

**Patients and
their families:**
Patient-centred
healthcare

Infrastructure, advanced technologies and innovative solutions



Infrastructure and expansion of the hospital network

In 2018, Quirónsalud has invested over 65 million Euros in infrastructure, considerably improving the group's funding for each area in which it operates.

Expansion of the hospital network

Around 14 million Euros have been invested in opening new centres, which amount to approximately 39,000 m².

Quirónsalud Cordoba Hospital

In September 2018, the new Quirónsalud Cordoba Hospital, whose construction had started two years before, began its activity. The hospital has a wide range of services which cover all medical specialities.

It is equipped with 100 hospital beds; 7 operating theatres; 3 modern delivery

and recovery rooms (Maternity Unit), one of which with a birthing pool; 8 neonatal intensive care cots and 7 adult beds; and a consultation and diagnosis and treatment support services area, including a modern MRI scanner,

3 Teslas and a next-generation haemodynamics room.

The hospital has been designed to perfectly integrate into its surroundings, considering the needs of patients and professionals, with large, bright spaces, and modern, comfortable furniture. Since the beginning, Quirónsalud Cordoba Hospital has been a paperless hospital, with all the necessary technological resources so that patients have an excellent experience with comprehensive care and less bureaucracy.

In 2018, the expansion and renovation works at Quirónsalud Coruña Hospital have also finished, giving the centre a totally new infrastructure with two inpatient units, intensive care units (adults and neonatal), endoscopy units, laboratory and an assisted reproduction unit.

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Personalised, close and transparent comprehensive care for patients and their families, their safety and privacy, always at the centre of our commitment.





Quirónsalud Cordoba Hospital

Likewise, two new outpatient centres have been established, which are linked to Quirónsalud Vallés and Quirónsalud Marbella (new Quirónsalud Costa del Sol Medical Centre, with 13 consultation rooms).

Two large projects have continued to progress at a good rate, which are planned to be finalised in 2019:

- **Expansion and renovation of Quirónsalud Madrid University Hospital.**
- **Quirónsalud Proton Therapy Centre, the first in Spain, a demonstration of Quirónsalud's commitment to innovating and improving cancer treatment.**

In 2018, new centres have been approved, with construction due to begin in 2019: A new hospital complex at Torrejón-Alcalá, Mother-Baby Building in Seville and Ruber International Mirasierra Medical Centre.



*Monoplane hybrid operating theatre:
Quirónsalud Madrid University Hospital*



Works at Quirónsalud Proton Therapy Centre



Investment in Healthcare Areas

38.2 million Euros have been invested in renovating over 14,000 m² at different Quirónsalud centres, with the aim of improving patient care in terms of experience, safety and clinical practice efficacy. The works carried out in the following centres and services stand out for their scale:

- Renovation of the Surgical Block at Jiménez Díaz Foundation University Hospital: progress is being made in the ambitious multi-annual project, with works on 7,800 m² of the hospital to provide a new highly technical surgical block, intensive care unit, central laboratory and other services.
- Construction of a new Assisted Reproduction Unit at Quirónsalud Ciudad Real Hospital.
- New Heart Area at Teknon Medical Centre, which includes consultation rooms, hybrid operating theatre, two haemodynamics rooms and a semi-critical area.
- Construction of new operating theatres and intervention rooms: hybrid operating theatre at Ruber International Hospital; two new operating theatres at Quirónsalud Tenerife Hospital; and a cardiovascular room at Rey Juan Carlos University Hospital.
- Extension and renovation of the consultation area at Rotger Clinic (20 new consultation rooms).
- Installation of new equipment (MRI Spect-Ct, radiology rooms) at various hospitals.

- Expansion and renovation of A&E services: Quirónsalud Sur Hospital, Catalonia General University Hospital, Quirónsalud Toledo Hospital and Quirónsalud Costa Adeje Hospital.
- Upgrading inpatient units at: Ruber International Hospital, Ruber Juan Bravo Hospital, Quirónsalud Valencia Hospital, Quirónsalud Tenerife Hospital and Quirónsalud Miguel Domínguez Hospital.

Investment in improving facilities

In 2018, around 4.8 million Euros have been allocated to improving systems including electrical, air conditioning and fire detection, to ensure that they work properly.

Medical technology:

Acquisitions have been made from over 60 suppliers, mostly manufacturers and leaders in their respective fields and, to a small extent, local suppliers of leading international brands.

The equipment acquired includes:

- 6 hybrid operating theatres
- 3 Da Vinci Surgical Robots, two to replace other such equipment at Quirónsalud Madrid Hospital and Ruber International Hospital, and the other destined to introduce this technology at Jiménez Díaz Foundation University Hospital.



Functional testing area: Quirónsalud Marbella Hospital

- 6 Magnetic Resonances, of which, 3 are 3T and the other 3 are 1.5T.
- 2 cardiovascular rooms
- 2 128-slice CAT scanners, with advanced applications for non-invasive cardiovascular diagnosis.
- 1 SPECT-CT scanner
- Equipment to improve surgical precision, with 10 high-level microscopes and a NeuroNavigator.

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We offer our patients the most innovative advances in personalised medicine and health technology, helping them get early access to the most cutting-edge treatments.

In addition to increasing and renewing high-technology equipment, in 2018, basic technological modernisation has continued, including the acquisition of:

- 85 Ultrasound machines
- 23 X-Ray machines
- 121 Ophthalmological machines
- 32 Endoscopy / Laparoscopy towers
- 86 Respirators and anaesthesia machines
- Over 200 patient monitoring systems
- 10 Cardiac surgery machines
- Over 250 Cardiology machines
- 32 Surgical motors
- 61 Neonatal machines





Healthcare Activity

In 2018, the healthcare activity provided at Quirónsalud centres has increased in nearly all areas.

	2016	2017	2018
Beds	6.558	6.652	6.914
Operating theatres	374	379	405
ICU/PICU/NICU	471	515	548
CAT	58	59	60
MRI	80	85	88
PET-CT	12	12	12
LINEAR ACCELERATORS	22	23	21
DA VINCI	5	5	6
GAMMAKNIFE	1	1	1
CYBERKNIFE	1	1	1
Delivery rooms/Maternity Unit	95	89	102
Consultations	7.414.619	8.226.334	8.786.793
Emergencies attended	2.347.655	2.507.122	2.573.313
Hospital admissions	330.379	340.649	352.936
Surgeries with admission	152.126	161.435	169.387
Outpatient surgeries	220.441	227.731	238.079



Oncology. La Luz Hospital (Madrid)

Safety and adequacy of clinical practice

Ensuring the health and safety of patients is a Quirónsalud hallmark.

Thus, we are continuing to strive and perfect systems to prevent, **identify and manage clinical risk**, establishing goals for improvement in all functions and at all levels of the organisation, and evaluating their fulfilment regularly and systematically using a set of indicators.

In 2018, the Patient Safety **Corporate Strategy 2018-2020** has been set up, **created in collaboration with patient safety and clinical practise experts at the centres, including members of the Patient Safety Corporate Commission**, which supports 7 lines of action:

Prospects		Strategic lines
Organisation / Results	Strategy 1	Improvement in patient safety culture
	Agents / Stakeholders	Patient involvement in healthcare safety
Internal processes	Strategy 3	Improvement in effective communication among professionals
	Strategy 4	Promote and roll out safe practices
	4.1	Clear identification of patients
	4.2	Prevention and Control of Healthcare-Associated Infections
	4.3	Safe Surgery
	4.4	Good practices associated with care
	4.5	Transfusion safety
	4.6	Safe use of medication
	4.7	Safe use of medical equipment
	4.8	Safe use of medication
	Strategy 5	Risk management
Learning and future	Strategy 6	Adequacy of clinical practice and improved care results
	Strategy 7	Promoting research in patient safety

The involvement of professionals plays a key role in the efforts to achieve and provide a better-quality and safer care; therefore, we are committed to disseminating and implementing this strategy at all levels of the organisation, by including patient safety indicators and objectives at all centres, with compliance and actions for improvement being monitored on a monthly basis, the fulfilment of which forms part of the performance evaluation of directors, middle-managers and a growing number of professionals.

As part of our integration with the Fresenius Group quality model, during 2018, 45 Helios Group Inpatient Quality Indicators (IQI) have been monitored on a quarterly basis.

These indicators focus on the volume and mortality of complex procedures, which represent 39% of inpatient cases. The results are published on a quarterly basis in the Business Intelligence tool, as the CMBD of each period is consolidated, and allow us to compare the performance of Quirónsalud hospitals with each other, with the group average and with the German averages, thereby offering a unique benchmarking opportunity on an international level.

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We continue striving and perfecting systems that identify and analyse clinical risk, establishing objectives for improvement and systematically assessing their fulfilment.

Furthermore, within Quirónsalud's quality programme, all hospitals carry out a self-assessment of their clinical practice against the quality indicators where there are deviations from the standard, both in the aforementioned IQI and in many other clinical practice adequacy and safety indicators, which are validated internationally.

This self-assessment carried out by each hospital is complemented by a **Peer Review process** at the centres where no improvement is seen at the time of the results. This is a healthcare quality analysis tool based on the exchange of information between health professionals.

Certain indicators in patient healthcare processes are analysed systematically to identify potential problems and to establish corrective measures. At the core of this procedure is a recorded face-to-face discussion of cases between the review team and the hospital's medical directors.

Peer Review is a healthcare quality analysis tool which facilitates clinical practice assessment, helping hospitals to identify areas for improvement.



During 2018, four Peer Reviews have been carried out on the hip fracture surgery procedure (Sagrat Cor University Hospital, Quirónsalud Miguel Domínguez Hospital, El Pilar Hospital and Quirónsalud Sur Hospital). This review aims to improve the care of patients with hip fractures operated within 48 hours, in line with international best practices.

Thanks to the strategy to improve the care of these patients, within the Quirónsalud group, 80.7% of patients over 65 years of age with a hip fracture are operated on within the first 48 hours, high above the national average, according to a publication by the OECD (48.4).

Simultaneously, a review group on heart failure procedures has been created, having undertaken two training sessions with the invaluable collaboration of Helios Group experts, **who already have vast experience in using peer review to improve clinical practice and quality of care.** It is planned for this group to undertake four reviews in 2019.

During 2018, the **clinical history auditing** process has continued at the group's hospitals, with the aim of improving the quality of clinical and healthcare information.

This year, two audits have been carried out at Quirónsalud Sagrado Corazón and La Luz Hospital. The conclusions of these audits have been discussed with the managers of these centres, establishing a series of training activities to improve the coding and reliability of their indicators.

Likewise, in 2018 we have continued working on **extending best practices** in line with the available scientific evidence and recommendations of the main national and international reference bodies, with the implementation of new patient safety business protocols at all the group's centres.

To this end, in 2018, a clinical sessions programme has also been organised in **various medical specialities**, in which professionals from different hospitals have participated. This programme intends to update constantly evolving medical knowledge and be able to share experiences and best practices among our professionals.

The ultimate goal is to increase **excellence in healthcare at Quirónsalud**, to be able to provide our patients with care of the highest quality. During 2019, we are planning to extend this activity to new medical specialities.

Likewise, an **open culture of patient safety** is being promoted and the internal notification of incidents is being encouraged, with the aim of **preventing new safety** incidents and mitigating those that have occurred.

To this end, in 2018, new functionalities have been incorporated into the safety incidents notification and management corporate tool, which allow an immediate and efficient analysis of safety incidents, as well as the implementation of actions aimed at improving the safety of patients being cared for at our centres.

As a result of this analysis, in 2018, different corrective measures were adopted,

ranging from developing new protocols and changing existing ones, acquiring new products, repairing equipment and sending alerts via email, among other actions.

Quirónsalud continues to develop patient safety-specific training plans to encourage the culture of risk prevention and detection and excellence in healthcare at all hospitals.



Jiménez Díaz Foundation University Hospital



Excellence and quality in the provision of services

Numerous certifications and accreditations support Quirónsalud's commitment to service excellence and a quality.

Quirónsalud has a quality management system, certified with many standards, based on the company's common strategy, with its basic pillars being:

- Leadership
- Excellence in care
- Understanding the needs and expectations of patients, professionals, managers and shareholders.

The system is designed so that it promotes the integration of the centres, under standardised work and measuring tools and methods.

At the end of 2018, we have the following quality accreditations and certifications:

- **Certifications in Quality Management Systems based on the UNE-EN-ISO 9001:2015 standard** at:
 - 44 Hospitals
 - 3 Residences for the elderly
 - The Group's company, "Servicios, Personas, Salud, S.L." which provides non-healthcare support services at 32 Quirónsalud centres.

- The Health Diagnostic central laboratories located at Jiménez Díaz Foundation and Catalonia General Hospital, which provide services to various centres in the Quirónsalud Group.

- The management and provision of image diagnostic services and nuclear medicine by Health Diagnostic at 6 centres.

- IERA Lisbon Assisted Reproduction Institute.

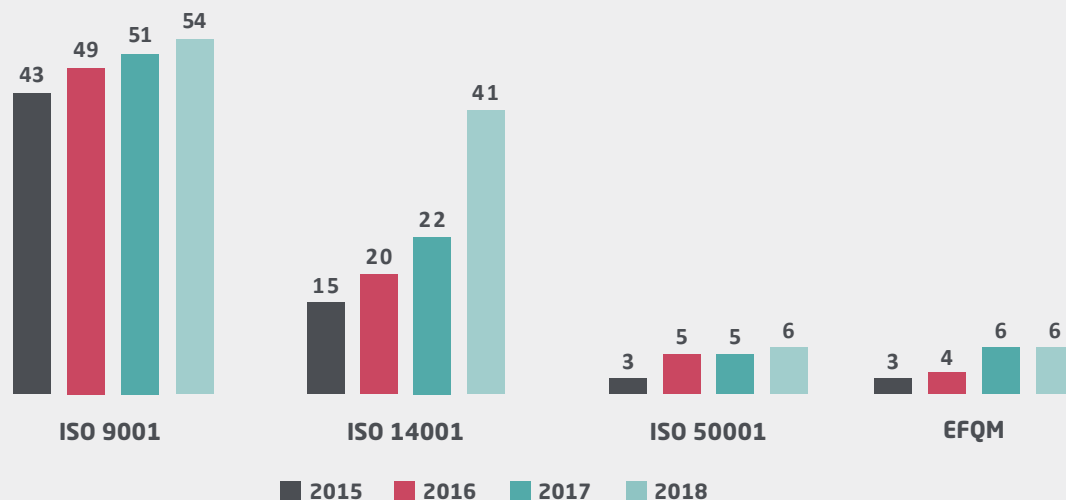
- **Certifications in Risk Management for Patient Safety based on the UNE 179003:2013 standard** at: Teknon Medical Centre, Rey Juan Carlos University Hospital, Catalonia General University Hospital, the aim of the company being to significantly increase the number of centres accredited with this standard.

- **Certifications in Systems for Surveillance, Prevention and Control of Infections related to Health Care in Hospitals** based on the **UNE 179006:2013** standard at 8 hospitals: Teknon Medical Centre, Catalonia General Hospital, Rey Juan Carlos University Hospital, Jiménez Díaz Foundation University Hospital, Infanta Elena University Hospital, Villalba General Hospital,

Quirónsalud Malaga Hospital and Quirónsalud Torrevieja Hospital, which in future years will be included with an increasing number of centres.

- **Certifications for systems of Quality Management for Assisted Reproduction Laboratories, UNE 179007:2013** at Jiménez Díaz and Quirónsalud Donostia Day Hospital, which is also planned to cover all ARUs in the medium term.
- **Certifications in Management of Residential Homes and Services for the Promotion of Personal Autonomy, UNE 158001**, at 3 residences
- **Accreditation in EFQM Model for Excellence** at all the hospitals which provide services for the Madrid Health Service (SERMAS): Jiménez Díaz Foundation University Hospital, Rey Juan Carlos University Hospital, Infanta Elena University Hospital and Sagrat Cor University Hospital.
- **Accreditation in the Joint Commission International (JCI) model** at Teknon Medical Centre, also with a strategy in place to extend this model to new hospitals in 2019-2020.
- **Certifications in Environmental Management System ISO 14001:2015** at 41 hospitals, and the Health Diagnostic central laboratory located at Jiménez Díaz Foundation.
- **Certifications in Energy Management System UNE-EN-ISO 50001:2015** at: Rey Juan Carlos University Hospital, Jiménez Díaz Foundation University Hospital, Infanta Elena University Hospital, Villalba General Hospital, Quirónsalud La Luz Hospital, Ruber International Hospital.

NO. CERTIFICATIONS AT QUIRÓNSALUD



- Certifications in **Occupational Health and Safety Management System OHSAS 18001** at: Rey Juan Carlos University Hospital, Infanta Elena University Hospital and Villalba General Hospital.

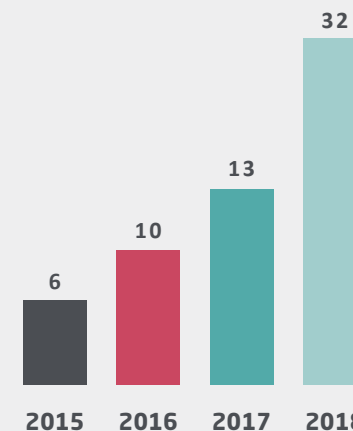
Risk analysis, audits and improvement plans

In 2018, an internal auditing methodology has been consolidated, forming an essential part of the quality model. Throughout 2018, all the group's centres and corporate departments have been audited, based on the standards to which they are certified. The results obtained from the audits have been duly addressed to ensure the continuous improvement of Quirónsalud Group management systems.

Based on the results of the audits, a total of 462 improvement actions have been identified, covering practically all areas of activity and all management processes, with particular emphasis on:

- Managing patient safety
- Improving healthcare support processes
- Improving medication management
- Integrity of clinical history

NO. ISO 9001 CERTIFICATIONS AT SPS



ISO 9001 Servicios de soporte no asistencial

Quirónprevención:

In the case of Quirónprevención, the company has established its own quality control system, which is also certified to the ISO 9001:2015 standard and appropriate for its activities. During 2018, it has passed the corresponding internal and external audits, undertaking the necessary improvement plans.

Likewise, Quirónprevención assesses the satisfaction of its medical examination clients, through an online survey. With 53,608 surveys received, the confidence level is evaluated at 99% and represents the whole of Spain.

88% of medical examination clients claim that they would be examined again by Quirónprevención, scoring the medical attention received as 8.5 out of 10.



The experience of patients and their families

Excellence of the patient experience, as well as their safety and the adequacy and efficacy of care, are the basic pillars of Quirónsalud's strategy.

Each year, specific objectives to improve the patient experience (PX) are agreed with all centres, which are monitored together with the impact of the improvement actions implemented, in a cycle of continuous improvement.

Different PX monitoring tools are used at the centres:

- **Net Promote Score (NPS):** 72 hours after treatment, patients who have received attention at Quirónsalud centres receive an email asking them about recommendation of services (0 to 10). Once they have given their rating, a range of reasons appears so that they can substantiate their opinion. Likewise, a field is provided to add any further comments that they wish.

The results are analysed globally and by field of care (inpatient, surgical block, outpatient

consultations and A&E) and by medical speciality, both company-wide and by hospital.

Using this system, in 2018, the opinion of 333,231 patients was received, 156,420 more than in 2017, achieving results which continue to remain above the levels considered as excellent for health centres, with a global NPS of 51.48 (even improving on the result of 50% corresponding to the previous year),

- **Implementation of the Likeik system** at the A&E departments of 17 hospitals, which serves to immediately monitor the service rating.
- **Creation of a focus group** with patients to delve into the factors which determine their experience and the actions to implement in order to improve them. In 2018, as well as the focus groups at the centres, on a corporate

level, the creation of a focus group has been promoted to first understand and then improve the experience of patients during pregnancy and labour care.

- In addition to all of this, in the first quarter of the year, a group of large hospitals and the corporate level itself were subject to a **PX situation audit by Cleveland Clinic**, one of the leading centres globally in this field.

After two previous years of deploying objectives, improvement actions and basic patient experience monitoring tools, in 2018, this line of work has been strengthened through:

- The creation of the Corporate Committee for Patient Experience presided by the Quirónsalud CEO himself.

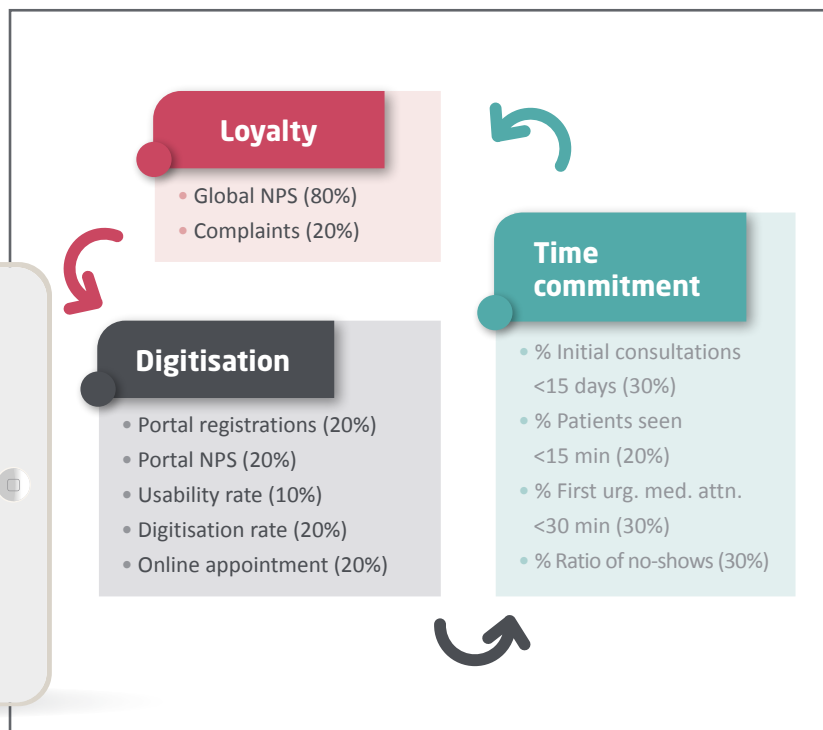
- The approval of the PX strategic lines, whose global strategy will be completed in 2019.
- The definition of synthetic PX indicators which include digital elements of PX, in line with the digital transformation plan implemented during the year.

Together with the countless improvement actions developed at the centres themselves, the most significant promoted at corporate level have been:

- Updating the patient treatment standards, included in the document "The patient: the centre of our care. Identifying traits of Quirónsalud".
- Training professionals on the treatment of patients (in the chapter of this Report relating

to the Quirónsalud Team, data is provided on the continuous training received by professionals of the Group).

- Improving the process of care at A&E and updating the training on carrying out this care process.
- Improving the patient portal, and the care through remote channels (contact centre) in general, in line with the provisions of the digital transformation plan.



Patient Centric

Loyalty

Satisfaction and level of confidence in the centres

Digitisation

Patient portal as a communication tool with the patient

Time commitment

Commitment in terms of time excellence objectives. Although it is inherent to loyalty, it is identified as its own dimension due to its importance and room for improvement.



The Quirónsalud Patient Portal reaches one million users.

The Patient Portal has enabled the launch of medical support services without the need for face-to-face visits.

The Patient Portal is an application through which users can access their medical histories and the results of diagnostic tests, as well as request or change appointments, receive alerts and reminders, and maintain a direct relationship with their specialists.

Thanks to all this, the patient **plays a greater role in the management of their health**, and **care services** can be adapted as needed.

Thanks to this application, Quirónsalud patients have already been able to perform more than 10 million actions from their computers, mobiles or tablets.

At present in some of its centres, the Quirónsalud Patient Portal offers more than 350 telematic medical support services in many processes, including those related to assisted reproduction, anticoagulation, endocrinology, allergies and cardiology, as well as pre-anaesthesia consultations and monitoring and check-ups for any pathology, among others.



Another of the possibilities offered by the application is a real-time **customised reception, guidance and location tool** integrated into the Patient Portal that improves the patient's experience in the centre, streamlining their visit and serving as a guide. The App identifies the reason for the patient's visit in the event that one is scheduled, such as a medical appointment, for example, personally welcoming them and offering them the fastest and easiest route to reach their point of interest, guiding them directly and in real time through the facilities, and notifying them when the destination has been reached.

The Quirónsalud Patient Portal mobile application is available free in the App Store and on Google Play.



Management of suggestions, complaints and claims:

The claims, complaints and suggestions submitted by the patients are a valuable source of feedback about their experiences in the Quirónsalud centres and of the services, as well as their satisfaction with the care received.

Suggestions, complaints and claims are always transferred to the patient care services, who are in charge of their management.

In 2018, 9,602 complaints and claims were recorded in the centres, corresponding to 7.78 percent of actions carried out, with an average response time of 12.75.

The main reasons for complaints and claims in our centres are due to delay or dissatisfaction with service, appointment scheduling, personal interactions, and organisation and standards.

In the case of Quirónprevención, there is a specific procedure for managing feedback from patients and other interested parties, considered a very useful tool to detect opportunities for improving services and client loyalty.

The Quirónprevención Call Centre answers more than 150,000 calls and more than 65,000 e-mails per year. A small part corresponds to complaints and claims as

such, as the vast majority of the incidents/requests that are addressed are resolved upon receipt. The main reasons for contact are issues related to access to medical examinations and analytical matters (passwords, access, etc.) to the Company extranet (operation, download of qualifications, request for appointments, etc.) and for information about the Centres network, Tarjeta Mi Salud Card and billing processes.

The security and confidentiality of patient information

The Quirónsalud Group has a team dedicated to Information Security and Data Protection that ensures compliance with the obligations arising from the data protection law (LOPD), even going beyond what is required by regulations and implementing additional measures.

Accordingly, since 25 May 2018, date of application of the General Data Protection Regulation, the **GDPR Action Plan** is implemented in all centres, and includes:

- Appointment of DPO. An internal Data Protection Officer has been appointed to carry out the functions established in the regulations.
- Duty of disclosure. Duty of disclosure is complied with through two layers: basic information through posters in reception areas and additional information on the website.
- New rights of the interested parties. A Technical Manual is available on Data Protection Rights, which includes the new rights recognised by the legislation.
- Processing Activities Register. Collects the processing activities and a general description of the technical and organisational security measures that guarantee the protection of personal data. There is a management procedure for the processing activities register.
- Impact assessments and security measures. Ensures an evaluation process will be carried out prior to initiating data processing operations (Privacy by Design) that informs of the risk involved in such processing, in order to adopt the most appropriate security measures for the specific case.
- Data controllers (providers). A procedure is in place for data controllers that includes the models of contracts that must be signed by the suppliers, as well as a questionnaire that must be completed to verify compliance with the regulations.
- Communication of security breach. To comply with Article 33 of the GDPR, which requires security breaches to be notified to the control authority within a maximum period of 72 hours and, where appropriate, to those affected, or those likely to be affected. A procedure is available in the event of possible security breaches, for the registration, control, monitoring and communication of any incident that may occur.



In the Quirónsalud Group, necessary measures have been implemented to comply with the provisions of the General Data Protection Regulation and Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights.

Research and innovation

At Quirónsalud, we are committed to research and innovation as a core strategy to bring added value and quality to prevention, diagnosis and treatment.



We offer our patients the most innovative advances in personalised medicine and health technology, facilitating their early access to the most cutting-edge treatments.

Our group places its hospital network at the service of science and medical advances, channelling its actions in supporting professionals so they can be at the forefront of clinical research. Uniting new technological advances with the excellence of its professionals and the collaboration of its patients is a guarantee of added value the hospital group brings to the Spanish Health System.

In 2018, the scientific production of the research groups working in the Quirónsalud centres has continued to increase and improve in quality:

1,100 scientific publications

In 2018, more than 1,100 scientific articles were published in journals with national and international reach with an average impact factor of 5.11 and an accumulated impact factor of 5,200 points, representing a growth of 14% over the year previous.

The group's scientific production is particularly relevant in the areas of cancer; kidney diseases; metabolic and cardiovascular diseases; chronic inflammatory infectious diseases; health technology

and innovation, and neurosciences, publishing articles with an impact factor of around 80 points.

Participation in more than

800 clinical trials

88 early phase clinical trials: 13% increase compared to 2017

Quirónsalud professionals have participated in more than 800 clinical trials in the field of clinical research. In 2018, 88 early phase clinical trials were started, which represent almost 40% of all new trials and represent an increase of 13% compared to 2017. This shows the improvement of the professionalism of our teams of people and facilities, which are adapted to the increasing safety and efficiency requirements of clinical trial promoters, and translates into an improvement in the early access of patients to the most innovative treatments, ones not available in the market and those that can only be accessed through participation in early phase clinical trials.

The clinical trials active in 2018 have been developed mainly in the areas of cancer; chronic inflammatory infectious diseases; neurosciences; kidney diseases; metabolic and cardiovascular diseases; and health technology and innovation. The fields of cancer, neurosciences and health technology and innovation are where more clinical trials have started in early stages.

700 research projects

In 2018, nearly 700 research projects and observational studies were carried out, many of them financed by national and international competitive tenders, focusing on areas as relevant as cancer; chronic inflammatory infectious diseases; neurosciences; kidney diseases; metabolic and cardiovascular diseases; women's health; and new therapies in medical technology and innovation, among others.

In addition, in 2018 we worked on the creation of corporate structures to support researchers, making new research support services available to the centres (carrying out statistical studies, giving support to the writing of publications and bibliographic documentation services) to coordinate and optimise the processes of scientific production, in order to promote its dissemination and subsequent application to clinical practice.

As previously stated, in 2019, Quirónsalud will launch the **First Proton Therapy Centre in Spain**, being once again at the forefront of oncology, representing another step in its commitment to innovation, safety and care for cancer patients.

The end of 2018 saw the launch of the **1st Call for Research Awards and Scholarships for Quirónsalud Training Residencies**, whose goal is to value the scientific activity and the continuous training of Quirónsalud professionals.

This initiative is another example of Quirónsalud's commitment to Research and Innovation and is a sign of recognition and encouragement for all those professionals of the Group with innovative spirits, who seek to contribute scientific advances that have an impact on improvements in patient care or that aim to improve their knowledge in the field of healthcare and biomedical research.

Our commitment to teaching

The Quirónsalud Group is firmly committed to teaching by training future healthcare professionals.

Teaching is the cornerstone of a committed motivated team striving to continuously provide their patients with the best healthcare and the best service.

Quirónsalud continues to strengthen and expand its professional circle, consolidating agreements with centres it has previously partnered with, and generating new ones with different teaching centres or institutions, for undergraduate, graduate and postgraduate studies.

It has collaborated by offering undergraduate internships in hospitals to institutes and vocational training centres throughout the country, training future technicians of Nursing Auxiliary Care, Diagnostic Imaging, Clinical and Biomedical Laboratory, Radiotherapy and Dosimetry, Pathology and Cytodiagnosis, Pharmacy, Air Conditioning and Electricity, Administrative Management and Dietetics, among others.

The university students who are trained in Quirónsalud centres come from degrees as varied as nursing, medicine, psychology, pharmacy, physiotherapy, occupational therapy, biology, social work and nutrition, all in the healthcare area. In the non-healthcare branch, students of administration, law, marketing, labour relations, HR, Quality and IT.

As for postgraduate students, Quirónsalud offers the specialisation required for centres such as the Jiménez Díaz Foundation University Hospital Health Research Institute, in addition to the residents of the National Specialist Training Programme and some with permanent positions such as General Health Psychologist and Masters in nursing.

Partnerships are maintained with leading universities such as: Autonomous University of Madrid, Autonomous University of Barcelona, Polytechnic University of Barcelona, Polytechnic University of Madrid, University of Alcalá de Henares, University Francisco de Vitoria, University of Barcelona, Complutense University of Madrid, Rey Juan Carlos University, Open University of Catalonia, University of Salamanca, University of Granada, University of Valencia, University Carlos III and University of Malaga, among many others.

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In 2018, more than 5,500 students completed internships in our centres, almost doubling the previous year's figures.

Regarding the objectives set for 2018, some have been met very satisfactorily, providing new approaches to professionals and forging closer links with prestigious institutions that enrich the value of the company.

One of the goals is to continue advancing in the accreditation of some of the Quirónsalud hospitals as affiliated teaching centres and thus be able to rotate staff in centres that are leading or groundbreaking in certain technical specialities, nurturing our professionals with the latest developments. Thanks to all this, patients will continue to be offered the services of the best specialists using cutting-edge techniques and top-quality services.

In 2019, the merging of the teaching and training of the whole group will continue, analysing the real demands of the specialists of the centres and generating, through them, courses, masters and other own programmes. All this backed by the most important universities in Spain through teaching agreements, which will provide Quirónsalud with the means and elements necessary to validate and build a reputation nationally and internationally for our team of specialists.

For its part, the **Quirónsalud Campus**, the group's Corporate University, aimed at training and enhancing the skills and knowledge of its future leaders, also wants to reach the professionals of the rest of Spanish health service.

For this reason, several of its conferences are open to all of them, consolidating as national and international reference events in improving patient safety and clinical excellence.

Later on, regarding the training and professional development of our team, information about the teaching activity of the Quirónsalud Campus is expanded.



