

Capability Overview

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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; Buenos Aires – Argentina, 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.

Note: All underlined parts in the following sections are hyperlinked to more information on those specific areas on our website



SUMMARY OF OUR OFFERINGS

1. Consulting Services
2. Facilitation & Academic Services

SUMMARY OF OUR OFFERINGS

1. Consulting Services
2. Facilitation & Academic Services

Business Strategy | Quality & Operational Improvement | Transaction Advisory
Chicago | Buenos Aires | Dublin | Riyadh | Dubai | Mumbai | Kuala Lumpur

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.**



Business Strategy

- 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



Quality & Operational Improvement

- 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
- Accreditation Attainment & Renewal Preparation
- Digital Services in Quality Improvement



Transactions Advisory

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

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1. Consulting Services
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WHY VMARSH

Business Strategy | Quality & Operational Improvement | Transaction Advisory
Chicago | Buenos Aires | Dublin | Riyadh | Dubai | Mumbai | Kuala Lumpur



Sandeep Sharma

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

| Accreditation Standard Compliance & Survey Process | Quality & Patient Safety | Risk Mitigation | Organizational Improvement | Patient Centered Care |

Quebec, Canada



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 Theresa Morrison

Lead for Nursing Services

| Nursing Management & Leadership | Oncology Management | Hospital Acquired Infection Prevention | Process Improvement | ANCC Magnet Program | Accreditation Compliance |

Barcelona, Spain



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

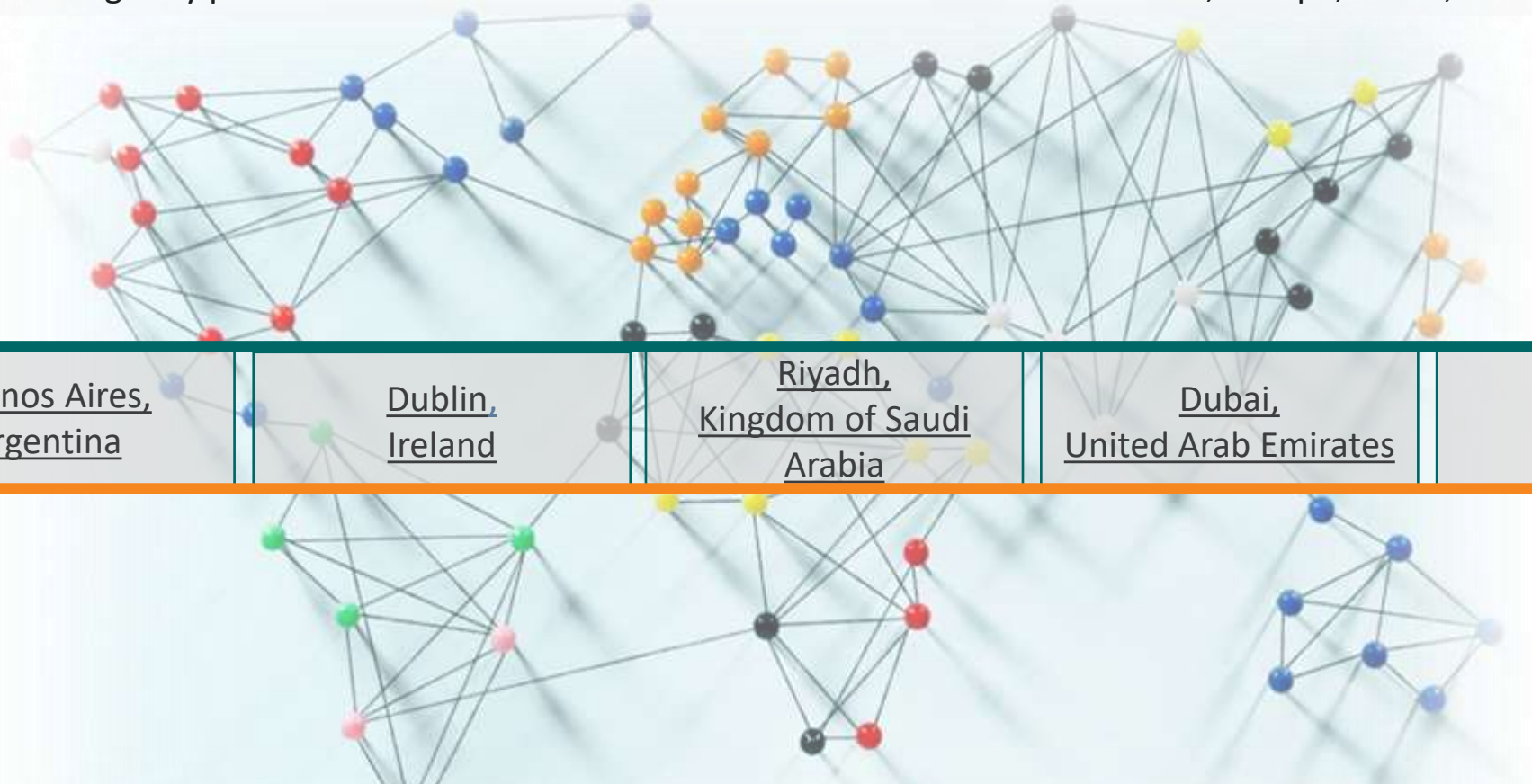
Head of Dublin Member Firm

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

Dublin, Ireland



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



<u>Chicago,</u> <u>United States</u>	<u>Buenos Aires,</u> <u>Argentina</u>	<u>Dublin,</u> <u>Ireland</u>	<u>Riyadh,</u> <u>Kingdom of Saudi</u> <u>Arabia</u>	<u>Dubai,</u> <u>United Arab Emirates</u>	<u>Mumbai,</u> <u>India</u>	<u>Kuala Lumpur,</u> <u>Malaysia</u>
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Empaneled Experts, Partner and Representatives across					
Americas	Europe		Eurasia	Middle East & Africa	APAC & Oceania
• Canada • United States • Mexico • Panama • Colombia • Brazil	• Ireland • United Kingdom • Portugal • Spain • France • Germany • Austria	• Italy • Croatia • Hungary • Greece • Poland • Romania	• Georgia • Turkey • Uzbekistan • Azerbaijan	• UAE • KSA • Egypt • Oman • Bahrain • Qatar • Lebanon • Jordan	• India • China • Malaysia • Indonesia • South Korea • Australia • Japan • Singapore

 CAU CENTRAL ASIAN UNIVERSITY	 ANDERSON PODIATRY CENTER	 ALEXIAN BROTHERS Medical Center	 VIVAVOYA
Masterclass on Branding, Uzbekistan	Brand & Marketing Strategy, United States	Marketing Strategy for Rehabilitation Center, United States	Brand & Marketing Strategy, United States
 Rehabilitation Institute of Chicago	 MEDECINS SANS FRONTIERES DOCTORS WITHOUT BORDERS	 Mercy MEDICAL CENTER DES MOINES A member of Mercy Health Network	 PDC
Brand Building, Marketing, Advertising, United States	Training to Global Teams on Internal & External Communications Policies, United States	Marketing/Advertising Strategy & Campaign, United States	Training Program in Communication, UAE
 الهيئة العامة للمعارض والمؤتمرات SAUDI CONVENTIONS & EXHIBITIONS GENERAL AUTHORITY	 Swank HealthCare Tim Swank, Chairman	 الهيئة الملكية لمدينة الرياض ROYAL COMMISSION FOR RIYADH CITY	 MHTC MALAYSIA HEALTHCARE TRAVEL COUNCIL An initiative by the Ministry of Health, Malaysia
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

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



IVF Brand Optimization and Franchise Expansion, United Kingdom



KAISER PERMANENTE

B2C Marketing, United States



نيوم NEOM

Design Thinking Advisory, Saudi Arabia



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



TERME SELCE
— HEALTH CLINIC —

Brand Development/Positioning, Saudi Arabia

*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

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

*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 (1/2)



HIT Course Delivery, Ireland



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 Credentialing, 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



Accreditation Preparation and Attainment Training, Romania



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



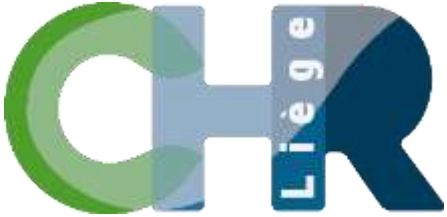
Organizational Assessment and Improvement, Development of Culture of Safety, Accreditation, Panama



Accreditation Preparation, Belgium

****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)

 د. سليمان الحبيب DR SULAIMAN AL HABIB المجموعة الطبية medical group	 أفيفو غروب AVIVO GROUP ...a bond of care	 المركز الطبي العالمي International Medical Center	 مركز الحسين للسرطان King Hussein Cancer Center	 السفرة Sidra مركز السفرة للطب والبحوث Sidra Medical and Research Center
Accreditation for Medical Travel Service, Saudi Arabia	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
 PSMMC	 مستشفى الكورنيش Corniche Hospital	 SEHA صحة شركة أبوظبي للخدمات الصحية Abu Dhabi Health Services Co. P.J.S.C.	 AL NOOR HOSPITAL	
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	Senior Leadership for Credentialing, Accreditation Programs, UAE	
 INTERNATIONAL UNIVERSITY OF HEALTH AND WELFARE	 CH Liège	 وزارة الصحة Ministry of Health	 آغا خان يونيورسٹی ہسپتال The Aga Khan University Hospital	
Accreditation Preparation, Japan	Accreditation Preparation, Belgium	Organizational Assessment and Improvement, Development of Culture of Safety, Accreditation, Saudi Arabia	Senior Leadership for Credentialing, Accreditation Programs, Kenya	

*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 Quality team's experience with accreditation bodies: Some Accreditation organisation our team has been associated with

Some accreditation organizations our proposed team members have been a part of or have contributed towards them with their expertise



الهيئة الوطنية لتنظيم المهن والخدمات الصحية
NATIONAL HEALTH REGULATORY AUTHORITY





Masterclass on Healthcare Financial Management & Financial Governance, Uzbekistan



Fixed Asset Evaluation, UAE



Audit of Procurement Process, Saudi Arabia



Commercial Launch Strategy, Luxembourg

Confidential:

A Home Healthcare entity in Abu Dhabi, UAE

Sell side Advisory and Valuation, UAE



Corporate Governance and Restructuring, Saudi Arabia



Governance and Risk Assessment, Saudi Arabia



Risk Assessments, UAE



مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Asset Management and Evaluation, Saudi Arabia



Revenue Cycle management, UAE



Cost Optimization, India



Internal Audit Review, India

*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

“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 what 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”



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



“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”



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



“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!”



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



“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



“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

د.سليمان الحبيب
DR SULAIMAN AL HABIB
المجموعة الطبية
medical group



“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

REGINA MARIA
REȚEAUA PRIVATĂ DE SĂNĂTATE

“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)



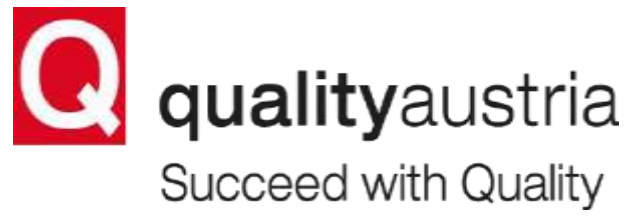
Issured limited, United Kingdom:

Our partner for Healthcare Fraud, Forensics and Protected Health Information Management



Lumina Health Tech, United Kingdom:

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



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



Some of Our Key Knowledge Partners: Specialized & Well-Established Global Conglomerates (2/4)



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)



Mott Macdonald, United Kingdom:
Our Global Health partner for Capital Health Projects.



A network of specialized Clinical/Operational Experts:
A network of knowledge partners, Resources, Business Representatives & Sub- Contractors over 35 Countries



1. Our Recent Conference Participation and Workshops:

- [WHX 2026](#)
[CIHT Croatia 2025](#)
[Global Med Brands 2025](#)
[ISQua Istanbul Conference 2024](#)
[ITIC Bangkok 2024](#)
[Arab Health – Dubai 2024](#)
- [Forbes Medical Tourism Summit 2025](#)
[Oman Health 2025](#)
[ITIC America 2025](#)
[Wellness Odyssey Conference 2024](#)
[ADGH – Abu Dhabi 2024](#)
[HTDC Dubai 2024](#)
- [ITIC Global 2025](#)
[Smart Health Summit 2025](#)
[Arab Health – Dubai 2025](#)
[HMA, BALI 2024](#)
[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](#)



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



2. Articles and Newsletters by our Experts:

- A. Transforming Compliance into Excellence: How Continuous Auditing Protects Quality, Strengthens Reputation, & Drives Success by Dr Wai Khuan
- B. Patient Safety: A duty that must never be compromised by Ms Hazel Ramos
- C. The Building: Your Healthcare Organisation's Silent Partner by Mr Ode Kiel
- D. Digital Readiness in Healthcare begins with Data Readiness Excellence by Dr Julia Rehman
- E. CARF Accreditation: Advancing Quality, Person Centered Care and Organisational Excellence by Dr Silvia Rabadi
- F. Patient Safety: A duty that something must never be compromised by Ms Hazel Ramos
- G. Change management in Healthcare by Dr Sandhya Mujumdar
- H. IVF Laboratory Mission: Safe Patient Outcome by Dr Sangita Jindal
- I. Why should we implement Healthcare standards by Ms Jan Mackereth
- J. The 3Cs: The Silent Forces Powering the World's Most Resilient Health Systems by Dr Silvia Rabadi
- K. Artificial Intelligence in Healthcare and Organizational Governance by Ms Paula Wilson
- L. “Benefits of implementing ISO Standards for Healthcare Organizations” by Ms Helen Crisp
- M. “Why Public-Private Partnerships must lead the future of Medical Tourism in 2026” by Ioana Vasilescu



3. Our Recent Academic Courses:

- a. Driving Digital Health Innovation and Transformation by Mr David Qu
- b. Quality Management, Patient Safety and Process Improvement by Dr Thomas Kozlowski
- c. Strategic Governance, Leadership in Healthcare and Healthcare Financial Management by Ms Paula Wilson
- d. Health Industry, Destination Management and Health Tourism Goals by Dr Vladimir Mozetic
- e. How to avoid Patient Dropout in IVF Clinics and How to communicate effectively with our patients to ensure patients’ satisfaction? by Dr Giuliana Baccino
- f. Process Improvement Strategies in Nursing and Grant Writing for Healthcare Projects and Sponsorships by Dr Theresa Morrison
- g. Introduction to ISO 7101 by Ms Jan Mackereth Hill
- h. Proven Implementation Insights from Ireland's HSE Digital Enablement Journey by Ms Maria McCann
- i. Holistic Approach to Healthcare Lab and Diagnostics by Dr Nael M Soudi
- j. Governance, AI, System Care Design, Ethics and Clinical Safety is digital age by Dr Silvia Rabadi
- k. Transformation Strategy, Analytics & Data Governance by Dr Julia Rehman

Vmarsh Healthcare
Your healthcare needs, our commitment

ACADEMIC PROGRAM FOR

Reducing Patient Dropout in IVF Clinics along with Effective Communication and Patient Satisfaction Strategies



Our Trainer
Dr Giuliana Baccino, PhD
Empowered Consultant and Expert – Business Expansion & Operational Strategies in ART
Marseille

Book your sessions today and get started!

Vmarsh Healthcare
Your healthcare needs, our commitment

PROGRAM FOR

STRATEGIC GOVERNANCE, LEADERSHIP IN HEALTHCARE AND HEALTHCARE FINANCIAL MANAGEMENT



Our Trainer
Paula Wilson
Senior Director – Leadership, Governance & Business Risk Advisory, Vmarsh Healthcare

Book your sessions today and get started!

Vmarsh Healthcare
Your healthcare needs, our commitment

ACADEMIC PROGRAM FOR

NURSING PROCESS IMPROVEMENT STRATEGIES



Our Trainer
By Dr Theresa Morrison, PhD, APRN
Lead of Nursing Services, Vmarsh Healthcare

Book your sessions today and get started!

Vmarsh Healthcare
Your healthcare needs, our commitment

OUR TRAINING PROGRAM ON HEALTHCARE TOURISM AND DESTINATION GOALS



Our Trainer
By Dr Vladimir Mozetic, PhD
Senior Director – Central European Business
Greece

Book your sessions today and get started!

Vmarsh Healthcare
Your healthcare needs, our commitment

TRAIN – THE – TRAINER PROGRAM ON QUALITY MANAGEMENT, PATIENT SAFETY & RISK MANAGEMENT



Our Trainer
By Dr Thomas Kozlowski, PhD
Head of Americas & Chicago Office; Senior Director of Quality Improvement Services

Book your sessions today and get started!

4. Interview Covers of our Leadership Members:

- A. [Mr Sandeep Sharma's](#) (Our CEO and Founder) feature in published in [The Arab Hospital Magazine](#) for [Healthcare beyond border](#) series
- B. [Mr Sandeep Sharma's](#) (Our CEO and Founder) article on [Humanising Healthcare in the Digital Age](#) published in [The Arab Hospital Magazine](#)
- C. [Mr Sandeep Sharma's](#) (Our CEO and Founder) podcast on The Future Series Podcast: Sandeep Sharma on Leadership and Healthcare Transformation by [Anthony Dan](#), host of Future Podcast Series.
- D. [Mr David Qu's](#) (Our Empaneled consultant for Digital Transformation In Quality Improvement and Healthcare Strategy) article published in [ITIJ: International Travel and Health Insurance Journal](#)
- E. [Podcast by Central Asian University](#) on Healthcare, Leadership & Strategy with our Experts [Ms. Paula Wilson](#).
- F. [Ms. Paula Wilson](#) (our Sr. Director of Leadership, Governance and Business Risk Advisory)'s recent interview with Chloe Fox of [ITIJ: International Travel & Health Insurance Journal](#).
- G. Dr Julia Rehman's (Our Empaneled Consultant on Transformation Strategy, Analytics & Data Governance) Health Data Management publications in both [Oman](#) and [WHX Dubai](#).



5. Our Latest Consultants Onboarded:

- A. Dr Julia Rehman, Empaneled Consultant for Transformation Strategy, Analytics & Data Governance
- B. Dr Sandhya Mujumdar, Empaneled Consultant for Quality Improvement at APAC Regions
- C. Dr Sangita Jindal, Empanelled Consultant for Laboratory, Diagnostics and Reproductive Medicine
- D. Ms Hazel N Ramos, Empaneled Consultant for Quality Improvement and Governance at LATAM Regions.
- E. Dr Silvia Rabadi, Empanelled Consultant for Quality Improvement, Accreditation and Nursing in MENA Region
- F. Ms Rula Qasem, Empanelled Consultant for Pharmaceuticals and Life Science
- G. Ms Helen Crisp, Empanelled Consultant for Evaluation, Standards Development, ISO, HSC Readiness and Implementation
- H. Ms Antonia Vitori, Business Manager for Accreditation Service & European Region
- I. Mr Nael M Soudi, Empanelled Consultant for Laboratory, Accreditation Compliance and Quality Management
- J. Dr Fatma Ridene, Empanelled Consultant for Clinical Transformation and Strategy
- K. Ms Jan Mackereth – Hill, Empanelled Consultant for Standard Development, ISO & ISQUa Readiness and Implementation.
- L. Ms Maria McCann, Empanelled Consultant & Head of Dublin Member Firm.

Welcome Aboard!

Dr Julia Rehman
Empaneled Consultant – Transformation Strategy, Analytics & Data Governance
(Digital Transformation Strategy | Analytics Performance Systems | Health Data Governance)
(Analytics & Performance Management | Clinical Information and EMR Optimisation)

Dr. Julia Rehman is a healthcare transformation leader with over 18 years of experience leading enterprise and national level data, analytics, and digital initiatives across the United States and the Middle East. She has held senior roles within government health authorities and academic health systems, driving enterprise analysis, data governance, and performance improvement at scale. Known for aligning strategy with execution, she enables healthcare organizations to leverage data as a strategic asset, improving performance visibility, accelerating decision-making, and strengthening regulatory oversight across complex health systems.

Her expertise spans enterprise data strategy, clinical information, and digital health transformations, with a strong focus on building scalable, sustainable solutions. She partners closely with executive and clinical leadership to embed data into operational workflows, advance analytics maturity, and operationalize governance frameworks that support real-time, system-wide decision-making. Dr. Rehman has advised leading healthcare organizations across Asia, Middle East, North America, the United States, and India, consistently delivering measurable improvements in performance and enabling high-volume, data-driven transformation. Her work focuses on translating strategy into execution, ensuring data, AI, and governance deliver tangible impact at the point of care and across health systems.

Welcome Aboard!

Dr Sandhya Mujumdar
Empaneled Consultant for Quality Improvement at APAC region
(Process Improvement | Patient Safety | Root Cause Analysis)
(Risk Management | Human Factor & HC | Governance for Quality & Patient Safety)

Dr. Sandhya Mujumdar is a clinician-administrator with over three decades of leadership experience across major healthcare institutions in Singapore, including acute, primary, and long-term care settings. She is a globally experienced healthcare executive specializing in clinical excellence through quality improvement, patient safety, accreditation, and clinical governance. Her expertise includes managing large-scale improvement programs, lean system thinking, human factors, risk management, TQM, and performance management systems. She has extensive experience in developing governance frameworks, dashboards, audit systems, and investigating sentinel events using structured methodologies, while consistently supporting organizations in strengthening quality and safety outcomes.

In addition to her leadership and consulting work across Asia and other regions, Dr. Mujumdar is an accomplished educator and curriculum developer in quality and patient safety, with strengths in teaching RCA, FMEA, project management, clinical pathways, and accreditation standards. She has conducted nationally for patient safety education, industry and interprofessional training programs, while also providing international consulting focused on governance, high reliability, and operational excellence. A former accreditation consultant, she has guided numerous organizations in achieving and sustaining quality standards through mock surveys, coaching, and system implementation, alongside her active involvement in professional societies and leadership development programs.

Welcome Aboard!

Ms Helen Crisp
Empaneled Consultant – Evaluation, Standards Development, ISO and HSC Readiness and Implementation
(Qualitative Evaluation | Standards Development | Surveyor Training)
(Implementation of ISO Standards | Healthcare Sustainability Standards)

Ms Helen has over 30 years of experience in healthcare quality improvement, accreditation, and patient safety. She has been instrumental in developing healthcare quality standards and accreditation methodologies, including the CHS accreditation programme in the UK, and has advised on the design of national accreditation frameworks in Slovenia, Portugal, Bosnia Herzegovina, and Serbia. Her expertise spans qualitative evaluations, process-oriented care, facilities, and network development, with a strong focus on enhancing the quality and safety of healthcare delivery. Helen has led and contributed to projects evaluating national patient safety initiatives, implementing ISO TSBF healthcare quality management standards, and developing corporate quality strategies for independent healthcare providers.

She has partnered with leading organizations such as H2wa, BSI, BMS, England/NHS Improvement, FHSBO, and Qualitas Carenet Jordan, where she has supported large-scale evaluation, training, and improvement programmes. Her experience also includes managing research priority setting partnerships, engaging postgraduate improvement science fellows with the University of Cambridge, and developing surveyor and trainer programmes for international accreditation bodies. Currently, Helen serves as the Editor-in-Chief of BMJ Open Quality, an international journal dedicated to publishing and advancing healthcare quality improvement research and practice.

Welcome Aboard!

Ms Rula Qasem
Empaneled Consultant for Pharmaceuticals & Life Sciences
(Process Analysis | Strategic Communications | Global Thinking)
(Strategy Development | Market Access)

Ms Rula is a seasoned healthcare executive with extensive experience leading multinational and regional pharmaceutical companies across diverse markets. She is recognized for driving growth strategies, driving market expansion, and unlocking organizational potential across different stages of maturity. With a strong track record in sales and marketing, innovation, operational excellence, and strategic partnerships, she has successfully led corporate strategies, supply chain optimization, regulatory engagement, and government relations to deliver sustainable business results.

Recent senior leadership roles at MSD Life, AstraZeneca, Novartis, and Pliantex Partners, Rula has consistently delivered impact. She established market leadership in specialty care, drove double-digit growth and major portfolio launches across MENA, transformed organizations by enabling revenue and EBITDA, and expanded manufacturing and specialty capabilities through internal and external partnerships. More recently, she has advised life science initiatives and multinational healthcare companies on market entry, regulatory alignment, and investment strategy, providing regional market insights—particularly Jordan—as strategic hubs for pharmaceutical manufacturing and innovation.

Welcome Aboard!

Dr Silvio Rabat
Empaneled Consultant for Quality Improvement & Accreditation in MENA Region
(Quality and Accreditation | Patient Safety | Business Development | Health Systems Strengthening)
(Medical Tourism)

Dr. Silvio Al Rabat is a senior healthcare quality, accreditation, and health systems strengthening expert with extensive national and international experience spanning myriad of health, regulatory, clinical, and healthcare organizations. She has played a key role in large-scale national and international accreditation and health system strengthening initiatives, collaborating with organizations such as the Health Care Accreditation Council (HCAC), WHO-supported health systems strengthening programs, Day One Care Cancer Center (DOCC), the Jordan Healthcare Accreditation Project (JHAP), and the Jordan Red Crescent.

Her work spans public, private, and community-based healthcare settings, supporting accreditation readiness, governance strengthening, quality improvement, and patient safety across hospitals, primary healthcare facilities, and non-medical healthcare and social service institutions. She has contributed to operationalizing standards, strengthening governance and performance frameworks, and advancing sustainable quality systems across diverse healthcare environments.

Dr. Silvio is an ISO 9001 Fellow and Board of Directors Member, a Certified HCAC Senior Consultant and Supervisor, a Certified ISO9001 Auditor, and a Certified Healthcare Quality Management Professional (CHQMP). She is also an ASQ and CQIA member, reflecting active engagement in regional and global healthcare quality and accreditation networks, with a strong foundation in both clinical and systems-level quality management.

Welcome Aboard!

Ms. Mgr. Hazel N Ramos Thomas
Empaneled Consultant for Quality Improvement, Governance at LATAM Region
(Patient Safety | Risk Management | Digital Health & Process Design | Healthcare Data & Performance Initiatives)
(Governance, Audit & Certification Improvement | Quality Improvement (RCA, FMEA, PDMA))

Ms. Hazel is recognized for designing and implementing end-to-end patient safety and quality management systems that integrate governance, risk management, workflow capability, and data-driven decision-making. Hazel has extensive experience supporting large-scale, multi-stakeholder healthcare initiatives across public and private sectors, including the development of patient safety and quality management frameworks aligned with international standards (ISO-aligned), lean work space, the creation and implementation of adverse event reporting and risk management systems, root cause analysis (RCA), and proactive risk assessments (PMEA), resulting in measurable improvements in patient safety outcomes. She has supported healthcare organizations in strengthening governance, performance monitoring, compliance, and continuous improvement processes, while leading process, standards, and regulatory audits.

Australia, Ms. Hazel has designed and facilitated training programs in quality, patient safety, risk management, and regulatory compliance for multi-stakeholder teams, contributed to digital transformation through structured, data-driven tools, and guided leadership in strategic decision-making related to patient safety, quality improvement, and organizational performance. Her contributions also include developing normative and regulatory documents, conducting diagnostic and knowledge-based audits to assess operational and staff readiness for accreditation, and leading the implementation and measurement of international patient safety goals across multiple public hospitals.

Welcome Aboard!

Dr Sangita Jindal
Empaneled Consultant for Laboratory, Diagnostics and Reproductive Medicine
(Lab Strategy & Expansion | Microscopy Planning | CAP Accreditation | Inspection & Quality System)
(Regulatory Affairs & Compliance Strategies | Ethics Preparation | Organizational & Workflow Development)

Dr. Sangita Jindal is an internationally recognized IVF laboratory executive, consultant, and scientific leader with over 25 years of experience directing high-complexity IVF laboratories and advising fertility organizations through growth, regulatory change, and operational transformation. A former President of the Society for Assisted Reproductive Technology (SART), one of only three PhDs to hold this role, she has played a significant role in shaping national policy, governance, and standards for ART laboratories in the United States. She also serves on the Board of Directors of the American Society for Reproductive Medicine (ASRM) as Director-at-Large and Chair of the Publications Committee, guiding scholarly direction, strategic communication, and global education initiatives across reproductive medicine.

Her expertise spans across laboratory expansion, CAP accreditation, accreditation, quality management, and workflow development. A Certified CAP Inspector with oversight of multiple CAP-accredited laboratories, she is known for building high-reliability laboratory systems grounded in compliance, continuous improvement, and operational excellence. A frequent speaker at national and international forums including ASRM and ENHR, she is widely regarded as a thought leader in shaping the future of IVF laboratory medicine, regulatory readiness, and reproductive healthcare innovation.

6. Other Updates - MoU Signing, Partnerships & More Activities:

- A. Strategic Partnership with Issured Limited to strengthen our combined service offerings and provide furthermore value to our clients in terms of Cybersecurity and Digital Transformation. [Click Here](#)
- B. Strategic Partnership with Tricare which is now the appointed representative partner of Vmarsh healthcare for Kingdom of Saudi Arabia. [Click Here](#)
- C. Strategic Partnership with Lumina Health Tech to strengthen our combined service offerings and provide furthermore value to our clients. [Click Here](#)
- D. Strategic Partnership with Quality Associates International which provides high quality educational and training resources in healthcare quality across Middle East & North Africa. [Click here](#)
- E. Our MoU Signing with Medical Tourism Cluster in Greece, emphasizing on several capacity building exercises including development Medical Tourism Strategy and Brand Enhancement plans. [Click Here](#)
- F. Our MoU signing with Bookingsmed in Italy, emphasizing on advisory services in the region focused on Wellness, Rehabilitation and Medical Tourism Investment. [Click here](#)
- G. 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. [Click here](#)
- H. New products and services added as a part of Facilitation Offerings (Please visit Page number – 8)



Contact Us:

M: +971 58 973 4604

E: infohealthcare@vmarsh.com

W: www.vmarsh.com

Dubai Office:

Vmarsh FZ-CO LLC

Unit No. 101, Building A2, Dubai Digital Park, Dubai Silicon Oasis, Dubai, UAE

Mumbai Office:

Vmarsh Healthcare Pvt Ltd.

B2/004, Boomerang, Chandivali, Andheri (E), Mumbai, India - 400 072

Chicago Office (Member Firm):

5N081 Black Willow Drive St. Charles, Illinois 60175, USA

Buenos Aires Office (Member Firm):

Coronel Diaz Buenos Aries, Argentina

Dublin Office (Member Firm):

Kilvere House, Templeogue, Dublin, Dublin 6w D6W YY93, Ireland

Riyadh Office (Member Firm):

Servcorp Al Akaria Plaza, Level 6, North wing, Gate D, Al Akaria, Riyadh, KSA

Kuala Lumpur Office (Member Firm):

No.05 Jalan PJU 1A/35, Ara Damansara, 47301 Petaling Jaya, Selangor, Malaysia

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