

Walid Nammour

In September 2015, the Augusta Victoria Board of Governance named Mr. Walid Nammour as the new CEO of the hospital. A Palestinian refugee born in the Old City of Jerusalem, Walid brings more than 25 years of expertise in health care and hospital executive and strategic management analysis to Augusta Victoria Hospital. Trained in England and France, and a Fulbright student at George Washington University in Washington, DC, Walid's degree in health management has enabled him to serve in various leadership positions in the Palestinian public sector and in many NGOs. As a result, he has an in-depth understanding of the multi-faceted components of the health care sector in Palestine.

His energetic working style has been praised by many. Beyond his expertise, Walid's kind heart and ever-present humor characterize his personality. His infectious laughter, which can frequently be heard throughout the halls, complements his deepest commitment to the patients who walk through the doors of AVH daily. "When I really need inspiration, I go to visit the patients. Seeing them and hearing their stories motivates me," he admits. "My greatest joy is seeing people come back to a happy and active life."

Locally, Walid has been a consultant for the Palestinian Legislative Council and for various ministries of the Palestinian Authority, particularly the Ministry of Health. In 2005, he served as a member of the Inter-Ministerial Committee for Health Reform and Development. From 2002 to 2007, he served as director of the Birzeit University Center for Continuing Education. During this time, he led the Palestinian team on the DfID project titled Public Administration and Civil Service Reform, served on the project's steering committee as the person responsible for Palestinian technical inputs, and was directly involved with the reform efforts in the Palestinian Ministry of Health.

In 2008, he helped develop a strategic plan and restructuring process for the Treatment and Rehabilitation Center for Victims of Torture in Ramallah. He has provided strategic management support to the Foundation for Health and Social Development, Juzoor, in Ramallah, and has contributed to multi-level capacity development and support for numerous organizations, which included management training for the senior medical team and nurses in UNRWA's Health Department.

The following are contributions by people who have worked with Walid:

"To work as an office manager with Mr. Walid Nammour, the new CEO to Augusta Victoria Hospital, initially seemed a major challenge. But soon I discovered that his personality facilitated my job and made it much easier. His humility and generosity are beyond description, his door is always open for any patient or employee to ask for help, advice, or consultation. A strong supporter of women at work, he can be tough and assertive when he aims to advance the hospital. I am lucky to have him as my boss." – *Lilian Hazou*

"It has been well over 25 years since I met Walid Nammour in the small kitchen of Birzeit University's Center for Continuing Education. He is a trustworthy, loyal friend, devoted to the betterment of others before considering himself. Walid sacrifices what could be his not only for people who are close to him but also for strangers, receiving satisfaction from helping others. A true leader whose career path speaks for itself, he has gained the respect of those he has engaged with – whether as an employee or as an employer – and he has helped organizations in the public, private, and nongovernmental sectors to develop in order to better serve their constituents and clients. To a visionary, strategic thinker who reaches out with the same passion and humility to high-ranking officials and all staff members, I would like to express my thanks, for you have been a friend, a mentor, and family." – *Saro Nakashian*

"It has been several years since we lost Dr. Tawfiq Nasser after a bitter struggle with cancer, but fortunately, Walid Nammour has filled the void with skill, tact, and perfection. Walid's humanity and humility are what you feel first when you meet him, and what he gives is reciprocated by his patients and their families. Within a short time, Walid has become one of the most important influencers on the health system in Jerusalem and Palestine. As CEO of Augusta Victoria Hospital and as coordinator of the East Jerusalem Hospitals Network, his impact is felt throughout Jerusalem's health institutions." – *Dr. Maher Deeb, Medical Director of St. Joseph Hospital*

