



INTERNATIONAL
BEST
PRACTICE
COMPETITION

11th International Best Practice Competition 2025

This certificate is awarded to

Dammam Medical Complex, Saudi Arabia

For its best practice of

**Case Management Framework for Improved
Patient Flow and Outcomes**

Presented by

Zainab Thunayan, Director of Case Management

Q&A participants

Zainab Thunayan, Director of Case Management
Suha Sahwan, Executive Director of Nursing Affairs

IBPC Best Practice Certification Scheme Rating: **6 Stars**

Date: **22-September-2025**



International Best Practice (Outstanding)

Dr. Robin Mann

On behalf of the Organising Committee