



AUGUST 14, 2023 | ARLINGTON, VA

## DELEGATE BIOGRAPHIES

### KENYA

#### **Khurram Jamal**

*Chief Operating Officer*

*Aga Khan University Hospital, Nairobi*

Khurram Jamal is currently the Chief Operating Officer – Outreach Health Network at The Aga Khan University Hospital in Nairobi with nearly 20 years of experience in healthcare operations, business strategy and management, financial planning, budgeting and analysis.



He commenced his professional career in 1999 in Network and Database Administration at Sidat Hyder Morshed Associates part of Ernst & Young. He then proceeded to change his career into healthcare financial planning at The Aga Khan University Hospital in Karachi in 2004 where he stayed for 4 years before he was seconded to head the healthcare financial planning department at the Aga Khan University Hospital in Nairobi, Kenya where he also stayed for 4 years. Khurram then moved to Dubai for 2 years where he worked in the Financial Planning and Analysis department for AIG Insurance. In 2013, he moved back to Nairobi, Kenya, again working for The Aga Khan University Hospital where for the past 10 years, he has held different positions including Manager, Planning and Budgeting, Director Projects and Operations and now, Chief Operating Officer. He has worked in different industries including Management Consultancy, Healthcare and Insurance. Over the past 24 years, Khurram has changed his profession thrice from Information Technology to Finance and now to Healthcare operations.

As the COO, Khurram leads a team of over 550 staff with 52 medical centers spread across Kenya and Uganda. The outreach health network is a diversified health system providing primary and secondary healthcare to nearly 400,000 patients annually with services ranging from specialist consultations to diagnostic imaging performing 40,000 imaging scans, laboratory performing over 1 million tests, pharmacy and dental services.



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He serves as the Chairman and Trustee for the Aga Khan Health Services Staff Pension Scheme and the Chairman and Trustee for the Aga Khan University Staff Provident Fund Scheme.

Khurram earned his bachelor's in commerce degree from the University of Karachi and master's in business administration degree from SZABIST, Karachi.

### **Organization Overview**

Aga Khan University Hospital, Nairobi is a 300-bed tertiary, teaching hospital. It offers post graduate residency programs in 9 different disciplines with over 130 residents. It has a full-time faculty model with nearly 120+ faculty spread across different disciplines. The hospital comprises of general, semiprivate, private and critical care beds with departments including laboratory, diagnostic imaging, pharmacy, physiotherapy, cardiopulmonary, neurophysiology, dental, outpatient clinics, Adult and Pediatric ER, 2 Cathlabs, 8 Operating Rooms, PET CT & Cyclotron, 2 LINACs and many more. The hospital sees:

1. 300,000 outpatient visits
2. 17,000 admissions
3. Occupancy of 78% on 300 beds
4. 2 million lab tests
5. 80,000 diagnostic imaging scans
6. 12,000 surgeries
7. 4,000 deliveries

### **Interests**

Areas of particular interest (but not limited to) would include:

1. Challenges being faced by other healthcare organizations and how they mitigate
2. New technologies
3. Affordable technologies (to advance our agenda for creating access)
4. Understanding telehealth solutions
5. Understanding the use of artificial intelligence in healthcare
6. Understanding the operating models being used by other healthcare organizations