



GLOBAL HEALTHCARE ACCREDITATION

Inspiring Excellence, Transforming Global Patient Journeys



Global Healthcare Accreditation for Medical Travel Standards 4.1 and 5.0 have been accredited by The International Society for Quality in Health Care (ISQua EEA).



"Achieving GHA re-accreditation is a testament to our ongoing efforts to improve the medical traveler experience, inspiring us to further streamline processes and enhance services."

Heitham Hassoun, M.D.
Chief Executive
Cedars-Sinai International



OUR STORY

Pioneering innovation in 2010, the GHA founding team achieved an unparalleled milestone by introducing the first professional certification in medical travel. This accomplishment not only set a new standard in patient safety and experience, but also laid the groundwork for GHA's ongoing innovation in redefining medical travel standards and establishing a benchmark for best practices in the industry — today and into the future.

The genesis of GHA is rooted in a commitment to excellence and a profound understanding of the challenges faced by patients and hospitals in the realm of medical travel. From the outset, GHA has aimed to be more than an accreditation body; it has aspired to be a strategic partner, guiding hospitals toward enhanced patient experiences and sustainable global healthcare practices that build patient trust.

GHA is dedicated to improving global healthcare delivery standards. Through our founders' knowledge and our surveyors' insights, we support the development of sustainable, high-quality healthcare systems. Our leadership includes experts from leading accreditation agencies, healthcare pioneers, and top-tier medical travel industry executives. We provide unmatched expertise and a consultative approach to accrediting top hospitals and clinics seeking to elevate and differentiate their services, while ensuring that our services are meticulously customized to each organization's specific needs and regulatory environment.

GHA's mission is to elevate healthcare standards globally, envisioning a world where every patient's journey is marked by excellence and trust. Serving as a quality beacon, GHA bridges gaps in medical and wellness tourism, telemedicine, and healthcare services. The impact of GHA is both measurable and profound, reflected in increased international patient volumes, elevated satisfaction scores, and a holistic improvement in the overall patient journey.

The numbers tell a story of transformation—a story of hospitals thriving in the competitive arena of global healthcare.

EMBARKING ON A PIONEERING HEALTHCARE JOURNEY

GHA (Global Healthcare Accreditation®) pioneers a variety of programs covering the entire spectrum of the care continuum and offers accreditation and certification for stakeholders in medical travel and all aspects of health and wellbeing.

With Corporate Headquarters located in Palm Beach Gardens, Florida, USA, and regional representation around the world through our clients and strategic partners, GHA has accredited and certified top hospitals and clinics specializing in medical travel. For a directory of GHA’s accredited and certified clients, please scan the QR code.



“We are very pleased to have achieved GHA Accreditation with Excellence for the second time, demonstrating our commitment to exceed the needs and expectations of international and medical travel patients as we continually strive to strengthen the services we provide.”

MS. ARTIRAT CHARUKITPIPAT
Chief Executive Officer
Bumrungrad International Hospital



“The GHA accreditation process was more than a compliance exercise — it was a valuable learning journey that offered opportunities for deep reflection, shared insights, and professional exchange with expert surveyors. It further strengthened KFSHRC’s readiness to lead as premier destination for world-class medical care.”

Dr. Amaal AlDakheel
Director of International Healthcare Services,
King Faisal Specialist Hospital & Research Center



GHA VISION:

Crafting unparalleled healthcare experiences for medical travelers by synergizing medical expertise, hospitality, and patient engagement, Global Healthcare Accreditation (GHA) steps into the future of international patient care with unmatched dedication.



Uplifting
Patient
Experience



Meticulous
Performance
Monitoring



Business
Innovation



Sustainable
Growth



Establish
Professional
Norms



Strategic
Collaboration

“Achieving GHA Accreditation for Medical Travel Services offers us the opportunity to join GHA’s internationally recognized network of providers, as well as increased visibility through GHA’s consumer awareness initiatives that reach a global audience. We are thrilled to be part of this mission, propelling our reach to patients globally and further affirming our status as a trusted healthcare provider.”

Mr. Abdullah Abdulaziz Al Turki
General Director
HMG Dr. Sulaiman Al Habib
Hospital, Al-Khobar

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



DIFFERENTIATORS

Unrivalled Expertise

Our team, a congregation of profound minds in international healthcare, medical travel, and patient services, champions the cause of enhancing global patient care by providing innovative solutions and an array of experiences that surpass geographical boundaries.

Encompassing The Medical Travel Care Continuum

We delve deep into the International or Global Patient Services program, navigating through the entirety of the Medical Travel Care Continuum, including patient-focused clinical processes, an immersive patient experience, and robust, sustainable business processes, thereby ensuring an integrative approach to care that transcends traditional models.

Empowering through Data and Performance Enhancement

In the evolving landscape of healthcare, GHA stands as a beacon of continual improvement, utilizing data-driven strategies to enhance medical travel outcomes and patient safety. Our innovative performance improvement plans, designed around vital key performance indicators, provide a comprehensive approach to elevate the status of organizations achieving GHA accreditation.



Overview of GHA Programs

FOR HEALTHCARE PROVIDERS:

Global Influence: Accrediting Across Continents

Accrediting top hospitals across North America, Europe, Asia, the Middle East, and beyond, GHA has become a global standard-bearer for excellence in medical travel. Hospitals that once grappled with attracting international patients are now recognized as distinguished global healthcare destinations



GHA Accreditation for Medical Travel Services:

GHA’s flagship program is for healthcare organizations that want to lead in medical travel — delivering exceptional patient experiences while significantly improving program productivity and business performance. Built on GHA Standards 5.0 (ISQua EEA-accredited), the program evaluates three core domains: Patient Experience, Sustainable Business Practices, and Patient-Focused Clinical Processes. Earning the GHA Seal gives your institution instant credibility with patients, payers, and international partners, signaling adherence to internationally vetted best practices and unlocking competitive advantage, greater trust, and measurable improvements in safety, satisfaction, and referral growth. Eligibility requires a clinical patient-safety accreditation (ISQua EEA-accredited) and a formal medical travel program; organizations without clinical accreditation can pursue GHA’s Integrated Accreditation pathway (see page 14), aligning clinical readiness with medical-travel excellence and streamlining the route to full recognition.



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GHA Certification for Excellence in Medical Travel Patient Experience:

The Certification for Excellence in Medical Travel Patient Experience is designed to empower hospitals and ambulatory centers, including dental clinics, in levating patient satisfaction and building sustainable business practices. This certification serves as an invaluable asset for organizations seeking to enhance patient experiences and establish credibility, especially if they lack existing national or international accreditations. It is a robust stand-alone program or can serve as a strategic steppingstone towards attaining full GHA accreditation in the future. The standards focus primarily on Patient Experience and Sustainable Business Processes and are organized in three (3) phases:

- Pre-arrival Communication and Education
- Care & Treatment Experiences
- Post-treatment & Follow-up.



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Overview of GHA Programs

FOR HEALTHCARE ORGANIZATIONS

From Concept to Execution: Strategy and Support

We aim to create an environment where excellence is not just assessed but actively nurtured, and where the guidance of industry experts is seamlessly woven into the fabric of healthcare improvement.

Medical Travel Program Strategy, Planning and Program Development

GHA provides comprehensive guidance on planning, developing, and optimizing sustainable medical travel programs and international patient departments. This service can support organizations without an existing program or those looking to strengthen their foundation. GHA assists with strategic planning and developing an execution roadmap. We provide direction on organizational structure, staff planning, partnerships, competitive positioning, and other elements key to program strategy. Our goal is to ensure programs have the strategic vision, talent, and operational framework to deliver a seamless patient experience and position for future growth and success.

Patient Experience Excellence Program

This program focuses on enhancing every touchpoint of the patient journey, ensuring that traveling patients receive exceptional and personalized care. By implementing best practices in patient communication, cultural sensitivity, patient preferences and service delivery, healthcare organizations can significantly improve patient satisfaction and loyalty. The program also provides training for staff on delivering empathetic, efficient, and high-quality care, helping hospitals build a reputation for excellence in the competitive medical travel market. Through Patient Experience Program Excellence, hospitals and ambulatory centers can create a seamless and comforting experience for medical travelers, ultimately fostering trust and promoting long-term success.

Survey Preparation and Training on GHA Standards

This comprehensive program is designed to prepare healthcare organizations for GHA Accreditation or Certification, ensuring a deep understanding of key competency areas such as Patient Experience, Sustainable Business Processes, and Patient-Focused Clinical Processes. Our training provides a detailed interpretation of GHA standards, hands-on survey validation activities, and expert guidance for seamless survey preparation. Participants will gain invaluable insights into the unique needs of medical travelers, the essential functions of a medical travel program/international department, and the best practices for optimizing the patient’s journey.

Marketing Gap Analysis and Optimization

This service offers expert guidance in developing robust strategies covering all aspects of medical travel marketing, including market analysis, target audience identification, service portfolio enhancement, and competitive positioning. Tailored to the medical travel industry’s unique demands, we meticulously examine your existing marketing and branding efforts, analyzing your website, social media presence, and engagement platforms. The service optimizes marketing efforts to reach and engage potential medical travelers through channels like digital marketing, branding, and promotional campaigns. Our holistic assessment delivers precise recommendations to elevate performance, maximize impact in attracting international patients, and expand your global reach.

Gap Assessment/Mock Survey for GHA Accreditation and Certification

The gap assessment service provides healthcare organizations with a comprehensive understanding of the areas needing improvement to meet GHA Accreditation/Certification requirements for medical travel services. This mock survey enables healthcare organizations to implement necessary changes, enhance patient safety and experience, and position themselves for a successful accreditation/certification survey. Key areas reviewed include Care Management, Quality Improvement, Cultural Competency, Communication and Education, Patient Advocacy, Business Ethics, and Risk Management, among others. The process involves a detailed review of documents, interviews with leadership and staff, and facility tracers. A comprehensive written report with findings and recommendations for meeting compliance with GHA standards is provided.

Customized Coaching

GHA’s Customized Coaching services are tailored to assist organizations in medical travel program development, strategy, and preparation for GHA Accreditation or Certification. Monthly or weekly sessions cover key areas such as market identification, strategic partnerships, safety protocols, and patient experience enhancement. Benefits include personalized strategy development, market alignment, partnership facilitation, safety enhancements, and accreditation readiness. Sessions consist of virtual consultations, supplemented by emails and text messages. Additionally, select staff gain access to CMTF training and online continuing education. For organizations pursuing accreditation or certification, coaching is complemented by Accreditation preparation training.



Overview of GHA Programs

FOR HEALTHCARE ORGANIZATIONS

Standards Evolution: Adapting to a Changing Landscape

GHA's commitment to excellence is manifested in the continual refinement of its accreditation and certification criteria. By emphasizing patient-centric practices, sustainable business processes, and unparalleled patient or guest experience, GHA has redefined what it means to be an accredited or certified organization.



GHA's Advanced Infection Prevention and Control Accreditation

GHA's Advanced Infection Prevention & Control Accreditation (AIPC) sets the global benchmark for infection prevention, antimicrobial stewardship, and outbreak preparedness. Designed for healthcare organizations that demand measurable patient-safety results, AIPC goes beyond baseline compliance to deliver demonstrable reductions in HAIs and surgical-site infections, stronger antimicrobial stewardship, and proven readiness for emerging threats. Crucially for hospitals and clinic networks that serve—or plan to serve—international patients, AIPC includes optional IPC standards tailored to the medical-travel context, making it both a standalone patient-safety accreditation and a practical gateway toward validated medical-travel readiness.

For example, organizations can adopt AIPC to raise IPC performance across one facility or a cluster of sites, demonstrate measurable improvements, and then progress—when ready—to Certification for Excellence and ultimately full Accreditation for Medical Travel Services.

By achieving AIPC accreditation, your organization becomes a recognized leader in providing a safe and trusted environment for patients, healthcare workers, and visitors.



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GHA Telehealth Accreditation:

GHA Telehealth Accreditation is a pioneering initiative that benchmarks and elevates telehealth quality through rigorous standards focused on patient experience, clinical care processes, and sustainable, ethical business practices. Organizations that align with these competencies strengthen patient trust and credibility while gaining international visibility that enhances brand positioning. Accreditation also opens new market opportunities—enabling safe virtual consultations, second opinions, and post-treatment follow-up for medical travelers—and serves as a clear differentiator in the global medical tourism ecosystem. Additionally, the program promotes operational resilience by standardizing telehealth practices, reducing clinical and legal risk, and embedding a culture of continuous improvement across providers of all sizes.



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Overview of GHA Programs

FOR HEALTHCARE ORGANIZATIONS

Join GHA and Enhance Patient Trust

In today's interconnected world, GHA Healthcare Organization Membership offers a strategic edge. Gain access to a global network and a framework for excellence that helps to build patient trust.



GHA Accreditation for Healthcare Organizations

With a focus on both patient-centered care and organizational excellence, this program offers a practical and scalable pathway for organizations to align with international best practices in patient care, safety, and leadership. Healthcare organizations that undergo GHA Accreditation for Healthcare Organizations benefit from a clear, actionable roadmap to achieving excellence in patient safety and quality improvement. By adhering to measurable standards across key areas such as critical safety, infection control, leadership, and patient rights, organizations can enhance trust among patients, insurers, and international payers, while fostering a culture of continuous improvement. This accreditation not only elevates an organization's credibility and competitiveness, but also ensures sustainable, high-quality care that meets the evolving expectations of patients and healthcare stakeholders worldwide.



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Gateway to GHA's Flagship Medical Travel Accreditation

For healthcare organizations pursuing GHA's flagship Accreditation for Medical Travel Services, the Healthcare Accreditation serves as the clinical eligibility requirement.

It enables hospitals and ambulatory centers without a prior ISQua-recognized accreditation to progress toward GHA's medical travel standards. Both programs may also be pursued together as part of an integrated accreditation pathway, combining clinical and medical travel accreditation into a single, coordinated process. This integrated approach streamlines preparation, reduces resource demands, and accelerates alignment with the highest international standards in patient safety, clinical quality, patient experience, and sustainable practices.



Overview of GHA Programs

FOR PROFESSIONALS

Empower Your Future: Elevate Your Medical Tourism Expertise

Unlock unparalleled expertise with GHA's professional training, designed to elevate your skills and transform patient care in the dynamic field of medical tourism. Join the leaders in shaping global healthcare excellence.



The **Advanced Certified Medical Travel Professional®** training and certification program is an advanced level course that provides an enhanced, cutting-edge learning experience. This improved certification program now incorporates the latest industry information, trends, and best practices. Designed to elevate participants' expertise, the program offers an extensive knowledge base and a comprehensive understanding of areas such as business strategy, patient experience, operations, facilitation, the medical travel care continuum, risk mitigation, technology, finance, marketing, and more. Participants will gain the skills to implement these best practices effectively, positioning them to excel in the evolving medical travel industry.

Benefits of the Course

- Gain a better understanding of how the medical tourism industry works
- Offer a higher level of knowledge and experience to clients and employers.
- Apply learned strategies to improve operational efficiency, patient experience, and overall program performance.
- Develop leadership skills that empower participants to take on more significant roles within their organizations and contribute to strategic initiatives.
- Acquire marketing and business development insights to improve and grow the medical travel program
- Network and build partnerships with other stakeholders
- In-depth training on best practices for international patient services



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Certification Benefits*

- Gain credibility among peers, industry stakeholders, and patients.
- Access to online continuing educational resources.
- Participant names will be included on GHA's professional directory.
- Official CMTP certificate and seal to use on business cards, websites, and social media.

*Participants must pass an online exam and annually renew the certification to maintain the Advanced CMTP designation and access to online continuing education and other benefits noted above. For individuals new to the industry, we recommend exploring GHA's Medical Travel Business Essentials course—an introductory program that provides a certificate of participation.

Advanced Certified Medical Travel Professional (CMTP) – Physicians/ACPs and Nurses

In addition to the core Advanced CMTP – Business & Operations course, GHA offers two clinician-focused tracks: Advanced CMTP for Physicians & Advanced Care Practitioners (PA/DNP) and Advanced CMTP for Registered Nurses. These programs cover the clinical essentials for improving care of international patients—risk management, patient safety, infection prevention, pre/post-procedure protocols, expanded care plans, telehealth standards, and multidisciplinary coordination.

Graduates receive GHA's Advanced CMTP professional designation and seal, signaling clinical expertise across the global patient care continuum. The nursing course is accredited for 9.0 contact hours (Approval ID: AA# 1402/E 821) by the American Nurses Credentialing Center's Commission on Accreditation.

**Advanced CMTP is available online on demand or can be organized as a in-person or live virtual workshop.*



Boost Your Business with GHA's Superior Service Framework
Strengthen your commitment to excellence, build lasting client loyalty through best practices, and attract new target markets by showcasing your dedication to quality.

Overview of GHA Programs

FOR HOTELS AND RESORTS:



GHA WellHotel® Accreditation

GHA's WellHotel® Accreditation is an innovative program designed to recognize and honor hotels, resorts, Airbnb's, VRBOs, and other rental properties committed to providing exceptional wellness experiences. GHA's WellHotel® Accreditation provides a framework for properties to excel in creating holistic wellness experiences that cater to all aspects of health, including our innovative Corporate Wellness tiers specifically designed for improving staff well-being and Medical Travel tier that assures a customized experience for recuperating medical travel guests. By partnering with GHA WellHotel Accredited hotels, healthcare organizations can ensure a safe and supportive environment for their recuperating patients and families. These hotels earn the trusted GHA WellHotel® seal through a thorough third-party review and site inspection, which validates the hotel's safety and cleanliness protocols, personalized hospitality, and ability to meet cultural, dietary, religious, and accessibility needs, enhancing guest trust and comfort along with elevated experience.



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FOR MEDICAL TRAVEL FACILITATORS:



GHA Medical Travel Facilitator Certification

GHA's Medical Travel Facilitator Certification is a rigorous program encompassing 16 critical elements that drive best practices, mitigate patient risks, and enhance patient experience. Partnering with GHA Certified Medical Travel Facilitators provides healthcare organizations a significant advantage in expanding brand and reach as well as in improving experience and overall care quality. GHA-certified facilitators meet rigorous standards and are equipped to offer comprehensive services, ensuring patients receive expert guidance and efficient coordination of passports, visas, flights, lodging, and transportation. By collaborating with GHA Certified Facilitators, healthcare organizations provide an additional level of assurance of a reliable and secure medical travel journey, supported by sound business practices and robust risk management strategies.



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