations & Hospital Management |

Dubai, UAE



Dr. Vladimir Mozetic

Senior Director and Head of Central European Business

| Wellness and Medical Tourism | Patient Experience Optimization | Patient Focused Care | Quality & Patient Safety Improvement | Risk Management |

Zagreb, Croatia



Eng. Sarry Wael AlBuraik

Senior Partner for Kingdom of Saudi Arabia

| Revenue Cycle Management | Accreditation & Quality Management | Health Informatics | Strategic Planning & Change Management | Public Private Partnership | Value Based Care |

Riyadh, KSA



Dr. Edwin A. Villalobos C.

Head of LATAM Region

| Physician's Relationship | Clinical Management & Leadership | Crisis Management | Board Governance | Change Management & Clinical Operations |

Panama, Panama



Maria McCann

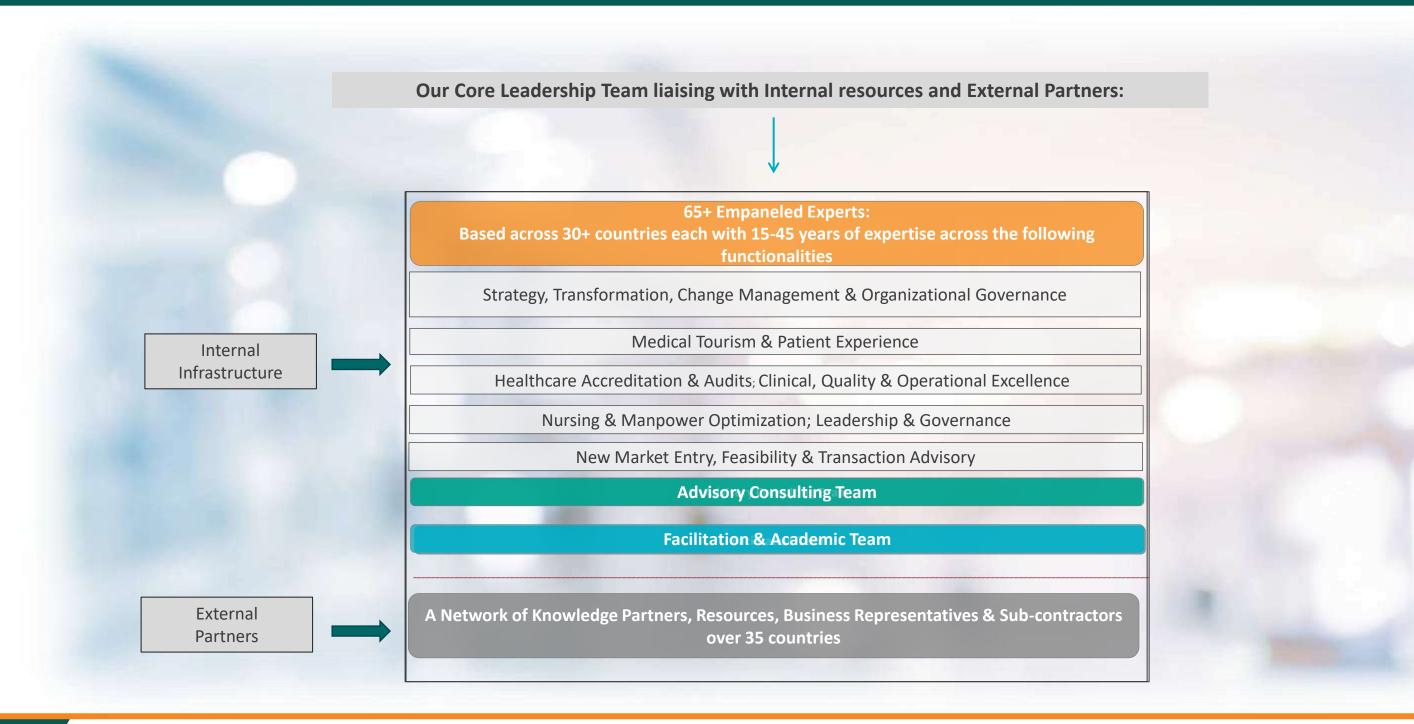
Empaneled Consultant & Head of Dublin
Member Firm

| Organizational Development | Digital
Transformation Strategy | Workforce Development
& Change Management | Data & Al strategy for
Operational Improvement |

Dublin, Ireland

Our Extended Infrastructure and Resources

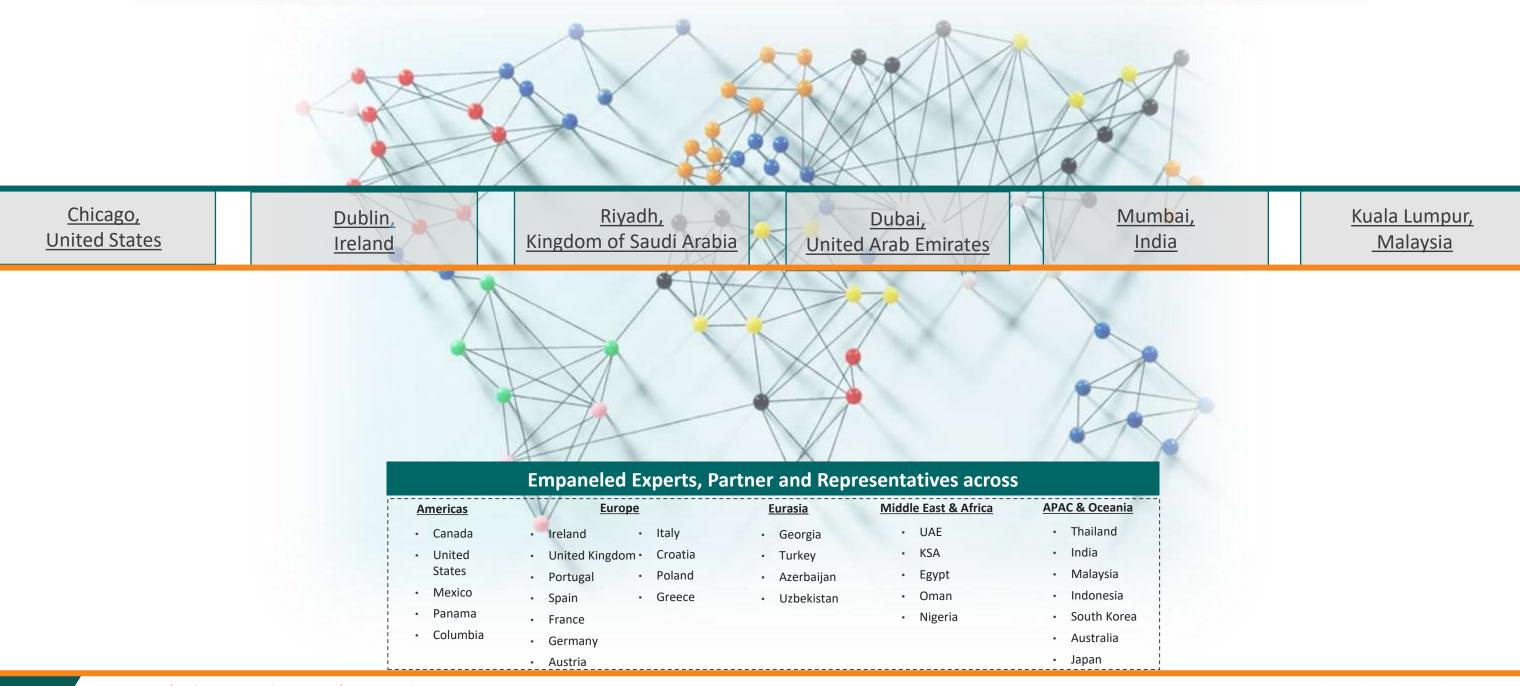




Our Presence: Spread Over Yet Connected



Our six offices are strategically present to cover our client service locations across the Americas, Europe, Africa, Middle East & APAC regions



Our Functional Credentials: In Business Strategy

i. Brand, Market Penetration and Market Entry Strategy (1/2)





Masterclass on Branding, Uzbekistan



Brand & Marketing Strategy, United States



Marketing Strategy for Rehabilitation Center, United States



Brand & Marketing Strategy, United States



Brand Building, Marketing, Advertising,
United States



Training to Global Teams on Internal & External Communications Policies, United States



A member of Mercy Health Network

Marketing/Advertising Strategy & Campaign, United States



Training Program in Communication, UAE



Strategy & Branding, Saudi Arabia



Brand Development/Positioning, United States



Brand Development/Positioning, Saudi Arabia



Strategic Planning and Global Networking, Malaysia

*Above depicted organizations include: Vmarsh's clients, sub-contractors as well as past employers that Vmarsh's experts have been or are currently engaging with

Our Functional Credentials: In Business Strategy

i. Brand, Market Penetration and Market Entry Strategy (2/2)





IVF Brand Optimization and Franchise Expansion, United Kingdom



B2C Marketing, United States



Design Thinking Advisory, Saudi Arabia



Strategic advisory in Market Building and Segmentation to Start-up Business Model



Brand Development/Positioning, Saudi
Arabia

Our Functional Credentials: In Business Strategy

ii. Medical Tourism Strategy and Patient Experience





Masterclass on Medical Tourism Strategy, Uzbekistan



Medical Tourism Strategy, Italy



Wellness and Rehabilitation Tourism Strategy, Croatia



Marketing & **Medical Tourism Strategy, Colombia**



Medical Tourism Strategy and Franchise Expansion, India



Medical Tourism Strategy, Colombia



Medical Tourism Strategy Patient Experience Optimization Marketing Strategies, Colombia



Medical Tourism Business Expansion, India



Strategic Planning and Global Networking, Malaysia



Medical Tourism Expansion, South Korea



Medical Tourism Strategy, Nigeria



Medical Tourism Business Expansion, UAE



Medical Tourism Expansion And Rehabilitation Operation Strategy, Thailand



Wellness Tourism Business Expansion, UAE



Medical Tourism Strategy, UAE



Our Functional Credentials: In Quality & Operational Improvement (1/2)











Accreditation Preparation, Sint Maarten

Education Program to enhance Quality & Patient Safety Standards, UAE

Masterclass & TOT Program, Georgia

Academic Masterclass on Patient Safety & Medication Management, Uzbekistan

Senior Leadership for Credentialling, **Accreditation Programs, United States**













MSA**- For Advisory Services and Accreditation Preparation, United States

Accreditation Preparation, Ecuador

Gap Assessment & Compliance, Romania

Organizational Assessment for Accreditation Preparation and Provision of Education, Qatar

Gap Assessment & Compliance, Romania



سبيماكو الدوائية SPIMACO ADDWAEIH







Accreditation Preparation and Attainment Training, Romania

Organizational Assessment and Improvement, **Development of Culture of Safety,** Accreditation, Saudi Arabia

Organizational Assessment and Improvement, **Development of Culture of Safety,** Accreditation, Panama

Accreditation Preparation, Belgium

Accreditation for Medical Travel Service, Saudi Arabia

^{**}MSA- Master Service Agreement

^{*}Above depicted organizations include: Vmarsh's clients, sub-contractors as well as past employers that Vmarsh's experts have been or are currently engaging with

Our Functional Credentials: In Quality & Operational Improvement (2/2)





Individual and Departmental KPI Development, UAE



Education and Preparation of Public and Private Sector Survey Teams, Saudi Arabia



Accreditation Preparation Targeted Assessment of Provision Oncology Services, Jordan



Accreditation Assessment and Preparation, Qatar



Accreditation Assessment and Preparation, Qatar



Provision of Nursing / Midwifery Leadership and Quality / Patient Safety oversight / Allied Health Leadership, UAE



Organizational Assessment Education for Accreditation Preparation of Facilities, UAE





Organizational Assessment and Improvement, **Development of Culture of Safety,** Accreditation, Saudi Arabia

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Senior Leadership for Credentialling, **Accreditation Programs, Kenya**



Accreditation Preparation, Japan



Accreditation Preparation, Belgium

*Above depicted organizations include: Vmarsh's clients, sub-contractors as well as past employers that Vmarsh's experts have been or are currently engaging with

The Aga Khan University Hospital

Our Functional Credentials: In Transaction Advisory





Masterclass on Healthcare Financial Management & Financial Governance, Uzbekistan

Confidential:

A Home Healthcare entity in Abu Dhabi, UAE

Sell side Advisory and Valuation, UAE



Asset Management and Evaluation,
Saudi Arabia



Fixed Asset Evaluation, UAE



Corporate Governance and Restructuring, Saudi Arabia



Revenue Cycle management, UAE



Audit of Procurement Process, Saudi Arabia



Governance and Risk Assessment,
Saudi Arabia



Cost Optimization, India



Commercial Launch Strategy, Luxembourg



Risk Assessments, UAE



Internal Audit Review, India



Our Client Credentials: Insights from Our Valued Clients (1/3)



"I was incredibly impressed by the team every step of the way - from the early planning to the wrap up/debrief. The Vmarsh team exhibited a great deal of patience working through all the dynamics to tease out was or wasn't in place. Your team is incredibly knowledgeable and really demonstrated excellent skill, care, and humour, particularly during the debriefs providing the right level of reassurance. Truly the Vmarsh team was really in a different league altogether"

"We would like to express our heartfelt appreciation for the high - quality work you provided and the valuable information delivered by your speakers. Your contribution have greatly enriched our students' understanding and opened up new perspectives that will benefit their future careers"

"I strongly recommend this organization, very professional and very flexible in the relationship with the customer. We organized together a training for our Standards for reaccreditation; the training was great! Good material and indications for us, good learning support, an important follow up on the quality data and policies to take place in the next 6 months. Thank you, Vmarsh!"



Ms. Nicole Rosson,
Director, Global Services and Operations,
Cedars-Sinai, USA





Mr. Kamran Gulamov, President, Central Asian University, Uzbekistan





Dr. Nirvana Georgescu, Quality and Patient Safety Director, Regina Maria, Romania



Our Client Credentials: Insights from Our Valued Clients (2/3)



"The output so far has been highly promising. The most significant positive impact has been having the right expertise with valuable experience in Quality and Patient Safety. Their in-depth understanding of the field, coupled with a structured and practical approach to training, has already started adding value to our initiatives"



Ms. Houda Alhajri, Group Director Quality, Burjeel Holdings, UAE



"The quality of the project delivered was excellent, with a very good readiness of the Vmarsh Team. We are very happy with the time management of the project team along with the excellent technical knowledge of the project team and their important advise"



Dr. Maura Buza,
Director of Development, Brain
Institute, Romania



"The organization has a very skilled engagement team, vast knowledge and experience. Survey report was very comprehensive and thorough"



Ms. Dionne Williams,
Quality & Safety Project Manager, St. Maarten
Medical Center,
Sint Maarten



Our Client Credentials: Insights from Our Valued Clients (3/3)



"Vmarsh Healthcare provided invaluable support, guidance, and teamwork throughout our journey towards Accreditation. Their expertise and continuous support were instrumental in achieving this milestone, ensuring a seamless and efficient accreditation process"



Dr. Zuber M. Shaikh,
Director of Corporate Quality Improvement,
Patient Safety & Risk Management, Dr.
Sulaiman Al Habib Medical Group, Saudi Arabia



"A sincere "thank you" to all the team involved in our project! The survey you performed in our facility opened so many perspectives. Looking forward to measuring the development in our services derived from your inputs"



Dr. Ioana Cucerzan, Director of Cluj Hospital, Romania



"The project was well designed, included all the priority topics and requested materials. The feedback from the expert was important for enhancing the teaching methods of the trainees. The lectures were creative and inspirational. The expert demonstrated high level of knowledge and experience"



Dr. Eka Paatashvili, Assistant Professor, Ilia State University, Georgia



Some of Our Key Knowledge Partners: Specialized & Well-Established Global

Conglomerates (1/4)





Imperial College London

Lumina Health Tech, United Kingdom:

Our partner for Healthcare Academics, Health Tech & Clinical data mining



European Fertility Society, United Kingdom:

Our partners for Investment & Advisory Services in Fertility/IVF/Reproductive Medicine



Quality Austria, Austria:

Our knowledge partners in Audits, Integrated & Quality Management Systems



Kvarner Health Cluster, Croatia:

Our regional partners for Investment & Advisory Services in Croatia/Central Europe





Bookingsmed, Italy:

Our regional partners for Medical/Wellness/ Rehabilitation Investment & Advisory Services in Italy/Europe



Fidelum Health, United States:

Our Market Research and Benchmarking Studies partner for North/Central/South America regions.



GRMC Advisory Services, United Arab Emirates:

Our Market Research partner in MENA regions



Tricare.sa, Saudi Arabia:

Our Regional Representative Partner for Kingdom of Saudi Arabia

Some of Our Key Knowledge Partners: Specialized & Well-Established Global

Conglomerates (3/4)





World Continuing Education Alliance, United Kingdom:

Our Academic partners in Healthcare Education & Specialized Certifications



Quality Associates International, United States:

Our Academic partners in Health Quality Improvement



IVDeology, United Kingdom:

Our knowledge partners for Quality, Regulatory, Technical Expertise in the Invitro Diagnostics Industry



International Venture & Consulting, Italy:

Our knowledge partners for Sourcing and Operational Support across the European Healthcare Landscape

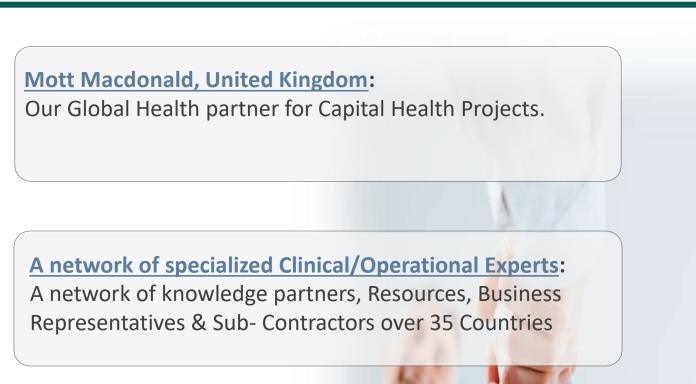
Some of Our Key Knowledge Partners: Specialized & Well-Established Global

Conglomerates (4/4)









Some of Our Recent Activities (1/5):



1. Our Recent Conference Participation and Workshops:

ITIC Global 2025
Smart Health Summit 2025

<u>Arab Health – Dubai 2025</u>

<u>HMA, BALI 2024</u>

ITIC America 2024

Qualinn Conference 2023

GHE Riyadh 2025

EMT Romania 2025

Qualinn Conference 2024

PSC, Georgia, 2024

IPSC India 2024

Arab Health - Dubai 2023

CIHT Croatia 2025

Global Med Brands 2025

ISQua Istanbul Conference 2024

ITIC Bangkok 2024

<u>Arab Health – Dubai 2024</u>

Oman Health 2025

ITIC America 2025

Wellness Odyssey Conference 2024

ADGH – Abu Dhabi 2024

HTDC Dubai 2024



- A. <u>Dr. Thomas Kozlowski</u> (our Senior Director of Quality Improvement Services) conducted the <u>Train the Trainer (TOT) Program</u> on Quality Management, Patient Safety, and Risk Management at Ilia State University, Georgia.
- B. Vmarsh's Expert & Team Members <u>Dr Tom</u>, <u>Mr Ilan</u>, <u>Ms Paula</u>, <u>Dr Natalia</u> conducted <u>Masterclass</u> "<u>Healthcare of the future</u>" on 25th & 26th October 2024 in Central Asian University, Tashkent, Uzbekistan.















Some of Our Recent Activities (2/5):



2. Articles and Newsletters by our Experts:

- A. "Overdoing it' in healthcare quality?" by Dr Ruba Al Wajeeh
- B. "Importance of Academics and Physician Leadership in Driving Accreditation Success" by Dr Richard Molteni
- C. "The Human Factor in Medical Leadership and Clinical Governance" by Dr. Georges M Feghali.
- D. "From Operating Rooms to Strategy Rooms: Bridging Clinical Excellence with Academic & Governance Leadership" by Dr. Alexandre Nehme.
- E. "Learning from Adverse Events" by Dr. Mary E. Geary.
- F. "Challenges in the Health Industry & Health Tourism The Modern Healthcare Model" by Dr. Vladimir Mozetic.
- G. "Safe and Responsible Adoption of AI in Healthcare The Trends and Issues Around the World" by David Qu.
- H. "The Powers and Pitfalls of Computerized Provider Order Entry (CPOE) in Patient Safety" by Dr. Rabih Dabliz.
- I. "Laboratory Accreditation and why does it matters" by Rachel Simpson.
- J. "Importance of Leadership & Governance: Driving Improved Patient Outcomes" by Debbie Barnard.
- K. "Choosing The Right Hospital: Helping Medical Tourists Make Informed Decisions" by Dr. Sharon Kleefield.
- L. "Empowering Nursing Capabilities in Today's Healthcare World" by Dr. Theresa Morrison.
- M. "The Human Factor in Patient Safety" by Dr. Mary Geary.

















Some of Our Recent Activities (3/5):



- 3. Interview Covers of our Leadership Members:
- A. <u>Podcast by Central Asian University</u> on Healthcare, Leadership & Strategy with our Experts <u>Ms. Paula Wilson</u>.
- B. <u>Ms. Paula Wilson</u> (our Sr. Director of Leadership, Governance and Business Risk Advisory)'s recent interview with Chloe Fox of ITII: International Travel & Health Insurance Journal.
- C. Mr. Sandeep Sharma (our CEO & Founder)'s recent interview with Total Croatia's News.
- D. <u>Mr. Sandeep Sharma</u> (our CEO & Founder)'s recent interview with <u>HR Revolution Middle East Magazine</u> and <u>MedTourPress</u> (<u>Medical East Medical Tourism Journal</u>)











Some of Our Recent Activities (4/5):



4. Our Latest Consultants Onboarded:

- A. Ms Antonia Vitori, Business Manager for Accreditation Service & European Region
- B. Mr Nael M Soudi, Empaneled Consultant for Laboratory, Accreditation Compliance and Quality Management
- C. <u>Dr Fatma Ridene</u>, Empaneled Consultant for Clinical Transformation and Strategy
- D. Ms Jan Mackereth Hill, Empaneled Consultant for Standard Development, ISO & ISQua Readiness and Implementation.
- E. Ms Maria McCann, Empaneled Consultant & Head of Dublin Member Firm.
- F. <u>Dr Richard A Molteni</u>, Empaneled Consultant for Healthcare Academics, Physician Leadership & Accreditation Management.
- G. <u>Dr Edwin A. Villalobos C.</u>, Empaneled Consultant for LATAM Regions.
- H. <u>Dr Georges Feghali</u>, Empaneled Consultant for Medical Leadership & Clinical/Operational Governance.
- I. <u>Dr Amena Malik</u>, Empaneled Consultant for MENA Region.
- J. <u>Dr Alexandre Nehme</u>, Empaneled Consultant for Governance, Clinical Leadership & Academics.
- K. Ms Ioana Vasilescu, Associate Director for Business Development in Central and # Eastern European Regions (CEE)
- L. Mr David Qu, Empaneled Consultant Digital Transformation in Quality Improvement and Healthcare Strategy











Welcome Aboard!



Vmarsh He



Some of Our Recent Activities (5/5):



- 5. Other Updates MoU Signing, Partnerships & More Activities:
- A. Strategic Partnership with Tricare which is now the appointed representative partner of Vmarsh healthcare for Kingdom of Saudi Arabia. Click Here
- B. Strategic Partnership with Lumina Health Tech to strengthen our combined service offerings and provide furthermore value to our clients. Click Here
- C. Strategic Partnership with Quality Associates International which provides high quality educational and training resources in healthcare quality across Middle East & North Africa. <u>Click here</u>
- D. Our MoU Signing with Medical Tourism Cluster in Greece, emphasizing on several capacity building exercises including development Medical Tourism Strategy and Brand Enhancement plans. <u>Click Here</u>
- E. Our MoU signing with Bookingsmed in Italy, emphasizing on advisory services in the region focused on Wellness, Rehabilitation and Medical Tourism Investment. Click here
- F. Our MoU signing with Kvarner Health Cluster in Croatia, emphasizing on exclusive advisory services in the region focused on Wellness, Rehabilitation service expansion and Medical Tourism. <u>Click here</u>
- G. Appointment of Vmarsh advisory committee consisting of <u>Mr Sandeep Sharma</u>, <u>Mr Ilan Geva</u>, <u>Ms Lynda Mikalauskas</u>, <u>Ms Paula Wilson</u> and <u>Dr Jacob Thomas</u>.
- H. New products and services added as a part of Facilitation Offerings (Please visit Page number 8)













Vmarsh Healthcare Pvt Ltd.

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Kuala Lumpur Office (Member Firm):

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